Technical Proposal to

The State of Nevada
Purchasing Division

In Response to

RFP No. 3221
Child Support Collections and Disbursements Software

Date: April 13, 2016

Informatix Inc.
2485 Natomas Park Drive, Suite 430
Sacramento, CA 95833

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INFORMATIX
2485 NATOMAS PARK DRIVE, SUITE 430, SACRAMENTO, CA 95833

April 13, 2016

Ms. Marcy Troescher
Purchasing Officer
State of Nevada, Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Dear Ms. Troescher:

Informatix, Inc. is pleased to submit this proposal in response to the State of Nevada's Request for Proposal (RFP) # 3221 for Child Support Collections and Disbursements Software.

We are confident our proposal illustrates our understanding of the requirements of the RFP and our commitment to excellence in serving Nevada's Department of Health and Human Services, Division of Welfare and Supportive Services (DWSS). Our ability to meet these requirements and provide the requested products and services is summarized by:

- Informatix' RAPID® solution, specifically built for child support payment processing operations. The current release of our RAPID® solution, operating in seven (7) highly successful SDUs, will provide the DWSS with the speed, accuracy, streamlined processing, and security necessary in today's ever-evolving payment processing environment.
- Informatix' more than 27 years of proven service to the child support community and our dedication to continually providing innovative and comprehensive technology in support of child support programs across the country.
- Our demonstrated proficiency successfully providing technology and operations to multiple SDUs across the country.
- Experienced implementation team composed of Informatix staff who bring a history of successful SDU technology, implementations and operations. With each of our implementations, our experience, technology and staffing model created a transition that was seamless and transparent to the families served and to the states' child support professionals. We will bring this same level of skill and commitment to Nevada.

We thank you for your consideration of our proposal and we look forward to the potential of our partnering with the State of Nevada, its Child Support Program and the families and children served. Please feel free to contact Michele Blanc, our Chief Operating officer at (916) 830-1400.

Sincerely,

Raul Ocazionez
President

Phone 916.830.1400 **Fax 916.830.1403**

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Tab I Title Page

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RFP Title:	Child Support Collections and Disbursements Software
RFP:	3221
Vendor Name:	Informatix, Inc.
Address:	2485 Natomas Park Drive Suite 430 Sacramento, CA 95833
Opening Date:	April 13, 2016
Opening Time:	2:00 PM

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Tab III Vendor Information Sheet

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 of the Technical Proposal.

V1	Company Name	Informatix, Inc.

V2	Street Address	2485 Natomas Park Drive, Suite 430

V3	City, State, ZIP	Sacramento, CA 95833

V4	Telephone Number		
	Area Code: 916	Number: 830-1400	Extension:

V5	Facsimile Number		
	Area Code: 916	Number: 830-1403	Extension:

V6	Toll Free Number		
	Area Code:	Number:	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: Michele Blanc
	Title: Chief Operating Officer
	Address: 2485 Natomas Park Drive, Suite 430, Sacramento, CA 95833
	Email Address: procurement@informatixinc.com

V8	Telephone Number for Contact Person		
	Area Code: 916	Number: 830-1400	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: 916	Number: 830-1403	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Raul Ocazionez	Title: President

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 4-12-16

Tab IV State Documents

The following documents are provided in this section:

- Signature page for all amendments
- Attachment A – Confidentiality and Certification of Indemnification
- Attachment C – Vendor Certifications
- Attachment L – Certification Regarding Lobbying
- Copies of Vendor licensing agreements and/or hardware and software maintenance agreements will be provided, as applicable, if Informatix Inc. is selected as Nevada's vendor
- Copies of applicable certifications and/or licenses is not applicable to Informatix, Inc.

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26. Ref 3.1: Incoming payments that can be converted to an EFT; are these payments taken over the phone?

No, this refers only to hard-copy media – checks, money orders, and cashier's checks.

27. Ref 4.3.2: Can we view the index data (OCR) templates to determine how the control number is populated into our system?

The current system uses no OCR templates. The "control number" is assumed to be the receipt number, a distinct 12-digit number created by melding the current year and a sequencer value obtained from the DB2 database on the system of record (i.e. 201601100235). These numbers are assigned to each receipt (not image) and follow the receipt into the NOMADS system in the nightly export. Receipts may contain multiple images and are stored as multi-page TIFF files on the FileNet content store.

Counter receipts differ in that the beginning of the receipt number is the current year plus a "7" plus the sequencer value, but still in a 12-digit format (i.e. 201670000234).

28. Ref 4.4.1.3 #6: How is this done today?

The NSF list is reviewed from the State's bank daily. Only payments that have repeated returns are placed on hold on the NSF list in CDS which is found in the Main Menu/File Maintenance/Modify NSF List. The information needed when placing a payment on the NSF list is the SSN of the person the payment is for, UPI, Employer name if being paid by the employer, NCP's last name, checking account #, check #, and date the payment was received. Prior to DataCap, in the CDS system the user posting payments would receive an alert message stating "NSF payment" for payments that has been deposited and is on the NSF list. Once this message was received the user would place the payment on the suspend list to be reviewed by a supervisor. Currently with the DataCap system, the payment is placed on the suspend list. It remains on the list until reviewed, approved, and posted by a supervisor who then removes the information from the Modify NSF List.

29. Ref 4.4.1.3 #7: How is this done today?

Remote deposit is not used today but the State would like the option to utilize it in the future.

30. Ref 4.4.4: Please define what your current EFT transactions consist of.

The State's EFT transactions consist of payments in two formats: CCD+, which is preferred, and CTX820. Both formats contain an electronic addenda record as outlined by the National Automated Clearing House Association (NACHA).

31. Is there a deadline for the software to be in production specific to any fiscal restrictions or government regulations?

The State's fiscal limitation is 06/30/17.

32. If you do not have a deadline for implementation, is there a preferred date for the software to go live in production?

The State would like to go live as soon as possible after the effective date of the contract.

33. Do you already have a high level implementation schedule that encompasses the project phases such as requirements, developing, testing and training?

No. The selected vendor will provide this.

34. The RFP states that the preference is for a SaaS solution, what is the planned contractual duration for providing the solution on a software-as-a-service basis?

See the response to question #1.

35. If there is no planned or defined duration, what is the minimum number of years the SaaS contract would cover?

See the response to question #1.

36. What are the "known defects" and "manual workarounds" with CDS that you are trying to mitigate?

The State is interested in obtaining a modern SaaS system but is unable to provide proprietary information.

37. Does CDS only handle checks or is it linked to your credit/debit card payment processor? Is it safe to assume you would like the new solution to handle card payments as well?

The current CDS system only handles hard-copy media (checks, money orders, and cashier's checks) and is not linked to the State's card processor. Although vendors should not assume the new solution would handle card payments, the State is interested in seeing how a new solution could do so.

ALL ELSE REMAINS THE SAME FOR RFP 3221.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: Informatix, Inc.

Authorized Signature: Dan Scanil

Title: President Date: April 13, 2016

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

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

Brian Sandoval
Governor

Jeffrey Haag
Administrator

SUBJECT:	Amendment 2 to Request for Proposal 3221
RFP TITLE:	Child Support Collections and Disbursements Software
DATE OF AMENDMENT:	March 24, 2016
DATE OF RFP RELEASE:	February 18, 2016
OPENING DATE:	April 13, 2016
OPENING TIME:	2:00 PM
CONTACT:	Marcy Troescher, Procurement Staff Member

The following shall be a part of RFP ***3221.*** 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.

Section 14 of RFP 3221 contains a Submission Checklist showing all items that should be included, with the items' expected locations within the proposal.

Regarding Section 14, ***Tab XI - Requirements Matrix*** in the Submission Checklist is changed to read ***Tab XI - Other Informational Material***, per Section 11.2.3.11 of the RFP. Tab XII of the Submission Checklist is hereby removed.

ALL ELSE REMAINS THE SAME FOR RFP 3221.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: Informatix, Inc.

