Tab I

`

Road to Dreams
Photo by Paula Krugerud

Part IA –Technical Proposal	
RFP Title:	**Nevada Wildlife Data System (NWDS)**
RFP:	**3021**
Vendor Name:	**Systems Consultants**
Address:	**185 North Maine Street** **PO Box 2040** **Fallon, NV 89407-2040**
Proposal Opening Date:	**June 25, 2013**
Proposal Opening Time:	**2:00 PM**

Systems Consultants

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Tab III Vendor Information Sheet

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Tab III

VENDOR INFORMATION SHEET FOR RFP 3021

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 Numbers		
	Area Code: ***866***	Number: ***703-4605***	Extension:
	Area Code: ***877***	Number: ***542-4767***	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: ***423-0381***	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: ***June 25, 2013***

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Tab IV State Documents

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Tab IV

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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 1 to Request for Proposal 3021**
RFP TITLE:	Nevada Wildlife Data System
DATE OF AMENDMENT:	June 7,2013
DATE OF RFP RELEASE:	May 10, 2013
OPENING DATE:	June 25, 2013
OPENING TIME:	2:00 PM
CONTACT:	Gail Burchett, Procurement Staff Member

The following shall be a part of RFP ***3021.*** 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. Does the current vendor have an interest in continuing support for NWDS?

   We anticipate so, but we cannot confirm.

2. What is the name of the vendor who will be or has been awarded the RFP for the AHS system?

   Systems Consultants (SCI), of Fallon, Nevada.

3. Is the current NWDS system hosted by the current vendor?

   Yes.

4. Section 14.3.9 of the RFP states "Most design, development and testing activities will occur in Reno (except those activities mutually agreed to be performed at the contractor's facility). " Section 6.6.6 of the RFP states "Vendors must provide information on the staff that will be located on-site in Carson City. If staff will be located at remote locations, vendors must include specific information on plans to accommodate the exchange of information and transfer of technical and procedural knowledge. The State

encourages alternate methods of communication other than in person meetings, such as transmission of documents via email and teleconferencing, as appropriate." Would the state consider allowing that "Most design, development, and testing activities" would occur at the contractor's facility?

Just to clarify the Nevada Department of Wildlife is located in Reno. Section 6.6.6 of the RFP is boiler plate language that does not apply to this RFP.

Yes, the state would be willing to consider allowing design, development and testing activities to occur at a contractor's facility with the understanding that such activities will involve the participation of NDOW staff, to include the ability to participate via teleconferencing. However, there may be occasions that NDOW may determine that face-to-face discussions must occur with the vendor traveling to Reno, NV for such discussions.

5. We cannot find any information on the "Hypercom Blackstone, Model M173A" printer described on page 6 of the RFP. Please provide additional information on this printer.

The Hypercom Blackstone printer was made by Epson. This Model M173A is the same printer as the Epson VT-101 printer addressed in #6 below, which we have also used. These printers are no longer manufactured. We have a certain quantity of spare printers in our inventory, but we intend to work with the selected vendor to identify our next generation printer for our license agents.

6. The NWDS Licensing manual we downloaded shows an Epsom VT-T101 Thermal Card Printer. Has this model been replaced by the Hypercom Model?

See #5 above.

7. 1.3(a) Goals and Objectives states the following: "The selected vendor will work with NDOW to integrate the licensing system (NWDS or alternative licensing system) with the tag application/drawing system (Application Hunts System or alternative tag application/drawing system), creating just one (1) system for all NDOW business transactions, while maintaining compliance with NRS 502.175. " a. A single "shopping cart" for all transactions is desired, to include the ability to complete and pay for multiple transactions during the same session. This seems to conflict with 3.3 Concurrent Impact/Projects: "The AHS is the subject of a separate contract from NWDS due to the provisions of NRS 502.175 (drawings to award and issue tags or permits; contract with private entity). There is a concurrent RFP for AHS in progress and the successful vendor on that RFP shall maintain and enhance the computerized AHS which operates on a PC network." Please clarify the degree of integration desired/required with the Application Hunt System.

This is currently stated as a future goal and objective and is not part of the bid and would have nothing to do with the current RFP.

This question relates to goals and objectives, but is not a specific mandate for this contract. The state would like to explore the feasibility of eventually combining the two contracts (AHS and NWDS) into one.

8. 1.3(d) Goals and Objectives states the following: d. NDOW desires greater flexibility in introducing business rules into the system where business rules are more directly managed by NDOW staff. Please provide one or more examples of a business rule that NDOW would want to directly manage that they now can't (i.e., residency, age requirements, etc.)?

This question relates to goals and objectives, but is not a specific mandate for this contract. The state would like to explore the feasibility of eventually being able to make changes to the system without incurring high programming costs and reducing on-going testing afterwards.

9. Para 4.6 Bullet 12 - Will the requirement for NDOW credit card counter sales in the future include having to interface to NDOW's merchant services provider to authorize credit cards, settle transactions, etc.?

This depends on the vendor's proposals, but more than likely there will need to some sort of interface.

10. 4.6.1.4 Bullet 5 "Timely bank statements balancing and reconciliation within 10 business days."Please clarify which specific bank statements the vendor will have to balance and reconcile. Are these State bank accounts or vendor accounts?

Vendor accounts.

11. 4.6.1.5 - What level POC is desired for the principal liaison?

We expect the vendor's POC to be at the technical level to attain full knowledge of Nevada's licensing, law enforcement and boating applications to effectively communicate and interact with NDOW staff on potentially daily level. To ensure continuity in our relationship with the vendor, we expect stable support from the assigned individual(s). The assigned individual(s) must be at the appropriate level to make high level decisions on behalf of the vendor.

12. 4.7.5.2 - "Confidential Personal Data will be encrypted whenever possible ". Please identify which data items are designated as "Confidential" by the Agency or the State –e.g. SSN, DOB, DL number, Height, Weight, Phone Numbers, Email addresses, NSF, Citations and Revocations etc.

Personal identification information is considered confidential.

13. 4.7.5.3 - "Sensitive Data will be encrypted in all newly developed applications. " Please identify which data items are designated as "Sensitive" by the Agency or State – e.g. SSN, DOB, DL number, Height, Weight, Phone Numbers, Email addresses, NSF, Citations and Revocations, etc.

See questions 12.

14. 5. C - "Customers must be able to print privileges documents at home ". Are tags such as mountain lion tags considered privilege documents that the customer must be able to print at home?

The mountain lion tag is the only "tag" which can be purchased via NWDS. The mountain lion tag is subject to tag rules, and must be printed on weather-resistant tag stock which can only be printed by the vendor and therefore cannot be printed by the customer via their own personal printer.

15. 8.4.1 "The State shall pay all invoiced amounts, less a 10% hold back, following receipt of the invoice and a fully completed project deliverable sign-off form." 8.4.3 "Actual payment of hold backs will be made with the approval of the project manager." Hold backs are traditionally made for development projects as a form of insurance. As such, it would seem that operational costs (i.e., for hosting and supporting the system, for commission on license sales), should not be subject to holdbacks. Will NDOW apply a 10% hold back to monthly operational costs and/or per license transaction fees? If so, on what time schedule will these hold backs be released and paid? In regards to hold backs for enhancements and other development tasks, when does the hold back for an approved and accepted deliverable get paid? i.e., 30 days after the deliverable was accepted? At the end of the two year contract?

The State will not apply a 10% hold back to any agreed upon monthly operational or maintenance costs.

The payment of any hold backs will be negotiated with the awarded vendor and the State.

16. 14.3.4.1 "The contractor will be required to have its project management located in Carson City for the duration of the project." Since NDOW is located in Reno and since the incumbent contractor is within a one-hour drive of NDOW headquarters, can this requirement be waived, restated, or removed?

It is not required that the project management be located in Carson City, therefore, his requirement has been removed.

17. 14.3.4.6 "The State will provide space for four (4) contractor personnel. If additional space is required, the space selected by the contractor must be mutually agreed upon by the State. "Where will these locations be provided? Will they include Internet Connectivity and at what bandwidth? Will UPS be provided at these locations to ensure surge protection and electrical continuity to protect contractor equipment? Will phone service be provided at these locations? Will a FAX be available at these locations? Are copy (Xerox, etc.) facilities available at these locations? What hours are the locations available and open? What security does the state provide at these locations?

This section has been removed from the RFP.

18. 14.3.10.1 "The contractor agrees that in addition to all other rights set forth in this section the State shall have a nonexclusive, royalty-free and irrevocable license to reproduce or otherwise use and authorize others to use all software, procedures, files and other documentation comprising the Nevada Wildlife Data System (NWDS) at any time during the period of the contract and thereafter." How does this apply to third party software used to support the NWDS? For example, is NDOW expecting a royalty-free and irrevocable license to use the US Postal Service address cleansing software? Does NDOW expect a royalty-

free and irrevocable license to use Microsoft Web server software such as IIS, or Data Base software such as MS SQL or development software such as Visual Studio, Email software such as Outlook and Exchange?

This applies to all software, procedures, files and other documentation that COMPRISE the Nevada Wildlife Data System only.

19. 14.10.3.4 states that all source code and executables become the exclusive property of the State; 14.10.3.12 further states that title to the portions of the system must be delivered to the State as they are created. This appears to be at odds with the other sections under 14.10.3, Source Code Ownership, which address non-exclusive, royalty-free, irrevocable licenses. Please clarify.

All paragraphs in Section 14.10.3 stand as written.

20. 14.3.18 addresses key personnel. Having the state vet the resumes of prospective hires and conduct in-person interviews seems overly intrusive. Can this requirement be relaxed?

No.

21. NWDS Schedule K – Cost.doc has the footer for RFP 3009 Automated Application Hunt, Draw, Tag, and Licensing System and while it appears to have much in common with the documented NWDS functionality (AIS Decals for example) it also appears to have several cost elements that are confusing in light of the NWDS functionality described: 1) Schedule D – "Checks, Labels, and Draw CDs". How are checks going to be issued within NWDS or the canned system? How many labels is the contractor required to produce annually and of what type?

This schedule was mislabeled, but the same line-item budgets are required to be there. We've attached a corrected schedule. If you do think a budgeted line-item does apply, put n/a.

Schedule K revised.doc

22. Schedule I has Number of Applications Processed and Cost per Application Processed as cost elements. Please clarify which NWDS applications and how they are submitted on-line.

This has been removed. See corrected schedule.

23. Schedule J on the last page applies to Return Cards. What returns are processed within NWDS? How many are processed and through what channels?

This has been removed. See corrected schedule.

Tab IV

24. The required response to the RFP is described in Section 12. Paragraph 12.2.3.10 describes Tab X-Preliminary Project Plan and paragraph 12.2.3.11 describes Tab XI-Other information material. The Proposal Submission Checklist in Section 15 lists a Requirements Matrix as Tab XI and the Other Informational Material as Tab XII. There is no other reference to a Requirement Matrix that I can find so I suspect that paragraph 15 of the RFP is in error. Is this correct?

Yes.

ALL ELSE REMAINS THE SAME FOR RFP 3021.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: _____

Authorized Signature: _____

Title: _____ Date: _____

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

Tab IV

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 12.1, 12.5, 12.7			

Systems Consultants
Company Name

Signature

Thomas L. Reeves ***06/25/2013***
Print Name Date

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

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

Thomas L. Reeves ***06/25/2013***

Print Name Date

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

Tab V Technical Proposal Certificate of Compliance with Terms and Conditions of RFP

PLACEHOLDER for TAB

Tab V

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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 ***June 25, 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	***Attachment K***	***NA***	***SCI assumes that the Convenience Fee has been eliminated. All costs are captured in the monthly fee in our cost proposal.***

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

Tab V

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Tab VI System Requirements

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Tab VI

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4. SYSTEM REQUIREMENTS

4.1 VENDOR RESPONSE TO SYSTEM REQUIREMENTS

Vendors must explain in sufficient detail how the vendor will satisfy the NDOW project requirements described below. If subcontractors will be used for any of the tasks, vendors must indicate what tasks and the percentage of time subcontractor(s) will spend on those tasks.

Systems Consultants (SCI) designed, developed, and implemented the Nevada Wildlife Data System (NWDS) after winning the original competitive solicitation in 2002, and we have maintained and enhanced the system during the intervening years. Should we be the successful bidder, we will continue to support, maintain, and enhance the existing NWDS. No subcontractors will be used in the performance of the work.

4.2 COMPUTING PLATFORM

Each responding vendor shall submit a list of hardware (excluding NDOW desktop hardware) that will be used to provide the services required under this RFP, and shall state whether each item will be dedicated exclusively to those services or shared by NWDS with other applications. Each vendor must document how the listed hardware will be sufficient to provide all the services required under this RFP. Note that the current configuration includes various servers, network devices, data lines, phone system hardware, continuous power supplies, work stations, a postage machine, fax machines, and printers.

The infrastructure required to support NWDS consists of telecommunications links to the Internet terminating in high capacity Cisco routers and a Watchguard Firebox firewall that feed into a robust web server cluster (server farm). The NWDS server cluster currently consists of 3 dedicated servers. Internally, the system operates over a Gigabit Ethhernet local area network comprising SQL servers, data servers, eMail servers, Citrix servers, and other supporting technology. A high-level diagram of SCI's infrastructure is shown in Figure 1.

Our data communications links consist of a Verizon T-3 (DS-3) line with two Sprint T-1 lines for back-up/spare capacity. The data rate for the T-3 line is 44.736 Mbit/s (45 Mb), while each T-1 can support 1.54 Mbit/s. Load balancing is accomplished by the carriers. The highest utilization we typically experience is during the last days of the Nevada Big Game Draw and the Utah Big Game Draw, and we have never experienced more than a 60% utilization rate. Nonetheless, if awarded the NWDS contract, we will upgrade the 2 T-1 lines to an additional T-3 line to provide complete redundancy and prevent the recurrence of any issues with the carriers' routing tables such as was experienced during the 2013 Nevada Big Game Draw.

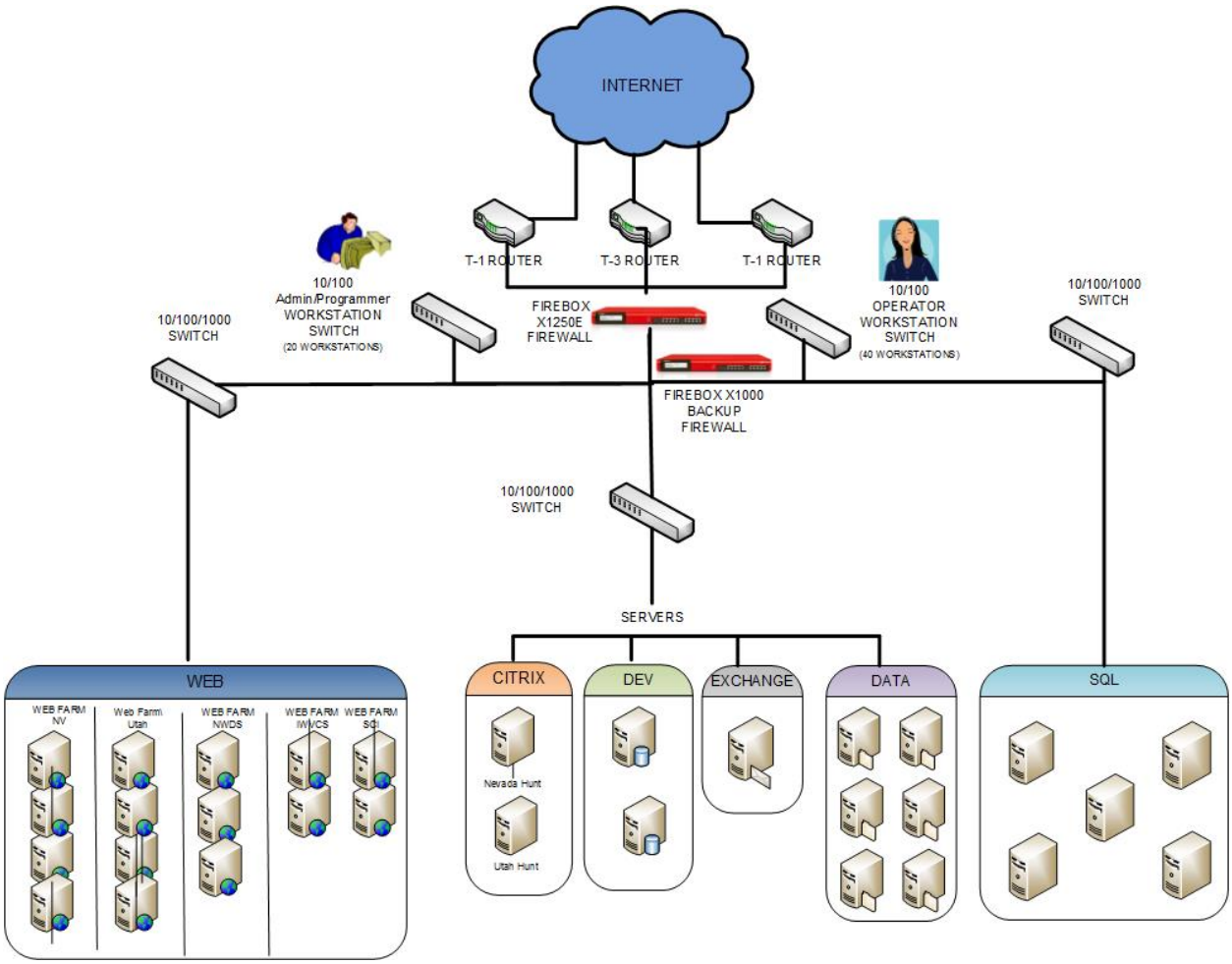


Figure 1 SCI High Level Infrastructure Diagram

Figure 2 is a list of SCI server equipment and estimated percent utilization for NWDS services and support. NWDS web services are provided through a web server cluster (web farm) currently comprising three servers.

The SCI servers with a role in NWDS are shown in Figure 2. The first 4 are used exclusively for NWDS.

SERVER NAME	ROLE(S) %NWDS	DRIVE SPACE	HARDWARE	MODEL
SCF-Web03NWDS-1	NWDS Web Farm Server 1 100%	300 GB	2xQuad Core 2GHz 4GB RAM	Dell PowerEdge 300
SCF-Web03NWDS-2	NWDS Web Farm Server 2 100%	300 GB	2xQuad Core 2GHz 4GB RAM	Dell PowerEdge 300
SCF-Web03NWDS-3	NWDS Web Farm Server 3 100%	300 GB	2xQuad Core 2GHz 4GB RAM	Dell PowerEdge 300
SCF-SQL2005-01*	NWDS Database 100%	300 GB	2xQuad Core 3GHz 4GB RAM	Dell PowerEdge 2950
SCF-Data08NWDS-1	MS Access Databases for NV Access DB's	250 GB	2xQuad Core 2GHz 4GB RAM	Dell PowerEdge 2950
AccuMail-01	AccuMail Farm Server 1 30%	300 GB	1xDual Core 2.13 GHz 4GB RAM	Dell PowerEdge R300
AccuMail-02	AccuMail Farm Server 2 30%	300 GB	1xDual Core 2.13 GHz 4GB RAM	Dell PowerEdge R300
Dev-Web2007-01	Development Web Sites for NWDS & AHS 50%	175 GB	Dual Proc 2GHz 4GB RAM	Dell PowerEdge 2900
Dev-SQL2005-01	SQL Development Databases, Archived eMail 50%	525 GB	1xDual Core 1.6GHz 6GB RAM	Dell PowerEdge 2950
SCF-Data08-1	NAS-SQL Backups, Server BKF files, BackExec 30%	7.2 TB	2xQuad Core 2GHz 8GB RAM	Dell PowerEdge 2950
SCF-Exch2010-01	2010 Exchange Server, CAS, HUB 30%	350 GB	Six Core Opteron 2427 2nd Processor 2.2GHz 6MB Cache HT-3 16GB RAM	Dell PowerEdge 2970

- This server will be upgraded to SQL 2012 if we are awarded the contract.

Figure 2 SCI Server Suite

Figure 3 lists the switches used in the SCI architecture. NWDS accounts for approximately 30% of the LAN traffic in the Call Center.

LAN SWITCHES AND ROUTERS			
PRODUCT	MANUFACTURER	PURPOSE	QTY
Dell PowerConnect 2448 Managed Switch	Dell	LAN and Internet	2
Dell PowerConnect 2748 Managed Switch	Dell	LAN and Internet	2
Dell PowerConnect 2708 Managed Switch	Dell	LAN and Internet	2
Dell PowerConnect 2808 Managed Switch	Dell	LAN and Internet	1
Dell PowerConnect 2716 Managed Switch	Dell	LAN and Internet	1
Cisco 3800 series Router	Cisco	DS-3 Router	1
Cisco 2600 series Router	Cisco	T-1 Router	2
Trend Micro switch	Trend Micro	Subnet Router	1
HP ProCurve 2124 Switch	HP	Workstation Mgmt	6

Figure 3 SCI LAN Switch/Router Inventory

Figure 4 lists the uninterruptible power supplies used in the SCI Call Center. 34% of the UPS capacity is devoted to NDOW, split approximately 10% to NWDS and 24% to AHS.

UNINTERRUPTIBLE POWER SUPPLIES			
PRODUCT	MANUFACTURER	PURPOSE	QTY
APC 725	APC	UPS for Workstations	48
APC 1500	APC	UPS for Servers	16
APC 2200	APC	UPS for Phone Servers	2

Figure 4 SCI UPS Inventory

Figure 5 lists the printer inventory for SCI. All printers are networked and available to all uses. Approximately 10% of our print capacity is dedicated to NWDS.

PRINTERS			
PRODUCT	MAN	PURPOSE	QTY
HP LaserJet 5si	HP	Print Boat Decals etc	2
HP Color LaserJet CP3505dn	HP	Documentation & Manual Printing	1
HP LaserJet 8150	HP	High Volume Printing	2
HP LaserJet 8150n	HP	High Volume Printing	2
HP LaserJet 8100	HP	High Volume Printing	2
HP Color LaserJet 4600	HP	Documentation & Manual Printing	1
Dell Color Printer 5110cn	DELL	Documentation & Manual Printing	1
HP PhotoSmart C3140	HP	Supervisors' Scanner	1
HP LaserJet P2015d	HP	Supvr Workstation Shared Printer	1
Minolta Di3510 (Printer / Copier)	MINOLTA	Operator Workstation Shared Printer	1
HP LaserJet 3015	HP	Programmers' Shared Printer	1
Epson DFX-8000	EPSON	Pin Fed Form Printer	1
HP LaserJet 3380	HP	Admin/Accounting Printer	1
HP Color LaserJet 3600n	HP	Admin/Accounting Printer	1

Figure 5 SCI Printer Inventory

Figure 6 lists miscellaneous equipment used in the SCI Call Center.

MISC HARDWARE			
PRODUCT	MANUFACTURER	PURPOSE	QTY
PowerVault 110T LTO Tape Drive	Dell	Tape Backup	1
LTO Tape Drive	HP	Tape Backup Backup	1
CBC Shredder 7160x	CBC	Shred Documents	1
Neopost IJ65	Neopost	Postage Machine	1
Numbering Machine	RapidPrint	Document Numbering	2
IntelliFax 2820	Brother	Fax Machine	1
HP 2140 Fax	HP	Fax Machine	1
HP ScanJet 8270	HP	Admin Scanner/FAX	1
Wheelwriter 3 (in admin)	IBM	Typewriter	1
TurboMeeting Hub	R-HUB	Web Conferencing	1
Firebox Firewall	Watchguard	Network Protection	2
Generac 40 KW Emerg Generator	Guardian	B/U Electrical Power	1

Figure 6 SCI Miscellaneous Equipment

Systems Consultants employs an all-Microsoft approach as much as possible to take advantage of the enormous installed base and minimize compatibility problems. We use standard Microsoft diagnostics to investigate problems.

SCI maintains a Test and Training instantiation of NWDS in our Fallon facility. It will allow a full preview of any change prior to implementing it in production. Under this contract we will provide NDOW with an additional full system installed on SCI equipment and under the complete control of the Agency for development, test, and training.

Operationally, our sites are monitored every 5 minutes by DOTCOM Monitor, and a telephone and eMail message is generated if any difficulty is encountered.

Our facilities are equipped with a ShoreTel VOIP Digital Telephone System that currently accommodates 63 trunk lines (PRI Service) which are assignable in-house to any of our toll-free numbers. This allows us to optimize the voice line allocation depending on client needs. We host two toll-free lines for NWDS at present:

- ***NDOW Boat Registration, Licensing, and Conservation Education web site users and telephone customers can contact our Call Center 24x7x365 at 866-703-4605.***

- ***NDOW Retail POS Agents can contact us for support outside of NDOW's normal working hours at 877-542-4767.***

4.3 TECHNICAL REQUIREMENTS

The **System Introduction** manual describes the NWDS and provides user information to NDOW headquarters and field staff, NDOW license agents, and vendor staff for operating the system.

4.3.1 System Description

NWDS is an Internet database application using n-Tier architecture to achieve 24/7/365 connectivity with system users – NDOW Headquarters, NDOW customer service offices and activities, NDOW license agents, the public, and the vendor staff.

4.3.2 System Architecture

NWDS is built to Microsoft's .NET family of standards. Microsoft's SQL Server database is the core of the system. In NWDS, SQL operates in the n-Tier architecture using Extensible Markup Language (XML) to communicate in Hyper Text Transfer Protocol Secure (HTTPS) over the web. The Small Object Access Protocol (SOAP) transmits remote procedure calls (RPCs) to execute database functions for remote users. Web Services Description Language (WSDL) describes the interface, while the Universal Discovery Description and Integration (UDDI) standard lists the interfaces. (Refer to Nevada Wildlife Data System User's Manual Volume I, System Introduction, 01/2012, AKA "Nevada Wildlife Data System Introduction.")

4.4 BACKUP AND RECOVERY

NDOW requires as close to 24/7/365 operation as possible. This means that the system will require a degree of redundancy so that batch programs such as data backups may be performed without interruption or degradation of on-line system performance.

System backups must be scheduled to run automatically on a daily basis. Restoration of data from backups must be a straightforward, well-documented operation that can be completed within a few hours after error detection. There must be off-site storage of all programs and back-up files. Periodic tests of backed-up files must be performed to ensure that they are still functional.

SCI's formal back-up protocols have been in place for several years and take full advantage of SQL's functionality and our extensive investment in back-up technology.

First, SCI utilizes RAID 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 in a Transaction Log. The Transaction Log is recorded on disk devices that are physically separated from the primary disk storage. Transaction logs are backed up hourly. This represents the second tier of backup protection. If primary disk storage fails, data 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. Our Microsoft SQL ™instantiations perform disk-to-disk backups hourly by backing up the primary database to the primary server, which we then copy to a secondary server, a third tier of protection.

Finally, we perform a full back up of this secondary storage, off-line, to Digital Audio Tape after the primary "fast" backup to disk has been completed, the fourth tier of protection. We utilize cyclical backup tapes. Our nightly off-line backup is kept for one week. We retain each Friday night backup as part of a monthly backup cycle and we retain the last backup of the month in perpetuity. All backups are stored in a fireproof safe offsite. We regularly rotate and test media used in this cycle.

There are a variety of reasons why restore processes can fail including media, formatting, checkpoint parameters, etc. We will demonstrate backup and restoration capabilities during implementation. 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. This practice is currently in place and has proven very successful.

4.5 BUSINESS RESUMPTION PLANNING

Business Resumption Plan for the NWDS must be developed and in-place. The successful vendor must identify and establish off-site procedures, locations and protocols.

Prepare and maintain a Business Resumption Plan that addresses checkpoint and restart capabilities, retention and storage of back-up files and software, hardware backup for data entry equipment, emergency power backup and network backup for telecommunications.

SCI has a formal Business Resumption Plan that has been reviewed and approved by several states, including Nevada. Our approach is to maintain an up-to-date listing of trigger events affecting critical infrastructure and the actions to be taken by the "first responders" to initiate recovery. The occurrence of a trigger event initiates a calling tree which marshals our response, usually within 30 minutes of the first report. Each trigger event has a detailed diagnosis and correction procedure that has been tested operationally.

Our infrastructure was designed and implemented with redundancy in mind:

- ***Electrical Power is guaranteed by a 40kw emergency generator. Momentary outages and spikes are handled by uninterruptible power supplies that connect all computer systems to the power grid. Should the outage persist, the natural gas-powered emergency generator comes online automatically and powers the entire facility until power is restored.***
- ***Data communications redundancy is achieved by having two providers – Verizon provides the T-3 line and Sprint provides the two T-1 lines. In addition, we have agreements in place for emergency DSL service through Churchill County Telephone (CCTelCo) should both of the primary sources fail.***
- ***Under this contract, should we be the successful bidder, we will replace the 2 T-1 lines with a second T-3 line.***
- ***DotCom Monitor checks all of our web sites every 5 minutes around the clock Should they be unable to connect, they automatically generate an eMail and a voice message to the Director of Operations and the IT Specialist with the details. DotCom Monitor furnishes a weekly report of site availability.***
- ***Redundant Array of Independent Disks (RAID) technology is installed on all SCI server storage. RAID protects against the failure of a disk drive by techniques such as mirroring and striping, which make any disk in the array hot-swappable in the event of a failure without loss of any data.***
- ***SQL Transaction logs and our periodic backup schedule enable us to restore a failed system to operation with little or no loss of data in a matter of 1-2 hours. These restores are periodically exercised to ensure that the data can, in fact, be restored.***
- ***The Cisco routers on all the data lines and the Watchguard Firebox firewall have fully configured inline spares that can be quickly activated in the event of a failure.***
- ***Primary voice telecommunications service is provided by Verizon using dedicated multiple Integrated Service Digital Network (ISDN) Primary Rate Interface (PRI) lines based on the T-1 standard. Each PRI line provides 23 communication channels and one data channel (23B+D). Emergency telephone service agreements with CCTelCo.***
- ***All SCI voice communications are digitally recorded through our VOIP telephone system by an OAISYS Call Recording System and backed up periodically as well.***

SCI's Business Resumption Plan is currently being reviewed and updated in conjunction with our successful bid for the Nevada Application Hunt System. We will furnish a copy for NDOW review within 30 days of award of this contract,

4.6 FUNCTIONAL REQUIREMENTS

Existing functional requirements to be maintained and supported are addressed extensively in the Nevada Wildlife Data System User's Manuals, available for download from the ftp site ftp://share.ndow.org/NWDS%20User%20Manuals/. The username and password are available on request from Gail Burchett at the Purchasing Division (775-684-0172). The current system carries out the current functions:

Systems Consultants will continue to operate, support, update, and enhance NWDS under this contract.

- Issue New Privileges
  Issues new privileges (licenses, stamps, permits). See attached comprehensive list of licenses, stamps and permits sold through NWDS

In 2014, NWDS issues 288 recreational privilege types to the public through 6 sales channels – Agency counter sales, Internet sales on NDOWLicensing.com, telephone sales through the SCI Call Center, automated and paper POS sales by retail agents, and sales through the Application Hunt System from both paper applications and web applications on HuntNevada.com. The NDOWLicensing.com screen for Internet license sales is shown in Figure 7.

Note the provision for sales of the Group Fishing Permit, which was added to the system in 2008. Since this is a group license with special requirements, it is a stand-alone selection. All other privileges are sold through the normal workflow.

Licenses with special requirements which require proof, such as Native-American or disabled license, must initially be purchased at an Agency counter. Once the proof has been demonstrated, then the authority to purchase the privilege is recorded on the client record and henceforth the license can be purchased through any sales channel.

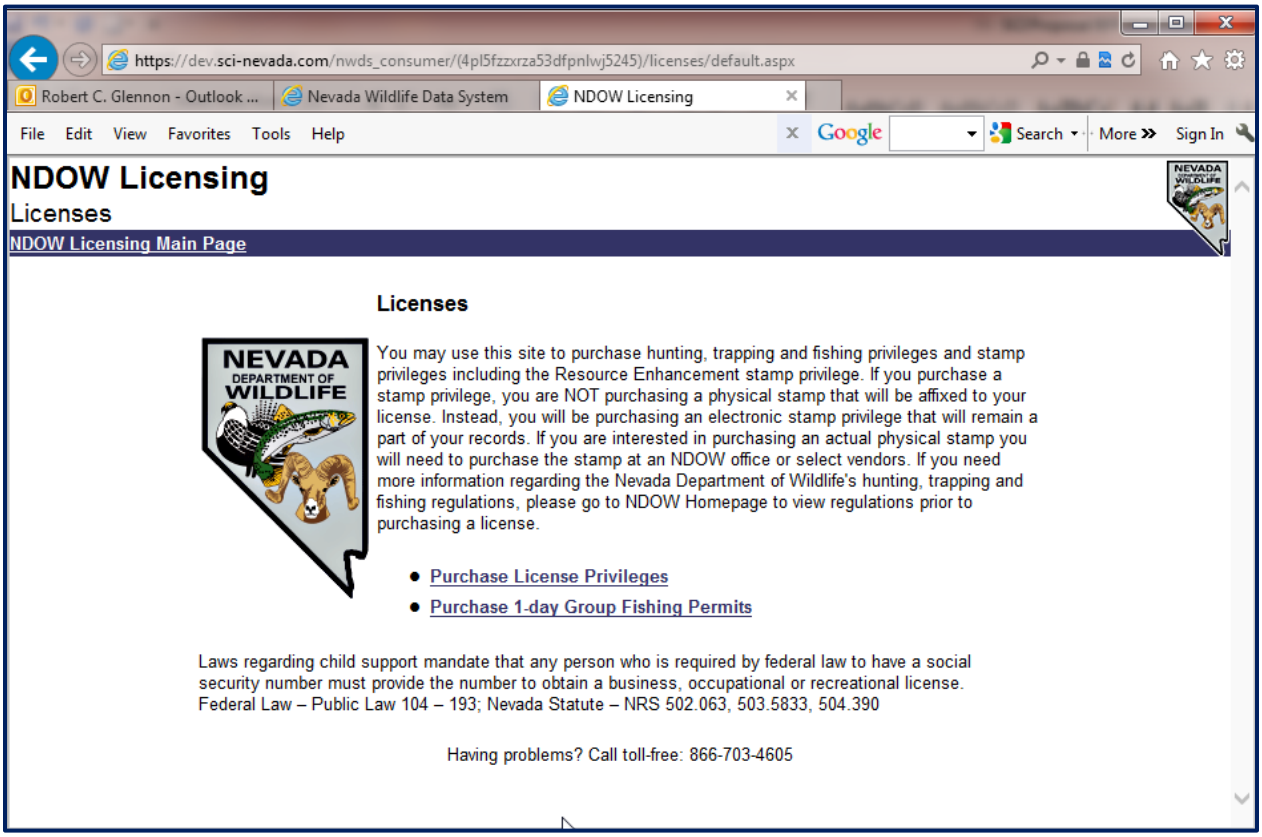


Figure 7 Licenses Entry Screen from NDOWLicensing.com

New licenses types can be established by NDOW personnel without programmer intervention using the business rules established in the system.