Authorized Signature: Dan Pecaril

Title: President Date: April 13, 2016

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

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			

A Public Records CD has been included for the Technical and Cost Proposal			
YES		NO (See note below)	X
Note: By marking "NO" for Public Record CD included, you are authorizing the State to use the "Master CD" for Public Records requests.			

Part III – Confidential Financial Information			
YES		NO	X
Justification for Confidential Status			

Informatix, Inc.

Company Name

Raul Ocazionez

Signature

Raul D. Ocazionez

Print Name

April 13, 2016

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.

Informatix, Inc.

Vendor Company Name

Raul Ocazionez

Vendor Signature

Raul D. Ocazionez

Print Name

April 13, 2016

Date

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

ATTACHMENT L – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

By: Dan Scarl — April 13, 2016

Signature of Official Authorized to Sign Application — Date

For: Informatix, Inc.

Vendor Name

Child Support Collections and Disbursements Software

Project Title

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

Tab V Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions

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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.

Informatix, Inc.
Company Name

Signature

Raul D. Ocazionez
Print Name

April 13, 2016
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)
1	Attachment E, Insurance Schedule, Section 5, "Network Security (Cyber) and Privacy Liability"	Pg. 73 RFP; pg. 2 of embedded Insurance Schedule	We request modification of "Per Occurrence" to "Each Claim".
2	Attachment D, "Contract for Services of Independent Contractor", Section 21	Pg. 7 of Contract Form	We request addition of the following term, as a subsection to the existing Section 21: "Contractor Rights in Pre-Existing Materials: The State agrees that Contractor shall retain all rights, title and interest, including intellectual property rights, in and to software, documentation, manuals, and know-how, including any concepts, methodologies, survey questions, or procedures that have been developed by Contractor, which may be adapted or used by Contractor to perform Services under a Scope of

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
			Work (SOW), if applicable, and any enhancements or revision thereto ("Contractor-Owned Materials"), provided that Contractor-Owned Materials do not include, incorporate or otherwise contain any State-Owned Materials and/or State Confidential Information. Without limiting the generality of the foregoing, Contractor owns, and shall continue to own any and all rights to Contractor's technology and Contractor-Owned Materials. Contractor holds all rights to the Contractor-Owned Materials, including but not limited to copyright, trademark and patent rights. The "State-Owned Materials" shall be defined as all proprietary and intellectual property rights, title and interest in and to all copyrights, trade secret rights, patent rights, trademark rights, and other rights to any data, concepts, product or methodologies provided by the State."
3	Section 5.8, Data Protection, subsection 5.8.2.7 (C), "Activities"	Pg. 29	As an exception to this obligation, we would like to clarify that Informatix is not responsible for costs related to security breaches and unauthorized disclosure of data at the State Collections and Disbursement Unit facility.

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
1	Attachment B, "Technical Proposal Certification of Compliance with Terms and Conditions of RFP", ¶1, line 2	Pg. 70	In confirming our compliance with terms and conditions of the RFP, Informatix assumes that our exceptions and assumptions noted here will be taken into consideration by the State and reserved for negotiation, if we are the awarded bidder.
2	Section 13, Terms and Conditions, subsection 13.3.13.1, "Ownership of Information and Data"	Pg. 64	Informatix assumes that the State's access rights described in this section do not apply to our proprietary RAPID solution.
3	Section 4.3, "Technical Requirements"	Pg. 13	Internet connectivity exists at the SCaDU to support a SAAS solution.
4	Section 4.3, "Technical	Pg. 13	Support will be received from State network

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
	Requirements"		administration to make simple, non-invasive network changes necessary for connectivity with cloud infrastructure.
5	Section 4.4.1.3 (B), "Front counter payment workflow"	15	State is already in possession of desktop scanner for front counter payments.
6	Section 4.4, "Functional Requirements" Section 5.5, "Collections and Disbursement"	Pgs. 15 – 16 Pg. 26	DWSS has sufficient bandwidth for image file transfers (inbound and outbound) and AWS Workspaces connectivity as described in our response.
7	Section 5.2.2, "Deliverable Submission"	Pgs. 19 – 22	Informatix will conduct this project as a system deployment and not a custom development project since our proposed solution is in production at many SDUs. As such, Informatix will conduct one review cycle for draft project management deliverables (per RFP specifications) and then finalize the deliverables based on DWSS review.
8	Section 6.11, "Project Software Tools"	Pg. 39	Our technical infrastructure assumes the use of SFTP to transfer of images to the cloud rather than configuring, implementing and maintaining a VPN between SCaDU and the AWS Virtual Private Cloud.

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

Tab VI Section 4: System Requirements

4.1 VENDOR RESPONSE TO SYSTEM REQUIREMENTS

Vendors must explain in sufficient detail how the vendor will satisfy the DWSS 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.

Informatix understands DWSS is seeking a Software as a Service (SaaS), streamlined payment processing solution to achieve improved efficiencies over the CDS solution currently supporting Nevada's State Collections and Disbursement Unit (SCaDU), including key functionalities such as:

1) Automated workflow

2) Advanced database search

3) Reconciliation

4) Deposits

5) Real-time computing, with importing and exporting capabilities

6) User-productivity information

7) Custom Reporting

Informatix offers DWSS our proprietary payment processing solution, RAPID®, which is the most technologically advanced child support payment processing solution in the marketplace today. RAPID® is:

- ***Designed specifically for addressing the uniqueness and challenges of processing child support payments***
- ***Proven and in production supporting seven SDUs across the county***

The Intelligent Remittance Recognition (IRR™) feature within RAPID® is Informatix' patented technology that reduces time spent systemically processing, manually posting, and researching child support payments. No other vendor can offer DWSS IRR™ as part of their solution.

We designed and developed RAPID® from the ground up based on our "first-hand" child support experience. From the conceptual stage forward, RAPID® was never a one-time development, but rather a carefully calculated product initiative that we continue to improve and innovate, adding features and functionality to better serve child support programs with advancements in technology. With RAPID® Informatix offers proven, secure, and complete transaction processing from mail opening to payment receipt, validation and reconciliation, suspense management, customer service, and data reporting.

At Informatix, we listen to our customers, work with them to analyze their payment processing needs, and incorporate all the best ideas into our RAPID® product design.

Our proposal to Nevada details how our payment processing solution, RAPID®, will meet the needs of the Nevada Child Support Collections and Disbursements Software Project.

Informatix will perform all the tasks associated in our project plan and no subcontractors will be used for any of the tasks.

4.2 CURRENT COMPUTING PLATFORM

The State of Nevada currently utilizes the Collection and Disbursement System (CDS), implemented in 2004.

Informatix understands that Nevada currently utilizes IBM's Datacap solution as the front end for the scanning of checks, then exporting the receipt information to CDS for payment processing with an export of the daily payment data sent to the mainframe, NOMADS. The Datacap solution is also used to export the images to the FileNet content store.

Due to the dated technology and software that is no longer supported by the manufacturer, the State is seeking to replace CDS with a web-based collections and disbursements software, preferably as a Software as a Service (SaaS), to support of the SCaDU as part of the Child Support Enforcement Program (CSEP).

Informatix' proven payment processing, RAPID®, solution meets the business and technology needs of the State. RAPID®, currently supporting multiple SDUs throughout the country, is a modern, enterprise, state of the art, payment processing and image archive system available to DWSS as a SaaS solution.

The following sections describe how Informatix' RAPID® solution will meet Nevada's requirements for a modern SaaS solution to replace its current CDS system.

4.3 TECHNICAL REQUIREMENTS

4.3.1 A modern Software-as-a-Service (SaaS) solution must be implemented to replace the current CDS system. The solution must maintain required functionality currently available in CDS, eliminate several known defects and manual workarounds, and improve the overall process of posting statewide collections. Efficiency and productivity gained with a new system will eliminate redundant work and streamline the processing of child support payments.

Informatix will implement our fully automated Commercial-off-the-Shelf (COTS) payment processing system, RAPID®, for DWSS as a modernized SaaS solution.

For DWSS, RAPID® solution will be hosted in the Amazon Cloud and will leverage Amazon Web Services (AWS). DWSS' authorized access to the

RAPID® application client is via desktop virtualization using Amazon Workspaces. Scanning of the physical payments will take place locally at the SCaDU via SFTP connectivity with the AWS cloud infrastructure in order to transfer the payment images to the cloud for processing.

Informatix is recommending replacement of the existing Fujitsu scanners with an OPEX scanner to support a turn-key end-to-end payment processing workflow. Using an OPEX scanner as part of our RAPID® solution:

- ***Eliminates the need for DWSS to presort the mail into categories***
- ***Provides for immediate separation of checks from remittance***
- ***Includes digital ink and digital audit trail***
- ***Includes a restrictive endorsement on all financial instruments***

This translates into DWSS process efficiencies gained with significantly less paper handling, fewer labor-intensive tasks, and improved quality. Informatix' solution provides DWSS a proven collections and disbursement turn-key solution operating in seven SDUs, without any customization. Detailed information on our scanning workflow integrated with OPEX scanners is described in our response to Section 4.4, Functional Requirements.

Figure 1 provides the network topology that will support the DWSS RAPID® deployment.

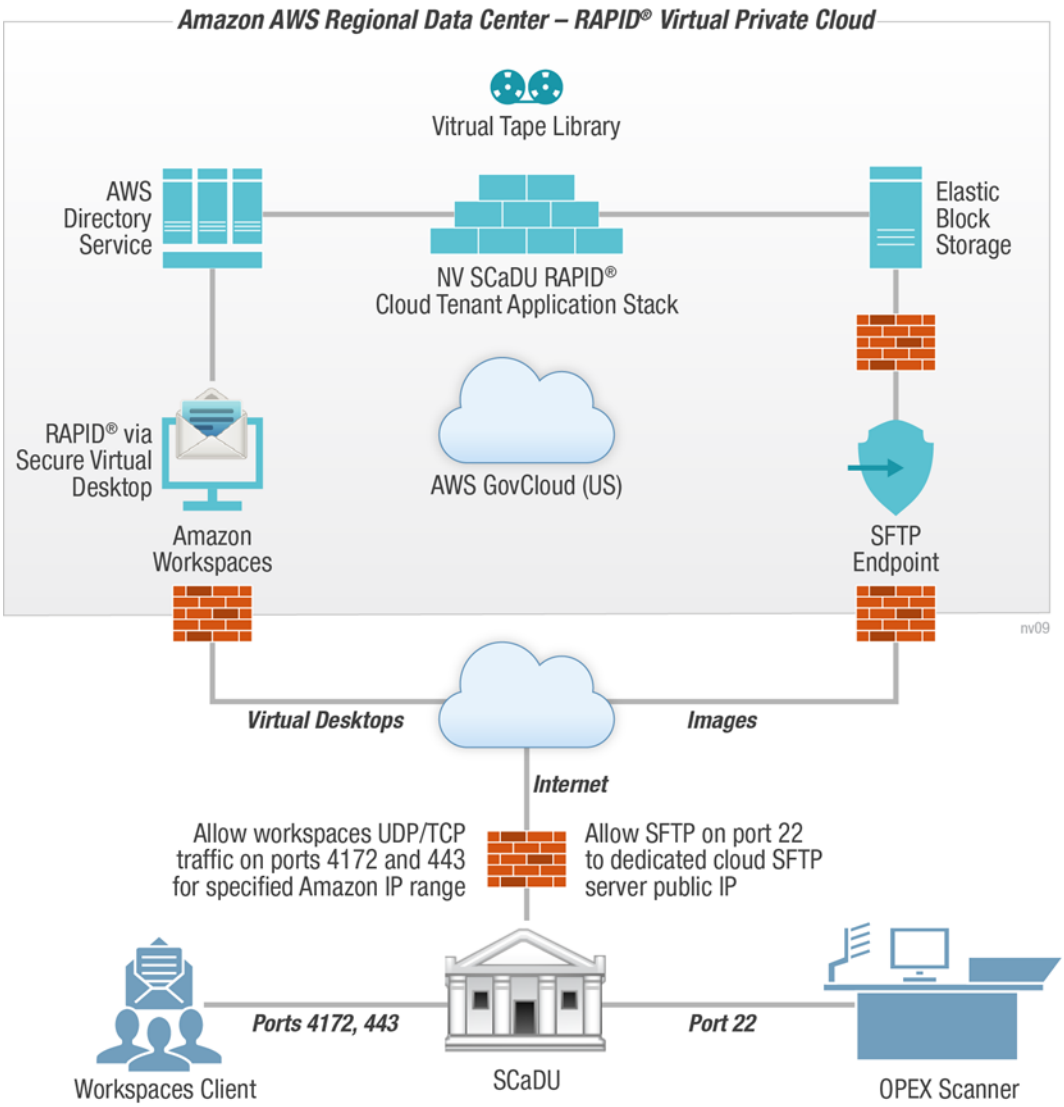


Figure 1: RAPID® Deployment Network Topology

Informatix understands Nevada wants an existing electronic application, preferably a web-based SaaS solution, to assist SCaDU in the collections and disbursements of Child Support payments; and interface with the legacy CSEP application, NOMADS, for posting of these transactions. RAPID® meets these requirements out of the box, without the need for custom development. RAPID® meets DWSS' requirements:

- ✓ ***Has all of the current functionality available in CDS***
- ✓ ***Eliminates shortcomings and manual workarounds in CDS by providing enhanced functionality as a modern, robust payment processing system currently in production in seven (7) SDUs***
- ✓ ***Improves the overall process of posting of Nevada's statewide collections through the features and functions of RAPID®***

As shown in Figure 2: RAPID® Overview, our Informatix RAPID® payment processing workflow for DWSS contains five processing components, including:

- ***RAPID® Capture***
- ***RAPID® Collections***
- ***RAPID® iDocStore***
- ***RAPID® File Manager***
- ***RAPID® Reports***

A description of each processing component is provided in the next Section, 4.3.2.

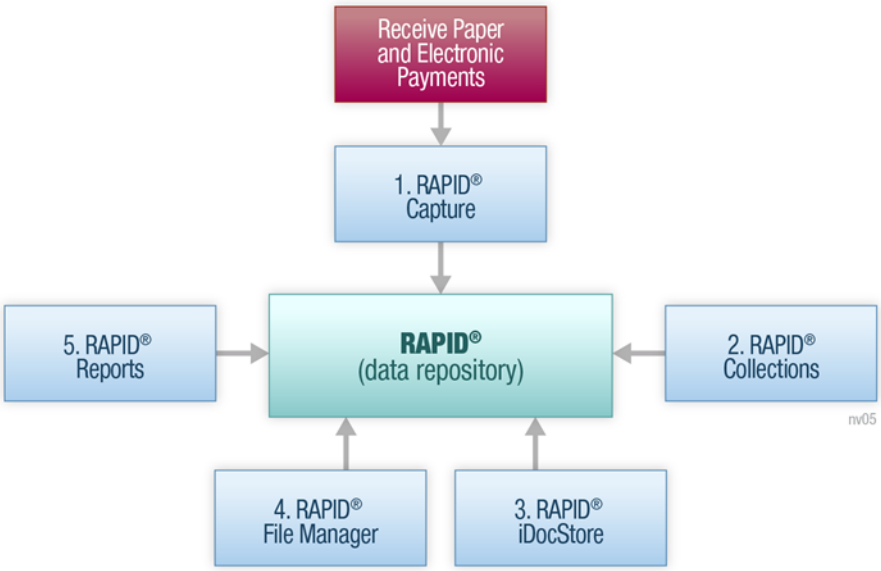


Figure 2: RAPID® Overview

RAPID® meets the required functionality currently available in CDS and offers much more functionality – with RAPID®, DWSS will realize a streamlined payment processing workflow, modernized technology that offers improved business processes in support of DWSS goals for efficiencies and increased productivity.

4.3.2 The existing application captures incoming checks from non-custodial parents (NCPs) and organizations collecting payments from NCPs and supporting documents by scanning them in batches. The existing system automatically assigns a control number to the scanned images and the checks by extracting the index data using OCR templates. The indexed document images are stored within the FileNet Content Engine. The existing system is workflow-based and automatically invokes a routine to post the check dollar amounts to their respective accounts. The supporting documents are then automatically stored in the case file folder. A data extract file is generated for posting the checks and payment details to the mainframe based NOMADS application. The automated workflow then

notifies staff of the receipt of new documents and monitors the performance of key business processes.