Figure 8 is the Add New License screen; licenses can also be cloned and edited from existing license type records.

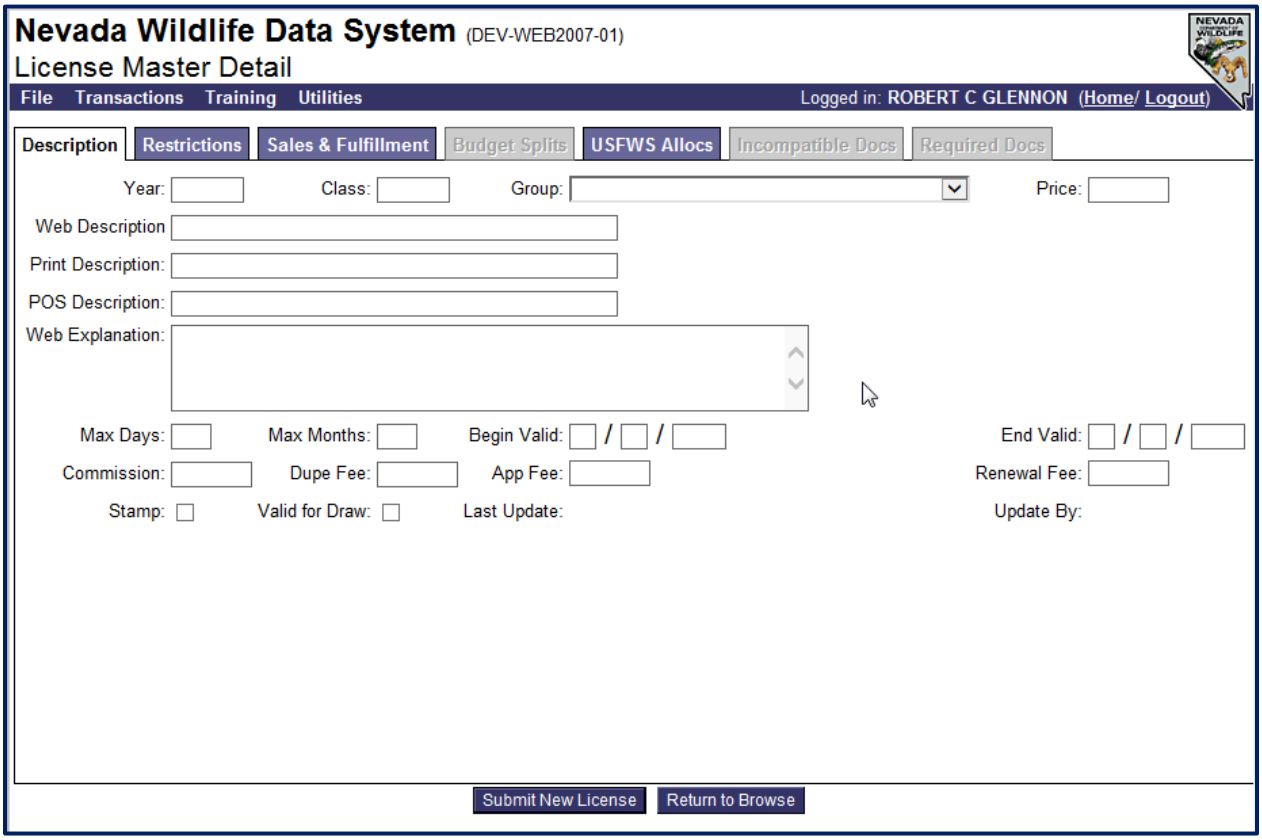


Figure 8 NWDS Add New License Screen

- Boat Registration
  Process boating registrations and boating registration renewals, this includes the assignment of Nevada Boat numbers

NWDS accommodates boat registration renewals in person at Agency outlets, by mail to NDOW, by telephone to the SCI Call Center, and on the web through NDOWLicensing.com. While renewals are accepted all year long, Nevada boat registrations expire on January 31. Renewal notices with unique Renewal Access Codes are mailed out in December each year. The initial screen from the online renewal process available through NDOWLicensing.com is shown in Figure 9.

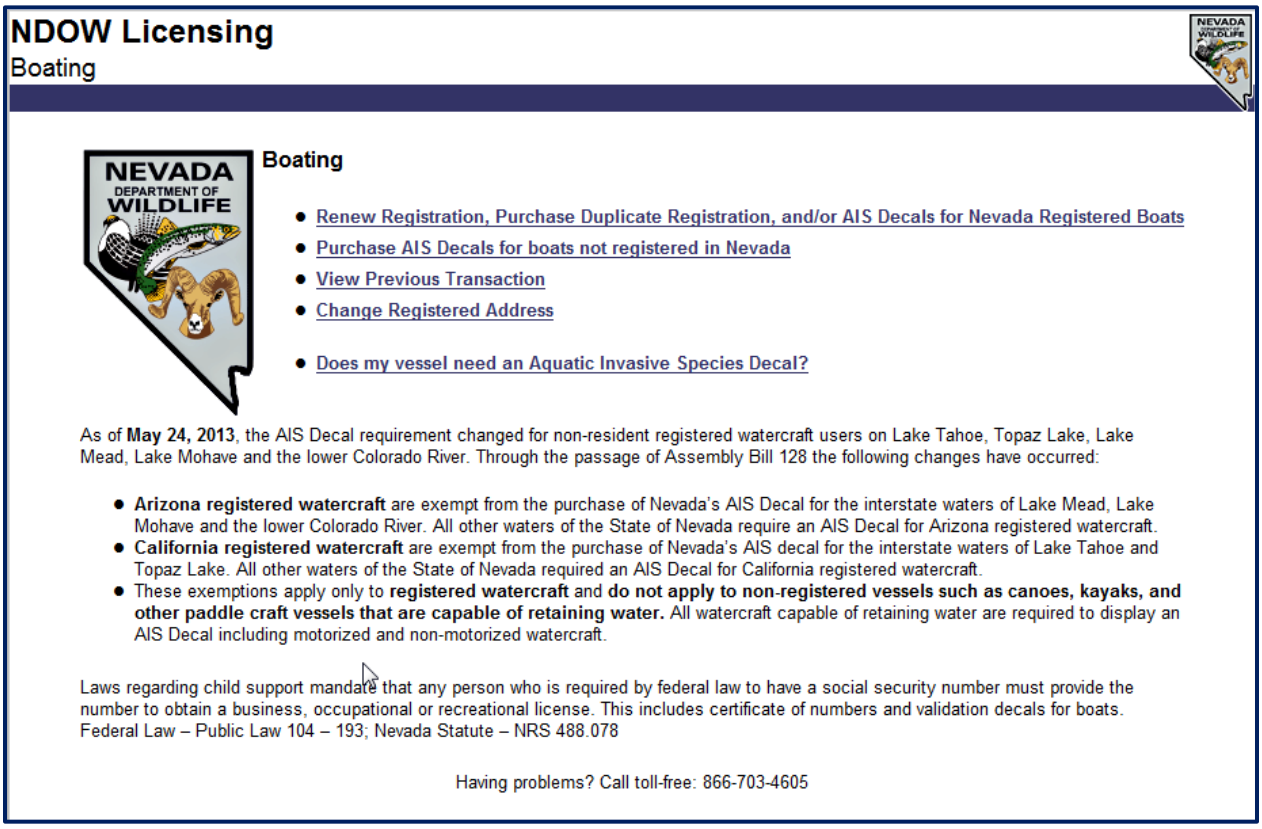


Figure 9 Boat Registration Initial Screen from NDOWLIcensing.com

- Boat Titles
  Processes Boat Title Transfers

NWDS is used by NDOW personnel to generate new titles and process title transfers, including identifying the documentation required, collecting and recording all required information, and routing the title for review prior to printing. Figure 10 depicts the types of title transactions available in NWDS, with the selection determining the documentation required.

Figure 10 NWDS Title Transaction Menu

- Issue AIS Decals
  Issues AIS Decals (new as of SFY 2013)

The Aquatic Invasive Species decal is required for all vessels capable of retaining water that are operated on Nevada waters. Nevada does recognize AIS compliance for Arizona and California registered vessels operated on interstate waters. AIS issuance capability was added to NWDS in 2013. NWDS issues AIS decals through NDOW Counter Sales, NDOWLicensing.com, and the SCI Call Center.

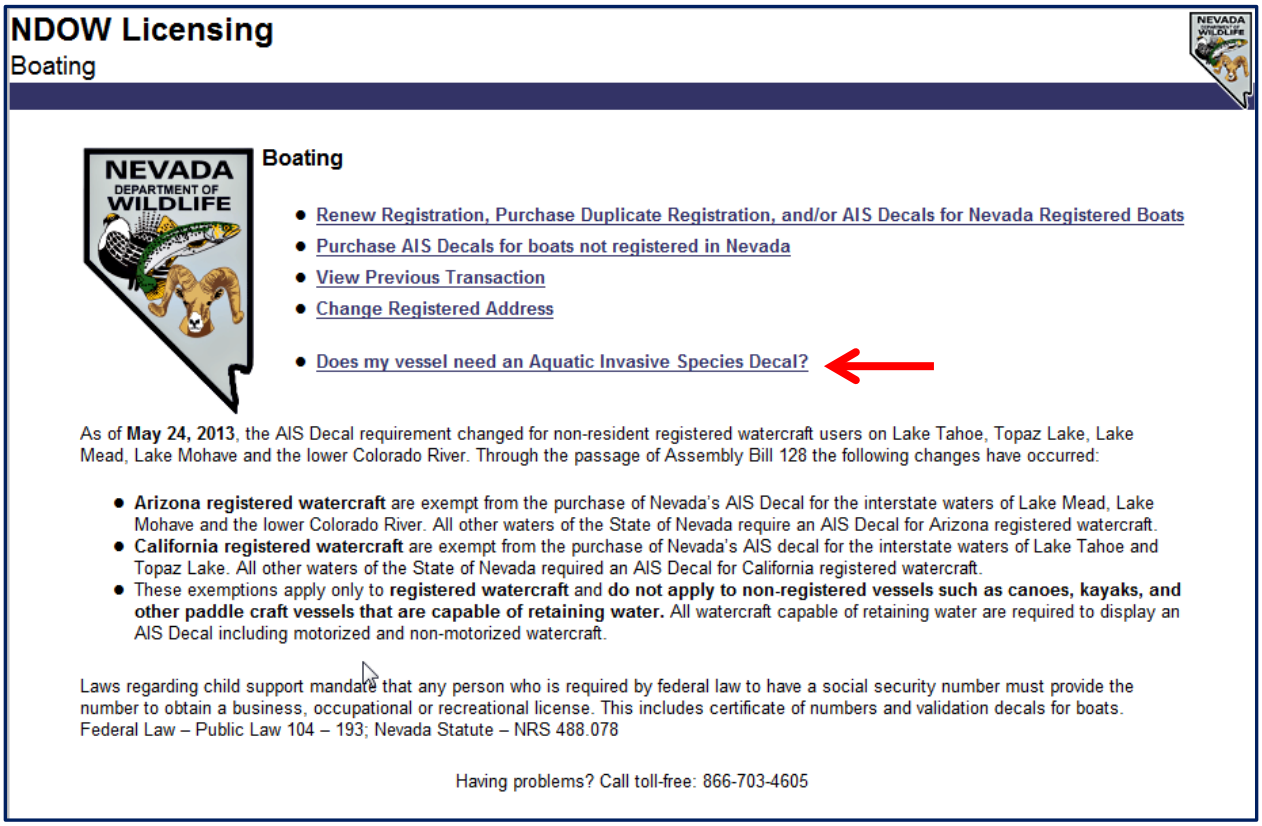


Figure 11 NDOWLicensing.com Boating Screen

Note that the new AIS requirements are included on the registration screen, as are the recent clarifications to the requirements for Arizona and California registered boats. Note also the presence of the information link to provide users with access to detailed AIS requirements; this feature is used throughout the web site to provide a one-stop purchasing experience.

- Special Licenses and Permits (SLAPS)
  Issues and tracks Special Licenses and Permits (SLAPs)

Special Licenses and Permits (SLAPs) are relatively low-volume items that cover the gamut of specialized wildlife activities from Commercial Collection of Unprotected Fish (2201) to the 3 Year Falconry Permit (2299). There are 49 SLAP license types in the system at present. These forms are semi-automated in NWDS with customized forms and Agency-selectable routing for review and approval. Once approved the SLAP is activated by NDOW and generated by NWDS for mailing to the permit-holder. A letter generation feature is included to facilitate communications with the applicant. Existing SLAPs can be renewed here as well. The SLAP Activation Screen is shown in Figure 12.

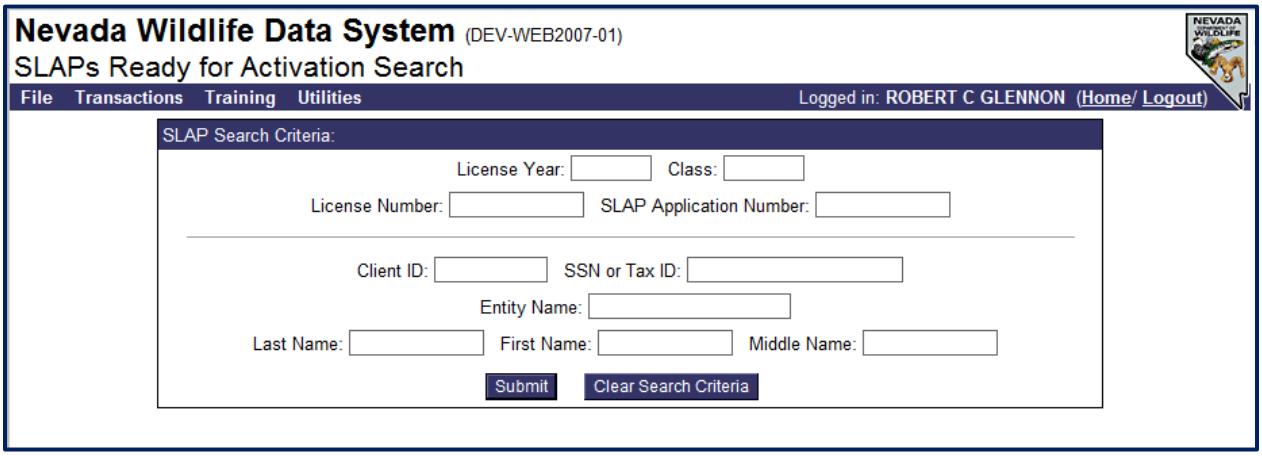


Figure 12 SLAP Activation Search Screen

New SLAP types can be established by NDOW personnel without programmer intervention.

- Agent Application
  Accept and process new license agent applications

Retail agent applications are processed and entered into NWDS by NDOW licensing personnel. Once an agent record is established, NDOW can enroll the new agent in the ACH Sweep Program to collect the funds due to the Agency on a periodic basis automatically.

The Add New Agent screen is shown in Figure 13. Note that all aspects of NDOW's relationship with the Agent are accessed through the Agent Record. A Contact Log is also provided for the use of NDOW licensing personnel to document all contacts with the agent.

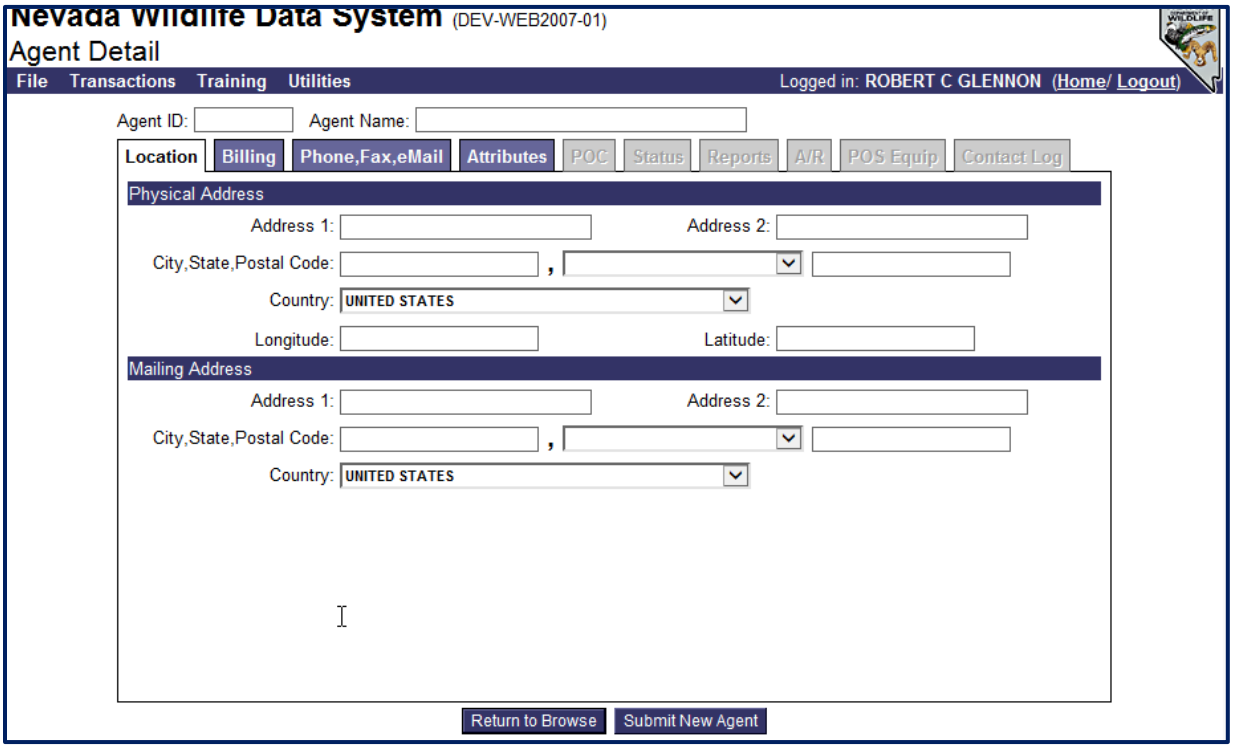


Figure 13 NWDS Add New Agent Screen

- Law Enforcement Case Files
  Record and track law enforcement case files

NWDS provides case file management for law enforcement that accommodates License Revocations, Citations and Demerits, Field Incident Reports, Operation Game Thief Reports, and Seized Property accounting, as seen in Figure 14. Note that NDOW Law Enforcement also has a customized search facility to facilitate rapid access to information pertinent to law enforcement.

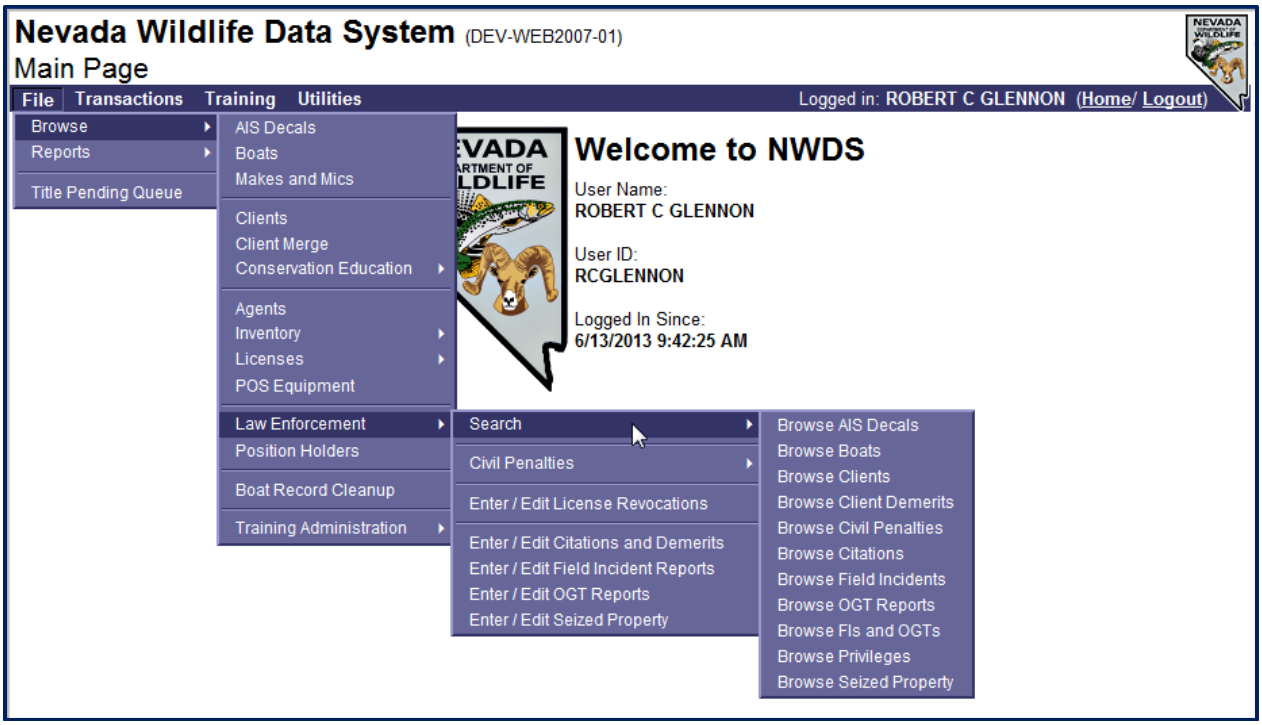


Figure 14 NWDS Law Enforcement Browse Menu with Search Expanded

- Citations, Revocations, and Demerits
  Processes and tracks citations, revocations, and demerits

Citations are issued by NDOW Law Enforcement and require an appearance or payment of a fine. In the case of serious violations, a judge may revoke the sportsman's license. License revocations are entered into the Interstate Wildlife Violator's Compact System (IWVCS) database, managed by SCI, and are honored by the other 38 member states.

- ***The Nevada Application Hunt System uses XML queries to vet hunt applications against the revocations in IWVCS and any outstanding citations in NWDS.***
- ***NWDS automatically vets all privilege purchases against IWVCS and the outstanding citations as well.***

Nevada uses a demerit system to properly address the accumulation of minor violations. If a client receives a total of 12 demerits within a 60-month period, his or her recreational license privileges may be revoked for up to 3 years.

The Add New Citation Screen is shown in Figure 15. The information is recorded on the various tabs shown. The Warrant Tab is grayed out signifying that it is unavailable. It will become available after the record is created and saved.

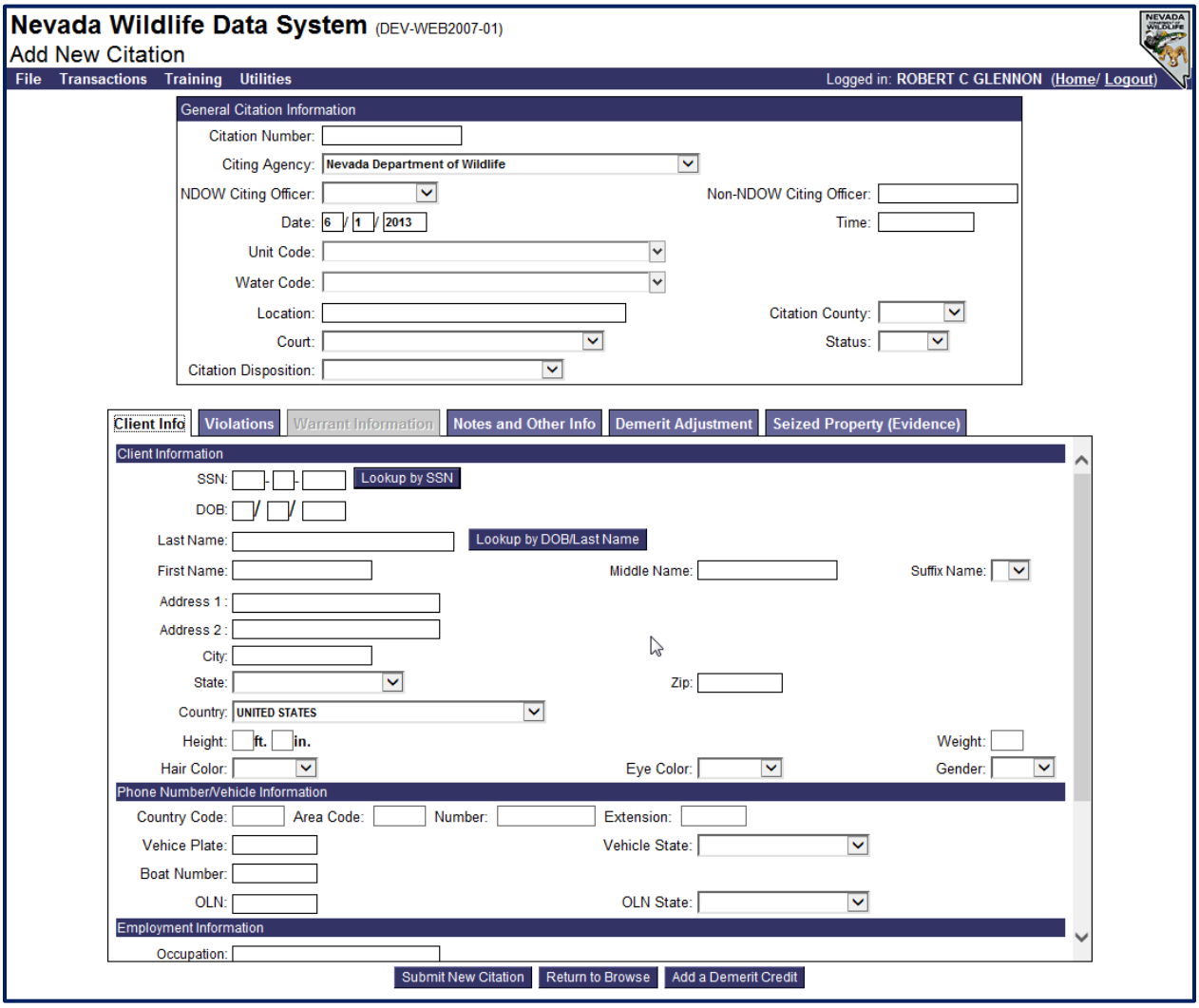


Figure 15 NWDS Add New Citation

Once in the system, the complete record can be accessed through the browse feature for view or update using various filter criteria as shown in Figure 16.

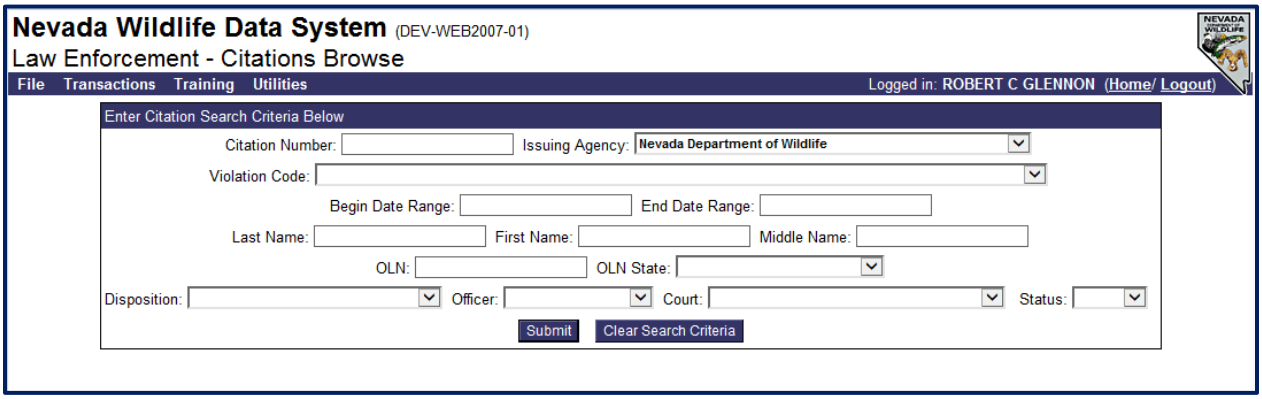


Figure 16 NWDS Citation Search Screen

- Inventory Control
  Controls print stock inventory

NWDS offers features for the management of controlled inventory, such as serialized print stock or publications for sale. The current contents of the Inventory Management Module are shown in Figure 17.

2000 - Resident Licenses
2200 - Special Licenses/Permits
2300 - Resident Indian/Vet/Disabled
2700 - Nonresident Licenses
2900 - Trap Registration
3400 - Bobcat Seals
3500 - Mountain Lion Tags
4001 - Nevada Special Use Stamps
4004 - Nevada State Duck Stamps
4005 - Nevada State Trout Stamps
4006 - Nevada Second Rod Stamps
4007 - Nevada Upland Game Bird Stamps
5000 - Group Fishing Permits
5500 - Apprentice Hunting License and Affidavit
6100 - Title
6300 - Decal
6400 - Correction Form
6600 - Hull ID
6700 - Title Stock
6800 - Aquatic Invasive Species Resident Decal
6900 - Aquatic Invasive Species Nonresident Decal
7005 - Raptor Capture Application Fee
7070 - Resident Master Guide Application Fee
7071 - Resident Subguide Application Fees
7080 - Resident Raptor Capture Application Fee
7081 - Nonresident Raptor Capture Application Fee
7093 - Nonresident Master Guide Application Fee
7094 - Nonresident Subguide Application Fee
8001 - Nevada Water Atlas (Guzzler Books)
8002 - Nevada Water Atlas (Guzzler Books) Version 2
8004 - 2010-2011 Collector Duck Stamp
8004 - 2011-2012 Collector Duck Stamp
8004 - 2012-2013 Collector Duck Stamp
8004 - 2013-2014 Collector Duck Stamp
8005 - Mule Deer Publication
8007 - Black Bear Publication
8009 - Pronghorn Publication
8012 - Delorme Atlas
8024 - Federal Duck Stamp
8120 - Wildlife Record Book
8121 - Nevada Wildlife Record Book Field Guide
9001 - Xerox Copies
9010 - Duplicate Tag Sales
9011 - Duplicate Hunter Education Card
9020 - Saleable Lists - Boats
9025 - Saleable Lists - Licenses and Permits
9050 - License/Tag Search Per Name
9051 - License/Tag Certification Per Name
9052 - Document Certification Per Document
9060 - Boat Document Certification Per Item
9061 - Boat Record Search - No Record Found
9070 - Commission Meeting CD/Thumb Drive
9080 - Distributor's Fees - Agent Fees
9100 - Photocopies Per Page
9101 - Guzzler GPS Coordinates
9102 - Guzzler GPS Coordinates Per Page
9105 - Guzzler - Shipping
9130 - OGT Donation Per $1.00

Figure 17 NWDS Inventory Management System Items

The system supports receipt, issue, transfer, and return of inventory items. Generally speaking, there are three categories of inventory:

- ***Serialized stock items that are sold through NWDS are expended individually with a record for each item and serial number.***
- ***Bulk un-serialized stock, such as Guzzler Books, are expended from the inventory as used, but an individual record is not kept for each book.***
- ***Services such as photocopies of items and searches, which are recorded as a sale.***

New items are easily added by NDOW staff without programmer involvement using the Add New Document screen shown in Figure 18.

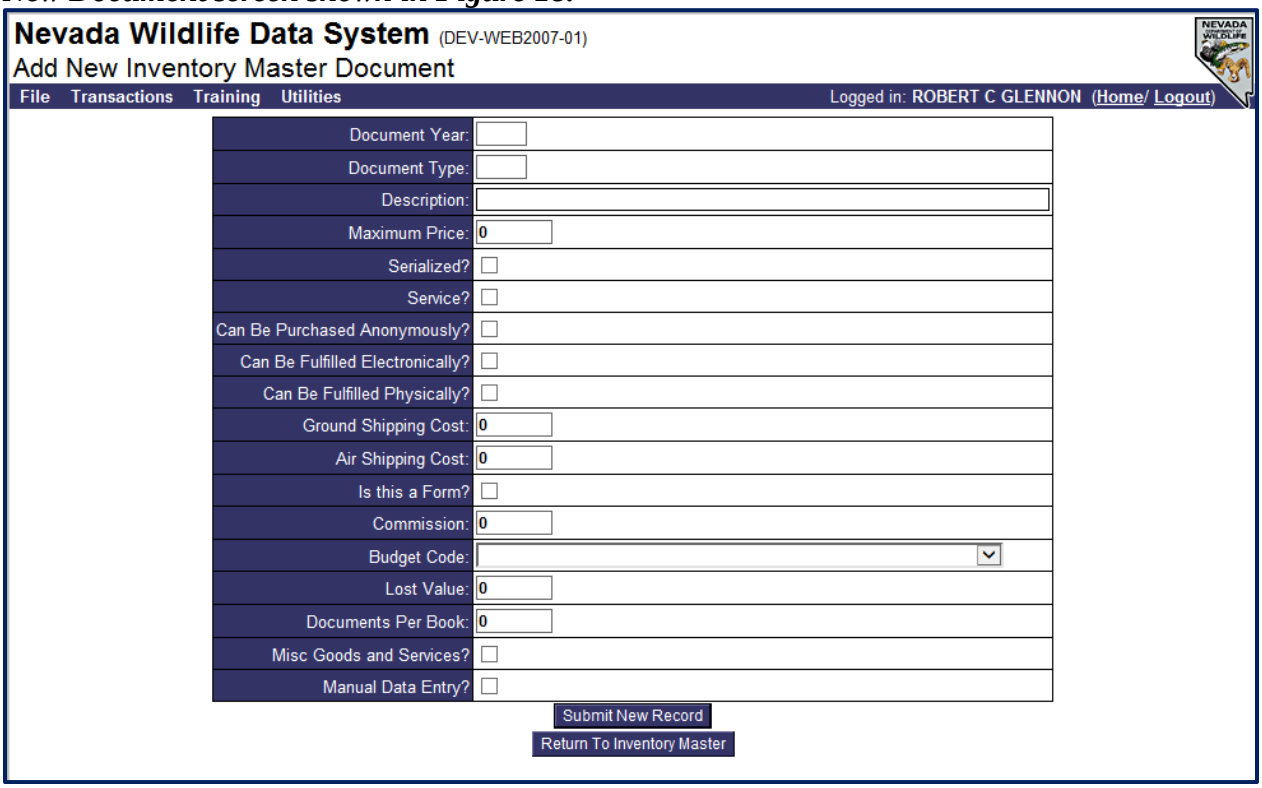


Figure 18 NWDS Inventory Management – Add New Item

- Welfare Lookup
  Provides search capabilities to the Nevada Division of Welfare and Supportive Services' (DWSS) Child Support Enforcement program in order to look up parents who are in non-compliance with court mandated support requirements;

The Bradley Amendment of 1986 (42 U.S.C. § 666) - Requirement of Statutorily Prescribed Procedures to Improve Effectiveness of Child Support Enforcement – poses restrictions on the purchase of recreational licenses by noncustodial parents who are in arrears on court-ordered child support. SCI developed a module in NWDS for the Nevada Division of Welfare and Supportive Services to permit employees of DWSS limited access to NWDS license and boat data to aid in enforcement. Figure 18 depicts the search screen on the web-based application, which allows DWSS limited access to NWDS license and boat registration data.

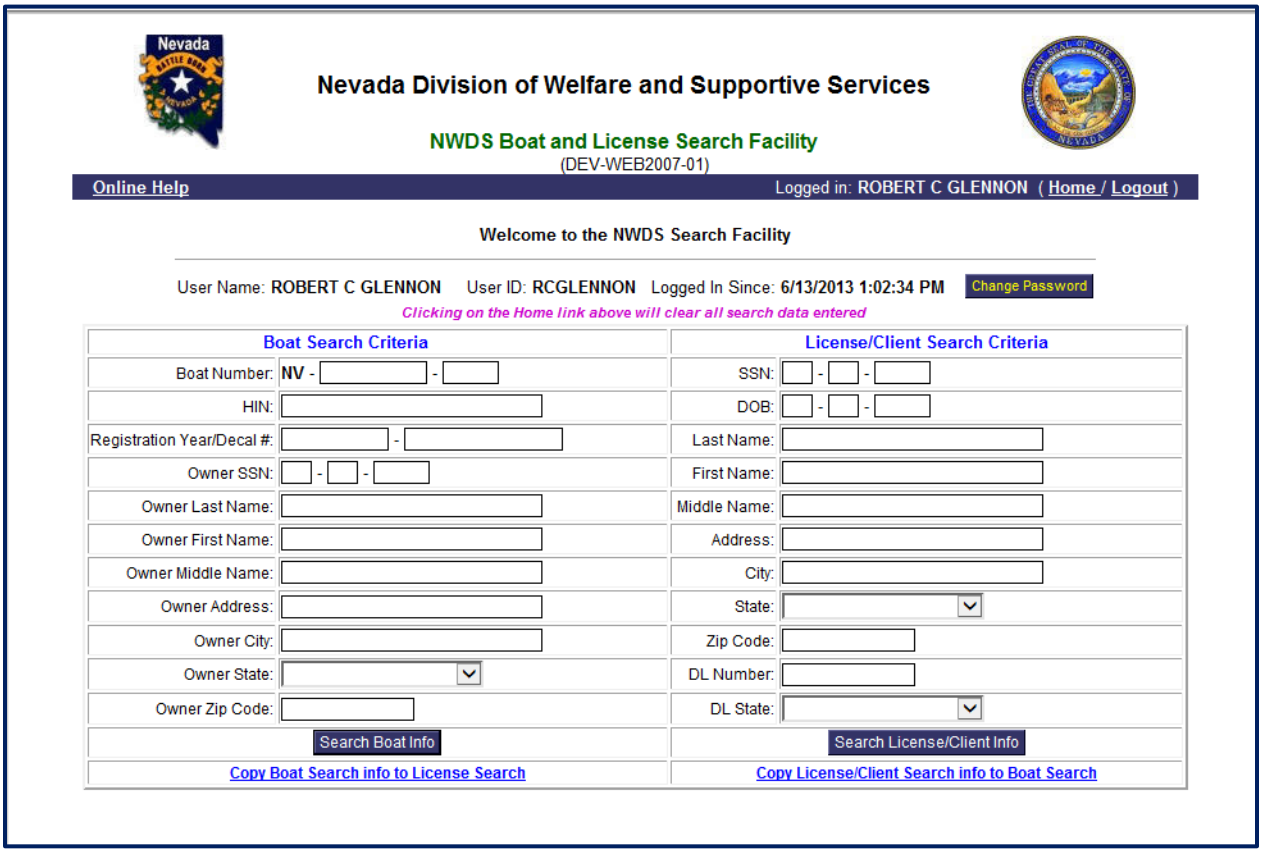


Figure 19 NWDS Welfare Lookup Search Screen

Access control for this feature is provided by the NDOW Program Manager.

One enhancement that might be considered under the new contract is the establishment of a DWSS list of noncustodial parents ineligible for Nevada recreational licensing and boat registration. This database could then be checked in conjunction with each sale using an XML query in real time to deny the sale.

- Credit Card Processing
  Provides for on-line credit card payment for privileges, boating registration renewals, AIS Decals, SLAPs, and other sales or fees

SCI currently provides credit card processing for Internet sales made on NDOWLicensing.com and for all telephone sales made through the SCI Call Center in Fallon. Under the current contract, we deposit the funds in an SCI Merchant Bank Account and pay the credit card discount fees using a portion of the Internet Convenience Fee.

NDOW now accepts credit cards for counter sales and these sales are recorded in NWDS but the credit card details are handled externally to NWDS. The current system has accounting features built in to record sales, as shown in Figure 20. Note that the type of payment- credit card – is available but the card itself must be entered offline in the State's credit card device and system.

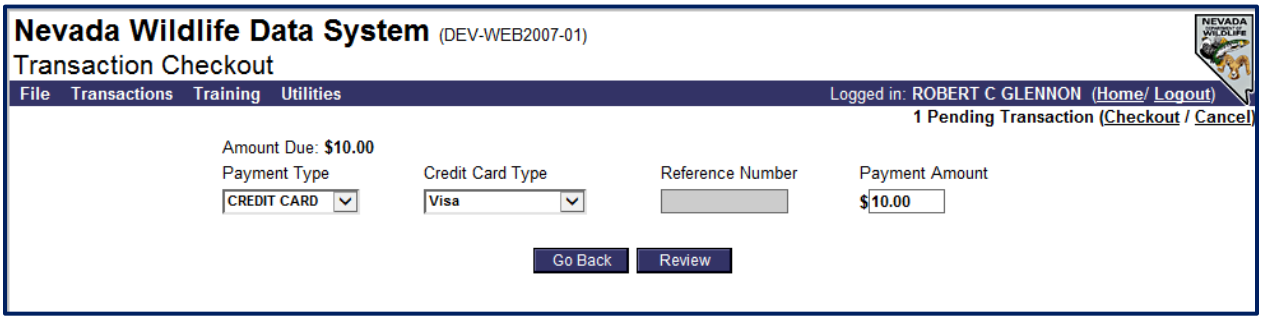


Figure 20 NWDS Counter Sales Checkout Screen

The credit card data screen used by SCI to record consumer web site and telephone sales is shown in Figure 21. This data will be transmitted to the State's credit card gateway for payment authorization.

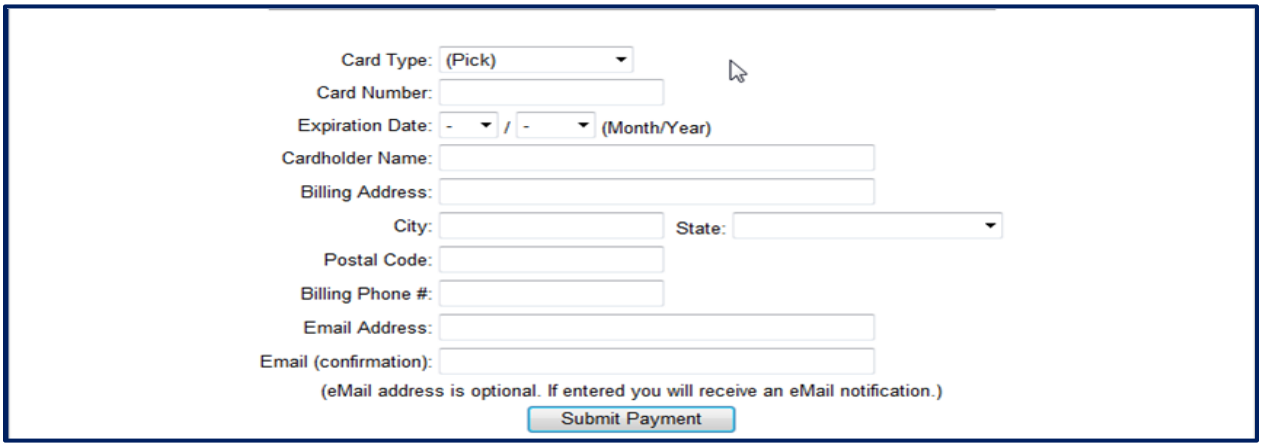


Figure 21 SCI Credit Card Screen

- NDOW Counter POS Transactions
  Allow for POS transactions of privileges, boating registrations, boating registration renewals, SLAPS and other miscellaneous items at NDOW counters

NWDS currently accommodates these types of transactions at NDOW counters. Counter agents access NWDS transactions through the NWDS Main Menu as seen in Figure 22.

Figure 22 NWDS Counter Agent Transaction Menu/Sub-Menus

- License Agent POS Transactions
  Allow for POS transactions of privileges at license agent locations

SCI implemented the current POS system using a low cost Dell Laptop Windows PC which has been modified to only boot to Internet Explorer and only address the URL for POS agent license sales. The devices are provided and maintained by NDOW; the agent is responsible for providing Internet connectivity. The SCI system uses a thermal printer to print privileges on a special credit card-sized license blank. A second printer, provided by the agent, can be connected via USB to print reports as desired. A typical setup is shown at left in Figure 23. A newer version of the laptop is now in use.

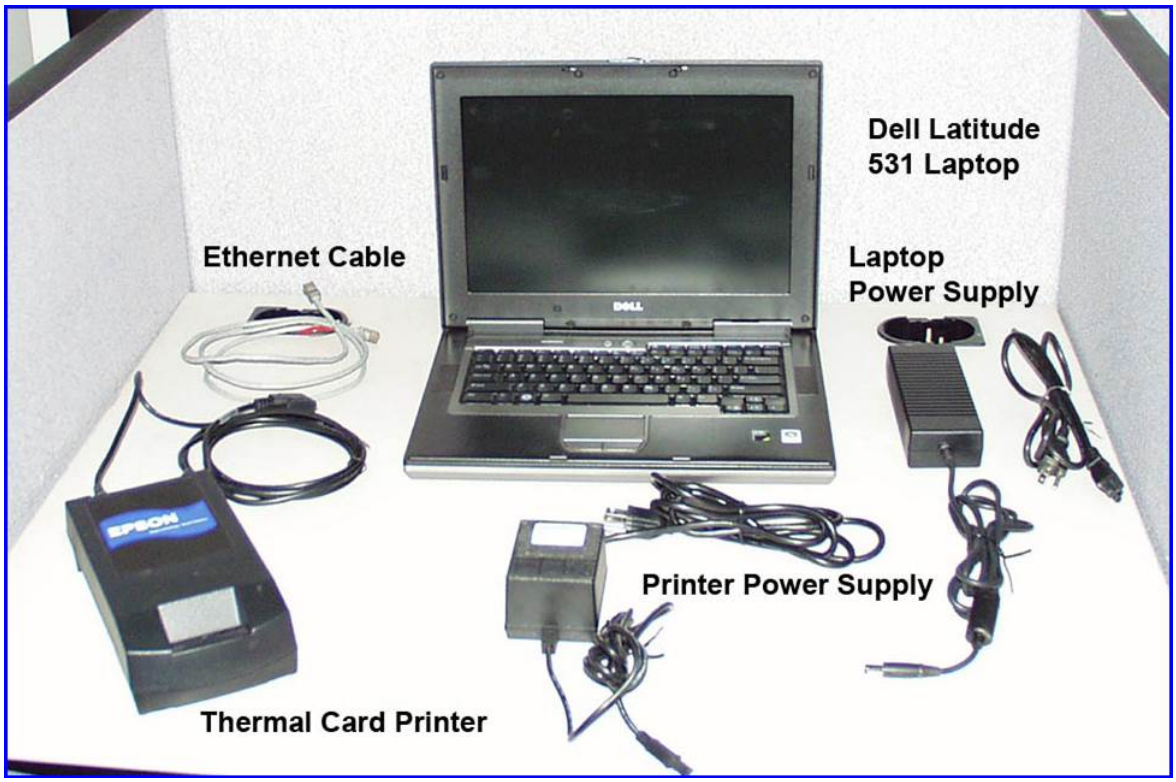
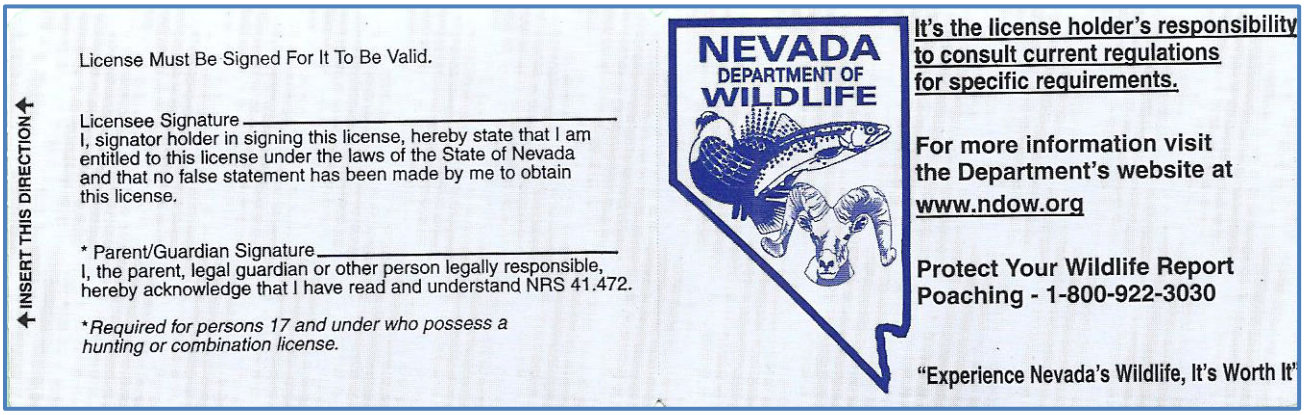


Figure 23 Typical POS Agent Setup

The Main Menu Screen for the POS System is shown in Figure 24. NDOW POS agents offer the full range of licenses and privileges, except that they may not make an initial sale of a disabled, disabled veteran, or Native American license, since proof of condition must have been provided to NDOW and recorded on the Client's record by NDOW. Note that an NDOW support number is provided for use during normal working hours, after which the SCI Call Center provides support.

Figure 24 POS Agent Main Menu

License privileges are printed on a special credit card-sized, weatherproof license blank. All license privileges for one license year are printed on one card. If a mountain lion tag is purchased, the tag is printed by itself on the same stock using a separate form for each tag. A sample POS Agent-printed license is shown in Figure 25. Space is provided for the sportsman to acknowledge his entitlement to the license and for parents of the sportsmen 17 and under to acknowledge parental liability for a minor's use of a firearm.



Hunter Ed: NV Y257911 **** TEST-INVALID ****

Class	Lic#	Year	Description	Valid From	Thru	Agent#
0001	234324	2013	Gopher License	11/02/13 00:00a	02/28/14	192000
2020	234328	2013	Res Annual Hunt	11/02/12 16:22p	02/28/13	192000
2030	234330	2013	Res Annual Fish	11/05/12 10:26a	02/28/13	192000

NV Sportsman's #: 1516757
Milo Chesley Glennon
342 Quail Way

Fallon, NV 89406-2843
Resident Since: 10/1985
Ht: 6'0" Wt: 200 Eye: BRN Hair: BRN
DOB: 10/03/1969 Gender: M

**** TEST ONLY - INVALID ****

Figure 25 Sample POS Agent License Print

In the event of an error, POS agents may void and or replace a privilege sold by that agent within 24 hours of completing the transaction. For errors made at other outlets and/or more than 24 hours in the past, the system will not permit a void/replacement transaction; these cases are referred to NDOW.

POS agents have a number of reports available from the Main Menu to provide accounting information on their sales including Summary Sales Log By Type of License, Summary Sales Log By Date & Type, Daily Detail Log, and Detail Transaction Journal.

Payment for all POS agent transactions in NWDS is made to the agent, and NDOW sweeps agent accounts according to the schedules set up in the agent's registration for all funds due less the agent's commission on the sale.

Managers at the POS agent location with an appropriate level of access can add new employees, inactivate departing employee accounts, and reset passwords on premises using the system.

POS agent support is available from NDOW during normal working hours at 775-688-1514 and from the SCI Call Center at 877-542-4767 at all other times.

- Telephone Sales
  Allow for sales of privileges over the phone via a 1-866 number (toll free) provided, maintained and operated by current vendor

SCI Call Center operators respond to the NWDS toll-free number (866) 703-4605 24x7x365 to assist web customers encountering difficulties, to sell licenses and privileges, and to renew boat registrations. Our Call Center operators are trained and certified to handle NWDS transactions using NDOWLicensing.com. The 2014 privileges available to a Nevada resident sportsman are shown in Figure 26. Not shown are the Group Fishing License and Boat Registration selections. Web customers and our operators are provided with a View selection for each item which provides a detailed description of the privilege. Note also that the valid dates are shown; these dates and the sale dates are determined by NDOW personnel in the license set-up process.

- ***For short-term licenses, the user selects the term and the start date.***

- ***The Nevada license year is 1 March through the last day of February for annual licenses. There is a period during which privileges are on sale for both the current year and the next year. In this case, NWDS provides a warning screen to alert the user to double-check the term of the license being purchased. NDOW controls the sale date range for each license type with no programmer intervention.***

Multiple clients may participate in one session by using the Add Client button to add new clients to the transaction, and multiple privileges may be selected for purchase by each client.

As privileges are added to the transaction, they are listed as Pending License Transactions.

NDOW Licensing

Client Licenses

NDOW Licensing Main Page

Client Name: GLENNON, ROBERT C
Sportsman #: 1407517
Telephone #: 775 4231345

Address: 341 Quail Way
Fallon, NV 89406-2830

Pending License Transactions:

No selected licenses for this client

Available Licenses:

	License Description	Class	Valid Dates	Price	Details
☐	2013 -14 Resident Annual Hunting License	2020	6/14/2013 to 2/28/2014	$33.00	View
☐	2013 -14 Resident Annual Senior Hunting License	2022	6/14/2013 to 2/28/2014	$13.00	View
☐	2013 -14 Resident Annual Hunt/Fish Combo License	2024	6/14/2013 to 2/28/2014	$54.00	View
☐	2013 -14 Resident Annual Sr Hunt/Fish/Combo License	2025	6/14/2013 to 2/28/2014	$21.00	View
☐	2013 -14 Resident Annual Fishing License	2030	6/14/2013 to 2/28/2014	$29.00	View
☐	2013 -14 Resident Annual Senior Fishing License	2032	6/14/2013 to 2/28/2014	$13.00	View
☐	2013 -14 Resident Annual Trapping License	2034	6/14/2013 to 2/28/2014	$42.00	View
☐	2013 -14 Resident 1 Day Fishing Permit	2070	6/14/2013 or later	$9.00	View
☐	2013 -14 Resident 2 Day Fishing Permit	2071	6/14/2013 or later	$12.00	View
☐	2013 -14 Resident 3 Day Fishing Permit	2072	6/14/2013 or later	$15.00	View
☐	2013 -14 Resident 4 Day Fishing Permit	2073	6/14/2013 or later	$18.00	View
☐	2013 -14 Resident 5 Day Fishing Permit	2074	6/14/2013 or later	$21.00	View
☐	2013 -14 Resident 6 Day Fishing Permit	2075	6/14/2013 or later	$24.00	View
☐	2013 -14 Resident 7 Day Fishing Permit	2076	6/14/2013 or later	$27.00	View
☐	2013 -14 Resident 8 Day Fishing Permit	2077	6/14/2013 or later	$30.00	View
☐	2013 -14 Resident 9 Day Fishing Permit	2078	6/14/2013 or later	$33.00	View
☐	2013 -14 Resident 10 Day Fishing Permit	2079	6/14/2013 or later	$36.00	View
☐	2013 -14 Resident Mountain Lion Tag	3501	6/14/2013 to 2/28/2014	$29.00	View
☐	2013 -14 Nevada Colorado River Special Use Stamp Privilege	4011	6/14/2013 to 2/28/2014	$3.00	View
☐	2013 -14 Nevada State Trout Stamp Privilege	4015	6/14/2013 to 2/28/2014	$10.00	View
☐	2013 -14 Nevada Second Rod Stamp Privilege	4016	6/14/2013 to 2/28/2014	$10.00	View
☐	2013 -14 Nevada Upland Game Bird Stamp Privilege	4017	6/14/2013 to 2/28/2014	$10.00	View
☐	2012 -13 Resource Enhancement Stamp	5401	6/14/2013 to 6/30/2013	$10.00	View

Figure 26 NDOWLicensing.com Resident Adult Privileges Listing 2014

All calls are digitally recorded for back-up and QA, and the recordings are available to NDOW on demand. Should NDOW desire to listen to calls in real time, SCI can use the ShoreTel

VOIP Telephone System to accommodate this. An NDOW monitor can then listen to calls live as they are occurring.

- EFT of License Agent Revenue
  Process license agent revenue using electronic funds transfer (EFT)

In NWDS, SCI programmed the license agent application/registration process to include complete Automated Clearing House (ACH) functionality. This feature has been tested and accepted and is currently being used live for Mark Fore and Strike and NDOW will broaden it shortly for use with other agents. Figure 27 depicts the tab in the Agent Browse where this information is recorded.

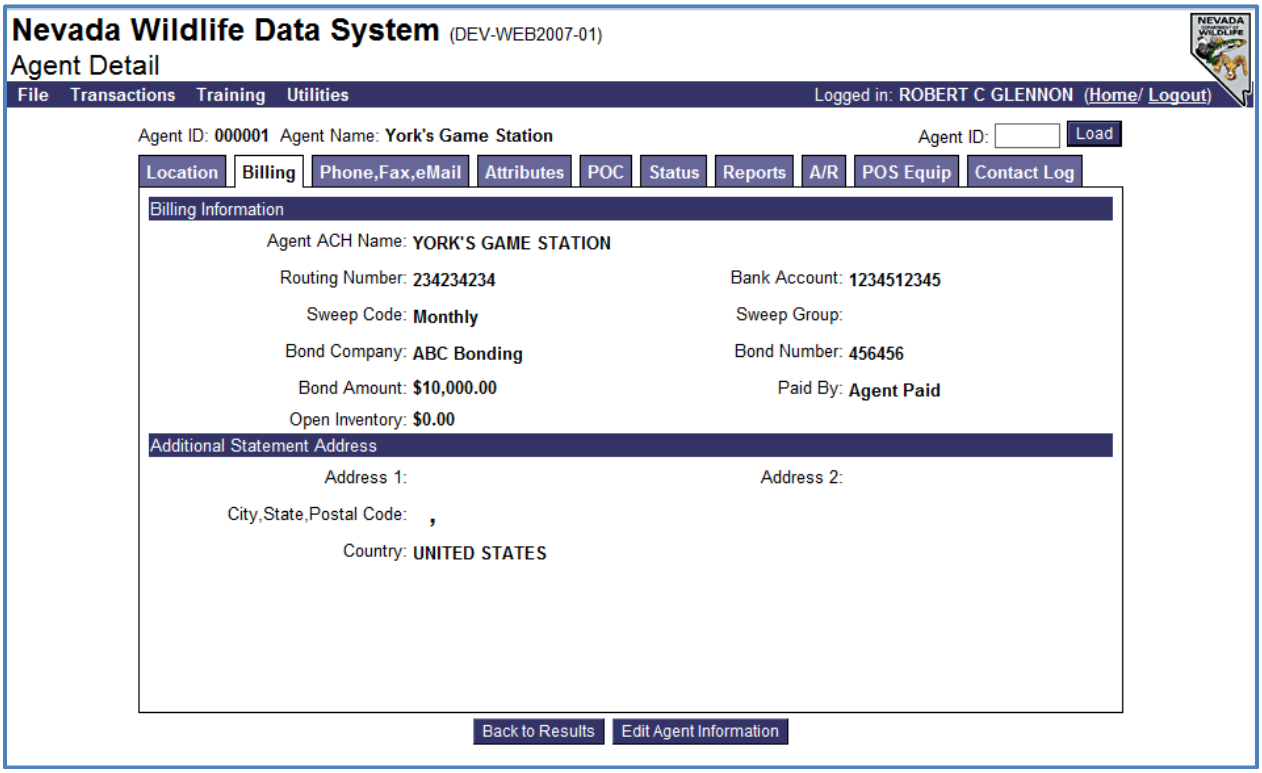


Figure 27 Agent Browse Billing Tab Showing ACH Fields

Once registered in the system the Agent account can be set up for manual sweeps or for automatic sweeps on a weekly, bi-weekly, or monthly basis; the Sweep Group field determines the timing for automated sweeps. ACH Transactions on the Transactions Menu provides access to this feature for NDOW personnel with appropriate system privileges to make a manual sweep. The process flow is to set up the ACH transfer, establish ACH Batch Headers, and enter the batch source and amount for each batch in the transfer.

- Revenue Collection, Tracking, and Processing
  Collect, record, track, and reports on all revenues processed, voided, and refunded through NWDS

SCI amended NWDS to add a robust capability to record and characterize revenues in real time, whether the source is NDOW Counter Sales, NDOWLicensing.com, POS Agent sales, or Law Enforcement collections. For each license type NDOW defines one or more account

number splits for the initial license fee, the duplicate license fee, the application fee (if applicable), and the renewal fee (if applicable). In addition NDOW can define these splits on a number of date/time ranges in case accounting requirements change. Voids and refunds whether handled by the original agent within 24 hours or by the licensing office subsequently are also accounted for.

- Standard and Special Reports
  Provide various standard reports and requested reports for previous tasks listed above.

SCI designed NWDS with particular attention to the back-end accounting activities required to meet NDOW's needs. During the design and implementation these features were continuously revised, updated, enhanced, and expanded as required. Most reports in the initial contract were generated by Crystal Reports and delivered in Adobe Acrobat (.PDF) format. Under the new contract, NDOW FSS has requested that the financials be exported as Excel files for ease of analysis and manipulation.

There are literally hundreds of pre-formatted Crystal reports available in NWDS, and the system retains the reporting capabilities of the Microsoft SQL database family to meet ad hoc reporting requirements. Figure 28 shows the licensing reports available in the current system.

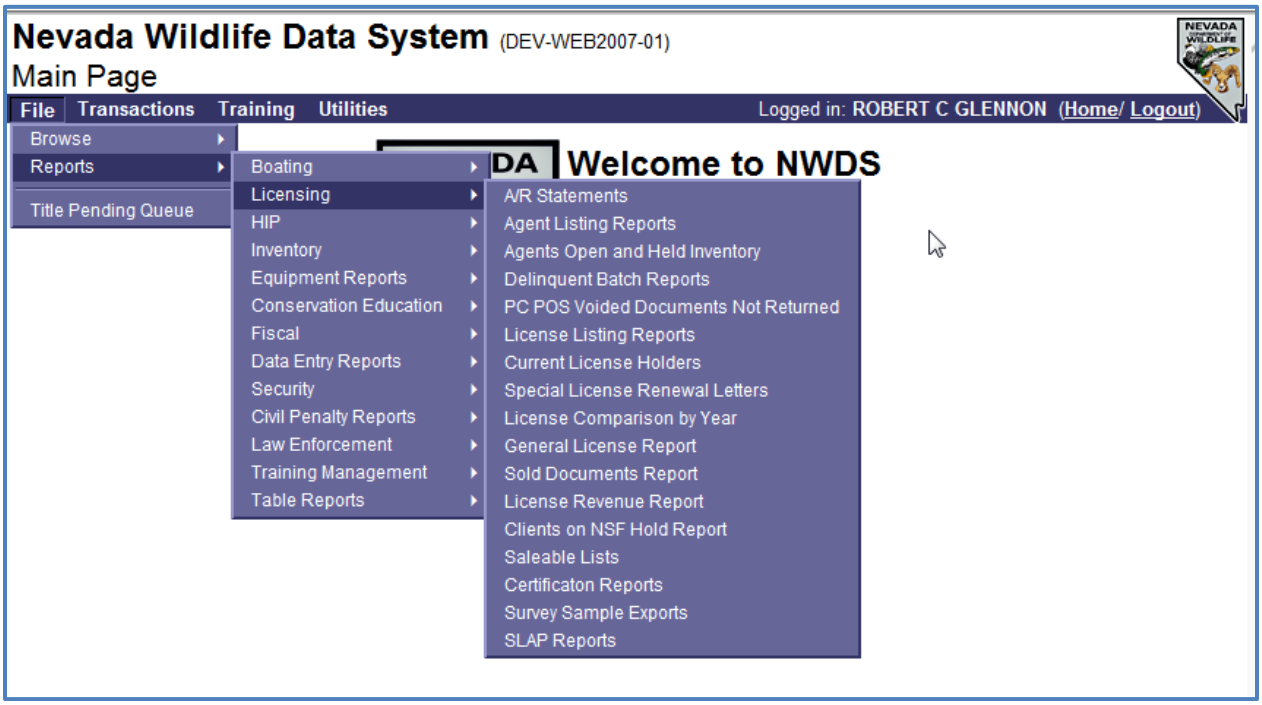


Figure 28 NWDS Reports Menu

In addition to the reports used by specific branches and divisions, such as Licensing or Law Enforcement, there are several Fiscal Reports generated by the system as well, as seen in the menu selections in Figure 29.

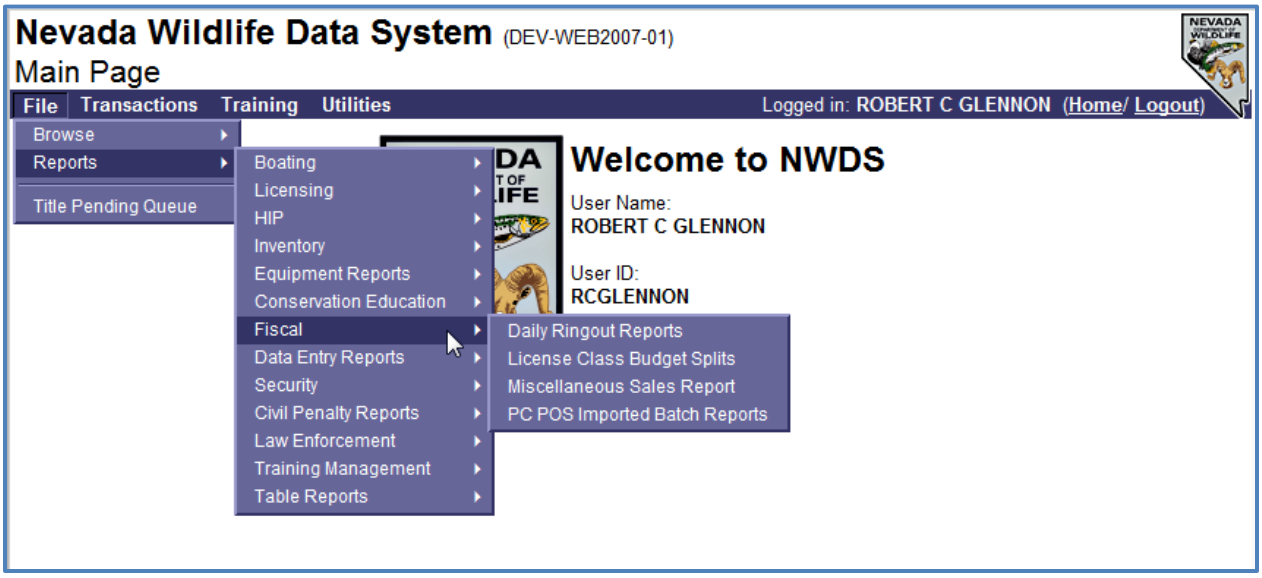


Figure 29 NWDS Fiscal Reports

The system must be compliant with the Payment Card Industry Data Security Standards. This system also includes a manual process for mail-in or walk-in customers.