Informatix provides DWSS with a streamlined payment processing solution workflow using RAPID® as depicted in the Figure 3. Our SaaS solution replaces CDS functionality from beginning to end – from the capture (imaging) of incoming checks to the viewing of images, from posting payments in RAPID® to the daily Image Cash Letter generation for deposit along with the Collections File generation for processing in NOMADS – without any development required by Informatix or DWSS.

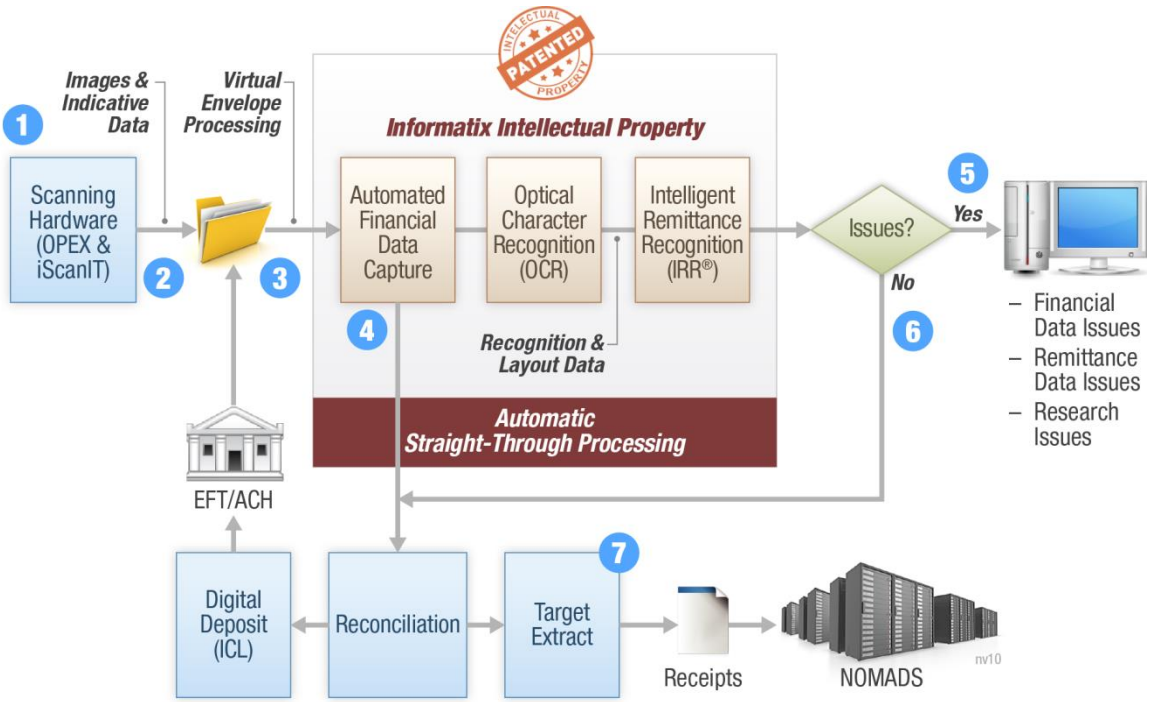


Figure 3: Payment Processing Workflow using RAPID®

- ***RAPID® Capture as shown in step 1 of the workflow, is the mailroom component integrated with an OPEX (as discussed in Section 4.3.1, Informatix proposes a replacement of DWSS' existing Fujitsu scanners) mail scanning product that feeds RAPID® proprietary data translation software, allowing the ingestion, parsing, translating and processing of all types of image files and electronic data files as shown in steps 2-3. The OPEX operator touches the payment only once to capture data and images, while viewing the images are captured clearly and classified accurately, including correspondence documents.***

  Our RAPID® Capture solution eliminates the need to presort the mail into categories, provides for immediate separation of checks from remittance, includes digital ink and digital audit trail, and a restrictive endorsement on all financial instruments. This translates to significantly less paper handling, fewer labor-intensive tasks, and improved quality.

RAPID® Capture batches financial instruments and source documents into groups of any size, typically set at 50. A unique batch number assigned by RAPID® and envelope sequence numbers are imprinted onto each document.

- ***RAPID® Collections as shown in step 4 of the workflow, is where the paper and electronic payment processing is completed using Informatix' proprietary Intelligent Remittance Recognition (IRR™) technology that provides high-confidence financial data capture and verification, as well as quality remittance identification and validation, for robust and highly automated payment processing.***

  During this phase of the workflow, RAPID® completes the following:

  - ***Extracts data from the remittance documents and EFT/EDI files***
  - ***Validates the data against an order/obligor download file from NOMADS***
  - ***Identifies data validation issues***
  - ***Populates the RAPID® database with posting information once all issues have been reviewed and corrected by an operator***

  Only the items with issues identified by the IRR™ software are presented to operators for further review and manual identification. Financial Instrument and/or Remittance items that cannot be quickly resolved are sent to research for further attention and resolution as shown in step 5.

- ***RAPID® iDocStore is the image archive component containing all scanned images in a repository where images are indexed and made searchable. Images are available same day for searching and viewing, usually within an hour or two, depending on the volume being captured. iDocStore is available for any authorized DWSS user, without seat licenses, to view documents using both simple and highly complex searches, including wildcard searches. Through iDocStore, payment data and correspondence are searchable via any web browser. Understanding that DWSS uses FileNet as its Electronic Content Management (ECM) platform, Informatix can send a daily extract of the indexed document images to FileNet as specified.***

- ***RAPID® File Manager is a powerful Extract, Transform and Load (ETL) toolset used for file management, secure file transmissions, and job scheduling as shown in step 6 and 7 of the workflow. The payment data extracted from RAPID® is sent to NOMADS in the specified format for secure, encrypted transfer of the payment posting file. Automated Email notifications regarding the status of this process are also created and sent to designated users.***

  All deposits, excluding local bank deposits for cash and foreign items, will be made using the Image Cash Letter (ICL) process. Informatix has implemented this process already in all of our other SDUs and the ICL process is compliant with the Federal Reserve image exchange standards (X9.100-180). Once all payment processing is complete, a file is generated that contains images of all checks processed. This file is sent

to the bank electronically. Automated Email notifications regarding the status of this process are also created and sent.

Informatix will configure and maintain the inbound and outbound NOMADS and Bank interfaces as required.

- ***RAPID® Reports provides a single point of access for collections reporting. Authorized DWSS users can generate standard and ad hoc reports, data visualizations and dashboards providing all the information available at your fingertips, as well as schedule reports to be generated and emailed automatically to authorized recipients individually or via email distribution lists.***

Informatix uses the identical RAPID® software in all of its SDU operations and handles state specific requirements through configurable options within RAPID®. For example, in our Minnesota SDU, we extract case related documents to FileNet, whereas in our Arizona SDU Arizona SDU we export all correspondence into the state's OnBase solution. In our Indiana SDU we developed a unique Key Performance Indicator report that consolidates a number of data elements across multiple reports into one report use by our to Indiana client for performance measurements. Each state receives the same RAPID® releases – this allows us to continually improve the software with additional features and enhancements requested by multiple SDU sites, with all sites receiving the cumulative benefit of the features.

By choosing Informatix, DWSS receives software configurable to the specific requirements of Nevada, yet enhanced by the improvements and experiences of other states with the option to use or not use those enhancements.

As we do with all our clients, Informatix will work with DWSS to configure RAPID® solution so that DWSS has a payment processing solution that is not only innovative and cutting-edge, but molded to the specific needs and processes of DWSS.

Table 1, the Informatix RAPID® solution addresses all aspects collections and payment processing that DWSS' existing application includes.