SCI is fully compliant with the Payment Card Industry (PCI) Data Security Standards. TrustWave conducts a monthly evaluation to ensure compliance, and evidence of satisfactory completion is provided to NDOW. Figure 30 is the certificate from the latest TrustWave evaluation.

Figure 30 TrustWave PCI Compliance Certificate

4.6.1 Other Functional Requirements

4.6.1.1 Fulfillment

To accommodate internet and telephone transactions (licenses, boat registrations and boat decals, AIS decals, etc.), for which the vendor must complete the fulfillment process, the vendor must:

SCI has been fulfilling NWDS documents since 2003. Our Call Center in Fallon is equipped and staffed to provide 24x7x365 customer service to NWDS clients including support for web customers and telephone sales via a toll-free number dedicated to NDOWLicensing.com and after hours support to Nevada retail POS agents with the agent system via a second toll-free number.

We currently fulfill all telephone sales of licenses, stamps, and other privileges, web sales of these items when requested by the customer, and all telephone and internet boat registration renewals from our Fallon facility.

- Provide sufficient equipment to complete all processing within designated time frames and deadlines.

Our Call Center is fully equipped to support all fulfillment operations the next business day after the transaction.

- Provide two (2) toll-free numbers: one (1) for license agent POS system support and one (1) for public, license, boat registration and HIP transactions.

SCI provides after hours support to NDOW POS Agents on 877-542-4767.

We provide 24x7x365 operator service customers on 866-703-4605 for license sales, boat registrations, and HIP registrations.

- Provide one or more high-quality (600 dpi or better), high volume (100,000 pages per month or more), high speed (24 pages/minute or better) laser printers for printing inventory and reports.

SCI has 2 x HP LaserJet 8150 printers, 2 x HP LaserJet 8150n printers, , and 2 HP LaserJet 8100 printers dedicated to high-volume printing at 32 ppm. An HP LaserJet 5si is dedicated to boat registration decal printing.

- Provide one or more FAX machine(s) for communication requirements.

SCI has a Brother 2620 IntelliFax fax machine dedicated to wildlife administration (775-423-0799) and backed up by an HP 1536 used by Admin (775-423-0381).

4.6.1.2 Mailing

For mailing fulfillments, the vendor must:

- Provide a least one (1) U.S. Post Office certified postage machine for processing mail.

SCI utilizes a USPS-approved NeoPost 1165 Postage Machine to affix postage.

- Prepare and affix postage to all (within U.S and abroad) outgoing mail within established time frames.

All purchased items are fulfilled within one business day of the transaction.

- Mail must be processed in an efficient and cost effective manner by maintaining documents in USPS automation sequences.

SCI uses USPS-approved AccuMail FrameWorks™ for address cleansing during data entry/update on all NWDS transactions to validate the address and record it to USPS Coding Accuracy Support System (CASS) standards. When a large print job (>500 pcs) is run, FrameWorks produces the mailing in Delivery Point Bar Code (DPBC) order in accordance with the USPS Presort Accuracy Verification and Evaluation (PAVE) standards, ensuring the lowest available rate for mailing.

- The contents of the envelope may include the inventory as well as an insert authorized by NDOW.

SCI will stuff authorized inserts into mailings as directed by NDOW; there is no additional charge for the insert unless the weight exceeds the 1 ounce rate for First Class Postage. NDOW is responsible for providing the inserts, but if they wish for SCI to print them as we do for other states, we will price individual print jobs on an ad hoc basis.

- Mailings will be by first class mail or equivalent for one (1) ounce in number 10 envelopes.

All NWDS mailings will be via USPS First Class Mail in #10 envelopes unless otherwise directed by NDOW.

- Any NDOW required changes for mailing which increase costs will be billed back to NDOW.

Should additional mailing activities be required, SCI will bill the increased costs to NDOW in concert with the mailing.

4.6.1.3 Supplies

Order and purchase NDOW-unique supplies as specified by NDOW such as, but not limited to:

- Envelopes for inventory;

- Mailing labels; and
- Data binders for NDOW-specific office report copies.

SCI will provide envelopes and mailing labels as required to support the contract. SCI will provide binders for copies of reports maintained at SCI's office. No NWDS reports require the old "blue-bar pin-fed folding tab" paper requiring data binders. We do not know which reports NDOW opts to print/retain, so we assume that NDOW will provide its own 3-ring binders for NDOW offices.

4.6.1.4 Fulfillment Labor

Provide sufficient labor resources to perform all tasks within established guidelines to assure:

- Timely processing of fulfillment requests.

SCI's Call Center is staffed to provide timely service on all fronts. Fulfillment is directed by the WASO Manager with the assistance of the Nevada Supervisor and the dedicated mail clerk. Fulfillment items are mailed the next business day after the transaction.

- Timely processing of in-coming and out-going mail, including the stuffing of inventory, inserts, etc. into envelopes.

SCI's Mail Clerk collects and distributes incoming mail each day, and she supervises the preparation, stuffing, application of postage, preparation of PAVE reports, and delivery of the mailings to the Post Office under the direction of the WASO Manager.

- Timely telephone reception and follow-up.

SCI's Call Center is manned 24x7x365 with trained and certified staff to assist NWDS customers and to provide POS Agent support. All calls are recorded for future reference and all non-routine occurrences are reported to the WASO Manager or the Nevada Supervisor via a Phone Report. All unresolved issues are followed up by the close of business the next business day.

- Timely funds transfers/deposits of monies to the State's account weekly.

Under this contract all receipts are deposited directly to NDOW accounts. We will utilize NDOW merchant bank accounts, and we will request settlement on every business day. The subsequent timeliness of the transfers from the NDOW Merchant Services provider (Wells Fargo) to the NDOW bank (also Wells Fargo) should be timely, as SCI's daily settlement will ensure SCI does not cause any delay. The timeliness issue, however, is a subject of negotiation between NDOW and Wells Fargo or the State Treasurer's office and Wells Fargo.

- Timely bank statements balancing and reconciliation within 10 business days.

SCI will not have access to the State's bank accounts and statements, but we will balance and reconcile credit card settlements within 1 business days.

Under the new contract, credit card receipts will be directly deposited to an NDOW Bank Account. SCI will require limited data access to the merchant credit card system to account for the funds, similar to the procedures and processes in use in Utah. Credit card funds will be balanced between NWDS and the credit card gateway by the SCI Credit Card Supervisor each business day. The Credit Card Supervisor receives the credit card receipts from the SCI Information Systems Manager daily; 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 NWDS. If there are a large number of transactions, the process is automated by applying a file downloaded from the gateway to the NWDS 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 – VISA/MasterCard, AMEX, and Discover. The SCI Business Manager ties the amounts back to the NWDS receipts and advises NDOW Accounting of the upcoming deposit to the NDOW merchant banking account.

- Key duties and responsibilities in authorizing, processing, recording, and reviewing transactions will be separated among individuals; i.e., one (1) individual will not control all aspects of a transaction or activity.

Four different individuals are involved in the credit card processing of consumer payments through the web site or telephone call center. The operator or the client (1) enters the credit card transaction into the NDOWLicensing.com. When submitted to the State's credit card gateway, the transaction is approved (or rejected) and recorded in NWDS. NWDS credit card receipts for the period are produced by the Information Systems Manager (2) and delivered to the SCI Credit Card Supervisor (3). The Credit Card Supervisor has visibility into the merchant credit card system and verifies and settles each transaction. SCI then produces a list of settled payments and the expected payment dates, which the Business Manager (4) uses to verify against the NWDS amounts and then reports to NDOW Accounting.

- Continuous supervision by qualified individuals will be provided to ensure internal control objectives are being satisfied.

There are several levels of daily supervision involved with the enforcement of internal controls at SCI. Thom Reeves, the Executive Director, oversees the day-to-day operations of the firm. Oversight of all wildlife administrative services is vested in the Director of Wildlife Services, Monty Martin. The Wildlife Administrative Services Office (WASO) is supervised by Brinda Israel, The WASO Manager, and Nevada business is managed by Dawn Anda, the Nevada Supervisor.

- Transactions will be promptly recorded and classified. This record will provide a clear audit trail from initiation to conclusion.

NWDS immediately records all transactions. PC-POS, counter, and consumer web and telephone transactions are recorded in real time. The mail-in boat renewals and manual Agent receipts are recorded by NDOW personnel when received. As such, the promptness of recording is dependent on data entry and not a limitation of NWDS. All steps of all transactions in NWDS are logged in the activity log, providing a complete record of the transaction in the system form initiation to fulfillment. In addition, status changes with fiscal impact like held licenses, returned licenses, and voided licenses are recorded as individual statuses with dollar amounts associated to the license record.

4.6.1.5 Principal Liaison

The vendor will designate one (1) or more principal liaison persons responsible to coordinate with NDOW on all NWDS or canned system processes.

Don Sefton, the designer of NWDS, will continue in his role as Project Manager and Technical Lead for the new contract. Day-to-day issues are handled by the Nevada Supervisor, Dawn Anda.

4.6.1.6 Audit, Accountability, Internal Controls

Provide for acceptable accounting practices and procedures which ensure that a sound system of internal controls is in effect. These should include but are not limited to:

As defined by the Committee of Supporting Organizations (COSO), internal controls are generally designed to meet five assertions:

1. ***Only valid or authorized transactions are processed.***
2. ***All transactions are processed.***
3. ***Assets and liabilities of the organization are accurate on a given date.***
4. ***Transactions are valued accurately.***
5. ***Accounts and disclosures are properly described in the organization's financial statements.***

Some representative Internal Control Activities at SCI include:

- ***Separating authorization, custody, and record keeping roles to prevent fraud or error by one person.***
- ***Review of particular transactions by an appropriate person.***
- ***Maintaining records to substantiate transactions.***
- ***Observation or review of ongoing operational activity.***
- ***Physical security measures***
- ***Use of Key Performance Indicators (KPIs)***
- ***IT Controls –***
    - ***Security over access to systems and data***

- ***Change management over program code, such as separation of production and test environments, system and user testing of changes prior to acceptance, and controls over migration of code into production***
- ***Computer application controls such as edit checks to validate data entry, accounting for transactions in numerical sequences, and comparing file totals with control accounts.***

A. Documentation of Internal Controls - The internal control system will be documented; readily available for examination; and, as a minimum, will include the firm's internal control objectives, techniques, and accountability.

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 existing Nevada Wildlife Data System Procedures Manual.

B. Recording of Transactions – All transactions will be promptly recorded and properly classified in a timely manner. This record will provide a clear audit trail from initiation to conclusion.

SCI designed NWDS with the audit trail requirement in mind. Transactions are categorized when made in real time using table-driven charts of accounts and an extensive system of indexing. When transactions are made in the system, the identity of the user is recorded and kept on file, providing an end-to-end record of everyone who has touched the transaction.

C. Execution of Transactions - Transactions will be executed only by those authorized individuals specifically designated to do so.

At SCI, authority to make transactions is limited to employees who have been trained and certified to perform the activity, typically telephone sales of privileges, telephone boat renewals, and HIP registrations. All transaction activity carried out by SCI operators is conducted on NDOWLicensing.com.

NDOW counter personnel conduct transactions within NWDS itself under the aegis of limited privileges granted by the NDOW Program Manager.

NDOW and SCI staff access to NWDS financial data within SCI is strictly controlled by security features linking membership in specified user groups to specific modules in the application and by restricting access to the credit card settlement process to three individuals.

While ACH transfers will not be required under the new contract, SCI ACH transfers are always performed by two people, usually the Business Manager and the Executive Director.

SCI check signing is similarly restricted to four people- the Owner, the Treasurer, the Executive Director, and the Director of Wildlife Services.

D. Separation of Duties – Key duties and responsibilities in authorizing, processing, recording, and reviewing transactions will be separated among individuals; i.e., one (1) individual will not control all aspects of a transaction or activity.

SCI practices separation of duties with regard to individual transaction processing for all SCI NWDS transactions. The customer or an SCI Call Center Operator initiates the transaction. Edits in the software help ensure that the data entered conforms to the expected format, the application checks for eligibility (Duplicate SSNs, NSF, Citations and Revocations, age and residency, etc.) before permitting the transaction to proceed. All purchases are vetted against an incompatible documents table to preclude redundant sales and subsequent refund requests. During the overlap period, a warning is issued to ensure that the customer knows which license year the privilege being purchased is valid for. The customer or operator can cancel the transaction at any time up until the payment info is submitted, at which time the sale is recorded. Customer credit card data and funds sufficiency are checked by the gateway before authorizing payment. If the customer provides an eMail address, NWDS automatically sends eMail confirmation of the transaction. A duplicate of this eMail is sent to an SCI mailbox, so every transaction has an easily accessible record.

Once the SCI NWDS transactions are in the system, several SCI personnel are involved in the settlement process – the Information Systems Manager provides the daily export of all credit card transactions to the Credit Card Supervisor. The Credit Card Supervisor balances each NWDS transaction against the transaction recorded by the gateway and marks the transactions settled. The gateway then furnishes a file of settled transactions to the SCI Business Manager, who balances against the daily export to close the circle. When this is complete, the Business Manager furnishes NDOW Accounting with the dates and amounts for deposit of the settled transaction proceeds in the NDOW Merchant Bank Account.

E. Supervision – Continuous supervision by qualified individual will be provided to ensure internal control objectives are being satisfied.

There are several levels of supervision involved daily with the enforcement of internal controls at SCI. Thom Reeves, the Executive Director, oversees the day-to-day operations of the firm. Oversight of all wildlife administrative services is vested in the Director of Wildlife Services, Monty Martin. The Wildlife Administrative Services Office is supervised by Brinda Israel, the WASO Manager, and Nevada business is managed by Dawn Anda, the Nevada Supervisor.

F. Access to and Accountability for Resources - Access to resources and records will be limited to only authorized personnel and accountability for resources will be maintained and assigned.

Access to resources and records is strictly controlled throughout SCI by the LAN security system and the security controls built into each application, including NWDS. User IDs and passwords are required for LAN login and for login to NWDS (no single logins at SCI).

Access to NWDS features is further controlled by group membership requirements established for each user; group membership determines what modules the user may access and what actions the user may take in each, i.e. Read Only, Write, Edit, Delete etc. All transactions are logged by the system, so there is a complete activity record should the need for an investigation arise.

Three unsuccessful attempts to login lock the user's account, requiring supervisory intervention to reactivate the account.

Logins expire after 20 minutes of inactivity, requiring a new login; this protects against unauthorized use of a user's computer by another.

Passwords expire every 60 days and must be changed by the user to allow continued access.

The POS Agent devices are locked down to provide only the NWDS POS Agent functionality. The modified browser is further locked down to only address the NWDS POS Agent URL, a separate and distinct module in the system. When an agent logs on, the device transmits the agent ID, which must match the URL on file for that agent for the connection to succeed.

G. Documentation of a Disaster Recovery Plan – The Administrator shall prepare and document a disaster recovery plan that addresses the procedure which will be complied with in the event of a disaster. Test disaster recovery plan to ensure the procedure is functional.

SCI's Business Resumption Plan is in place and aspects of it exercised periodically to ensure that the restoration process is fully functional. For example, the emergency generator and the UPS systems are exercised weekly, and test restores of backups occur monthly. This plan will be submitted for NDOW review and approval after award.

4.6.1.7 Operational Performance Audit

An operational/performance audit may be required during the period of the contract. The auditor will be selected and paid for by NDOW or will be performed by NDOW staff, and the results will be submitted to the NDOW.

SCI will fully cooperate with NDOW operational audits. We have been audited by several entities in regards to AHS over the years. We had an outside operations/performance audit by McGladrey and Pullen in 1995. We had a fiscal audits by LCB in 1998 and 2006. We are currently participating in a performance audit of NWDS and AHS conducted by the Executive Branch.

4.6.1.8 System User's Manuals

System User's Manuals (NWDS or canned system) - Software changes or enhancements may affect the system documentation. It is the responsibility of the vendor to create comprehensive user manuals and to keep users manuals

updated in a timely manner after any system modification or enhancement. Provide NDOW with all updates.

SCI wrote the original System User's Manuals for NWDS as it was fielded. Now totaling well over 1800 pages in 8 volumes, the manual is reviewed and updated on an annual basis and as major changes occur. For example, AIS decals were recently incorporated in Volumes 1, 2, and 6. The structure of the manual is shown in Figure 31.

NWDS User's Manual 6/2013	
Volume 1 - Introduction	**Volume 4 –Licensing (Continued)**
01 Introduction	05 Manual License Agents
02 Getting Started	06 Special Licenses and Permits
03 Browsing the Database	07-HIP
04 Internet Customer Assistance	08 License Maintenance
05 Reports in General	09 XML License System Interface
Volume 2 - Boating	10 Licensing Reports
01 Nevada Boating	**Volume 5 Conservation Education**
02 Boat Titling	01 Conservation Education
03 Boat Registration	02 Conservation Education Reports
04 Boating Reports	**Volume 6 Law Enforcement**
Volume 3 – Inventory and Fiscal	01 Law Enforcement
01 Managing Inventory	02 Law Enforcement Reports
02 Inventory Reports	**Volume 7 System Maintenance and Security**
03 Equipment Reports	01 Table Maintenance
Volume 4 -Licensing	02 System Security
01 Nevada Hunting/Fishing Licenses/Permits	03 Reference Table Reports
02 NDOW License Sales	04 Security Reports
03 Internet/Telephone License Sales	**Volume 8 Welfare Look-Up**
04 License Agent Sales - PC	01 Welfare Look-Up

Figure 31 NWDS User Manual Contents

Functional Requirements are not restricted to the current list of functions but may include any future requirements to the system from the U.S. Fish and Wildlife Agency, State Legislature, the Nevada Board of Wildlife Commissioners, or from the Department itself.

SCI routinely attends all Wildlife Commission meetings and actively tracks the issues that arise that affect NWDS. We are always prepared to provide information from our perspective on the effects a given change might introduce, and we will provide timely estimates as to the time, resources, and costs involved in introducing new functions or meeting changing requirements. We are routinely called upon to provide information for "Fiscal Notes" for Bill Draft Requests (BDRs) when the Biennial Nevada Legislature is in session. The response we give to these BDRs can include fiscal impacts to changes in rules (i.e., if a price increased, if a fee went away, what would the fiscal impact be of the change) and fiscal impacts in terms of one-time programming costs and on-going operational costs. For example, the bill to require that a boat owner be able to designate a Beneficiary in a prior legislature required a programming change, but did not have identifiable operational cost impact. On the other hand, the bill draft to eliminate convenience fees had both one time programming costs and also eliminated $500,000 a year in fees. SCI was called upon to provide BOTH estimates for the fiscal note.

As noted above, for more detail about these current functions see system manuals.

4.7 SECURITY STANDARDS

SCI's primary facility is the Wildlife Administrative Services Office (WASO) located at 185 North Maine Street in Fallon, Nevada. WASO is a one-story masonry-construction building with two entrances. Access to the facility is controlled by the use of identification badges.

Offsite media storage is provided at the Fallon Airport site in fireproof containers; site security at the Airport Facility is provided by ADT Security Services.

The web and SQL servers and the data communications are located in a climate controlled space with one entry/exit. The server room is kept locked and the keys are held by the Director of Operations, the System Administrator, and the Lead IT Technician.

WASO is continuously monitored by SCI's web cam system. We have four cameras installed in the call center and one in the server room, each capturing six images a minute. The cameras provide a measure of security against theft of controlled inventory; protection against mishandling of credit information received during the application process; and assist in overall supervision of activity of the workplace outside the business day. The captured images are saved as jpg files and archived into a zip file daily. The zip files are kept on the server for approximately three months. After one month, the zip files are archived to a DVD and removed from the server. They are stored offsite in perpetuity in a fire-resistant container.

SCI policy is that a minimum of two personnel must be present at all times within WASO. Our location is three blocks from the Fallon Police Department and one block from the Churchill County Sheriff's Office, so dedicated guards are not required. In addition, The Churchill County Fire Department is one block away.

To help safeguard customer data from disclosure, all SCI employees are trained in security at the time of employment and they are required to sign a confidentiality statement as a condition of employment.

4.7.1 Internal Security Measures

Internal security measures – Accomplished using hardware, software and database controls.

- Router: A Cisco 2621 Router confines all Internet access to the contractor's web server.

Network security is accomplished using hardware, software, and database controls. We have upgraded our routers. Our Cisco™ 3845 Router confines all T-3 Internet access to the Wildlife Administrative Services web server farm, while our Cisco 2650 performs the same function for the T-1 lines. Under the new contract, if we are the successful bidder, we will add a second Cisco 3845 to replace the 2650 when we add the second T-3 line.

- The contractor's server is linked to the SQL database by an unregistered IP address.

Internet users can only access the web server. All WASO web servers are linked to the SQL™ databases by unregistered IP addresses, available only inside of our firewall.

- Directory security is used to deny service to all but listed IP addresses and domains.

SCI uses Directory Security in which service is limited to only listed IP addresses and domains.

- All ports on the web server are closed except Port 80 – HTTP.

SCI will continue this practice to afford NWDS with maximum protection from unauthorized access.

- Firewall: Symantec Velociraptor Firewall is incorporated between the web server and the NWDS network to prevent intrusion.

We have upgraded our firewall; we now use 2 redundant Watchguard Fireboxes. The Firebox 1250e Firewall™is incorporated between the router and the server farm to prevent intrusion. The system enforces an access control policy between our network and all external networks. It can block or permit traffic into and out of the server farm by ISP, by IP address, by range of IP addresses, or by URL.

All attempted Watchguard™ firewall violations are automatically logged. These violations are screened by SCI and reported to the Internet Service Provider for action as appropriate. Approximately 20% of the violations are reported based on persistence and perceived risk. Repeated violations from the same ISP after notification result in our blocking the address to both incoming and outgoing traffic.

- Browser: Internal system security on the network is handled by Microsoft's Secure Socket Layer (SSL) system which is incorporated in both the customer and server sides of the application. All connections should have "https" in the address for secure connections.

Web transactions are protected by 2048-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 sportsman forgets the "www" in the NDOWLicensing.com 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.

- Database controls include password protection, view-limiting determined by user function and privileges tying user groups to specific operation modules.

Database controls include required user IDs and passwords. Passwords must be changed every 60 days. The user's account is locked after three unsuccessful attempts to login. All SCI workstations require a User-ID and Password to access the computer. NWDS requires a separate login with User-ID and Password in addition to the above (no single login).

User access to modules and functions is determined by roles as represented by membership in one or more user groups. Members of a group are assigned privileges within each module, such as Read, Write, Edit, Delete, etc. All database activity is recorded in the Activity Log, including the User ID of the person involved. All privileges in the live system are controlled by the designated NDOW Program Manager.

4.7.2 External security measures

External security measures – taken to ensure database and transaction integrity for customers who access the system over the Internet, PC POS devices, Welfare employees and NDOW employees.

SCI uses Microsoft ForeFront EndPoint Security Applications for protection against viruses, Trojan horses, malware, bots, and other malefactions from the Internet.

Wi-Fi connections to the SCI network are prohibited. Mi-Fi connections through Verizon Wireless™ are PCI-compliant and are permitted.

- Internet customers can only access the web server.

All Internet users, whether customers, SCI employees, or NDOW employees, access NWDS through the web server cluster, and the database servers are insulated from intrusion by an unregistered internal IP address in the SCI domain.. There is no direct Internet access to the NWDS databases.

- VeriSign provides additional security for credit card transactions.

Web transactions are protected by 2048-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.

- The license agents' PC POS devices are configured to address only the NWDS web server, and their devices are coded to send the license agent ID on connection and must match IP address on record for license agent. A login and password are required for access.

All agents' POS devices are configured to boot to a limited version of Internet Explorer, which precludes the installation of any additional software on the device, other than a mouse or report printer. The POS device will only address the NWDS POS Agent URL through the NWDS web server cluster. This is a specific module in NWDS, and agents do not have access to the larger system. Upon connection, the device transmits the Agent ID, which we match to the TCP/IP address specification entered by NDOW for the agent. Agent users each have their own personal login consisting of a User ID and password. Three unsuccessful attempts to login lock the account, and a 20 minute period without activity requires a re-login.

4.7.3 PCI Compliance

Selected vendor will include in the proposal a copy of certificate of compliance meeting the Payment Card Industry Data Security Standards.

SCI uses TrustWave, a PCI-approved provider, to assess and report system vulnerability. Although only quarterly assessments are required by PCI standards, we have elected to be assessed monthly for added protection. Our TrustWave certificates are furnished to NDOW when received as evidence of compliance. Our latest assessment is shown in Figure 32.

PCI DSS Certificate of Compliance

Certificate Number: 1DC1-BC00-E9F3-C830

Awarded To:

Systems Consultants

Classification: Merchant

Expiration Date: 2013-07-30

Trustwave Engagement Information

Self-Assessment Questionnaire: Pass

Date Completed: 2012-07-30

Version Completed: PCI SAQ C 2.0

Client SAQ Attestation: Thomas L Reeves

Title: Executive Director

Vulnerability Scan: Pass

Date Completed: 2013-06-14 13:35:19

Client Authorization: T. L. Reeves — Print Name

Thomas Reeves — Sign Name

Digitally signed by Thomas Reeves
DN: cn=Thomas Reeves, c=US, o=Systems Consultants, ou=IT Department, email=treeves@sci-nevada.com
Date: 2013.06.14 12:24:29 -07'00'

This signed contact at Systems Consultants agrees to the accuracy of all information provided within TrustKeeper.

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

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

Trustwave® Security begins with Trust™

Trustwave® Trusted Commerce® www.trustwave.com

Trustwave ©2012

Figure 32 SCI TrustWave PCI Compliance Certificate

4.7.4 NRS Security Standards

System must meet State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A.

SCI's NWDS implementation meets or exceeds the requirements of NRS 205.472 and NRS 603A.

4.7.5 Sensitive Information

Protection of sensitive information will include the following:

SCI believes that all personal data should be treated as sensitive including D/L, SSN, and DOB. Accordingly, we will encrypt ALL information in NWDS as part of our transition to SQL 2012.

4.7.5.1 Sensitive information in existing legacy applications will encrypt data as is practical.

4.7.5.2 Confidential Personal Data will be encrypted whenever possible.

4.7.5.3 Sensitive Data will be encrypted in all newly developed applications.

4.7.6 Documented Security Specifications

All information technology services and systems developed or acquired by agencies shall have documented security specifications that include an analysis of security risks and recommended controls (including access control systems and contingency plans).

SCI will develop a detailed security plan for NWDS for NDOW review and approval within 60 days of award.

4.7.7 Security Requirements Development

Security requirements shall be developed at the same time system planners define the requirements of the system. Requirements must permit updating security requirements as new threats/vulnerabilities are identified and/or new technologies implemented.

SCI will include security requirement development in all ECPs for NWDS.

4.7.8 Security Requirements and Test Procedures

Security requirements and evaluation/test procedures shall be included in all solicitation documents and/or acquisition specifications.

All security requirements contained herein have been reviewed and accepted by SCI.

4.7.9 Prohibition on Back Doors and Other Code

Systems developed by either internal State or contracted system developers shall not include back doors, or other code that would cause or allow unauthorized access or manipulation of code or data.

SCI has not incorporated any back doors or any other code that would permit unauthorized access and will not do so in the future.

4.7.10 Agency Approval of Security Specifications

Security specifications shall be developed by the system developer for approval by the agency owning the system at appropriate points of the system development or acquisition cycle.

All security documentation will be submitted for review and approval at the appropriate time as required by NDOW and by this contract.

On occasion, it has been necessary to repair historical data that was misrecorded due to program bugs. SCI used the Sequel Server Management System to make corrections directly to data, but we ALWAYS performed these corrections under supervision of NDOW project management AND we documented the changes made with an eMail identifying the before and after data content and the queries used.

4.7.11 Change Control and Approval Process

All system development projects must include a documented change control and approval process and must address the security implications of all changes recommended and approved to a particular service or system. The responsible agency must authorize all changes.

A formal ECP system is proposed for change control to accomplish enhancements and changes. Figure 33 is a sample ECP Form. When a change requirement is identified by either NDOW or SCI, the originator will document the requirements on the ECP form. 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.

ECPs can be estimated on a T&M basis (with a guaranteed ceiling of no more than 20% of the estimate without prior agreement by both parties) or on a Firm Fixed Price (FFP) basis. When NDOW opts to accept a FFP bid, no additional cost documentation will be required of or provided by SCI.

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.

Nevada Department of Wildlife
NDOW

Nevada Wildlife Data System

Engineering Change Proposal (ECP)

Systems Consultants
(SCI)

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

Resource Estimate / Firm Fixed Price			
Resources (as needed)	**Rate per Hour**	**Estimated Hours**	**Estimated Cost**
Project Management			
Programming			
Documentation			
Training Materials Development			
Training Delivery to SCI Staff			
Training Delivery to NDOW Staff			
Total Cost will not exceed the estimate by more than 20% Estimated Cost (T&M)			
OR			
Total Firm Fixed Price:			
Recommended Start Date:		Estimated Completion Date:	

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

Status of ECP	
☐ **Approved, work may begin**	☐ **Rejected**

Figure 33 NWDS ECP Form

4.7.12 Disposal of Obsolete Applications

Application systems and information that become obsolete and no longer used must be disposed of by appropriate procedures. The application and associated information must be preserved, discarded, or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.

SCI will comply with the record management provisions of NRS 239 and NAC 239. We will not dispose of any records or obsolete applications without specific direction from NDOW. Any such dispositions will be fully documented and attested.

4.7.13 Conformance with State Information Security Standards

Software development projects must comply with State Information Security Consolidated Policy 100, Section 4.7, Software Development and Maintenance and State Standard 131, "Security for System Development".

SCI has reviewed Nevada State Information Security Consolidated Policy 100, Section 4.7; we are in compliance and will remain so.

4.7.13.1 Separate development, test and production environments must be established on State systems.

SCI maintains a complete development / test / training version of NWDS for SCI use at https://dev.sci-nevada.com/NWDSTest and will continue to do so for the duration of the contract.

Should SCI be awarded the contract, we will provide NDOW with its own fully operational NWDS Test Site for the exclusive use of NDOW personnel. NDOW will be able to initiate and reload their test web site database at will using a recent backup from the production system to facilitate the load. .

4.7.13.2 Processes must be documented and implemented to control the transfer of software from a development environment to a production environment.

Changes are only permitted when approved in writing by NDOW and the SCI Project Manager. To provide an audit trail of change control, we will document the before and after directory images, DB schemas, stored procedures, and views of changed elements. This process will be formally incorporated into the Internal Controls during the upcoming review and update.

4.7.13.3 Development of software and tools must be maintained on computer systems isolated from a production environment.

As previously mentioned, SCI maintains a complete development / test / training version of NWDS at https://dev.sci-nevada.com/NWDSTest and will continue to do so for the

duration of the contract. The development / test / training environment uses a completely separate and different web server and SQL server than the NWDS production environment.

The same will be true for the NDOW Test System we have proposed in 4.7.13.1.

4.7.13.4 Access to compilers, editors and other system utilities must be removed from production systems.

The production systems for NWDS are maintained by SCI and contain no system utilities capable of compiling or modifying the compiled code.

4.7.13.5 Controls must be established to issue short-term access to development staff to correct problems with production systems allowing only necessary access.

SCI permits members of the development staff short-term access to the NWDS production system to address emergent problems. On occasion it has been necessary to repair historical data that was misrecorded due to program bugs. We have used the Sequel Server Management System to make corrections directly to data, but we ALWAYS perform these corrections under supervision of NDOW project management AND we document the changes made with an eMail identifying before and after data states and the queries used.

4.7.13.6 Security requirements and controls must be identified, incorporated in and verified throughout the planning, development, and testing phases of all software development projects. Security staff must be included in all phases of the System Development Lifecycle (SDLC) from the requirement definitions phase through implementation phase.

SCI placed significant emphasis on system security in the development of NWDS that, at times, seemed excessive to the NDOW JAD participants. Nonetheless, it is in our best interests, and NDOW's, to make the system as secure as possible, and we have strived to do so.

For example, SCI required a true unique login for each user rather than allowing "Guest" or "Anonymous" logins to access the back office NWDS functions. In addition, we "timed out" users after 20 minutes with no activity. While NDOW was against these measures at the outset, they now embrace them. On NDOW request, SCI modified the system to default each user to 20 minutes but to allow NDOW to set the timeout without programmer intervention. They have been SCRUPULOUS about only allowing extended timeouts for users such as the dispatchers who are in a facility that is locked and can only be opened by someone inside the facility, thus ensuring that even an "open login" really is not that open.

Should we be awarded the contract for follow-on maintenance, enhancements, and updates, we will address system security in every ECP and during every JAD session.

Tab VII – Scope of Work

Tab VII

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5. SCOPE OF WORK

The scope of work is broken down into tasks, activities and deliverables. The tasks and activities within this section are not necessarily listed in the order that they should be completed. Vendors must reflect within their proposal and preliminary project plan their recommended approach to scheduling and accomplishing all tasks and activities identified within this RFP.

Systems Consultants designed and developed NWDS in close concert with NDOW staff using the Joint Application Development (JAD) Process. We are proposing to continue the operation, maintenance, support, and enhancement of the existing system. Our approach will provide NDOW with an excellent and proven solution with absolutely minimum risk with no transition costs.

NDOW is responsible for issuing documents that grant individuals the privilege to hunt, fish, trap, and operate watercraft in the State of Nevada. Most of these documents and their fees are processed collected, recorded, tracked and reported through NWDS.

Successful vendors who either: 1) take over the maintenance and support of NWDS, or 2) provide alternate automated information system must be able to carry out the following objectives/tasks:

a. The site must maintain current functionality (***Section 4.6, Functional Requirements***).

SCI will use the current, proven NWDS application and enhance and modernize the functionality in close coordination with NDOW. This approach meets all functional requirements listed in 4.6. It is a known and proven approach, and SCI will continue to support and update the architecture. We will upgrade the database to SQL 2012 and the web framework to .NET 4.5 if awarded the contract.

b. Vendor acknowledges that an NDOW priority is to ensure system functionality is user-friendly, and that such improvements will be a continuous, joint effort.

SCI will work closely with NDOW to ensure that NWDS functionality and the user interface continues to be easy to access and easy to use for all stakeholders – NDOW customers, NDOW staff, and SCI staff.

c. Customers must be able to print privileges documents at home.

NWDS currently provides for home-printing of all privileges offered online except the mountain lion tag, which requires special stock and is fulfilled by mail. In addition, we will continue to offer printing and mailing of purchased privileges for online customers without print capability and for all telephone customers.

d. Any training provided to Department staff must be agreed upon before training takes place with approval from both Operations and Fiscal Services. The Department will determine documentation needed for any costs associated with training.

SCI maintains NWDS training materials and documentation for internal use, as each member of our staff receives at least three training sessions per year on NWDS subjects. Virtually every change to applicable Nevada statutes and Commission rules and/or to the system itself requires changes to the training and documentation. Many changes, such as AIS, required ad hoc training for SCI staff as well.

We have provided some training to NDOW staff in the past, and we will continue to make the training materials available to NDOW at no additional cost and trainers available to NDOW on request for our costs. No NDOW staff training has been priced into this proposal, and we will negotiate any required NDOW training in good faith.

For training provided to NDOW staff, any documentation needs for costs associated with training must be identified by NDOW on each ECP. ECPs can be estimated on a T&M basis (with a guaranteed ceiling of no more than 20% of the estimate without prior agreement by both parties) or on a Firm Fixed Price (FFP) basis. When NDOW opts to accept a FFP bid, no additional cost documentation will be required of or provided by SCI.

e. Must provide ad hoc reporting functionality for multiple NDOW staff for data points collected in the system, as determined by the NDOW liaison and division staff.

SCI will provide a copy of the NWDS database backup weekly that can be restored on State equipment for ad hoc reporting using a State-owned copy of Crystal Reports. Crystal Report training is available from SAP or a host of third party providers.

f. NDOW staff must have the option to create all reports in .pdf and .xls format. Vendors should identify in their bid other report formats they can support.

SCI proposes to modify the existing reports as required by NDOW for production in PDF and XLS/XLSX format. This will be separately priced in Other Costs to allow NDOW to prioritize the effort. Please note that this is not a simple redirection of the output; each report will require programming changes due to the different ways that Adobe Acrobat and Excel format tabular data.

g. All Revenue Reconciliation reports must be summarized as determined by the Fiscal Services Section and must have column and row totals as determined by the Fiscal Services Section.

We believe that the Revenue Reconciliation Reports summarization and row and column totals as required by NDOW Fiscal Services Section thus far are in place and operating, so no

revisions are priced into our bid. Should additional reports or changes to existing reports be required, SCI will accomplish the work through the ECP process.

h. Must provide real-time reporting functionality to system.

- The Director's Office and the Fiscal Services must be able to run reports that show in real-time, Year-to-Date revenue collection for all saleable privileges through NWDS for all data points; and

All current revenue reports can be made available to the Director's Office and Fiscal Services by adding the appropriate privileges. "All data points" currently offered will be available, as well. There are summaries not currently available (e.g. sorts by Zip Code) that might be useful from a marketing perspective. These may NOT be appropriate to run in a real-time environment and are more appropriate for ad hoc reporting initiated by NDOW on the off-line copy of the database we have proposed.

i. Vendors shall support the license agent ACH process;

- Must provide ability to the Department to set up all license agents for ACH sweeps;

NWDS offers scheduled ACH Sweeps on a monthly, bi-weekly, or weekly basis with actual dates set by Sweep Code when the agent is registered in the system. The sweeps are set up by the NDOW employee establishing the agent in the system.

- Must support the Department's efforts to have all license agents set up with an internet POS system.

SCI designed the POS Agent module as a thin client application with low-bandwidth requirements with the small POS Agent operation in mind, and it can function over a dial-up modem as well as the higher bandwidth connectivity alternatives. Only a telephone connection would be required. We permit Mi-Fi connections since the data is encrypted and PCI-compliant, but Wi-Fi connections are not permitted by PCI standards due to the security risk.

As a thin client application, there is no store and forward capability. If the system is unavailable, the SCI Call Center will complete the transaction for the customer via telephone.

All tasks performed by the awarded vendor may be reviewed by the QA monitor as well as State staff.

SCI will cooperate fully with any and all State review/monitoring.

5.1 VENDOR RESPONSE TO SCOPE OF WORK

5.1.1 Approach to Meeting Requirements
Within the proposal, vendors must provide information regarding their approach to meeting the requirements described within Section 5.7 Planning and Administration.

SCI has endeavored to answer each item in the RFP regarding our approach carefully and thoughtfully. Should further clarification be needed, we would be more than happy to provide additional information.

5.1.2 Subcontractor Utilization
If subcontractors will be used for any of the tasks, vendors must indicate what tasks and the percentage of time subcontractor(s) will spend on those tasks.

SCI will not use subcontractors in this effort.

5.1.3 Vendor Response Limitation
Vendor's response must be limited to no more than five (5) pages per task, not including appendices, samples and/or exhibits.

Our response was limited to 5 pages.

5.2 DELIVERABLE SUBMISSION AND REVIEW PROCESS

Once the detailed project plan is approved by the State, the following sections detail the process for submission and review of deliverables during the life of the project/contract.

5.2.1 General

5.2.1.1 The contractor must provide one (1) master (both hard and soft copies) and four (4) additional hard copies of each written deliverable to the appropriate State project manager as identified in the contract.

SCI will provide one original and 5 copies of each written deliverable to the State program manager.

5.2.1.2 Once a deliverable is approved and accepted by the State, the contractor must provide an electronic copy. The State may, at its discretion, waive this requirement for a particular deliverable.

SCI will provide electronic copies of each approved deliverable to the State program manager unless specifically exempted from doing so..

5.2.1.3 The electronic copy must be provided in software currently utilized by the agency or provided by the contractor.

SCI will provide all deliverables in Microsoft Word 2010©, Microsoft Excel 2010©, and/or Adobe Acrobat X©. Other formats can be negotiated as desired by NDOW.

5.2.1.4 Deliverables will be evaluated by the State utilizing mutually agreed to acceptance/exit criteria.

SCI will pay careful attention to the State's acceptance/exit criteria in generating each deliverable.

5.2.2 Deliverable Submission

SCI will comply with the deliverable submission requirements in 5.2.2.

5.2.2.1 Prior to development and submission of each contract deliverable, a summary document containing a description of the format and content of each deliverable will be delivered to the State project manager for review and approval. The summary document must contain, at a minimum, the following:

A. Cover letter;

B. Table of Contents with a brief description of the content of each section;

C. Anticipated number of pages; and

D. Identification of appendices/exhibits.

5.2.2.2 The summary document must contain an approval/rejection section that can be completed by the State. The summary document will be returned to the contractor within a mutually agreed upon time frame.

5.2.2.3 Deliverables must be developed by the contractor according to the approved format and content of the summary document for each specific deliverable.

5.2.2.4 At a mutually agreed to meeting, on or before the time of delivery to the State, the contractor must provide a walkthrough of each deliverable.

5.2.2.5 Deliverables must be submitted no later than 5:00 PM, per the approved contract deliverable schedule and must be accompanied by a deliverable sign-off form ***(refer to Attachment G)*** with the appropriate sections completed by the contractor.

5.2.3 Deliverable Review

SCI will comply with the deliverable review process and requirements in 5.2.3.

5.2.3.1 General

A. The State's review time begins on the next working day following receipt of the deliverable.

B. The State's review time will be determined by the approved and accepted detailed project plan and the approved contract.

C. The State has up to five (5) working days to determine if a deliverable is complete and ready for review. Unless otherwise negotiated, this is part of the State's review time.

D. Any subsequent deliverable dependent upon the State's acceptance of a prior deliverable will not be accepted for review until all issues related to the previous deliverable have been resolved.

E. Deliverables determined to be incomplete and/or unacceptable for review will be rejected, not considered delivered and returned to the contractor.

F. After review of a deliverable, the State will return to the contractor the project deliverable sign-off form with the deliverable submission and review history section completed.

5.2.3.2 Accepted

A. If the deliverable is accepted, the original deliverable sign-off form signed by the appropriate State representatives will be returned to the contractor.

B. Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable ***(refer to Section 8, Financial).***

5.2.3.3 Comments/Revisions Requested by the State

If the State has comments and/or revisions to a deliverable, the following will be provided to the contractor:

A. The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.

B. Attached to the deliverable sign-off form will be a detailed explanation of the revisions to be made and/or a marked up copy of the deliverable.

C. The State's first review and return with comments will be completed within the times specified in the contract.

D. The contractor will have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State's comments.

E. A meeting to resolve outstanding issues must be completed within three (3) working days after completion of the contractor's review or a mutually agreed upon time frame.

F. Agreements made during meetings to resolve issues must be documented separately.

G. Once an agreement is reached regarding changes, the contractor must incorporate them into the deliverable for resubmission to the State.

H. All changes must be easily identifiable by the State.

I. Resubmission of the deliverable must occur within five (5) working days or a mutually agreed upon time frame of the resolution of any outstanding issues.

J. The resubmitted deliverable must be accompanied by the original deliverable sign-off form.

K. This review process continues until all issues have been resolved within a mutually agreed upon time frame.

L. During the re-review process, the State may only comment on the original exceptions noted.

M. All other items not originally commented on are considered to be accepted by the State.

N. Once all revisions have been accepted, the original deliverable sign-off form signed by the appropriate State representatives will be returned to the contractor.

O. The contractor must provide one (1) updated and complete master paper copy of each deliverable after approval and acceptance by the State.

P. Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable ***(refer to Section 8, Financial)***.

5.2.3.4 Rejected, Not Considered Delivered

If the State considers a deliverable not ready for review, the following will be returned to the contractor:

A. The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.

B. The original deliverable and all copies with a written explanation as to why the deliverable is being rejected, not considered delivered.

C. The contractor will have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State's comments.

D. A meeting to discuss the State's position regarding the rejection of the deliverable must be completed within three (3) working days after completion of the contractor's review or a mutually agreed upon time frame.

E. Resubmission of the deliverable must occur within a mutually agreed upon time frame.

F. The resubmitted deliverable must be accompanied by the original deliverable sign-off form.

G. Upon resubmission of the completed deliverable, the State will follow the steps outlined in ***Section 5.2.3.2, Accepted,*** or ***Section 5.2.3.3, Comments/Revisions Requested by the State***.

5.3 PROJECT KICK OFF MEETING

Should we be the successful bidder, SCI will look forward to meeting with the State's representatives and setting the course for the new contract.

A project kick off meeting will be held with representatives from the State and the contractor after contract approval and prior to work performed. Items to be covered in the kick off meeting will include, but not be limited to:

5.3.1 Deliverable review process;

5.3.2 Determining format and protocol for project status meetings;

5.3.3 Determining format for project status reports;

5.3.4 Setting the schedule for meetings between representatives from the State and the contractor to develop the detailed project plan;

5.3.5 Defining lines of communication and reporting relationships;

5.3.6 Reviewing the project mission;

5.3.7 Pinpointing high-risk or problem areas; and

5.3.8 Issue resolution process.

SCI will work with the designated State POC to develop the agenda for the Kick-Off Meeting. All SCI key personnel will attend, if desired, to meet their counterparts and participate in the discussions.

5.4 PLANNING AND ADMINISTRATION

The fact that SCI is the incumbent and the developer of NWDS eliminates the great majority, if not all, of the transition requirement and greatly simplifies the planning and administration tasks associated with the new contract. We strongly support the requirement for planning the execution of contract tasks, the scheduling and accomplishment of enhancements and upgrades, and the planning of system modifications occasioned by changes in law and regulation.

5.4.1 Objective

The objective of this task is to ensure that adequate planning and project management are dedicated to this project.

SCIs included Project Plan is a skeleton effort pending the results of the kickoff meeting and subsequent determination of State priorities and desires. We have included all the listed deliverables in the plan and two required software upgrades, but we have not included detailed planning for the enhancements identified on the bin list we have developed over the past several years with the Project Manager; this list currently comprises over 130 items ranging in complexity from simple to very complex.

5.4.2 Activities

The awarded vendor must:

5.4.2.1 Work with the State to provide a detailed project plan with fixed deadlines that take into consideration the State holiday schedule provided in ***Section 2.1, State Observed Holidays*** to include, but not be limited to:

SCI uses Microsoft Project© for project planning and progress reporting. We have placed tentative deadlines into the draft plan for the deliverables listed. We also inserted the State's holidays into the plan for Year 1.

NOTE: ALL SCHEDULE DATES ASSUME A START DATE of 10/01/2013 (RFP para 10).

A. Project schedule including tasks, activities, activity duration, sequencing and dependencies;

The schedule we have proposed includes the tasks, activities, planned durations, sequencing, and dependencies for the know tasks. Additional tasks will be similarly broken down when assigned.

B. Project work plan for each deliverable, including a work breakdown structure;

SCI will provide a detailed breakdown of each deliverable including DoD style WBS for all scheduled activities.

C. Completion date of each task;

Each task in the Project Plan will have a planned completion date.

D. Project milestones;

Milestone dates will be established to publish required reviews, approval activities, and freeze dates.

E. Entrance and exit criteria for specific project milestones; and

Specific criteria will be developed for each milestone.

F. Project organization including a resource plan defining roles and responsibilities for the awarded vendor, subcontractors (if applicable) and State.

The project organization, roles, and responsibilities will be included in the ECP Process. Resource requirements and availability will be incorporated in the final plan using Microsoft Project.

5.4.2.2 Attend and participate in all project related meetings requested by the State at a location to be determined by the State. Attendance may be in person or via teleconferencing, as mutually agreed to by the project team. These meetings shall follow an agenda mutually developed by the awarded vendor and the State. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes will be taken and distributed by State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email.

The agenda may include, but not be limited to:

A. Review and approval of previous meeting minutes;
B. Contractor project status;
C. State project status;
D. Contract status and issues, including resolutions;
E. Quality Assurance status;
F. New action items;
G. Outstanding action items, including resolutions;
H. Setting of next meeting date; and
I. Other business.

SCI will participate in project meetings as directed by NDOW. We offer full TurboMeeting hosting capability including video as an alternative to face-to-face meetings when required. This has been useful in the past to permit participation of NDOW personnel from remote locations, such as Las Vegas, without incurring travel costs. We will prepare the agenda in concert with the State's Project Manager and develop all presentation materials required, and we will promptly review and comment on all meeting minutes provided by the State.

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5.4.2.3 Provide written semi-monthly project status reports delivered to State project management by the third (3rd) working day following the end of each reporting period. The format must be approved by the State prior to issuance of the first semi-monthly project status report. The first semi-monthly report covers the reporting period from the 1st through the 15th of each month; and the second semi-monthly report covers the reporting period from the 16th through the end of the month. The status reports must include, but not be limited to the following:

A. Overall completion status of the project in terms of the State approved project work plan and deliverable schedule;

B. Accomplishments during the period, including State staff/stakeholders interviewed, meetings held, JAD sessions and conclusions/decisions determined;

C. Problems encountered and proposed/actual resolutions;

D. What is to be accomplished during the next reporting period;

E. Issues that need to be addressed, including contractual;

F. Quality Assurance status;

G. Updated MS Project time line showing percentage completed, tasks assigned, completed and remaining;

H. Identification of schedule slippage and strategy for resolution;

I. Contractor staff assigned and their location/schedule;

J. State resources required for activities during the next time period; and

K. Resource allocation percentages including planned versus actual by project milestone.

SCI will to provide project status reports, now on a monthly basis, on a semi-monthly (twice monthly)basis by the third working day following the end of the period. The reports will be in a mutually agreeable format based on the current template as decided at the Kickoff Meeting.

5.4.2.4 Develop a comprehensive approach for handling communications with both internal and external audiences. Effective communication is critical to the development of

productive relationships with concerned stakeholders. The communication plan must include, but not be limited to: a plan for generation, documentation, storage, transmission and disposal of all project information.

SCI will revise and update our current approved NWDS Communications Plan to specifications agreed upon at the Kickoff Meeting within 30 days of contract award.

5.4.2.5 Develop a risk management plan to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

SCI will revise and update our existing approved NWDS Risk Management plan covering Year 1 of the contract to specifications agreed upon at the Kickoff Meeting within 45 days of contract award.

5.4.2.6 Develop a quality assurance plan including, but not limited to, the methodology for maintaining quality of the code, workmanship, project schedules and subcontractor(s) activities.

SCI will revise and update our existing approved NWDS Quality Assurance Plan to specifications agreed upon at the Kickoff Meeting within 30 days of contract award. Our quality assurance process is built around a dedicated staff of 3 full-time QA personnel and very detailed, very comprehensive test scripts in Step #, Description, Expected Result, Actual Result, and Initials/ Date format. Tests are run regressively until all aspects of the module work properly. A sample test script has been included under Tab XI, Other Information.

5.4.2.7 Develop a Change Management Plan and Control Procedures and present it to the State for acceptance. This plan will be used by the vendor and the State in the design, specification, construction, implementation and support of the system.

SCI will re-document our Change Management Plan to specifications agreed upon at the Kickoff Meeting within 30 days of award. We propose an Engineering Change Proposal approach comprising a comprehensive description of the issue, the inputs, the process, and the desired end state. The structured approach also includes proposed start date, duration, completion date, resources required, and dependencies sufficient to build the project in MS Project.

ECPs can be estimated on a T&M basis (with a guaranteed ceiling of no more than 20% of the estimate without prior agreement by both parties) or on a Firm Fixed Price (FFP) basis. When NDOW opts to accept a FFP bid, no additional cost documentation will be required of or provided by SCI.

5.4.2.8 Develop a Knowledge Transfer Plan, present the plan to the State, execute the plan and obtain State acceptance before and after the plan is executed. The plan must include sufficient time and resources to accomplish a full transfer of knowledge to assure that the State can operate the system independently and obtain timely and effective support from the vendor.

While initial State training requirements will be minimal since NWDS is a continuing system, SCI's Director of Training will meet with the NDOW designated training point-of-contact as soon after award as practicable to review the State's training requirements for NDOW employees and POS Agents vis-a-vis the existing training products, identify any shortfalls, and develop the Knowledge Transfer Plan to chart the course for the future within 30 days of award. SCI uses the Instructional Systems Design (ISD) process for training development and administration as described in MIL-HDBK-29612-2A, Instructional Systems Design/Systems Approach to Training and Education (ISD/SAT).

5.4.2.9 The State will perform a Post Implementation Evaluation Review (PIER) approximately six (6) months after full implementation and State acceptance of all deliverables. The awarded vendor's project manager will be required to participate on site for a period of not to exceed three (3) days.

Since NWDS is in place and operating, the PIER can be scheduled as desired by NDOW. SCI will participate in PIER as required.

5.4.3 Deliverables

5.7 PLANNING AND ADMINISTRATION DELIVERABLES			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.4.3.1	Detailed Project Plan	5.4.2.1	15
5.4.3.2	Attendance at all scheduled meetings	5.4.2.2	N/A
5.4.3.3	Written Semi-Monthly Project Status Report	5.4.2.3	5
5.4.3.4	Communication Plan	5.4.2.4	10
5.4.3.5	Risk Management Plan	5.4.2.5	10
5.4.3.6	Quality Assurance Plan	5.4.2.6	10
5.4.3.7	Change Management Plan	5.4.2.7	10
5.4.3.8	Knowledge Transfer Plan	5.4.2.8	10
5.4.3.9	Post Implementation Evaluation Review	5.4.2.9	5

Tab VIII – Company Background and References

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Tab VIII

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6. COMPANY BACKGROUND AND REFERENCES

6.1 VENDOR INFORMATION

6.1.1 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**

6.1.2 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.

6.1.3 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.

6.1.4 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.

SCI has a Fallon Business License as well.

6.1.5 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:	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

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:	$14.5M Ongoing Operations

6.1.6 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.

6.1.7 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	

6.1.8 Insurance Requirements

Vendors must review the insurance requirements specified in ***Attachment E, Insurance Schedule for RFP 3021.*** Does your organization currently have or will your organization be able to provide the insurance requirements as specified in ***Attachment E.***

Yes	X	No	

Any exceptions and/or assumptions to the insurance requirements ***must*** be identified on ***Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP.*** Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Upon contract award, the successful vendor ***must*** provide the Certificate of Insurance identifying the coverages as specified in ***Attachment E, Insurance Schedule for RFP 3021.***

6.1.9 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.

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. We operate the Interstate Wildlife Violator's Compact database for the 39 member states as well.

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.

- ***In 1992, we designed, developed, and implemented the Nevada Department of Wildlife's Application Hunt System©, and we have maintained and operated the system through four re-bids from that time to the present. We have recently won another re-bid of 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. Since SCI is the Application Hunt System contractor, and since we have partially integrated the AHS with NWDS already, we offer the lowest risk solution to NDOW for NWDS-AHS integration.***
- ***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 1997 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.***
- ***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.***
- ***Most importantly for this RFP, 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 are hosting and maintaining NWDS as well as operating the NDOW consumer web site.***
- ***In 2006, we were awarded a contract to provide telephone license sales and quota hunt applications 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 were also accepted for all other managed species. NMDGF periodically provided SCI with the permit files, and most, but not all permits, were imported into our system. The Agency took this work in house in 2010.***
- ***Since 2007, SCI has provided telephone license sales to Utah sportsmen.***
- ***Since the 2009-2010 hunting season, SCI has provided non-mandatory harvest reporting services for Utah and Colorado. These surveys are conducted via outgoing telephone calls and a public web site.***

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 34:

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

Figure 34 34 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 maintain, support, and enhance the Nevada Wildlife Data System for 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 will operate 24x7x365 to support Nevada sportsmen through NWDS. 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.

In addition to the regular NWDS traffic supporting license sales, boat registration renewals, conservation education, and law enforcement, our web sites have the capability to scale from taking 3,500 big game hunt applications in one day in Nevada to taking 3,500 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. Our capacity is exercised several times each year using Microsoft's Visual Studio Team Foundation Suite to exercise the site to capacity.

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 NWDS, we have established dedicated server farms to service the demand; currently, NDOWLicensing.com is served by 2 web servers. Our high-level architecture is shown in Figure 35.

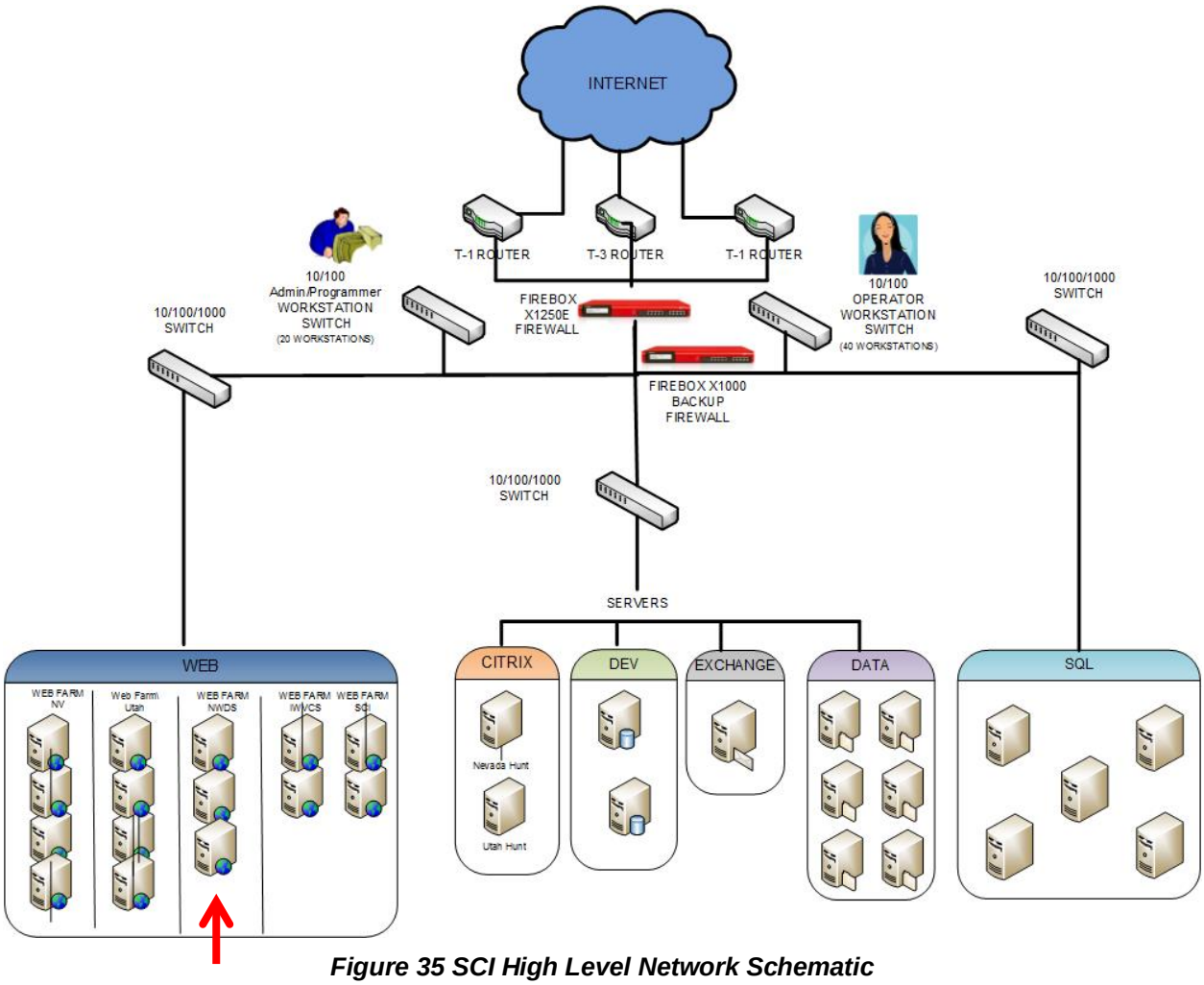

Figure 35 SCI High Level Network Schematic

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 and manages 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.

6.1.10 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 Nevada Wildlife Data System in 2002 by the Nevada Department of Wildlife. We developed the Nevada Application Hunt System© in 1992, and we have won 5 successive re-bids for the work.

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 1997 to 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 2009-2010, we were awarded contracts for Utah Non-Mandatory Harvest Reporting and Colorado Big Game Harvest Reporting.

6.1.11 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***.

6.1.11.1 Dun and Bradstreet Number

DUNS: 796291110

6.1.11.2 Federal Tax Identification Number

FEIN: 95-4087140

6.1.11.3 Confidential financial information is included in Part III.

6.2 SUBCONTRACTOR INFORMATION

6.2.1 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 6.2 has been deleted for brevity.

6.3 BUSINESS REFERENCES

6.3.1 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.

6.3.2 Proven Abilities

Vendors must show a proven ability of:

6.3.2.1 Developing, designing, implementing and/or transferring a large scale application with public and/or private sectors;

6.3.2.2 Developing and executing a comprehensive application test plan;

6.3.2.3 Developing and implementing a comprehensive training plan;

6.3.2.4 Experience with comprehensive project management;

6.3.2.5 Experience with managing subcontractors; and

6.3.2.6 Development and execution of a comprehensive project management plan.

6.3.3 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.

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Reference #: 1	
Company Name: **Systems Consultants**	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, as amended at the request of NDOW
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	Yes

Reference #: 2			
Company Name: **Systems Consultants**	**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 5 successful re-bids to the present. 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. SCI currently operates 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. 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:	Transaction-based
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 #: 3			
Company Name: Systems Consultants	**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 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: Systems Consultants	**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

Tab VIII

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 #5			
Company Name: Systems Consultants	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

6.3.4 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:

- ***Kathy Manfredi, Nevada Department of Wildlife***
- ***Maureen Hullinger, 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).***

6.3.5 Submittal of Reference Questionnaires

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

6.3.6 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 10 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.

6.3.7 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.

6.4 VENDOR STAFF SKILLS AND EXPERIENCE REQUIRED

The vendor shall provide qualified personnel to perform the work necessary to accomplish the tasks defined in the Scope of Work. The State must approve all awarded vendor resources. The State reserves the right to require the removal of any member of the awarded vendor's staff from the project.

SCI's organization chart is shown in Figure 36 with the key personnel for NWDS identified in blue.

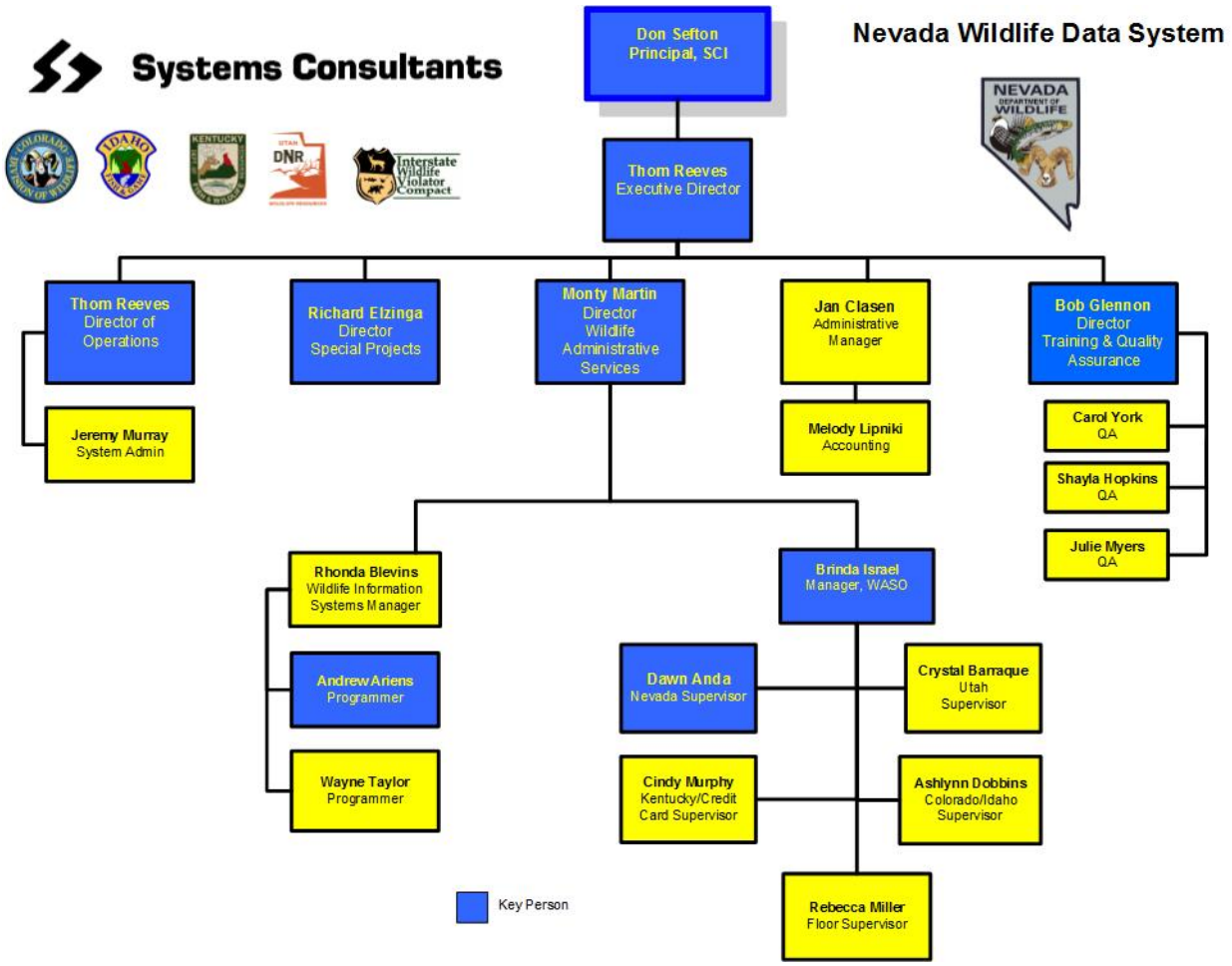

Figure 36 SCI Organization Chart

6.4.1 Project Manager Qualifications

The project manager assigned by the awarded vendor to the engagement must have:

6.4.1.1 A minimum of four (4) years of project management experience, within the last ten (10) years, in government or the private sector;

6.4.1.2 A minimum of three (3) years of experience, within the last ten (10) years, managing systems architecture and development projects;

6.4.1.3 A minimum of two (2) years of experience with systems analysis and design;

6.4.1.4 A minimum of two (2) years of experience with systems development and implementation;

6.4.1.5 Completed at least one (1) project within the past three (3) years that involved designing business processes and

procedures and developing new systems to support the new business processes; and

6.4.1.6 Completed at least one (1) project within the past three (3) years that involved communication and coordination of activities with external stakeholders.