Table 1: RAPID® Solution Addresses All Aspects of DWSS Existing Application

Existing DWSS Application		*Informatix RAPID® Solution*
Captures Incoming Checks	✓	*RAPID® Capture*
Scanning Into Batches	✓	*RAPID® Capture*
Automatically Assigns Control Number to Scanned Images	✓	*RAPID® Capture*
Indexed Documents Stored within FileNet Content Engine	✓	*RAPID® File Manager*
Post Dollar Amounts to Respective Accounts	✓	*RAPID® Collections*

Existing DWSS Application		*Informatix RAPID® Solution*
Supporting Documents Automatically Stored in the case file folder	✓	***RAPID® File Manager***
Data File Generated for Posting Checks and Payments Details to NOMADS	✓	***RAPID® Collections***
Automated Workflow Notifies Staff of Receipt of New Documents and Monitors Performance of Key Business Processes	✓	***RAPID® Collections***

4.3.3 Code of Federal Regulations – Title 45 - Public Welfare

Section 302.32 - Collection and disbursement of support payments by the IV-D Agency.

4.3.3.1 Code of Federal Regulations / Title 45 - Public Welfare / Vol. 2 / 2010-10-01231

A. Timeframes for disbursement of support payments by State disbursement unit (SDU) under section 454B of the Act.(1) (3)(i) Except as provided under paragraph (b)(3)(ii) of this section, amounts collected on behalf of individuals receiving services under § 302.33 of this part shall be disbursed by the SDU pursuant to section 457 of the Act, within two (2) business days of receipt by the SDU.

B. [64 FR 6247, Feb. 9, 1999, as amended at 68 FR 25303, May 12, 2003; 73 FR 74919, Dec. 9, 2008]

The vendor shall maintain a collections and disbursement application.

Informatix will implement and maintain for Nevada, our collections and disbursement application, RAPID®, as a SaaS solution for the State of Nevada.

Informatix' RAPID® solution complies with requirements under Code of Federal Regulations, Title 45, Public Welfare Sections 302.32, Collection and Disbursement payments by the IV-D Agency as outlined above relevant to the payment processing provision of the services. RAPID®, as a solution that is already in production and serving many other state SDUs, adheres to the federally mandated timeframes as described under Code of Federal Regulations, Title 45, Public Welfare Sections 302.32.

Specific to RFP items 4.3.3.1. A and 4.3.3.1.B, Informatix will meet the requirement to disburse collections within two (2) business days of receipt by the SDU. Additionally, our solution meets Code of Federal Regulations, Title 45, Public Welfare Sections 302.32/ Vol. 2 / 2010-10-01231 and 64 FR 6247, Feb. 9,

1999, as amended at 68 FR 25303, May 12, 2003; 73 FR 74919, Dec. 9, 2008.

4.4 FUNCTIONAL REQUIREMENTS

Informatix' RAPID® solution meets the functional requirements required by DWSS for a web-based Software as a Service (SaaS) solution to assist SCaDU in the collections and disbursements of Child Support Payments, including:

- ***Automated Workflow***
- ***Advanced Search Capabilities***
- ***Reconciliation***
- ***Deposits***
- ***Real-time Computing, Importing, and Exporting***
- ***User Productivity Information***
- ***Custom Reporting***

RAPID® is designed to automate the processing of child support payments. At a high level, RAPID® is a collection of components that forms a system coordinated to achieve the application's functional goals. RAPID® is a multi-user system. It integrates with existing security infrastructures. It is architected to be distributed, scalable and highly available. RAPID® provides mechanisms to easily and seamlessly interface with other enterprise systems such as banking systems, NOMADS, and FileNet.

In the following subsections, we address the functionality of each system component of RAPID® as shown in Figure 4.

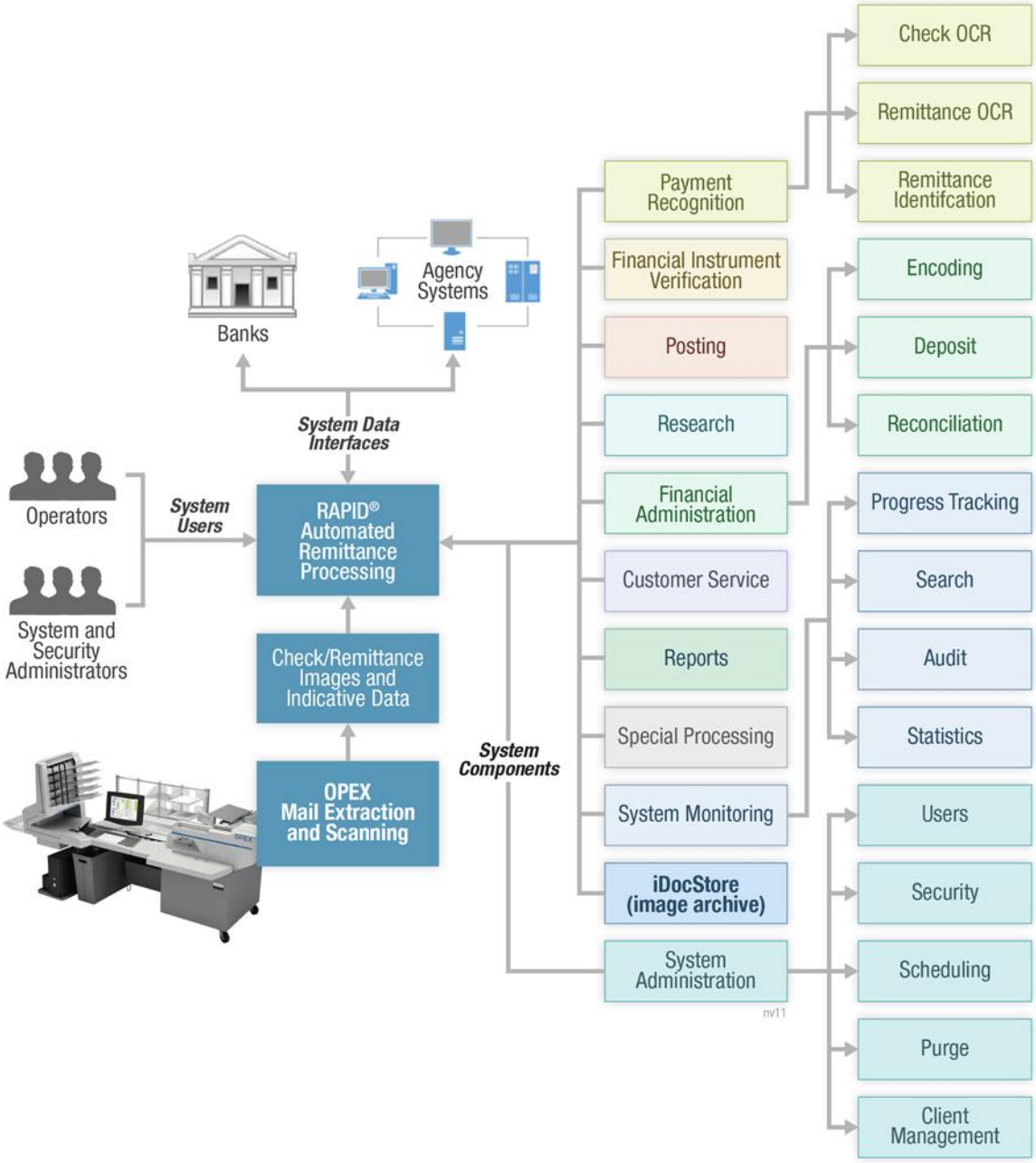


Figure 4: RAPID® System Domain

4.4.1 Automated Workflow

Automated Workflow is a standard feature of RAPID®.

Once image capture of the paper-based remittances is complete (during RAPID® Capture), data collection begins through RAPID® Collections. EFT/EDI payments also enter the processing workflow during RAPID® Capture and follow the same workflow as paper. RAPID® Collections

automates the data capture process for all paper-based and EFT payments, including all approved NACHA Child Support formats and application identifiers, while reducing the time spent posting and researching child support payments

The RAPID® Collections automated workflow is comprised of five processing phases as shown in Figure 5. An overview of the five processing phases, comprising our automated workflow, is provided below. Phase 3, 4, and 5 are described in our responses to specific RFP requirements as noted.