Project Manager: Don Sefton

Don Sefton is the founder and President of SCI. He has over 39 years of experience in providing computer-based solutions for the challenges in business, industry, healthcare, the military, and federal and state government. Don was the primary architect and designer of the Nevada Wildlife Data System, including consumer license sales (web, POS, telephone), special licenses and permits, conservation education, law enforcement, inventory control, and the web/telephone boat registration renewal system. Don will manage the overall program, participate in system maintenance and enhancement, and serve as the primary interface with NDOW's NWDS Project Team.

6.4.2 Technical Lead Qualifications

The technical lead assigned by the awarded vendor must have:

6.4.2.1 A minimum of four (4) years of experience in systems development, design and programming of automated systems;

6.4.2.2 A minimum of four (4) years of experience developing systems using a relational database;

6.4.2.3 A minimum of two (2) years of experience developing Internet applications;

6.4.2.4 A minimum of two (2) years of experience managing systems architecture and systems development projects; and

6.4.2.5 Completed at least (1) project within the past three (3) years that involved conducting a pilot implementation and determining the readiness of the system production.

Technical Lead: Don Sefton

Don Sefton will also serve as the Technical Lead for the follow-on NWDS contract. Don is an expert in the design and use of relational databases in the business/government environment and he has over 10 years of experience with SQL and .NET architecture and programming. He has designed a number of web-based systems for wildlife administrative services and is intimately familiar with the environment. He meets all the requirements of para 6.4.2.

6.4.3 Implementation Lead Qualifications

The implementation lead assigned by the awarded vendor must have:

6.4.3.1 A minimum of three (3) years of experience managing the implementation of new business processes and procedures and

new automated systems to support the new business processes;

6.4.3.2 A minimum of two (2) years of experience managing the implementation of Internet applications;

6.4.3.3 Completed at least one (1) project within the past three (3) years that involved the procurement, receipt and make ready of computer equipment and software; and

6.4.3.4 Completed at least one (1) project within the past three (3) years that involved a phased implementation where systems activities were coordinated between the old and new system environments.

Implementation Lead: Monty Martin
Monty Martin is SCI's Director of Wildlife Administrative Services with overall responsibility for operating current and future systems and our call/data center. He has an impressive background in both hardware and software, especially in the LAN/WAN/Internet environment. He is intimately familiar with the hardware and software infrastructure for all wildlife systems. Monty will direct the implementation of system changes and enhancements, as well as assisting in design and programming. He will manage and supervise all wildlife administrative services operations and staff.

6.4.4 Individual Team Member Qualifications

Each member of the awarded vendor's project team must meet at least one (1) of the qualifications below. In addition, the aggregation of the individual qualifications of the team members must cumulatively meet all of the following requirements. These requirements are:

6.4.4.1 Two (2) years of experience within the last five (5) years analyzing and modeling business processes;

Thom Reeves will serve as the Business Analyst on the contract. Thom was a career Marine Corps pilot and Fixed Base Operation / Piper Dealer before entering the technology industry in 1984. He has served in a variety of training-oriented software development projects before joining SCI in 1991. 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, and he taught computer systems and networking at Western Nevada College through 2011. Thom oversees all business activities at SCI. Thom will continue to plan and implement the business processes for NWDS and serve as the database administrator for this project.

6.4.4.2 Two (2) years of experience within the last five (5) years designing online interfaces using the tools proposed for this project;

6.4.4.3 Three (3) years of experience within the last five (5) years developing systems using the relational database proposed for this project;

Andrew Ariens will provide interface design and database expertise to the NWDS Project. Andrew wrote the NWDS Licensing Module, the Utah Application Hunt System™ Web Application system, the Nevada Application Hunt System Web Application system, the NWDS Consumer Boat Registration and Renewal system, the NWDS Licensing System, and the Utah Swan Indoctrination Course system. Andrew writes in ASP, ASP.NET, VB.NET, and is very experienced in the Studio.NET environment. He is a skilled and experienced programmer in the SQL arena as well with extensive experience in relational database design and development.

6.4.4.4 Three (3) years of experience within the last five (5) years developing system to system interfaces;

Dick Elzinga has over 40 years of experience in the computer software field. He founded The Angeles Group, a firm providing software services to manage telephone and data communications, and built the company into an industry leader in its niche with revenues of over $10M a year. Since selling the Company, he worked as a consultant until joining SCI 7 years ago. Dick designed the Arizona Boat Registration System and the Nevada I-POS System. He developed the XML interface with the Interstate Wildlife Violators Compact database for the Nevada Application Hunt System, the Utah Application Hunt System, and NWDS.

6.4.4.5 Three (3) years of experience within the last five years developing secure Internet applications using the tools proposed for this project; and

Dick Elzinga, Wayne Taylor and Andrew Ariens collectively designed and implemented secure applications for NWDS, the POS Agent Sales System, the Kentucky License Sales and Quota Hunt System, and various harvest reporting contracts using .NET, SSL, and MS IIS.

6.4.4.6 Completed at least one (1) project within the past three (3) years that involved development of course outlines and materials and organizing and conducting classes to support the implementation of new business processes and systems.

Bob Glennon developed all the documentation and training for NWDS as well as all other SCI wildlife administrative services client applications including the Utah Hunt Application System, the Utah Telephone Licensing System, The Kentucky Telephone License Sales and Quota Hunt Application System, the Colorado Harvest Reporting System, and HIP reporting for Nevada, Colorado, and Kentucky. He has administered employee training to SCI employees for NWDS for the past nine 9 years.

6.5 VENDOR STAFF RESUMES

A resume must be completed for each proposed individual on the State format provided in ***Attachment I, Proposed Staff Resume,*** including identification of key personnel per ***Section 14.3.18, Key Personnel.***

SCI resumes for key personnel are included in Tab IX. We have included the following key personnel resumes:

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

6.6 PRELIMINARY PROJECT PLAN

6.6.1 Project Plan Submission

Vendors must submit a preliminary project plan as part of the proposal, including, but not limited to:

SCI's preliminary project plan is included under Tab X.

6.6.1.1 Gantt charts that show all proposed project activities;

SCI's NWDS Project Plan includes the project start-up activities, the initial deliverables of various plans, and three proposed tasks, the costs for which have been priced into our proposal.

6.6.1.2 Planning methodologies;

SCI uses a standard Plan – Analyze – Design – Develop – Test - Implement approach to project planning.

Planning
Our preliminary schedule for NWDS Continuing Operations is enclosed as Tab X, assuming that award and signing occur on October 1, 2013 in accordance with the estimate in the RFP.

At the kick off meeting with NWDS we will clarify the system requirements and plan the work. We will finalize the formal project plan in Microsoft Project™ establishing the key events, any JAD sessions requiring NDOW participation, milestones for progress reviews, development deadlines, testing schedules, etc. This revised schedule will be submitted to NDOW management for review and approval, signifying the Agency's commitment to provide the appropriate personnel for JAD, design reviews, and testing.

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

Analysis
The first step in designing changes and enhancements to an existing system is to understand the purpose and define the desired outcomes. Working with Division personnel directly knowledgeable in the area and expanding from the detailed process flow information contained in the RFP, we will carefully specify the purpose and required capabilities of each requirement. The degree of specificity is a key consideration here, as our systems are outcome-driven.

Design
Next, working from the detailed requirement, we verify and/or define the inputs required to generate the outcome and specify the sources and formats for each datum. In this case, some of the data will be resident in the system, and it will be necessary to design forms, web pages, and tables to collect the desired input.

Our design staff will then establish the information architecture required to retrieve, validate, process, and output the data and formalize the design. This design furnishes the blueprint for the programming staff.

SCI models and designs using the MS SQL™ industry tools.

Development
The designers and programmers meet for an overview of the requirement and a detailed walkthrough of the design considerations and decisions. Included in the process is the impact of the addition, change, or enhancement on the system architecture. Work assignments are made to each of the programmers, and the system designer walks through each assignment with the assigned programmer.

Each programmer is responsible for developing his/her assigned application and fully testing its functionality. SCI will continue to maintain an up-to-date development version of the NWDS on a separate server for the life of the contract for training and development purposes. In addition, we have committed to providing an independent version of NWDS to NDOW to be hosted on a State system and controlled entirely by NDOW for its uses.

Testing
SCI's QA Department of 3 full-time employees is charged with the development and execution of detailed Acceptance Test Plans that exercise all aspects of the system. These plans are developed from the design requirements to ensure that the delivered product meets the requirements. An example of an NWDS Test Script is provided under Tab XI.

Implementation
Once both SCI and NDOW testing is complete and all defects and corrections have been made and verified using the test scripts, NDOW will be asked to certify the application for the live system. The SCI Project Manager will authorize installation of the module on the live system and recheck its functionality.

6.6.1.3 Milestones;

Milestones have been included in the Preliminary plan for contract deliverables.

6.6.1.4 Task conflicts and/or interdependencies;

Task conflicts and interdependencies are recorded in MS Project as predecessor-successor relationships. When conflicts occur, the schedule can be easily used to game various outcomes and arrive at a solution.

6.6.1.5 Estimated time frame for each task identified in ***Section 5, Scope of Work***; and

The time frames required for each task are shown on the Gantt Chart. Subtask time requirements roll up under the task.

6.6.1.6 Overall estimated time frame from project start to completion for both Contractor and State activities, including strategies to avoid schedule slippage.

Since SCI will continue operations in NWDS, schedule risk is at an absolute minimum. We have shown a preliminary schedule for the first year of the contract encompassing the contract start-up activities and three required tasks. If additional tasks are added, we will develop and present mitigation strategies for the task in question as part of the ECP process.

6.6.2 Roles and Responsibilities

Vendors must provide a written plan addressing the roles and responsibilities and method of communication between the contractor and any subcontractor(s).

SCI will not use subcontractors in the performance of this contract.

6.6.3 Project Plan Incorporation

The preliminary project plan will be incorporated into the contract.

SCI will utilize the plan submitted herein as the basis for the Project Plan after award based on the outcomes of the Kickoff Meeting.

6.6.4 Due Dates

The first project deliverable is the finalized detailed project plan that must include fixed deliverable due dates for all subsequent project tasks as defined in ***Section 5, Scope of Work***. The contract will be amended to include the State approved detailed project plan.

Due dates are included for all deliverables.

6.6.5 Risk Management

Vendors must identify all potential risks associated with the project, their proposed plan to mitigate the potential risks and include recommended strategies for managing those risks.

SCI has not identified any potential risks in continuing operation of the existing NWDS. We will develop the required Risk Mitigation Plan after award and include emergent risks as they are identified.

6.6.6 Staff Location and Information Exchange

Removed by Amendment 1.

6.7 PROJECT SOFTWARE TOOLS

6.7.1 Software Tools and Resources

Vendors must describe any software tools and equipment resources to be utilized during the course of the project including minimum hardware requirements and compatibility with existing computing resources as described in ***Section 3.4, Current Computing Environment***.

In keeping with the constant progress being made in the IT arena, our infrastructure is continually evolving. Our aim is not to operate on the leading (and bleeding) edge of the technology envelope, where the risk is real and ever-present. Rather, our equipment and methods are drawn from new technology that has proven itself in the marketplace. This approach has dramatically reduced the incidence of technical problems in our business areas, allowing us to focus on the customer rather than on the technology.

We believe that our "all-Microsoft™" solution, while perhaps not the most technologically elegant, significantly reduces the chances of compatibility problems and allows us to draw on the experience of the enormous installed base.

Our upgrade efforts are carefully planned to avoid risk and to take advantage of the experience with the new technology present in the user base. For example, in our migration from the active server page environment to .NET architecture, we utilized the features inherent within .NET architecture to implement a server farm approach. The server farm permits incoming web requests to be handled by any available server in the farm rather than requiring the request to go through the same server that initiated the session. Most importantly, the server farm provides an instant and seamless backup in the event that one of the servers fails. As time goes by, the older software receives less and less attention until it is virtually unsupported. Under this contract, upgrades have been planned to .NET 4.5 and SQL 2012 to take advantage of proven compatibility, technology advances, and outstanding support.

SCI's customer solution is designed to be platform and OS independent. Users may access the web site using Internet Explorer™, Safari™, Mozilla™, Firefox™, Chrome™, or other HTML-compliant browsers that support SSL, 2048 bit encryption, and cascading style sheets.

Since the end-user is working in a browser window, the user's host computer and operating system handle all interfaces with printers, other peripherals, and the network.

Cookies are not used in the SCI solution; the session variable is stored in the URL.

Our current software toolkit is shown in Figure 37. This tool kit is fully licensed and available with all ancillary tools and enablers, such as compilers, programming tools, etc.

Current SCI Software Toolkit
Microsoft SQL 2012™
Microsoft Visual Studio . NET™
Microsoft .NET Framework Ver 4.5
Windows 7/8 Professional
Windows Server 2008™
Microsoft Visual Studio Team Test 2008™
AccuMail™ FrameWorks Postal Applications
AccuMail™ NCOA Database
AccuMail™ Frameworks Developers Tool Kit
Acrobat PDF Writer 9.0™
Dell Powervault 110T Backup
Symantec Exec Tape Backup
ShoreTel VOIP Phone System
Oaisys ™ Digital Call Recording System
Microsoft Developer's Network™ (MSDN)
Microsoft ForeFront EndPoint Security Applications
WinZip Data Compression
Citrix MetaFrame Server Remote Access

Figure 37 SCI Software Toolkit

6.7.2 Software Tools Training and Costs

Costs and training associated with the project software tools identified must be included in ***Attachment K, Project Costs.***

SCI's programming staff is intimately familiar with the NWDS software development suite and requires no additional training. Should training become necessary due to the incorporation of new software or due to turnover, SCI will bear all associated costs.

Tab IX – Proposed Staff Resumes

Tab IX

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Tab IX

Proposed Staff Resumes

COMPANY NAME:	Systems Consultants		
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Donald H. Sefton**		☑ **Key Personnel**
Classification:	Project Manager Technical Lead	**# 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		

Tab IX

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.

Tab IX

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.

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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.

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

SEFTON HARDWARE/SOFTWARE SUMMARY (Be Specific)		
Description		***# of Year's Experience***
Environments:	DOS, Windows, Unix	39
Hardware:	Personal Computers, Minicomputers, Mainframes	35
Software:	IBM DOS, DOS/VS, OS-MFT, OS-MVT, OS-SVS, OS-MVS, TSO, CICS, Unix, Perkin Elmer OS/#2, PRIMOS, Applesoft, p-System, CPM, MS DOS, Novell Netware, Windows '98, Windows ME, Windows NT, Windows 2000, Btrieve, SQL, Studio.NET, and Visual Studio.	15-35
Tools:		
Databases:	MS Access, MS SQL	15

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

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COMPANY NAME:		Systems Consultants (SCI)	
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Thomas L. Reeves**		☑ **Key Personnel**
Classification:	Business Analyst	**# 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		

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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.

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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.

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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.

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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 HARDWARE/SOFTWARE SUMMARY (Be Specific)		
Description		***# of Year's Experience***
Environments:	DOS, Windows, Unix	29
Hardware:	Personal Computers	29
Software:	MS-Office, MS-Project, C++, TenCore, Symphony	15-29
Tools:		
Databases:	MS-Access, SQL	15

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

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COMPANY NAME:	Systems Consultants (SCI)		
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Monty C. Martin**	☑ **Key Personnel**	
Classification:	Implementation Lead	**# 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 Fulfilment 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		

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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.

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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: ***Certifications:***	BS - 1987	

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	Microsoft Certified Professional	
HARDWARE/SOFTWARE SUMMARY (Be Specific)		
Description		***# of Year's Experience***
Environments:	DOS, Windows, Unix, Microsoft Windows NT Server 4.0, Microsoft Windows 2000 Server, Microsoft Access, Microsoft SQL Server 7.0	25
Hardware:	Personal Computers, Raid 5 Storage, Laser Printers, Scanners, Video Capture Hardware, Network Hubs, Network Wiring, Network Test Devices, Wireless Internet Hardware, Nine-track Tape Drives, CD-RW, Modems	15-25
Software:	MS Exchange, Windows, , MS-Project, C++, Authorware, Visual Basic, Studio.NET	15-25
Tools:		
Databases:	MS Access, MS -SQL	15
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	

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PROPOSED STAFF RESUME

COMPANY NAME:	Systems Consultants (SCI)		
☑ **Contractor**		☐ **Subcontractor**	
Name:	Richard G. Elzinga		☑ **Key Personnel**
Classification:	Sr Programmer/Analyst	**# of Years in Classification:**	
Brief Summary of Experience:	Mr. Elzinga has 40 years of experience in the Computer and Telecommunications industries. He has progressed from the design of computer equipment, software, and operating systems to programming, systems management, and consulting. He has held positions such as Executive Director of computer service bureaus and corporate information systems divisions to President and CEO of a major software development company. Mr. Elzinga benefits from a broad and deep perspective of computer and telecommunication industries that few possess. He has designed computer software systems for over 27 years and has managed computer design and service organizations for the telecommunications, military, health care, and insurance sectors. He has designed software applications in many languages for mainframes, PCs, the web, and complex networks. As General Manager, Mr. Elzinga took over a failing computer services bureau and turned it around from 6-figure losses to 6-figure profits while increasing sales by 15% per year. Mr. Elzinga designed and implemented a proprietary software compiler that combined the best features of COBOL and FORTRAN for Singer/Librascope and Control Data Corporation. In the late 70's, Mr. Elzinga was engaged by American Medical International to design, organize, and build their complete data processing organization. In less than 3 years, the division grew from nothing to over 200 personnel with 4 data centers, supporting applications and computers in 50 hospitals on 5 continents. He is the founder and principal architect in the design and development of Quantum Series telemanagement software for the Angeles Group. Mr. Elzinga was the President, CEO, and CFO during a period that the Company grew at a rate of 25% per year for over 20 years and became one of the top telemanagement software companies in North America.		
# of Years with Firm:	10		
ELZINGA RELEVANT PROFESSIONAL EXPERIENCE			

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Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Project:*** ***Details and Duration of Project:*** ***Software/hardware used in engagement:***	04/2003 to Present Systems Consultants (SCI) Nevada Department of Wildlife Paula Lannen NWDS Project Manager 4600 Kietzke Lane, Reno, NV 89512, (775)688-1983, plannen@ndow.org NWDS is an automated wildlife data system (AWDS) comprising Internet, POS, 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 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. Elzinga designed the NWDS POS module.

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Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Project:*** ***Details and Duration of Project:*** ***Software/hardware used in engagement:***	09/2003 - 07/2005 Systems Consultants (SCI) Arizona Game and Fish Department Madeline Fenske 5000 West Carefree Highway Phoenix, AZ 85086, (623)236-7403 mfenske@azgfd.gov 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 designed, developed, implemented and operated a telephone/web boat registration program for AZGFD, as well. SCI developed and operated the system for Internet and telephone sales of game and fish licenses and also developed and operated the Hunt Application web site and the First Come, First Served Hunting Permit web application for AZGFD. The system included hunter report card information for migratory birds and waterfowl as defined in the Federal Harvest Information Program (HIP). Telephone assistance for Arizona hunters was available 24x7x365 from the Wildlife Administrative Services Office. Implementation of the licensing system took place two months after award with the draw application systems following according to schedule. Mr. Elzinga designed the licensing and boat renewal programs for Arizona.

ELZINGA EDUCATION	
Institution Name:	Grand Rapids High School
City:	Grand Rapids
State:	MI
Degree/Achievement:	High School Diploma
Certifications:	USAF Computer Technician 1960./SAGE Technician 1961

ELZINGA HARDWARE/SOFTWARE SUMMARY (Be Specific)		
	Description	***# of Year's Experience***
Environments:	DOS, Windows, Unix	40
Hardware:	Personal Computers, Mainframes, Minicomputers	40
Software:	IBM DOS, DOS/VS, OS-MFT, OS-MVT, OS-SVS, OS-MVS, TSO, CICS, Unix, Perkin—Elmer's OS/#2, PRIMOS, CPM, MS-DOS, Novell Netware, 3-COM Ethernet, Windows 98/ME/2000/XP, BTRIEVE,.NET	15-40
Tools:		

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Databases:	MS-Access, MS-SQL	15
ELZINGA REFERENCES		
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Robert Snyders, President Channel Islands Harbor Foundation, Inc. 3900 Pelican Way Oxnard, CA 93035-4367 (805)984-1342 Ronald Consiglio, CPA, Executive Board Member Mannkind Corporation 1705 Emerald Isle Way Oxnard, CA 93035 (805)382-1025 Harmon Cogert, Past President Parent's Magazine 4207 Harbour Island Lane Oxnard, CA 93035 (805)382-9818	

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PROPOSED STAFF RESUME

COMPANY NAME:	Systems Consultants (SCI)		
☑ **Contractor**		☐ **Subcontractor**	
Name:	Andrew R. Ariens	☑ **Key Personnel**	
Classification:	Programmer	**# of Years in Classification:**	14
Brief Summary of Experience:	Mr. Ariens has 14 years of experience as a web programmer with experience in ASP (VBScript) and ASP.NET (VB.NET). Mr. Ariens has designed websites for online hunting applications for Nevada and Utah. He had a major role in the design and programming of several major modules of the Nevada Wildlife Data System, and he has designed and developed the consumer website for the Nevada Department of Wildlife's Nevada Wildlife Data System, including online consumer boat renewal, license sales, conservation education, and the web-based application used by NDOW office personnel.		
# of Years with Firm:	14		

ARIENS RELEVANT PROFESSIONAL EXPERIENCE	
Required Information: ***MMYYYY to Present:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Project:*** ***Details and Duration of Project:*** ***Software/hardware used in engagement:***	02/1999 to Present Systems Consultants (SCI) Nevada Department of Wildlife Paula Lannen NWDS Project Manager 4600 Kietzke Lane, Reno, NV 89512, (775)688-1983, plannen@ndow.org Mr. Ariens wrote the NWDS Licensing Module, the Nevada Application Hunt System Web Application system, the NWDS Consumer Boat Registration and Renewal system, and the NWDS Licensing System. Andrew writes in .ASP, ASP.NET, VB.NET and is very experienced in the Studio.NET environment.

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Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Project:*** ***Details and Duration of Project:*** ***Software/hardware used in engagement:***	02/1999 to Present Systems Consultants (SCI) Utah Division of Wildlife Resources Judi Tutorow Licensing Coordinator 1594 West North Temple, Suite 2110, Box 146301, Salt Lake City, UT 84114, (801)538-4851, juditutorow@utah.gov Mr. Ariens wrote the Utah Application Hunt System™ Web Application system and the Utah Swan Indoctrination Course system. He also maintains the Utah Harvest Report system. Andrew writes in .ASP, ASP.NET, VB.NET and is very experienced in the Studio.NET environment.

ARIENS EDUCATION	
Institution Name:	Churchill County High School
City:	Fallon
State:	NV
Degree/Achievement:	High School Diploma
Certifications:	

ARIENS HARDWARE/SOFTWARE SUMMARY (Be Specific)		
	Description	***# of Year's Experience***
Environments:	Microsoft Windows , DOS	14
Hardware:	PC	14
Software:	Active Server Pages (ASP) 2.0, ASP.NET, Microsoft.NET, VBScript, VB.NET	14
Tools:		
Databases:	Microsoft SQL Server 7.0/2000/2005/2008/2012	14

ARIENS REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Donald Sefton, dsefton@sci-nevada.com, 775-423-1345 Thomas Reeves, treeves@sci-nevada.com, 775-423-1345 Monty Martin, mmartin@sci-nevada.com, 775-423-1345

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COMPANY NAME:	Systems Consultants		
☑ **Contractor**		☐ **Subcontractor**	
Name:	Wayne Taylor		☑ **Key Personnel**
Classification:	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

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TAYLOR HARDWARE/SOFTWARE SUMMARY (Be Specific)		
Description		***# of Year's Experience***
Environments:	Windows, DOS	
Hardware:	PC, MAC	
Software:	Photoshop, Illustrator, Active Server Pages (ASP) 2.0, ASP.NET, Microsoft.NET, VBScript, VB.NET	
Tools:		
Databases:	Microsoft SQL Server 7.0/2000/2005/2008/2012	

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

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COMPANY NAME:	Systems Consultants (SCI)		
☑ **Contractor**		☐ **Subcontractor**	
Name:	**Robert C. Glennon**	☑ **Key Personnel**	
Classification:	Training/Documentation	**# 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.

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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 HARDWARE/SOFTWARE SUMMARY (Be Specific)		
	Description	***# of Year's Experience***
Environments:	PC DOS & Windows	28
Hardware:	PC	28
Software:	MS Office, Visio, Project,	22

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Tools:	RoboHelp, Adobe CS4	5
Databases:		
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	

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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		

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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.

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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.

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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 HARDWARE/SOFTWARE SUMMARY (Be Specific)		
Description		***# of Year's Experience***
Environments:	MS DOS, Windows 95, 7, XP, 8;	20+ years
Hardware:	Printer, Scanner, VOIP Phone System	
Software:	MS Office including PowerPoint, Excel, Word, Outlook and OneNote; Oaisys Recording System, ShoreTel Communicator, ShoreTel AppDialer; CoreFTP, Google Chrome, Adobe PDF; Internet Explorer	12-20+ years
Tools:		
Databases:	Access; SQL	5 years

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.

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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

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ANDA HARDWARE/SOFTWARE SUMMARY (Be Specific)		
Description		***# of Year's Experience***
Environments:	Windows 95, XP, Vista, 7 and 8, AS/400	15 years,
Hardware:	Printer, Scanner, Fax	15 years
Software:	MS Office including Excel, Word, Calendar and Outlook; Google Chrome, Adobe PDF; Internet Explorer	10 years
Tools:		
Databases:	Microsoft Access, SQL	6 years

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 X - Preliminary Project Plan

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Tab XI - Other Information Material

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1.	**REVISED 8/24/2012 CAY**			
2.	This browse is used for NDOW counter personnel to sell licenses.	Test Site: **dev.sci-nevada.com/nwdstest** Live Site: **www.ndowlicensing.com/nwds**		
3.	**LONG AGENCY NAME**	**LONG AGENCY NAME**	**LONG AGENCY NAME**	
4.	Over the past 12 years, NDOW has changed its name three times. In our contract with them, we agreed that any future name change would not require additional programming to effect the change. If the name changes again, we need to verify EACH and EVERY screen—headers, sidebars, and ALL verbiage within the individual screens are consistent with the new name. For the programming portion, it should be using the MISC_PARMS table called LONG AGENCY NAME. It contains the literal of what should be printed whenever "Nevada Department of Wildlife" needs to be displayed on a report, on a screen, etc. If you change the contents of this field, all screens and reports should change. If it doesn't, then we have	To test this, go to: - Start - Programs - MS SQL Server 7.0 - Enterprise Mgr - + on Microsoft SQL Servers - Click on SQL Server Group - Double Click on SQL Dev 2000 - + on Databases - Double Click on NWDS_TEST - Double Click on Tables - Right Click on MS_PARMS - Open Table - Return All Rows - LONG AGENCY NAME Change the name SLIGHTLY! Change Department to Dept. Go back into huntnevada.com/appstest and verify that the changes have been made on all screens. Notify the programmer of any changes that need to be made. Changes need to be made using MS_PARMS, LONG AGENCY		

	some “hard-coded” areas that must be corrected. Notify the programmer of any changes that need to be made. Per DHS, 8/8/2005 11:19 AM	NAME, not hard coding. Proofread ALL screens to verify the name change has been incorporated throughout. MAKE SURE YOU GO BACK AND CHANGE THE NAME TO WHAT IT WAS BEFORE.		
5.	**LOGIN/LOGOUT PROCEDURES**	**LOGIN/LOGOUT PROCEDURES**	**LOGIN/LOGOUT PROCEDURES**	
6.	When you login to the Nevada Wildlife Data System the Main Page should display “Welcome to NWDS” with the User Name, User ID, and Logged in Since (Date and Time).			
7.	From the Main Page of the Nevada Wildlife Data System the user name should be displayed as Logged in As: User Name.	The Logged in As: User Name, (i.e., Logged in as: Anna M Harrington) along with the Home and Logout hyperlink labels will appear on all screens within the Nevada Wildlife Data System.		
8.	Open the Client Search screen by clicking on the Menu Bar item → File → Transactions → Sell Licenses.	When the Client Search screen opens you should see Client Search in the upper left hand side of the screen, underneath Nevada Wildlife Data System. The fields available to the user are: - Agent ID/Name		

		- Transaction Date (pre-filled with today's date) - Last Name - First Name - Middle Name - Social Security # - Date of Birth - Nevada Driver's License # - Client ID The Search For Client and New Client buttons should be available at the bottom of the screen.		
9.	From the Client Search screen click on the Home hyperlink label located on the right hand side of the Menu Bar.	The Home function should clear the screen and bring you to the NWDS Main Page. The page should display "Welcome to NWDS" along with the User Name, User ID, and Logged in Since: (Date and Time).		
10.	From the Client Search screen click on the Logout hyperlink label located on the right hand side of the Menu Bar. The user will be prompted with a message box "Are you sure you want to logout?" Click on the Cancel button.	The message box should close and the user will be on the screen they were previously on.		
11.	From the Client Search screen click on the Logout hyperlink label located on the right hand side of the Menu Bar. The user will be prompted with a message box "Are	The user should be brought to the NWDS Login screen. The screen should display the following fields: User ID and Password along with the Login>>		

	you sure you want to logout?” Click on the OK button.	and Forgot Password buttons.		
12.	**FILTER CRITERIA CLIENT SEARCH SCREEN**	**FILTER CRITERIA CLIENT SEARCH SCREEN**	**FILTER CRITERIA CLIENT SEARCH SCREEN**	
13.	**Agent ID/Agent Name:**			
14.	On the Client Search screen click the Search For Client button without entering any criteria.	The user should receive the error messages: - Agent ID Required - Agent Name Required		
15.	On the Client Search screen, in the Agent ID field, enter a combination of letters, numerals and special characters in the field. Enter an Agent Name, Transaction Date and a Client Last and First Name. Click the Search for Client button.	The user should receive the error message: - Agent ID and Agent Name do not match. - Must enter at least 2 search items	Currently the field will accept all combinations of alpha, numeric and/or special characters and the field is 10 characters in length. The Agent ID number is normally six digits and all numerals. However, there are some Agent IDs with alphanumerics; i.e.: CH0400 WESTERN REGION BOAT CH0700 WESTERN - TRAVEL BOAT CH1400 WESTERN REGION BOAT CH1700 WESTERN - TRAVEL BOAT Alpha/numerics are to be allowed, per DHS.	
16.	On the Client Search screen, in the Agent ID field, enter a partial Agent ID, followed by a percent	The user should receive the error message:		

	sign; i.e., 010%. Enter an Agent Name, Transaction Date, Last and First Name of a client. Click the Search for Client button.	- Agent ID and Agent Name do not match. There are no wildcard searches for the Agent ID or Agent Name in this module. The Agent ID and Agent Name must match exactly.		
17.	**Transaction Date:**			
18.	On the Client Search screen, enter the Agent ID as 192000 and the Agent Name as WASO. Omit the Transaction Date and enter a Last and First Name of an existing client. Click the Search for Client button.	The user should receive the error message: - Transaction Date required.		
19.	On the Client Search screen, enter the Agent ID as 192000 and the Agent Name as WASO. Edit the Transaction Date by omitting the Month in the date.	The user should receive the error message: - Transaction Date not a valid date/time.		
20.	On the Client Search screen, enter the Agent ID as 192000 and the Agent Name as WASO. Edit the Transaction Date by omitting the Day in the date.	The user should receive the error message: - Transaction Date not a valid date/time.		
21.	On the Client Search screen, enter the Agent ID as 192000 and the Agent Name as WASO. Edit the Transaction Date by omitting the Year in the date.	The user should receive the error message: - Transaction Date not a valid date/time.		
22.	On the Client Search screen, enter the Agent ID as 192000 and the	The user should receive the error message:		

	Agent Name as WASO. Edit the Transaction Date by entering only the last two digits of the year.	- Transaction Date not a valid date/time.		
23.	On the Client Search screen, enter the Agent ID as 192000 and the Agent Name as WASO. Edit the Transaction Date by inserting an apostrophe and a number within the Month portion of the date.	The user should receive the error message: - Transaction Date not a valid date/time.		
24.	On the Client Search screen, enter the Agent ID as 192000 and the Agent Name as WASO. Edit the Transaction Date by inserting a quote and a number within the Day portion of the date.	The user should receive the error message: - Transaction Date not a valid date/time.		
25.	On the Client Search screen, enter the Agent ID as 192000 and the Agent Name as WASO. Edit the Transaction Date by inserting a space within the Year portion of the date.	The user should receive the error message: - Transaction Date not a valid date/time.		
26.	On the Client Search screen, enter the Agent ID as 192000 and the Agent Name as WASO. Edit the Transaction Date by inserting a future date.	The user should receive the error message: - Transaction Date can't be a future date.		
27.	On the Client Search screen, enter the Agent ID as 192000 and the Agent Name as WASO. Edit the Transaction Date by inserting an earlier date.	The user should not receive any error message. The date may not be a future date, but it can be an earlier date.		
28.	On the Client Search screen, enter the Agent ID as "192000" and the	The user should receive the error message:		

	Agent Name as Wildlife Admin Services. Enter an existing Client's Last and First Names; however, edit the Transaction Date by inserting a year with only three digits. Click the Search for Client button.	- Transaction Date not a valid Date/Time. At 2/20/2006, it was found that the search would go through with no error message. This has since been corrected.		
29.	**Last Name:**			
30.	On the Client Search screen, enter a partial Last Name, followed by the percent sign; i.e., Yo%. Enter a common First Name. Click the Search for Client button.	The user should not receive any error messages and the results of his search should be returned.		
31.	**First Name:**			
32.	On the Client Search screen, enter a common Last name and for the First Name, enter a partial name followed by the percent (%) sign; i.e., Jo%. Click the Search for Client button.	The user should not receive any error messages and the results of his search should be returned.		
33.	**Middle Name:**			
34.	On the License Sales – Client search screen, enter a common Last Name and a partial Middle Name, followed by the percent sign; i.e., A%. Click the Client Search button.	The user should be taken to the Add License screen with the results of his search shown in table format. The columns of the table include the following fields: - Name - Client ID - Social Security # - Driver's Lic # - Date of Birth		

		- Select The legend below should indicate the number of records found, page you are on. The default sort order is alphabetically by name. If more than five records are returned, the buttons <<First, <Prev, Next> and Last should be displayed on the line with the number of records. The buttons Search Again and New Client should be located at the bottom of the screen.		
35.	**Social Security Number:**			
36.	The Social Security Number on the License Sales Client Search screen must be exact and be one of another supporting entries to perform the search. There are no wildcard searches allowed with this social security number field.			
37.	**Date of Birth:**			
38.	On the License Sales – Client Search screen, enter a common Last Name. Omit the Date of Birth Day. Click the Client Search button.	The user should receive the error message: - Date of Birth not a valid date.		
39.	On the License Sales – Client Search screen, enter a common	The user should receive the error message:		

	Last Name. Omit the Date of Birth Year. Click the Client Search button.	- Date of Birth not a valid date.		
40.	On the License Sales – Client Search screen, enter a common Last Name. Edit the Date of Birth by inserting only the last two digits of the Date of Birth Year. Click the Client Search button.	The user should receive the error message: - Date of Birth not a valid date.		
41.	On the License Sales – Client Search screen, enter a common Last Name. Edit the Date of Birth by inserting the current year. Click the Client Search button.	The user should receive the message: - No Results Found.		
42.	On the License Sales - Client Search screen, enter a common Last Name. Edit the Date of Birth by inserting a date prior to 1/1/1753. Click the Client Search Button.	The user should receive the error message: - Date of Birth not a valid date.		
43.	**Nevada Driver's License #:**			
44.	The Nevada Driver's License # on the License Sales Client Search screen must be exact and be one of another supporting entries to perform the search. There are no wildcard searches allowed with this Nevada Driver's License # field			
45.	**Client ID:**			
46.	The Nevada Driver's License # on the License Sales Client Search screen must be exact and be one			

	of another supporting entries to perform the search. There are no wildcard searches allowed with this Client # field.			
47.	On the License Sales – Client Search screen, enter the Agent ID/Name, Transaction Date and two other pieces of information to identify the client. Click the Search for Client button.	The user should be brought to the License Sales – Client Search table screen, listing all the individuals that match the user's search criteria. The table should consist of the following columns: - Name - Client ID - Social Security # - Driver's Lic # - Date of Birth - Select The number of records found and the buttons Search Again and New Client should be located below the table. If there are more than five records returned, the <<First, <Prev, Next> and Last buttons should be displayed on the same line as the Number of Records Found.		
48.	On the License Sales – Client Search screen, click the Search	The user should be returned to the License Sales – Client		

	Again button.	Search screen to enter different search criteria, or to Select the New Client option.		
49.	**DEMOGRAPHICS TAB**	**DEMOGRAPHICS TAB**	**DEMOGRAPHICS TAB**	
50.	On the licensetransaction.aspx screen, click the New Client button.	The user will be taken to the Client Detail screen (Demographics) tab, with the Last Name and First Name fields pre-filled with the information input on the Search screen. The tabs available to the user are: - Demographics - Phones/Email - Attributes - NSF - HIP (Harvest Information Program) - Licenses - Hunter Ed - Boating Ed The buttons Back and Next are available at the bottom of the screen.	NOTE: In the Sell Licenses function, the HIP and the Boating Ed tabs (for a returning client) will be grayed out and non-functional. They will not be addressed in this testing. For a New Client, the tabs NSF, HIP, Licenses, Hunter Ed and Boating Ed will be grayed out and non-functional, at this point.	
51.	**Last Name:**			
52.	On the Demographics tab, Client Detail screen, enter information in all fields; however, do not enter a Last Name. Complete the	The user should receive the error message: - Last Name required.		

	information on the Phones/eMail and Attributes tabs. Click the Next button.			
53.	On the Demographics tab, Client Detail screen, enter information in all fields; however for the Last Name, insert a special character (other than a period, hyphen, apostrophe or space). Click the Next button.	The user should receive the error: - Invalid character in Last Name.		
54.	On the Demographics tab, Client Detail screen, enter information in all fields; however for the Last Name, insert an apostrophe and alpha characters in the field. Click the Next button.	The user should not receive any error message. The apostrophe should be allowed.		
55.	On the Demographics tab, Client Detail screen, enter information in all fields; however for the Last Name, insert a quote in the field. Click the Next button.	The user should receive the error message: - Invalid character in Last Name. Make sure there is no truncation after the quote.		
56.	**First Name:**			
57.	On the Demographics tab, Client Detail screen, enter information in all fields; however, do not enter a First Name. Complete the information on the Phones/eMail and Attributes tabs. Click the Next button.	The user should receive the error message: - First Name required.		
58.	On the Demographics tab, Client Detail screen, enter information in	The user should receive the error:		

	all fields; however for the First Name, insert a special character (other than a period, hyphen, apostrophe or space). Click the Next button.	- Invalid character in First Name.		
59.	On the Demographics tab, Client Detail screen, enter information in all fields; however for the First Name, insert a quote in the field. Click the Next button.	The user should receive the error message: - Invalid character in First Name. Make sure there is no truncation after the quote.		
60.	**Middle Name:**			
61.	On the Demographics tab, Client Detail screen, enter information in all fields; however, do not enter a Middle Name. Complete the information on the Phones/eMail and Attributes tabs. Click the Next button.	The user should not receive any error messages.		
62.	On the Demographics tab, Client Detail screen, enter information in all fields; however for the Middle Name, insert a special character (other than a period, hyphen, apostrophe or space). Click the Next button.	The user should receive the error: - Invalid character in Middle Name.		
63.	On the Demographics tab, Client Detail screen, enter information in all fields; however for the Middle Name, insert a quote in the field. Click the Next button.	The user should receive the error message: - Invalid character in Middle Name.		

		Make sure there is no truncation after the quote.		
64.	**Suffix:**			
65.	On the Demographics tab, Client Detail screen, enter information in all fields; however for the Suffix, insert a special character in the field. Click the Next button.	The user should receive the error message: - Invalid character in Suffix.	Currently accepts all manner of input.	
66.	On the Demographics tab, Client Detail screen, enter information in all fields; however for the Suffix, insert a quote in the field. Click the Next button.	The user should receive the error message: - Invalid character in Suffix. Make sure there is no truncation after the quote.	Currently accepts all manner of input.	
67.	**Entity Name:**			
68.	On the Demographics tab, Client Detail screen, enter information in all fields; however do not enter anything in the Name or Entity Name fields. Click the Next button.	The user should receive the error message: - Either an Individual Name or Entity Name is required.		
69.	On the Demographics tab, Client Detail screen, enter information in all fields. Enter a name in the Entity Name field; i.e., “Joe’s Shell Service #742”. Click the Next button.	The user should receive the error message: - Can only enter either an Individual Name or an Entity Name.	NOTE: The Entity Name field may accept special characters, alpha or numerics. It will be used to purchase SLAP (Special Licenses and Privileges) tags.	
70.	On the Demographics tab, Client Detail screen, enter information in all fields; however, omit the First, Middle and Suffix names. Enter a name in the Entity Name field and	The user should not receive any error message. Make sure there is no truncation after the apostrophe.		

	insert an apostrophe within the field. Click the Next button.			
71.	On the Demographics tab, Client Detail screen, enter information in all fields; however, omit the First, Middle and Suffix names. Enter a name in the Entity Name field and insert a quote within the field. Click the Next button.	The user should not receive any error message. Make sure there is no truncation after the quote.		
72.	**Social Security #:**			
73.	The SSN "VERIFIED" checkbox should be cleared each time. This encourages the user to correct Duplicates, REFUSED!!, etc., because it keeps nagging them to fix. When the "VERIFIED" checkbox is NOT cleared, it carries what was stored from the previous override.	Requested By: DHS Date: 12/16/2004		
74.	On the Demographics tab, Client Detail screen, enter the required information; however, omit the Social Security #. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
75.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting a letter. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
76.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting an	The user should receive the error message: - Entered SSN is invalid.		

	apostrophe. Click the Next button.			
77.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting a quote. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
78.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting dashes in the field. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
79.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting slashes in the field. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
80.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting a comma. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
81.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting a period. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
82.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting an asterisk. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		

83.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting less than nine digits. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
84.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by having the number begin with “000”. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
85.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by having the number begin with “999”. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
86.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting “REFUSED!!”. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
87.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting “notauscit”. Click the Next button.	The user should receive the error message: - Entered SSN is invalid.		
88.	On the Demographics tab, Client Detail screen, enter the required information; however, edit the Social Security # by inserting	The user should receive the cautionary message: - You’ve not entered an SSN but		

	"NOTAUSCIT". Click the Next button.	have typed 'NOTAUSCIT'. Please confirm that this client is not a us Citizen and does not have a Social Security Number. After you click the confirmation, check the 'Override SSN' box on the screen.		
89.	On the Demographics tab Client Detail screen, enter a Social Security # that already exists in the system. Click Next. Requested By: DHS 12/16/2004 To prove that we can also override a duplicate Social Security #.	The user should receive the error message: - You have entered an SSN that already exists in the client records. Please confirm that the entered SSN is correct. If it is, check the 'Override SSN' before continuing.		
90.	**Date of Birth:**			
91.	On the Demographics tab Client Detail screen, enter information in all fields; however, omit the Date of Birth. Click Next.	The user should receive the error message: - Date of Birth Required.		
92.	On the Demographics tab Client Detail screen, enter information in all fields; however, omit the Month in the Date of Birth. Click Next.	The user should receive the error message: - Date of Birth incomplete.		
93.	On the Demographics tab Client Detail screen, enter information in all fields; however, omit the Day in the Date of Birth. Click Next.	The user should receive the error message: - Date of Birth incomplete.		
94.	On the Demographics tab Client Detail screen, enter information in all fields; however, omit the Year in the Date of Birth. Click Next.	The user should receive the error message: - Date of Birth incomplete.		

95.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth by inserting a Month that does not exist. Click Next.	The user should receive the error message: - Date of Birth not a valid date		
96.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth by inserting a Day that does not exist. Click Next.	The user should receive the error message: - Date of Birth not a valid date		
97.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth Year by inserting only the last two digits. Click Next.	The user should receive the error message: - Date of Birth not a valid date		
98.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth Year by inserting only the last three digits. Click Next.	The user should receive the error message: - Date of Birth not a valid date		
99.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth Year by inserting letters within the Month field. Click Next.	The user should receive the error message: - Date of Birth not a valid date		
100.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth Year by inserting an apostrophe within the Day field. Click Next.	The user should receive the error message: - Date of Birth not a valid date		
101.	On the Demographics tab Client Detail screen, enter information in	The user should receive the error message:		

	all fields; however, edit the Date of Birth Year by inserting a quote within the Year field. Click Next.	- Date of Birth not a valid date		
102.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth Year by inserting dash in one of the fields. Click Next.	The user should receive the error message: - Date of Birth not a valid date		
103.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth Year by inserting comma in one of the fields. Click Next.	The user should receive the error message: - Date of Birth not a valid date		
104.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth Year by inserting an asterisk in one of the fields. Click Next.	The user should receive the error message: - Date of Birth not a valid date		
105.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth Year by inserting a future date. Click Next.	The user should receive the error message: - Date of Birth can't be greater than today's date. If you are using a resident licensee, you should also receive the message below. - "Resident Since" date can't be before date of birth.		
106.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of	The user should receive the error message:		

	Birth by inserting 02/29/1973. Click Next.	- Date of Birth not a valid date.		
107.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth by inserting 02/29/1976. Click Next.	The user should not receive any error message. 1976 is a leap year.		
108.	On the Demographics tab Client Detail screen, enter information in all fields; however, edit the Date of Birth Year by inserting a date earlier than 1/1/1753. Click Next.	The user should receive the error message: - Date of Birth not a valid date.		
109.	**Address:**			
110.	On the Demographics tab Client Detail screen omit the Mailing Address 1 and then click Next.	The user should receive the error message: - Mailing Address required.		
111.	On the Demographics tab Client Detail screen, edit the Address 1 by inserting an apostrophe within the address; i.e., “O’Hara St”. Click Next.	If the address is a legitimate address, the user should normally see an AccuMail Proposed Address screen that will strip the apostrophe and period from the address. Within AccuMail, all superfluous punctuation marks are removed by the program and the user is given the opportunity to accept or reject the proposed changes. If the address is not legitimate, the user should receive the AccuMail error message:		

		- Mailing address failed address verification (Reason: The street may contain superfluous components which cannot be discarded with confidence.). Correct any errors, or check the 'Override Mailing Address' checkbox to continue.		
112.	On the Demographics Client Detail screen, edit the Address 1 by inserting a period within the address; i.e., "St. John" Click Next.	If the address is a legitimate address, the user should normally see an AccuMail Proposed Address screen that will strip the apostrophe and period from the address. Within AccuMail, all superfluous punctuation marks are removed by the program and the user is given the opportunity to accept or reject the proposed changes. If the address is not legitimate, the user should receive the AccuMail error message: - Mailing address failed address verification (Reason: The street may contain superfluous components which cannot be discarded with confidence.). Correct any errors, or check the 'Override Mailing Address' checkbox to continue.		

113.	On the Demographics tab Client Detail screen, edit the Physical and Mailing Address 1 by inserting an eMail Address. Click Next. NOTE: Physical Address should be blank.	The user should receive the error message: - Mailing address failed address verification (Reason: The street may contain superfluous components which cannot be discarded with confidence.) Correct any errors, or check the 'Override mailing Address' checkbox to continue.		
114.	On the Demographics tab, Client Detail screen, edit the Mailing Address by inserting a quote within the Mailing Address 1 field. Click Next.	The user should not receive any error message. The quote will be stripped from the address.		
115.	On the Demographics tab, Client Detail screen, edit the Mailing Address by inserting a PO Box number. Copy the Mailing Address to the Physical Address. Click Next.	You should receive the error message: - Physical Address cannot be a PO Box.		
116.	On the Demographics tab Client Detail screen, omit the Mailing City and Postal Code. Click Next.	The user should receive the error message: - Mailing address failed address verification (Reason: The ZIP code was not found and the city and state cannot be used to determine a geographical area to search.). Correct any errors, or check the 'Override Mailing		

		Address' checkbox to continue.		
117.	On the Demographics tab Client Detail screen, edit the Mailing City by inserting an apostrophe; i.e., "Fal'lon". Click Next.	The user should be directed to the proposed Mailing Address screen and the apostrophe should have been stripped from the City.		
118.	On the Demographics tab Client Detail screen, omit the State and Postal Code. Click Next.	The user should receive the error message: - Mailing address failed address verification (Reason: There are no street name matches in the given ZIP code or in any geographically-related ZIP code.). Correct any errors, or check the 'Override Mailing Address 'checkbox to continue.		
119.	On the Demographics tab Client Detail screen, omit the Postal Code then click Next.	The user should be directed to the Proposed Mailing Address screen with the Postal Code having been entered.		
120.	On the Demographics tab Client Detail screen, edit the Postal Code by inserting an apostrophe within the code. Click Next	The user should receive the error message: - Mailing Postal Code not valid for US addresses.		
121.	On the Demographics tab click Edit Information. Edit the Postal Code by inserting a quote within the code. Click Next	The user should receive the error message: - Mailing Postal Code not valid		

		for US addresses.		
122.	On the Demographics tab Client Detail screen, edit the Postal Code field by inserting greater than 9 digits. Click Next	The user should receive the error message: - Mailing Postal Code not valid for US addresses.		
123.	On the Demographics tab Client Detail screen, edit the Postal Code field by inserting 894061. Click Next.	The user should receive the error message: - Mailing Postal Code not valid for US addresses.		
124.	On the Demographics tab Client Detail screen, edit the Postal Code field by inserting 8940612. Click Next.	The user should receive the error message: - Mailing Postal Code not valid for US addresses.		
125.	On the Demographics tab Client Detail screen, edit the Postal Code field by inserting 89406123. Click Next.	The user should receive the error message: - Mailing Postal Code not valid for US addresses.		
126.	On the Demographics tab Client Detail screen, edit the Postal Code field by inserting a zip less than five digits. Click Next.	The user should receive the error message: - Mailing Postal Code not valid for US addresses.		
127.	**PHONES/EMAIL TAB**	**PHONES/EMAIL TAB**	**PHONES/EMAIL TAB**	
128.	NOTE added by DHS 5/17/05: . . . in case we aren't doing it now—we shouldn't be using formatted numbers in the			

	telephone numbers. This has caused us a problem with Agents. I.e., if the number is in as 423-1345 then I will end up formatting it as “423—134” on many reports. An area code should be entered as “775” rather than “(775)”. Again, I can format it when necessary. Similarly, the number should be entered “4231345” rather than “423-1345”.			
129.	On the Client Detail screen click on the tab labeled “Phones/eMail”.	The Phones/eMail tab includes the fields: - Day Phone Number (Country Code, Area Code, Number, Extension) - Night Phone Number (Country Code, Area Code, Number, Extension) - Cell Phone Number (Country Code, Area Code, Number) - Fax Number (Country Code, Area Code, Number) - eMail Address (eMail Address)		
130.	PHONE NUMBER FIELDS (AREA CODE portion, NUMBER portion, AND EXTENSION portion) throughout NWDS should ONLY accept numeric digits. NO punctuation, hyphenation, etc… NUMBERS ONLY. The COUNTRY CODE can either be	Requested By: DHS Date: 2/28/2005 Problems with formatting phone numbers using crystal reports.	NOTE: Per DHS, the following numbers are invalid and should not be allowed. 000 000 0000 000 000 1345 000 423 1345 900 423 1345	

	numeric (1, 2, or 3 digits. Blank (null) is also acceptable.		775 000 1345 775 003 1345 775 023 1345 775 976 1345 775 (<200) 1345 775 (N11) 1345 775 555 1345	
131.	**Day Phone:**			
132.	On the Phones/eMail tab, click Edit Information. Edit the Day Country Code by inserting letters. Click Next.	The user should receive the error message: - Day Phone Country Code must be numeric only.		
133.	On the Phones/eMail tab, click Edit Information. Edit the Day Country Code by inserting an apostrophe. Click Next.	The user should receive the error message: - Day Phone Country Code must be numeric only.		
134.	On the Phones/eMail tab, click Edit Information. Edit the Day Country Code by inserting a quote. Click Next.	The user should receive the error message: - Day Phone Country Code must be numeric only.		
135.	On the Phones/eMail tab, click Edit Information. Edit the Day Country Code by inserting “000”. Click Next.	The user should receive the error message: - Day Phone Country Code invalid.	Accepts. 4/29/2007	
136.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Omit the Area Code and Enter a Phone Number. Click Next.	The user should receive the error message: - Day Phone Number not valid for US phone numbers.		

137.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter the Area Code as “7’2”, and enter a Phone Number. Click the Next button.	The user should receive the error message: - Day Phone Area Code must be numeric only.		
138.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter letters in the Area Code field, and enter a Phone Number. Click the Next button.	The user should receive the error message: - Day Phone Area Code must be numeric only.		
139.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter the Area Code by inserting only two digits. Enter a Phone Number. Click the Next button.	The user should receive the error message: - Day Phone Number not valid for US phone numbers.		
140.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, do not enter a Phone Number. Click the Next button.	The user should receive the error message: - Day Phone Number incomplete.		
141.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, enter letters within Phone Number field. Click the Next button.	The user should receive the error message: - Day Phone Number must be numeric only.		
142.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, enter an apostrophe within Phone Number field. Click	The user should receive the error message: - Day Phone Number must be numeric only.		

	the Next button.			
143.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number; however, for the Phone Number insert only six digits. Click the Next button.	The user should receive the error message: - Day Phone Number not valid for US numbers.		
144.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number; however, for the Phone Number insert nine digits. Click the Next button.	The user should receive the error message: - Day Phone Number not valid for US numbers.		
145.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; and a Phone Number; however, insert a dash in the Phone Number; i.e., 423-1345. Click the Next button.	The user should receive the error message: - Day Phone Number must be numeric only.		
146.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number. For the Extension, enter letters in the field. Click the Next button.	The user should receive the error message: - Day Phone Extension must be numeric only.		
147.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number. For the Extension, enter special characters in the field. Click the Next button.	The user should receive the error message: - Day Phone Extension must be numeric only.		

148.	**Night Phone:**			
149.	On the Phones/eMail tab, click Edit Information. Edit the Night Country Code by inserting an apostrophe. Click Next.	The user should receive the error message: - Night Phone Country Code must be numeric only.		
150.	On the Phones/eMail tab, click Edit Information. Edit the Night Country Code by inserting a quote. Click Next.	The user should receive the error message: - Night Phone Country Code must be numeric only.		
151.	On the Phones/eMail tab, click Edit Information. Edit the Night Country Code by inserting “000”. Click Next.	The user should receive the error message: - Night Phone Country Code invalid.	Accepts. 4/29/2007	
152.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Omit the Area Code and Enter a Phone Number. Click Next.	The user should receive the error message: - Night Phone Number not valid for US phone numbers.		
153.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter the Area Code as “7’2”, and enter a Phone Number. Click the Next button.	The user should receive the error message: - Night Phone Area Code must be numeric only.		
154.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter letters in the Area Code field, and enter a Phone Number. Click the Next button.	The user should receive the error message: - Night Phone Area Code must be numeric only.		
155.	On the Phones/eMail tab, click Edit	The user should receive the error		

	Information. Enter the Country Code as 1. Enter the Area Code by inserting only two digits. Enter a Phone Number. Click the Next button.	message: - Night Phone Number not valid for US phone numbers.		
156.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, do not enter a Phone Number. Click the Next button.	The user should receive the error message: - Night Phone Number incomplete.		
157.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, enter letters within Phone Number field. Click the Next button.	The user should receive the error message: - Night Phone Number must be numeric only.		
158.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, enter an apostrophe within Phone Number field. Click the Next button.	The user should receive the error message: - Night Phone Number must be numeric only.		
159.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number; however, for the Phone Number insert only six digits. Click the Next button.	The user should receive the error message: - Night Phone Number not valid for US numbers.		
160.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number; however, for the Phone Number insert nine	The user should receive the error message: - Night Phone Number not valid for US numbers.		

	digits. Click the Next button.			
161.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; and a Phone Number; however, insert a dash in the Phone Number; i.e., 423-1345. Click the Next button.	The user should receive the error message: - Night Phone Number must be numeric only.		
162.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number. For the Extension, enter letters in the field. Click the Next button.	The user should receive the error message: - Night Phone Extension must be numeric only.		
163.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number. For the Extension, enter special characters in the field. Click the Next button.	The user should receive the error message: - Night Phone Extension must be numeric only.		
164.	**Cell Phone:**			
165.	On the Phones/eMail tab, click Edit Information. Edit the Cell Country Code by inserting an apostrophe. Click Next.	The user should receive the error message: - Cell Phone Country Code must be numeric only.		
166.	On the Phones/eMail tab, click Edit Information. Edit the Cell Country Code by inserting a quote. Click Next.	The user should receive the error message: - Cell Phone Country Code must be numeric only.		
167.	On the Phones/eMail tab, click Edit	The user should receive the error	Accepts. 4/29/2007	

	Information. Edit the Cell Country Code by inserting “000”. Click Next.	message: - Cell Phone Country Code invalid.		
168.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Omit the Area Code and Enter a Phone Number. Click Next.	The user should receive the error message: - Cell Phone Number not valid for US phone numbers.		
169.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter the Area Code as “7’2”, and enter a Phone Number. Click the Next button.	The user should receive the error message: - Cell Phone Area Code must be numeric only.		
170.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter letters in the Area Code field, and enter a Phone Number. Click the Next button.	The user should receive the error message: - Cell Phone Area Code must be numeric only.		
171.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter the Area Code by inserting only two digits. Enter a Phone Number. Click the Next button.	The user should receive the error message: - Cell Phone Number not valid for US phone numbers.		
172.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, do not enter a Phone Number. Click the Next button.	The user should receive the error message: - Cell Phone Number incomplete.		
173.	On the Phones/eMail tab, click Edit Information. Enter the Country	The user should receive the error message:		

	Code as 1. Enter an Area Code; however, enter letters within Phone Number field. Click the Next button.	- Cell Phone Number must be numeric only.		
174.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, enter an apostrophe within Phone Number field. Click the Next button.	The user should receive the error message: - Cell Phone Number must be numeric only.		
175.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number; however, for the Phone Number insert only six digits. Click the Next button.	The user should receive the error message: - Cell Phone Number not valid for US numbers.		
176.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number; however, for the Phone Number insert nine digits. Click the Next button.	The user should receive the error message: - Cell Phone Number not valid for US numbers.		
177.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; and a Phone Number; however, insert a dash in the Phone Number; i.e., 423-1345. Click the Next button.	The user should receive the error message: - Cell Phone Number must be numeric only.		
178.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; and a Phone Number; however,	The user should receive the error message: - Cell Phone Number must be		

	insert a dash in the Phone Number; i.e., 423-1345. Click the Next button.	numeric only.		
179.	**Fax Phone:**			
180.	On the Phones/eMail tab, click Edit Information. Edit the Fax Country Code by inserting an apostrophe. Click Next.	The user should receive the error message: - Fax Phone Country Code must be numeric only.		
181.	On the Phones/eMail tab, click Edit Information. Edit the Fax Country Code by inserting a quote. Click Next.	The user should receive the error message: - Fax Phone Country Code must be numeric only.		
182.	On the Phones/eMail tab, click Edit Information. Edit the Fax Country Code by inserting “000”. Click Next.	The user should receive the error message: - Fax Phone Country Code invalid.	Accepts. 4/29/2007	
183.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Omit the Area Code and Enter a Phone Number. Click Next.	The user should receive the error message: - Fax Phone Number not valid for US phone numbers.		
184.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter the Area Code as “7’2”, and enter a Phone Number. Click the Next button.	The user should receive the error message: - Fax Phone Area Code must be numeric only.		
185.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter letters in the Area Code field, and enter a	The user should receive the error message: - Fax Phone Area Code must be		

	Phone Number. Click the Next button.	numeric only.		
186.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter the Area Code by inserting only two digits. Enter a Phone Number. Click the Next button.	The user should receive the error message: - Fax Phone Number not valid for US phone numbers.		
187.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, do not enter a Phone Number. Click the Next button.	The user should receive the error message: - Fax Phone Number incomplete.		
188.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, enter letters within Phone Number field. Click the Next button.	The user should receive the error message: - Fax Phone Number must be numeric only.		
189.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; however, enter an apostrophe within Phone Number field. Click the Next button.	The user should receive the error message: - Fax Phone Number must be numeric only.		
190.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code and a Phone Number; however, for the Phone Number insert only six digits. Click the Next button.	The user should receive the error message: - Fax Phone Number not valid for US numbers.		
191.	On the Phones/eMail tab, click Edit Information. Enter the Country	The user should receive the error message:		

	Code as 1. Enter an Area Code and a Phone Number; however, for the Phone Number insert nine digits. Click the Next button.	- Fax Phone Number not valid for US numbers.		
192.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; and a Phone Number; however, insert a dash in the Phone Number; i.e., 423-1345. Click the Next button.	The user should receive the error message: - Fax Phone Number must be numeric only.		
193.	On the Phones/eMail tab, click Edit Information. Enter the Country Code as 1. Enter an Area Code; and a Phone Number; however, insert a dash in the Phone Number; i.e., 423-1345. Click the Next button.	The user should receive the error message: - Fax Phone Number must be numeric only.		
194.	**eMail Address:**			
195.	On the Phones/eMail tab click Edit Information. Edit the EMail Address by inserting anna@.sci-nevada.com. Click Next.	The user should receive the error: - eMail Address not valid.		
196.	On the Phones/eMail tab click Edit Information. Edit the eMail Address by inserting anna@ sci-nevada.com. Click Next.	The user should receive the error: - eMail Address not valid.		
197.	On the Phones/eMail tab click Edit Information. Edit the eMail Address by inserting anna@-sci-nevada.com. Click Next.	The user should receive the error: - eMail Address not valid.		
198.	On the Phones/eMail tab click Edit Information. Edit the eMail	The user should receive the error:		

	Address by inserting anna@..sci-nevada.com. Click Next.	- eMail Address not valid.		
199.	On the Phones/eMail tab click Edit Information. Edit the eMail Address by inserting anna@sci-nevada.c. Click Next.	The user should receive the error: - eMail Address not valid.		
200.	On the Phones/eMail tab click Edit Information. Edit the eMail Address by inserting anna@sci-nevada.commt. Click Next.	The user should receive the error: - eMail Address not valid.		
201.	On the Phones/eMail tab click Edit Information. Edit the eMail Address by inserting anna@sci-nevada.com2. Click Next.	The user should receive the error: - eMail Address not valid.		
202.	On the Phones/eMail tab click Edit Information. Edit the eMail Address by inserting anna@sci-nevada.-com. Click Next	The user should receive the error: - eMail Address not valid.		
203.	On the Demographics screen edit the eMail addresses by inserting anna**.**hickman@sci-nevada.com.	The user should **NOT** receive an error message. A single period is acceptable within the user name, (i.e., between the first and last name) as long as it is not the beginning or the ending character of the name. This was a problem in the NWDS entries in April 2005.		
204.	**ATTRIBUTES TAB**	**ATTRIBUTES TAB**	**ATTRIBUTES TAB**	
205.	On the Client Detail screen click on the Attributes tab.	The Attributes tab should open and display the fields: - Client ID		

		- Client Name - Eye Color - Hair Color - Gender - Height - Weight - Native American - Disabled Vet - Disabled - Deceased - Military - Resident - Resident Since (mm/yyyy) - Driver's License State - Driver's License # - Last Update - Last Update By - County - DPC - Carrier Route - Mail Opt Out the Last Update and Last Update By fields will only appear when the transaction is complete. It will not be displayed when in the edit mode.		
206.	**Eye/Hair Color:**			
207.	On the Attributes tab click Edit Information. Click on the Eye Color drop down list.	The list of Eye Colors should display with the records from the Eye Color table maintenance.		
208.	On the Attributes tab click Edit Information. Click on the Eye	The user should be taken to the License Transactions screen.		