- ***Phase 1 – Intelligence Remittance Recognition***
- ***Phase 2 – Payment Posting***
- ***Phase 3 – Reconciliation (See response to Section 4.4.3)***
- ***Phase 4 – Deposit (See response to Section 4.4.4)***
- ***Phase 5 – Web Accessibility of Image (See response to Section 4.4.2.1)***

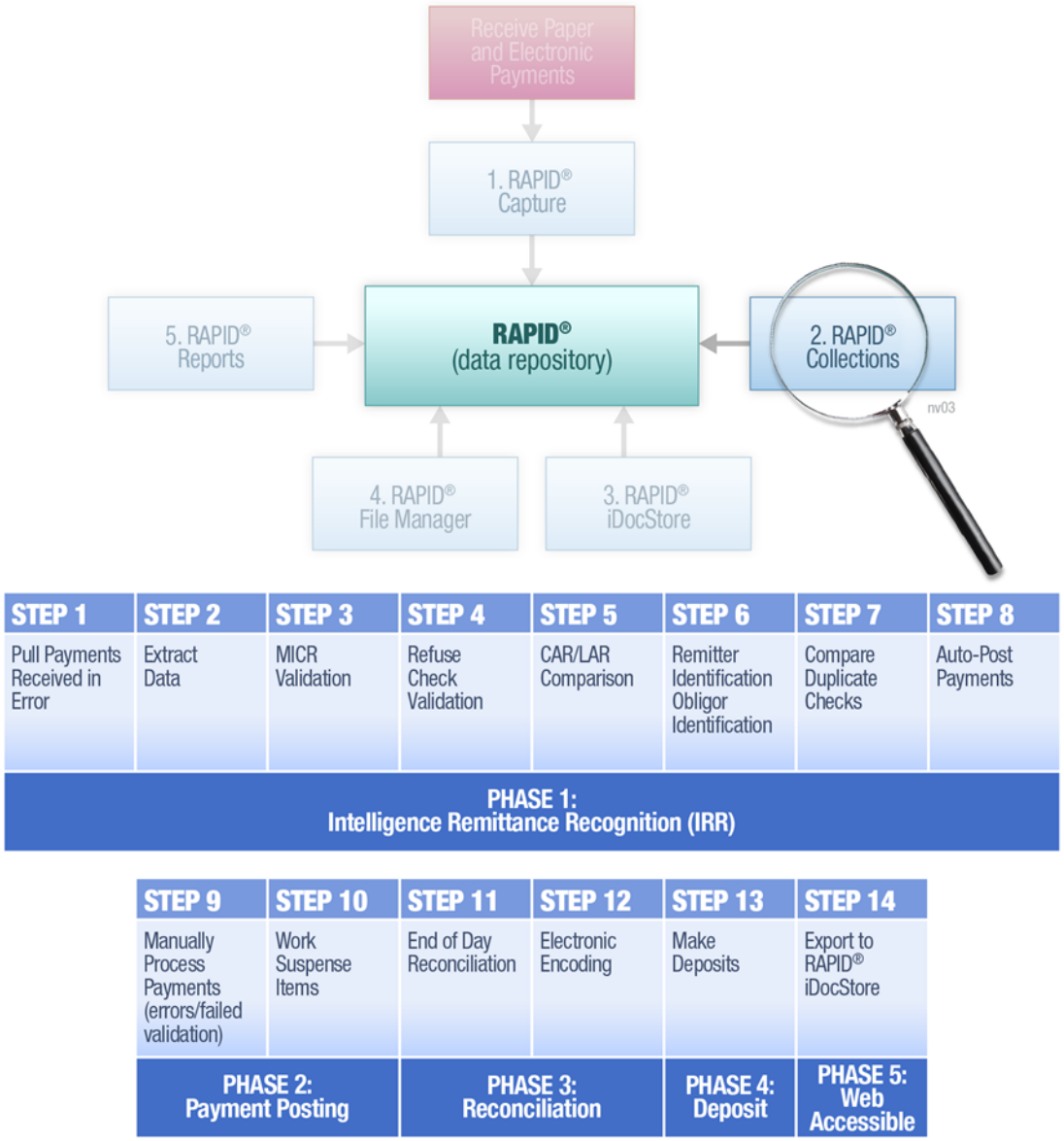


Figure 5: RAPID® Collections Diagram

Phase 1: Intelligence Remittance Recognition (IRR)
During Phase 1, using Informatix' proprietary Intelligent Remittance Recognition (IRR™) software, RAPID® Collections effectively "reads" the data on the payments and remittances to identify each data element required for posting. Informatix pioneered and patented this software solution specific to child support payment processing. No other vendor can offer this state-of-the-art process for accurately and efficiently processing child support payments. Informatix developed IRR™ from the ground up to confront the everyday challenges of processing child support payments, such as the lack of standardization of information on child support remittance items.

Informatix' IRR™ is a revolutionary integration of hardware and image-based workflow software that takes full advantage of new technology to reduce the number of manual processes. IRR™ increases worker efficiency, ensures separation of duties, and supports a flexible workflow distribution. IRR™ accomplishes all of this through its unique ability to recognize payment remittances, parse the remittance data, and correlate that data with data provided in the NOMADS participant data file, in order to validate the obligors identified on the remittance document.

Unlike other competitor solutions, our proprietary IRR™ software enables RAPID® to recognize any remittance document's data elements automatically, regardless of the document's format and/or layout. Though the remittance documents are in a nonstandard format, IRR™ is able to recognize and interpret virtually any remittance format without user intervention or the need to generate and save payment templates (even if scanned upside down!). This unique feature means that even first-time payments can often be processed without manual intervention.

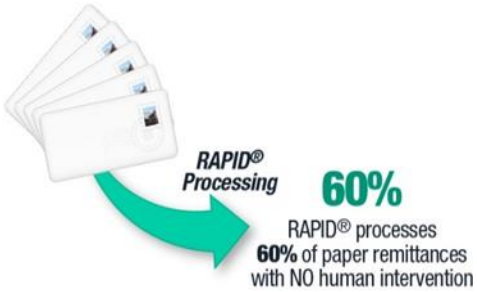


Figure 6 shows a remittance with two pieces of information at the lower edge of the check stub/remittance. The RAPID® Posing Grid screen displays what was captured by IRR™, with the information populated on the payment posting screen. It shows a single issue that identifies that the information needs to be verified or corrected by an operator.