	Color drop down list and select an eye color other than the one previously displayed. Click the Next button.	When the Edit Client button is clicked, the new Eye Color will be displayed.		
209.	On the Attributes tab click Edit Information. Click on the Hair Color drop down list.	The list of Hair Colors should display with the records from the Hair Color table maintenance.		
210.	On the Attributes tab click Edit Information. Click on the Hair Color drop down list and select a hair color other than the one previously displayed. Click the Next button.	The user should be taken to the License Transactions screen. When the Edit Client button is clicked, the new Hair Color will be displayed.		
211.	**Height:**			
212.	On the Attributes tab click Edit Information. Omit the Height. Click Next.	The user should receive the error message: - Height required.		
213.	On the Attributes tab click Edit Information. Edit the Height by inserting a letter in the feet. Click Next.	The user should receive the error message: - Height Feet must be numeric.		
214.	On the Attributes tab click Edit Information. Edit the Height by inserting 10 feet 6 inches. Click the Next button.	The user should receive the error message: - Height must be less than 8 feet, 6 inches.		
215.	On the Attributes tab click Edit Information. Edit the Height by inserting 2 feet 3 inches. Click the Next button.	The user should receive the error message: - Height must be greater than 3 feet, 6 inches.		
216.	On the Attributes tab click Edit	The user should receive the error		

	Information. Edit the Height by inserting a letter in the inches. Click Next.	message: - Height Inches must be a number from 0 to 11.		
217.	On the Attributes tab click Edit Information. Edit the Height by inserting an apostrophe in the feet field. Click Next.	The user should receive the error message: - Height Feet must be numeric.		
218.	On the Attributes tab click Edit Information. Edit the Height by inserting a quote in the inches field. Click Next.	The user should receive the error message: - Height Inches must be a number from 0 to 11.		
219.	On the Attributes tab click Edit Information. Edit the Height Inches by inserting a number greater than 11. Click Next.	The user should receive the error message: - Height Inches must be a number from 0 to 11.		
220.	On the Attributes tab click Edit Information. Edit the Height Inches by inserting a dash in front of the number. Click Next.	The user should receive the error message: - Height Inches must be a number from 0 to 11.		
221.	**Weight:**			
222.	On the Attributes tab click Edit Information. Omit the Weight. Click Next.	The user should receive the error message: - Weight required.		
223.	On the Attributes tab click Edit Information. Edit the Weight by inserting letters. Click Next.	The user should receive the error message: - Weight must be numeric.		
224.	On the Attributes tab click Edit	The user should receive the error		

	Information. Edit the Weight by inserting an apostrophe within the number. Click Next.	message: - Weight must be numeric.		
225.	On the Attributes tab click Edit Information. Edit the Weight by inserting a quote within the number. Click Next.	The user should receive the error message: - Weight must be numeric.		
226.	On the Attributes tab click Edit Information. Edit the Weight by inserting a dash in front of the number. Click Next.	The user should receive the error message: - Weight must be greater than 45.		
227.	On the Attributes tab click Edit Information. Edit the Weight by inserting “000”. Click Next.	The user should receive the error message: - Weight must be greater than 45.		
228.	**Native American:**			
229.	On the Attributes tab the Native American field should be defaulted to No when the user first enters the Attributes tab. He should be able to select Yes.			
230.	**Disabled Vet:**			
231.	On the Attributes tab the Disabled Vet field should be defaulted to No when the user first enters the Attributes tab. He should be able to select Yes.			
232.	**Disabled:**			
233.	On the Attributes tab the Disabled field should be defaulted to No when the user first enters the			

	Attributes tab. He should be able to select Yes.			
234.	**Deceased:**			
235.	On the Attributes tab the Deceased field should be defaulted to No when the user first enters the Attributes tab. He should be able to select Yes.			
236.	**Military:**			
237.	On the Attributes tab the Military field should contain the options of Yes and No. A selection must be made for all Residents and must be blank for Nonresidents.			
238.	**Resident/Resident Since:**			
239.	The '**RESIDENT SINCE DATE'** date format should be changed from 'MM/DD/YYYY' to 'MM/YYYY'. Because, the existing license forms only show "mm/yyyy". The agreed solution is to prompt for month and year and then when storing the data use "1" as the day (i.e. enter 7/1989 (July 1989) and it would be stored as "07/01/1989" even though the actual arrival date is 7/19/1989).	Requested By: Bobbi Guss and DHS on 1/18/2005		
240.	On the Attributes tab click Edit Information. For a Resident, change the Resident status from Resident to Nonresident. Do not change the Resident Since Month and Year. Click Next.	The user should receive the error message: - Resident Since date must be blank if not a resident. - 'Military' must be blank for non-		

		residents		
241.	On the Attributes tab click Edit Information. For a Resident, omit the Resident Since Month and Year. Click Next.	The user should receive the error message: - Resident Since date required for residents.		
242.	On the Attributes tab click Edit Information. Omit the Resident Since Year. Click Next.	The user should receive the error message: - Resident Since date not a valid date.		
243.	On the Attributes tab click Edit Information. Edit the Resident Since by inserting a month that does not exist (i.e. 13/2004). Click Next.	The user should receive the error message: - Resident Since date not a valid date.		
244.	On the Attributes tab click Edit Information. Edit the Resident Since by inserting the year with two digits. Click Next.	The user should receive the error message: - Resident Since date not a valid date.		
245.	On the Attributes tab click Edit Information. Edit the Resident Since by inserting letters within the date. Click Next.	The user should receive the error message: - Resident Since date not a valid date.		
246.	On the Attributes tab click Edit Information. Edit the Resident Since by inserting an apostrophe within the date. Click Next.	The user should receive the error message: - Resident Since date not a valid date.		
247.	On the Attributes tab click Edit Information. Edit the Resident	The user should receive the error message:		

	Since by inserting a quote within the date. Click Next.	- Resident Since date not a valid date.		
248.	On the Attributes tab click Edit Information. Edit the Resident Since by inserting a dash within the date. Click Next.	The user should receive the error message: - Resident Since date not a valid date.		
249.	On the Attributes tab click Edit Information. Edit the Resident Since date by inserting the same date as the Date of Birth. Click Next.	The user should not receive any error messages.		
250.	On the Attributes tab click Edit Information. Edit the Resident Since date by inserting a date one month earlier than the Date of Birth. Click Next.	The user should receive the error message: - Resident Since date can't be before date of birth.		
251.	On the Attributes tab click Edit Information. Edit the Resident Since date by inserting a date of less than six months. Click Next.	The user should be taken to the licensetransaction2.aspx screen with the following statements: This client has been entered as a resident for less than 6 months. Make a selection below: - The client attests to be a serviceman/servicewoman on active military duty stationed in Nevada and is not claiming resident hunting or fishing privileges in another state. - The client attests to be a		

		dependent (spouse or child under the age of 21) of a serviceman/ servicewoman on active duty stationed in Nevada and is not claiming resident hunting or fishing privileges in another state. - The client is not a resident. The buttons Continue and Edit Client are located below.		
252.	On the licensetransaction2.aspx screen, click the Continue button without clicking on an option.	The user should receive the error message: - Must select residency option.	Receiving double error message.	
253.	**Driver's License State/Driver's License #:**			
254.	On the Attributes tab click Edit Information. Click on the Driver's License State drop down list.	The list of States should display with records from the States Table Maintenance. Examples include: - Alabama - British Columbia - Guam - International		
255.	On the Attributes tab click Edit Information. Edit the Driver's License info by entering a value for the Driver's License Number; however, omit the Driver's License State. Click Next.	The user should receive the error message: - Driver's License information incomplete.		
256.	On the Attributes tab click Edit	The user should receive the error		

	Information. Edit the Driver's License info by selecting a value for the Driver's License State; however, omit the Driver's License Number. Click Next.	message: - Drivers License information incomplete.		
257.	On the Attributes tab click Edit Information. Edit the Driver's License # by inserting an apostrophe within the number. Click Next.	The user should be returned to the edit format Client Detail screen with the apostrophe inserted into the Driver's License # displayed.	Driver's License Numbers should only allow alpha, numerics, spaces, dashes and asterisks. Currently allows all special characters.	
258.	On the Attributes tab click Edit Information. Edit the Driver's License # by inserting a quote within the number. Click Next.	The user should be returned to the read only Client Detail screen with the quote inserted into the Driver's License # displayed. The user should not receive any error messages and the data should not be truncated after the quote when written to the table.		
259.	**Gender:**			
260.	For a new client, enter information in all fields; however, omit the Gender. Click Next.	The user should receive the error message: - Gender required.		
261.	On the Attributes tab click Edit Information. Edit the Gender by selecting a different gender other than the one displayed. Click Next.	The user should be returned to the ready only Client Detail screen with the gender selected displayed.		
262.	**Last Update:**			
263.	Last Update, and Last Update By.	**Last Update:** (HEI_UPDATE_DATE) field is automatically set to Today's Date whenever a "Next" occurs to a	**Date Added:** (HEI-_ADDED_DATE) field is automatically set to Today's Date when a new record is added.	

		Client record. **Last Update By:** (HEI_UPDATE_BY) field is automatically set to the User ID of the User who updated the record whenever a “Next” occurs to a Client record.	**Added By:** (HEI_ADDED_BY) field is automatically set to the User ID of the user who added the record.	
264.	**NSF TAB**	**NSF TAB**	**NSF TAB**	
265.	On the Client Detail screen for a returning client, click on the NSF tab.	The NSF tab should open and display the following fields: - Status - Hold Date - Hold By - Cleared Date - Cleared By - Comments This is a read-only screen—no editing or adding allowed.		
266.	Run a query from the Clients Table and select a person with an NSF Hold. Enter that person’s Name and attempt to purchase a license for him. You should not be able to proceed past the error message screen.	The user should receive the error message: - This Client has an NSF Hold Status.	Do not confuse an “NSF Hold” with “Funds Owed”. This is handled entirely different than an NSF client. Per DHS. A person with Funds Owing may apply for a license.	
267.	Go to the Clients Browse file and search for a client with an NSF Hold. Clear the hold and then apply for a license for the individual.	The user should be able to purchase a license for this individual as the Hold status has been cleared.		

268.	**LICENSES TAB**	**LICENSES TAB**	**LICENSES TAB**	
269.	On the Client Detail screen click on the Licenses tab of a person who has purchased a license.	The Licenses tab should open and display a table with the column headings: - Agent ID - Issue Date - License # - License Description - Begin Valid - End Valid - Year - Class - Status - Fee - View The licenses should be shown in reverse chronological order with the most recently purchased license first. The Buttons <<First, <Prev, Next> and Last>> and shown below the table along with the number of Licenses for that individual and page you are on. At the top of the tab is the hyperlink “View License History”. If the Client has purchased licenses in years past, you should be able to view them by		

		clicking on the hyperlink. The current screen will only show those licenses that are current or active.		
270.	On the Client Detail screen, on the Current Licenses table, click on the View hyperlink for one of the licenses.	The user should be taken to an itemized detail screen of the license sold with the fields in read only format: - Year - Class - Number - Issue Date - Begin Valid - End Valid - Agent ID - Sold By - Adjust By - Fee - Duplicate - Status - Status Date - Print Date - Temporary # - Comments The button Back should be displayed at the bottom of the box. The buttons Back and Next should be located below the box.		
271.	On the Client Detail screen,	The user should be returned to		

	detailed listing of the license, click on the Back button located within the box.	the Current Licenses screen.		
272.	**HUNTER ED TAB**	**HUNTER ED TAB**	**HUNTER ED TAB**	
273.	In the NWDS backend, MISC_PARMS table, change the hunter education required date to 1/1/1950. Enter a client in our system who does not have hunter education on file and was born after 1/1/1959. Attempt to purchase a hunting license for that individual.	The user should be taken to the screen requiring hunter education information. In earlier testing it was found that the date of 1/1/1960 was hard coded rather than being driven by the MISC_PARMS table. This has since been corrected.		
274.	On the Client Detail screen click on the Hunter Ed tab for a person in our system who has hunter education.	The Hunter Ed tab should open and display a table, in read-only format, with the column headings: - Certificate Number - Status - Certificate State - Certificate Country - Date Issued - Date Proof Provided. Below the table should be a listing of the number of records found and the page you are on.		
275.	From the Client Search screen, enter information for a New Client whose birth date is after 1/1/1960. Click the Next button.	The user should be taken to the Client Detail screen (Demographics tab).		
276.	Enter all the Client information on	The user should be taken to the		

	the Demographics, Phones/Email and Attributes tabs. Click the Next button.	licensetransaction2.aspx screen with the following statement: “This client was born after 1/1/1960 and does not have Hunter Education information on file. Hunter Education information is required to purchase license privileges involving hunting. - Client has no Hunter Education information. - Client has Hunter Education information (enter information below). - State Code (pull down list) - Certificate Number - Date of Issuance The buttons Continue and Edit Client should be located at the bottom of the screen.		
277.	On the licensetransaction2.aspx screen, click the Continue button without selecting an option.	The user should receive the error message: - Must make a Hunter Ed selection.	Currently reads “Must make a residency selection.” Wrong error message.	
278.	On the licensetransaction2.aspx	The user should receive the error		

	screen, click the “Client has Hunter Education information (enter information below)” option. Click the Continue button without entering any information.	message: - Hunter Education State Required - Hunter Education Certificate Number Required - Hunter Education Issue Date Invalid.		
279.	On the licensetransaction2.aspx screen, click the option: “Client has no Hunter Education information”. Click the Continue button.	The user will be taken to the License Selection screen with the following tabs being displayed: - Select Licenses - Pending Licenses (0) - Current Licenses - License History The buttons Add Client, Edit Client and Checkout should be below the tabs. The Checkout button should be grayed out and nonfunctional until a license is selected. Note that only fishing licenses, trapping and stamp privileges are available to this Client since he has no information regarding hunter education.		
280.	On the licensetransaction2.aspx screen, click the option: “Client has Hunter Education information	The user should receive the error message:		

	(enter information below). Select the State Code as Nevada. Press the Continue button.	- Hunter Education Certificate Number required. - Hunter Education Issue Date Invalid.		
281.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. Do not enter a Date of Issuance. Click the Continue button.	The user should receive the error message: - Hunter Education Issue Date Invalid.		
282.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, omit the Month in the date. Click the Continue button.	The user should receive the error message: - Hunter Education Issue Date Invalid.		
283.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, omit the Day in the date. Click the Continue button.	The user should receive the error message: - Hunter Education Issue Date Invalid.		
284.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, omit the Year in the date. Click the Continue button.	The user should receive the error message: - Hunter Education Issue Date Invalid.		
285.	On the licensetransaction2.aspx	The user should receive the error		

	screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, edit the Date by inserting a letter within the Month field. Click the Continue button.	message: - Hunter Education Issue Date Invalid.		
286.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, edit the Date by inserting an apostrophe within the Day field. Click the Continue button.	The user should receive the error message: - Hunter Education Issue Date Invalid.		
287.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, edit the Date by inserting a quote within the Year field. Click the Continue button.	The user should receive the error message: - Hunter Education Issue Date Invalid.		
288.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, edit the Date by inserting a Month that does not exist. Click the Continue button.	The user should receive the error message: - Hunter Education Issue Date Invalid.		
289.	On the licensetransaction2.aspx	The user should receive the error		

	screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, edit the Date by inserting a Day that does not exist. Click the Continue button.	message: - Hunter Education Issue Date Invalid.		
290.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, edit the Date by inserting a date that is earlier than the Date of Birth. Click the Continue button.	The user should receive the error message: - Hunter Education Issue Date Invalid.	At 4/29/2007, accepts date of birth date or a date earlier than the date of birth.	
291.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter letters and numbers in the field. For the Date of Issuance, edit the Date by inserting a date earlier than 1/1/1753. Click the Continue button.	The user should receive the error message: - Hunter Education Issue Date Invalid.		
292.	**PURCHASING A LICENSE**	**PURCHASING A LICENSE**	**PURCHASING A LICENSE**	
293.	On the licensetransaction2.aspx screen, enter the State Code as Nevada and for the Certificate Number, enter 123456. Enter a Date of Issuance and press the Continue button.	The user should be taken to the License Transaction screen with the following tabs: - Select Licenses - Pending Licenses (0)		

		- Current Licenses - License History Below the tabs, the license table shows the following columns: - Name - Min Begin Valid - Max End Valid - Class - Price - Buy - Dupe Below the table should be the number of records found and the page you are on. Below the tab should be the buttons Add Client, Edit Client and Checkout. Note that the licenses available are for the individual entered, based on the individual's age, ethnicity, etc. No inappropriate licenses should be displayed; i.e., Senior Licenses, etc. Note that when going through the different licenses available to the individual, the last page will display Classes in the 17XX and 18XX area. These licenses are the ones issued in the draw		

		process and can be duplicated in this arena, but may not be originally purchased here.		
294.	On the Transactions screen, choose a 3 Day Fishing Permit. Click the Buy hyperlink to the right of the record.	The user should receive the error message: - Begin Valid Date not a valid date.		
295.	On the Transactions screen, for the Min Valid Date, enter a date; however, omit the Month in the date. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid Date not a valid date.		
296.	On the Transactions screen, for the Min Valid Date, enter a date; however, omit the Day in the date. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid Date not a valid date.		
297.	On the Transactions screen, for the Min Valid Date, enter a date; however, omit the Year in the date. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid Date not a valid date.		
298.	On the Transactions screen, for the Min Valid Date, enter a date; however, edit the Year by inserting only the last two digits. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid Date not a valid date.		
299.	On the Transactions screen, for the Min Valid Date, enter a date; however, enter a Month that does not exist. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid Date not a valid date.		

300.	On the Transactions screen, for the Min Valid Date, enter a date; however, enter a Day that does not exist. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid Date not a valid date.		
301.	On the Transactions screen, for the Min Valid Date, enter a date; however, enter a letter in the Month field. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid Date not a valid date.		
302.	On the Transactions screen, for the Min Valid Date; however, enter an apostrophe in the Day field. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid Date not a valid date.		
303.	On the Transactions screen, for the Min Valid Date; however, enter a quote in the Year field. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid Date not a valid date.		
304.	On the Transactions screen, for the Min Valid Date; however enter a date earlier than today's date. Click the Buy hyperlink.	The user should receive the error message: - Begin Valid date cannot be before (current date).		
305.	On the Transactions screen, for the Min Valid Date enter the date of "3/1/next year". Click the Buy hyperlink.	The user should receive the error message: - End Valid date cannot be after 2/XX/next year.		
306.	On the Transactions screen, enter a valid Min Valid Date and click the Buy hyperlink.	Note that the Pending Licenses tab adds the number of licenses you have selected to the top of		

		the tab. The user may view these licenses by clicking on the tab and has the option to either return to Select additional licenses or remove any of the pre-selected licenses by clicking the Remove hyperlink to the right of the record.		
307.	On the License Transactions screen, Select Licenses tab, choose a Second Rod Stamp Privilege and click the Buy hyperlink. Next, choose a Nevada Trout Stamp and click the Buy hyperlink.	The user should receive the error message: - A short Term Fishing Permit doesn't require a Trout Stamp, but you can purchase one if you wish. The Trout Stamp is now placed in the Pending License tab. Many stamp collectors purchase these stamps for purely collection purposes. If a mistake was made in the selection of the trout stamp, the stamp may be removed from the Pending Licenses by clicking on the "Remove" hyperlink to the right of the record.		
308.	On the License transactions screen, click the Checkout button.	The user should be taken to the Transaction Checkout screen with the table bearing the following columns:		

		- Remove? - Description - Inventory # - Amount The buttons Update Donation Info, Cancel Transaction and Continue to Payment should be located below the table. Below the buttons should be the <u>View/Edit License Transactions</u> hyperlink.		
309.	On the Transactions Checkout screen, click on the Update Donation Info button.	The user should be taken to the Transaction Checkout Update Donation Information screen, showing a subtotal of his license purchases and a box for a donation to Operation Game Thief. The buttons Go Back and Submit should be at the bottom of the screen.		
310.	On the Transaction Checkout, Update Donation Information screen, enter letters in the donation field. Click the Submit button.	The user should receive the error message: - Operation Game Thief Donation must be a positive currency value.		
311.	On the Transaction Checkout, Update Donation Information screen, enter a negative amount; i.e., “-5.00” in the donation field. Click the Submit button.	The user should receive the error message: - Operation Game Thief Donation must be a positive currency		

		value.		
312.	On the Transaction Checkout, Update Donation Information screen, enter an apostrophe in the donation field. Click the Submit button.	The user should receive the error message: - Operation Game Thief Donation must be a positive currency value.		
313.	On the Transaction Checkout, Update Donation Information screen, enter a quote in the donation field. Click the Submit button.	The user should receive the error message: - Operation Game Thief Donation must be a positive currency value.		
314.	On the Transaction Checkout, Update Donation Information screen, enter the donation amount of “20,00”. Click the Submit button.	The user should receive the error message: -	At 5/2/2007, the amount is changed from “20,00” to $2,000.00 on the Transaction Checkout screen.	
315.	On the Transaction Checkout, Update Donation Information screen, enter a proper amount in the donation field. Click the Submit button.	The user should be returned to the Transaction Checkout screen, showing the table of licenses pending purchase and the Operation Game Thief Donation.		
316.	On the Transaction Checkout screen, click the Continue to Payment button.	The user should be brought to the Transaction Checkout screen displaying the boxes: Payment Type (a pull-down list), Reference Number and Payment Amount. The Amount Due should be		

		displayed in read-only format above the boxes. The buttons Go Back and Review should be located below the boxes.		
317.	On the Transaction Checkout screen, in the Payment Type pull-down box, select either Cash or Check. If using the Check option, enter a Reference Number (Check Number). Do not enter a Payment Amount and click the Review button.	The user should receive the error message: - Payment Amount must be greater than or equal to Amount Due.		
318.	On the Transaction Checkout screen, in the Payment Type pull-down box, select either Cash or Check. If using the Check option, enter a Reference Number (Check Number). For the Payment Amount enter letters in the field. Click the Review button.	The user should receive the error message: - Payment Amount not a valid currency value.		
319.	On the Transaction Checkout screen, in the Payment Type pull-down box, select either Cash or Check. If using the Check option, enter a Reference Number (Check Number). For the Payment Amount enter an apostrophe in the field. Click the Review button.	The user should receive the error message: - Payment Amount not a valid currency value.		
320.	On the Transaction Checkout screen, in the Payment Type pull-down box, select either Cash or	The user should receive the error message:		

	Check. If using the Check option, enter a Reference Number (Check Number). For the Payment Amount enter a quote in the field. Click the Review button.	- Payment Amount not a valid currency value.		
321.	On the Transaction Checkout screen, in the Payment Type pull-down box, select either Cash or Check. If using the Check option, enter a Reference Number (Check Number). For the Payment Amount enter a value that is less than the Amount Due. Click the Review button.	The user should receive the error message: - Payment Amount must be greater than or equal to Amount Due.		
322.	On the Transaction Checkout screen, in the Payment Type pull-down box, select either Cash or Check. If using the Check option, enter a Reference Number (Check Number). For the Payment Amount enter a value that is more than the Amount Due. Click the Review button.	The user should see the screen redisplay showing the Amount Due, Payment Type, Reference Number and Payment Amount in read-only format. In addition, the new field of Cash Back should now be displayed, indicating the amount of the refund due the customer. The buttons Edit Payment Info and Submit Transaction should be at the bottom of the screen.		
323.	On the Transaction Checkout screen, in the Payment Type pull-down box, select Check and enter the Payment Amount that is equal to the Amount Due. Click the Review button.	The user should receive the error message: - Reference Number required for Check or Billing Claim payments.		

324.	On the Transaction Checkout screen, in the Payment Type pull-down box, select Check and enter the Check Number in the Reference Number box. Enter the Payment Amount that is equal to the Amount Due. Click the Review button.	The user should be taken to the Transaction Checkout screen with the Amount Due, Payment Type, Reference Number, Payment Amount and Cash Back, being displayed in read-only format.		
325.	Clicking the Edit Payment Info button should result in being returned to the previous screen. The figures entered should be displayed in editable format.			
326.	On the Transaction Checkout screen, click the Submit Transaction button.	The user should be taken to the Transaction Complete screen showing the Transaction Total, Amount Paid and Cash Back in read-only format. The licenses purchased can now be printed and given to the customer.		
327.	On the Transaction Complete screen, click the Print Item hyperlink on the left of the screen.	The Adobe Acrobat reader should come up and display the license for printing. Click the Print button to complete the transaction. If, for whatever reason, power failure, clerk error, etc., the license did not get printed in the original transaction process, the Clerk can go to Client Browse and on the Client's Licenses tab, the licenses can be reprinted		

		there.		
328.	On the License Sales – Client Search screen, enter a resident hunter who is more than 65 years of age and has been a resident for more than five years. Attempt to purchase a hunting license and a duck stamp for the individual.	The user should be able to purchase the hunting license, but not the duck stamp. Duck Stamps are required for individuals 12 through 64 years of age. The user should not find the duck stamp option on the list.		
329.	On the License Transactions screen, select licenses tab, select a resident or nonresident 3-day fishing permit. In the Min Begin Valid fields enter the date as 2/29/current year (not a leap year). Click the Buy hyperlink.	The user should receive the error message: - Begin Valid date not a valid date.		
330.	**PURCHASING A MOUNTAIN LION TAG (without Hunting License)**	**PURCHASING A MOUNTAIN LION TAG (without Hunting License)**	**PURCHASING A MOUNTAIN LION TAG (without Hunting License)**	
331.	On the License Sales – Client Search screen, enter a hunter's name who is in our system and has hunter education, but has not purchased a hunting license for this year. Complete the Residency and Military information and click the Next button.	The user should be taken to the License Transactions screen to select the licenses.		
332.	On the Licenses Transactions screen, select a Mountain Lion tag and click the Buy hyperlink to the right of the license.	The user should be brought to the License Transactions screen displaying the following: "The following license has		

		requirements that must be met for purchase: **Resident Mountain Lion Tag**. **A current annual Hunting or Hunting/Fishing Combination license is required for a Mountain Lion Tag.** If client purchased a license not yet in the system, enter info below: License (pull-down list of all applicable hunting licenses available) License # box. The buttons Next and Back should be at the bottom of the screen.		
333.	On the License Transactions Mountain Lion Tag screen, click the Next button without choosing a License or entering a License Number.	The user should receive the error messages: - Must Select License - Must Enter License Number.		
334.	On the License Transactions Mountain Lion Tag screen, select a license from the pull-down list and click the Next button.	The user should receive the error message: - Must Enter License Number.		
335.	On the License Transactions Mountain Lion Tag screen, select	The user should receive the error message:		

	a license from the pull-down list. For the License #, enter “234234234”. Click the Next button.	Verify you do not receive the Server Error: “Cannot set column 'LICC_NUMBER' to '234234234'. The value violates the MaxLength limit of this column”.		
336.	On the License Transactions Mountain Lion Tag screen, select a license from the pull-down list and enter a License Number. Click the Next button. Click the Checkout button and complete the license process, through the printing of the license.			
337.	While the license is being displayed, click the square button on the report at the top right hand corner to bring the report to full size.	The report should be displayed in full-screen view.		
338.	Now, click the double-square button at the top right hand corner to bring the report to a reduced size of approximately one quarter of the screen.	The report should be displayed in a reduced view mode.		
339.	Click the hyphen button on the report at the top right hand corner to minimize the report to the bottom of the screen.	The report should be minimized but available at the bottom of the desktop.		
340.	On the License Sales – Client	The user should be taken to the		

	Search screen, enter information for an individual who is in our system and has hunter education, but has not purchased a hunting license for this year. Complete the Residency and Military information and click the Next button.	License Transactions screen to choose the licenses.		
341.	On the License Transactions screen select a hunting license and then a mountain lion tag to purchase. On the Pending Licenses tab, click the Remove hyperlink next to the hunting license.	The user should receive the error message: - This privilege is required for the purchase of 20XX (Resident or Nonresident) Mountain Lion Tag. The user should not be able to purchase a mountain lion tag without having a valid hunting license.		
342.	**PURCHASING A MOUNTAIN LION TAG (with Hunting License)**	**PURCHASING A MOUNTAIN LION TAG (with Hunting License)**	**PURCHASING A MOUNTAIN LION TAG (with Hunting License)**	
343.	On the License Sales – Client Search screen, enter information for an individual who is in our system and has hunter education, but has not purchased a hunting license for this year. Complete the Residency and Military information and click the Next button.	The user should be taken to the License Transactions screen to choose the licenses.		
344.	On the License Transactions screen, select an Annual Hunting License and a Mountain Lion Tag. Click the Checkout button.	The user should note that there are two Print Item hyperlinks being displayed rather than one.		

	Complete the transaction up to the printing process.			
345.	On the Transaction Complete screen, click the Print Item hyperlink for the Hunting License. Print out the license.	The user should note that any licenses previously purchased (and current) for that year will also print with the newly purchased license.		
346.	On the Transaction Complete screen, click the Print Item hyperlink for the Mountain Lion tag. Print out the license.	When the tag prints out, the user will find the Hunting License Class, Year and Number printed on the right-hand side of the tag, below the Residency. Because this is an actual Tag (or permit), it will always be printed separate from the licenses.		
347.	**DESELECTING A HUNTING LICENSE WHILE PURCHASING A MOUNTAIN LION TAG:**			
348.	Enter a new or returning customer that does not have a current hunting license. Complete the military/residency information on the Attributes tab. Select a hunting license and then a mountain lion tag. On the Pending Licenses tab, remove the hunting license.	The user should receive the error message: - This privilege is required for the purchase of a 20XX Resident or Nonresident Mountain Lion tag. The user should not be able to purchase a mountain lion tag without having a current hunting license.		
349.	**PURCHASING A DUPLICATE**	**PURCHASING A DUPLICATE**	**PURCHASING A DUPLICATE**	

	LICENSE	LICENSE	LICENSE	
350.	On the Client Search screen, enter the Last Name and Client ID for the Client last entered. Click the Submit button.	The user should be taken to the Client Detail screen (Demographics tab).		
351.	Click on the Attributes tab, enter the Residency, Resident Since date, and choose No for Military. Click the Next button.	The user should be taken to the License Transactions screen, listing the licenses available to the Client.		
352.	On the License Transactions screen, click on the Current Licenses tab.	The user should be taken to the table listing of all the current licenses (Active licenses) held by the client. The table should display the following columns: - Issue Date - License Number - License Description - Begin Valid - End Valid - Class - Fee The number of licenses found and page you are on should be displayed at the bottom of the tab. The buttons Add Client, Edit Client and Checkout should be below the tab.		

353.	On the License Transactions screen, click on the License History tab.	Any licenses previously held by the user that are not active should be displayed on this tab.	Received Server Error: LICS_BEGIN_VALID_DATE Tested for both Resident and Nonresident with same results.	
354.	On the License Transactions screen, click on the Dupe hyperlink to the right of one of the licenses held by the Client.	The license selected should now be displayed on the Pending Licenses tab.		
355.	On the License Transactions screen, click on the Dupe hyperlink to the right of another one of the licenses (not the Mountain Lion tag) held by the Client.	The user should receive the error message: This client already has pending license transactions. When these privileges are printed, all current privileges will be re-printed so a duplicate will not be necessary.		
356.	On the License Transactions screen, click on the Dupe hyperlink to the right of the Mountain Lion Tag held by the Client.	The user should see the Pending Licenses tab now display (2) and the Mountain Lion Tag should have been added to the table.		
357.	On the License Transactions screen, click the Checkout button and complete the transaction.	Note that a separate duplicate purchase for the Mountain Lion Tag must be made, as this is a tag, not a license.		
358.	The user may now print the licenses and tag out for the Client. This completes the duplicate license process.			
359.	**PURCHASING LICENSES FOR MORE THAN ONE PERSON**	**PURCHASING LICENSES FOR MORE THAN ONE PERSON**	**PURCHASING LICENSES FOR MORE THAN ONE PERSON**	
360.	The Sell Licenses module allows the user to enter a number of hunters and purchase the licenses all in one transaction.			

361.	On the License Sales – Client Search screen, enter client information for a Nevada sportsman. When the Client's information is returned, complete the missing demographic information and click the Next button. Choose the licenses for that individual. Click the Add Client button.	The user should be taken to the License Sales – Client Search screen to enter information for another customer.		
362.	On the License Sales – Client Search screen, enter information for another sportsman. When the client's information is returned, complete the missing demographic information and click the Next button. Choose the licenses for that individual and click the Checkout button.	The user should be taken to the Transaction Checkout screen listing the licenses selected for each individual. The user should have the option to remove any of the licenses, or edit the license transactions by clicking on the View/Edit License Transactions hyperlink and then selecting the Client Name from the pull-down list.		
363.	Complete the transaction as you would for a single licensee.			
364.	**SPECIAL CLIENTS**	**SPECIAL CLIENTS**	**SPECIAL CLIENTS**	
365.	Special tags and privileges are given to the following Clients who have either met the age requirements or provided specific information to NDOW prior to purchasing a license. Once the documentation has been provided to NDOW and their Client	**A. Active Military**. For Nevada Resident servicemen on active duty who are stationed OUTSIDE of Nevada. Must show duty or leave papers at the time of purchase.		

	file has been updated, special licenses and privileges are available to those individuals.			
366.		**B. Disabled**. For persons with a severe physical disability which materially limits gainful employment. First time applicants must submit an application, available from NDOW, and supporting document of the disability before the license can be issued. Issued at NDOW offices only.		
367.		**C. Disabled Veterans**. For veterans in Nevada for six months or longer who have incurred a 50 percent or more service-connected disability. First-time applicants must submit an application available from NDOW along with supporting documentation of the disability before the license can be issued. Issued at NDOW offices only.		
368.		**D. Native American**. For resident Native Americans. First time applicants must contact a Nevada tribal council to complete the certificate of eligibility before the license can be issued. Issued at NDOW offices only.		
369.		**E. Junior Resident**. For		

		Resident Junior Clients between the ages of 12 and 15.		
370.		**F. Junior Nonresident**. Nor Nonresident Junior Clients between the ages of 12 and 15.		
371.		**G. Pre-Adult Resident**. For resident Pre-Adult Clients between the ages of 16-17.		
372.		**H. Pre-adult Nonresident**. For Nonresident pre-adult Clients between the ages of 16-17.		
373.		**I. Senior Resident**. These licenses are available for persons 65 years of age or older with 5 years of continuous residency in Nevada.		
374.		**J. Foreign**. If a Client has lived in Nevada for six months, he is considered a Resident for the purpose of purchasing a license. This is also true for Clients who do not have a Social Security Number. For a client that does not have a Social Security Number, the user will insert "NOTAUSCIT" in the Social Security Number field.		
375.	**BACK END CHECKS**	**BACK END CHECKS**	**BACK END CHECKS**	
376.	Purchase a license for an individual and print it out. Go into File > Browse > Licenses >	On the License Information tab, verify the Status is listed as "Active". The Commission should be $0.00 as it was a		

	License Detail and enter the License Year, Class and License #. Drill into the license.	Counter sale. On the Status tab, the Status should be “Active – Sold Privilege” and the Date should be populated with the Date of Sale.		
377.	Go into SQL and enter a query, linking LICENSES_SOLD_STATUSES and LICENSES_SOLD. Search by Year, Class and License Number.	Verify the following: LICSS_LICS_KEY – Link to the LICS_KEY in LICENSES_SOLD LICSS_DATE – Sale Date/Time LICSS_STATUS – “A” for an initial sale LICSS_COMMENT – Null LICSS_BATCH_NUMBER – Null LICSS_INVOICE_DATE – Null LICSS_ADJ_BATCH_NUM – Null LICSS_AMOUNT – Dollar amount of the sale LICSS_COMMISSION – 0.00 for a Counter sale LICS_CLASS – Class of the license sold.		

378.	Go into SQL and run a query in LICENSES_SOLD. Search by Year, Class and License Number.	Verify the information in LICENSES_SOLD matches the license information in Clients Browse.		
379.	**PURCHASING A MOUNTAIN LION TAG WHEN TWO YEARS OF LICENSES ARE AVAILABLE FOR SALE**	**PURCHASING A MOUNTAIN LION TAG WHEN TWO YEARS OF LICENSES ARE AVAILABLE FOR SALE**	**PURCHASING A MOUNTAIN LION TAG WHEN TWO YEARS OF LICENSES ARE AVAILABLE FOR SALE**	
380.	When there is an overlap of two years of licenses available in Counter licensing, enter a customer and purchase a current year hunting license. In a separate transaction, enter that same customer and purchase a Mountain Lion tag for the next license year. If two license years are not available in Counter sales at the time of this test, it will be necessary to adjust the begin/end sale dates to achieve the same overlap.	The user should receive the error message: - The user should not be able to purchase a Mountain Lion tag without a valid hunting license for the same license year as the Mountain Lion tag.		
381.	Try the above test using a new client and purchase both licenses in the same session.	The user should receive the error message: -		
382.				
383.				
384.				
385.				
386.				