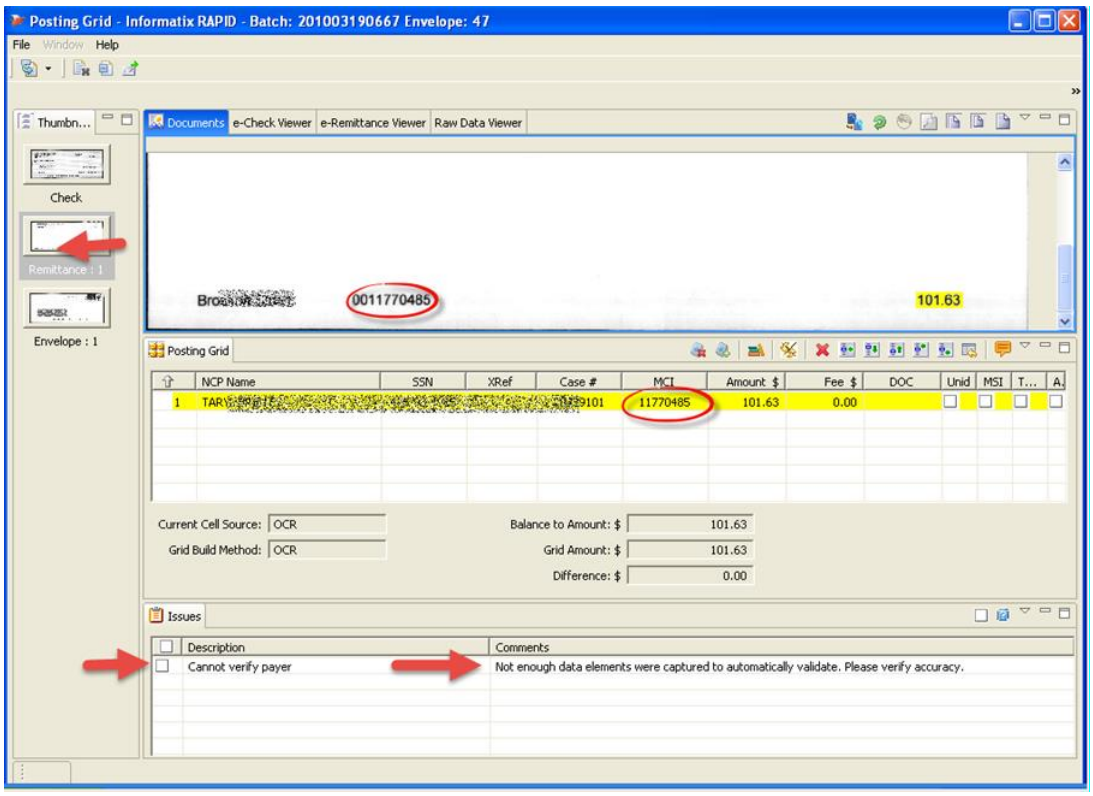


Figure 6: RAPID® Screenshot

Using IRR™, RAPID® extracts the data from the remittance devices, validates the data against an order/obligor download file from NOMADS, populates the database with posting information, identifies data validation issues and, once all issues have been reviewed and corrected by an operator, payments are ready for extract. Only the items with an issue identified by the IRR™ software are presented to operators for further review and manual identification. The benefits of our IRR™ process include:

- ***Automates Source Identification***
- ***Automates payer identification***
- ***Immediately and accurately validates data from financial instruments***
- ***Minimizes data entry***
- ***Minimizes posting errors***
- ***Expedites issue resolution***

Phase 2: Payment Posting

During Phase 2, items proceed to payment posting where various steps may be performed based on the results of the IRR™ process:

- ***Items successfully read through IRR™ are automatically posted without manual intervention.***

- ***Items with issues that have been detected through IRR™ processing and that are identified with the financial instrument can be resolved, or the envelope can be sent to the research queue for further review.***
- ***Multiple items read through IRR™ that contain the same routing number, account number and check number that have issues, are automatically identified and sent to the research queue and grouped together for additional processing.***
- ***Where the financial instrument received shows written and numeric amounts that do not agree, the item is either automatically categorized as an issue to be resolved by an operator or can be returned to the payer based on DWSS business rules.***
- ***Postdated, "stale" checks, and refused checks, as defined by DWSS business rules, along with checks with no signature, and checks written to invalid payee names are automatically identified and marked for exception processing, and are then readied for return to the original payer, all based on DWSS business rules.***
- ***Items with issues that cannot be quickly resolved are sent to research for further attention.***

Phase 3: Reconciliation

During Phase 3, reconciliation activities are automatically performed. With the press of a single button, RAPID® Collections will extract the payments to create a collection's data file, transfer the file to NOMADS, and close the processing day. Benefits include:

- ***Automated email notifications to inform the user of the status of the collections file success and/or failure***
- ***NOMADS Reconciliation provides a single-purpose screen built to show the number of transactions and dollar amount:***
  - ***Posted in RAPID®***
  - ***Extracted and sent to NOMADS in the collections file***
  - ***Successfully received and processed by NOMADS***
- ***Standard reports for reconciliation of transaction amounts***
- ***Digital encoding of checks preparing them for inclusion in the Image Cash Letter (ICL) file***

For detailed information about the reconciliation process, please see Section 4.4.3, Reconciliation.

Phase 4: Deposit

During Phase 4, the deposit is completed. With the press of a button, RAPID® Collections creates the ICL files, transfers the ICLs to the collections bank account, and closes the bank day processing. All deposits, ICL, Cash, and Manual (Image Quality Assurance Rejected Checks) are created at the same time, and have their own deposit information. RAPID® Collections allows for creation of multiple ICL extracts within a day, and automatically

creates a second ICL deposit when the deposit batch bundle hits the batch limit set by the bank, with a maximum of 9999 items. Benefits include:

- ***Ability to run multiple deposits in a single day***
- ***Ability to automatically create second deposit when expecting to go over maximum deposit threshold***
- ***Automated email notifications to inform the Informatix user of the status of the deposit(s)***
- ***Bank Reconciliation provides a single-purpose screen built to show the number of transactions and dollar amount for each deposit (ICL, Cash, Manual):***
  - ***Checks completed in RAPID®***
  - ***Total Checks deposited***
  - ***Sequential list of checks in the deposit***
  - ***Images of checks in the deposit***
- ***Standard reports for reconciliation of each deposit***

For detailed information about the deposit process, please see Section 4.4.4, Deposits.

Phase 5: Web Accessible Images – Same Day Accessibility, within Hours

During Phase 5, the final processing phase, data and images are sent to RAPID® iDocStore™ and are available to authorized DWSS users. It should be noted, that even though web accessibility of images is listed as a separate phase, the images are available after Phase 1 and are updated with additional information as the envelope proceeds throughout the phases.

Value Add

As a value added benefit of our solution, the images are available the same day of processing, usually within one or two hours depending on processing volumes and indexing load. There is no need to wait for daily SCaDU collection processing activities to be completed. Benefits include the following:

- ***Envelopes are extracted to RAPID® iDocStore™ throughout the day, and accessible to all users with access.***
- ***The envelopes need not be completed prior to becoming available for searching and viewing.***
- ***All pertinent and searchable data associated with the envelope is extracted along with the images.***
- ***The system provides a complete audit trail of each envelope and the activities performed.***

For detailed information about web accessibility of Images, please see Section 4.4.2.1, Advanced Search, regarding all records must be searchable and editable for correction.

4.4.1.1 Customizable workflow to process payments in a simplistic fashion.

Informatix' solution for processing payments, RAPID®, is unsurpassed in the areas of customized workflow, separation of duties, internal control, auditing, tracking, and reporting. The RAPID® design allows each SDU site, including DWSS, to configure their workflow based on its needs

Segregation of duties is enforced within RAPID® so that no individual has complete control over any one transaction. Separation of duties is built into RAPID® at the transaction level. The system prohibits an operator from performing more than one function on any given transaction.

The security and access module to RAPID® is maintained by the Informatix' Database Administrator within RAPID® security administration. It utilizes centralized security architecture, and responsibility for security administration is limited to a designated individual(s). The designated security officer administers user IDs in addition to granting roles and permissions and assigning groups. RAPID® user interface automatically adjusts for the user's assigned permissions and only displays those user interface elements and data for which the user has been granted permission to see.

The Code of Federal Regulation (CFR), Title 45, Volume 2, Part 302.20, presents the requirement within the Child Support State Plan for separation of cash handling and accounting functions. This requirement is intended to ensure that persons responsible for handling cash receipts for child support do not participate in accounting or operational functions. Separation of duties is integrated into systemic controls that manage the segregation of duties within our RAPID® solution.

With RAPID®, no one person has the ability to independently control the entire process from start to finish, and the separation of duties is integral to the system.

Within the RAPID® Administrative function, users can be added quickly and easily using predefined access roles which is the backbone of the data security. The administrator determines the access required for each role, creates the role, and then assigns the user to the role. Additional access can be granted to each user outside the defined role, as allowed by the administrator (Figure 7).

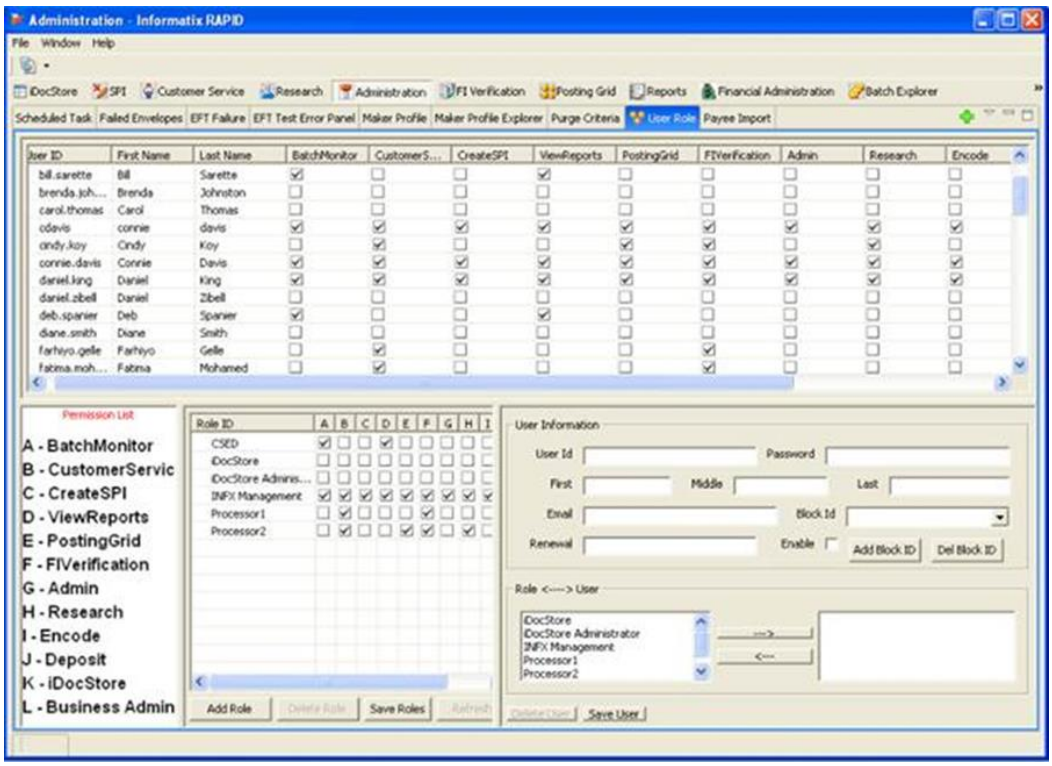


Figure 7: Easy to Use GUI for Adding Users in RAPID®

4.4.1.2 Ability to quickly magnify images.

The ability to quickly magnify images is standard feature of RAPID®.

RAPID® uses thumbnails to navigate through images in tandem with keyboard shortcuts and icons for mouse users to quickly magnify images. The RAPID® image viewer toolbar as shown in Figure 8 allows users to rotate, flip, magnify, fit to screen, or select a specific percent magnification

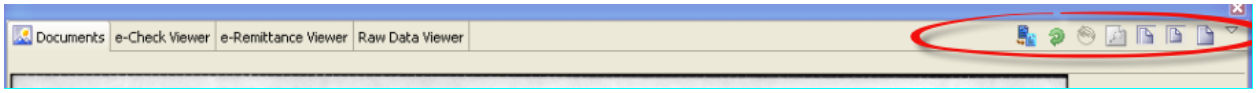


Figure 8: RAPID® Image Viewer Tool Bar

4.4.1.3 Unique and independent workflows for multiple payments processes (refer to ***Attachment N, Payment Processing Flowchart***).

Informatix has reviewed Attachment N, Payment Processing Flowchart to understand the workflows within DWSS' CDS application. RAPID® is able to provide similar workflows that include all the necessary steps to process payments and correspondence from image to extract; however , RAPID® brings numerous innovative

features that will improve DWSS' operational efficiencies. These innovative features are discussed below.

RAPID® workflow is payment type independent and allows each envelope and document within a batch to process independently of one another. Checks, remittance, and correspondence are all processed and validated using their own server managed workflow. When each is complete, they rendezvous and either complete the posting process, or are presented to users to verify information, or respond to special processing instructions. <u>No sorting by batch type is required when opening and scanning the mail.</u>

In the case of over-the-counter payments, the workflow remains the same, as described in subsection 4.4.1.3.B, Front Counter Payment Workflow. Images are captured and received by RAPID® and follow the same workflow as payments received in the mail, or via EFT/EDI.

In the subsections below, we address the specific items outlined in the RFP for the mail payment workflow followed by the front counter payment workflow.

A. Mail payment workflow

The Mail payment workflow is a standard feature of RAPID®.

As noted in our Technical Requirements response in Section 4.3.1, Informatix recommends replacement of the existing Fujitsu scanners to an OPEX Scanner. Our mail payment workflow described below includes the integration with an OPEX Scanner.

Informatix chose the OPEX as its mailroom solution in 2004 based on a number of features that are not available on other scanners that meet the requirements outlined in the June 2003 Guide for Auditing SDU's issued under Dear Colleague Letter 03-17a. Those additional features have made OPEX the de facto solution of choice for the SDU market – today, all SDU service providers use OPEX scanners – based the ability to open and scan in a single stage eliminating a significant workflow component (receiving, opening, bundling, logging and staging the mail for scanning). An added benefit to DWSS in using an OPEX based solution is that many agencies in the Las Vegas area utilize OPEX systems, including Clark County; this provides readily available backup systems for DWSS. Informatix' proposed solution includes the OPEX Falcon Scanner (see Figure 9).

Figure 9: OPEX Scanner

The features RAPID® leverages on the OPEX include:

- ***Wide variety of document size variance and 110 pages per minute 300dpi front and back with back discarded if nothing on it. Without clear images, OCR data will be less reliable, and without the image drop out capabilities, additional image storage space is required.***
- ***Ability to read MICR and OCR, OMR, barcodes, provides dimensions of documents, skew recognition. Dual MICR and OCR of Check information provides high confidence in data to be analyzed by the Check Processing Engines. Skew recognition allows downstream software to clean up the images that require it.***
- ***Auto Document Classification for checks, envelopes and remittances. This allows RAPID® to apply its configurable business rules to independent document types.***
- ***Ability to create structured and unstructured jobs based on incoming documents. This allows standard production workflow, along with specialized workflows (for example correspondence only).***
- ***In Stream Manual Document Classification for Correspondence (up to 9 different document types) using the Multi-page ID Assist. This further classification allows RAPID® to receive additional correspondence subtypes and allow them to be processed within their own workflow.***
- ***Auto feed conveyor and ability to place stack (e.g. a batch) of documents as well. This provides flexibility between opening directly at the scanner and dropping on the conveyor, and dropping full batches of documents opened by other staff.***

- ***Integrated workstation monitor for viewing images as they are captured. This ability to immediately verify correct classification and quality image instream reduces the need for rescans.***
- ***Auto Sort after imaging based on document type separates checks and special correspondence from the remittance for bundling. The sorting of documents into Check, Remittance and Envelope, and Correspondence, allows each to be handled uniquely after scanning without requiring manual sorting.***
- ***Ability to print on the front and back of documents. For checks this allows a restrictive endorsement and audit trail to be printed on the back. Front printing can be used for sequence numbering on documents or correspondence classification type.***
- ***Digital image overlay of the printing done by the OPEX ensures the digital image reflects exactly what the physical image has had imprinted on it.***
- ***API link provided that allows RAPID® to communicate with and assign batch numbers across multiple OPEX devices. This integration allows RAPID® to assign batch numbers across multiple devices and easily identify the scanning device that the images were captured on.***
- ***The OPEX ODI file provides images and indicative data about all of the documents in a highly specialized format. This format allows RAPID® to receive the output file and format into the batches and envelope architecture within RAPID® .***

All of the features listed above, allow RAPID® to be deployed efficiently and effectively and allows DWSS and Informatix to focus on DWSS specific business rules for configuration activities, along with defining the interface configurations.

Using DWSS' existing SCaDU Fujitsu scanners would eliminate the functions and features described above and likewise restrict the realization of a number of process improvements for DWSS. Furthermore, without support through maintenance contracts on the Fujitsu scanners, Informatix would not have any insight into its hardware or software abilities to have the potential to develop key functionality.

After mail is received and recorded in the mailroom, the trays are prepared for opening.

As a function of RAPID® Capture, DWSS' scanning operators (mailroom staff) will load incoming mail onto the OPEX and drop them onto the conveyor. The documents are immediately

scanned by the OPEX scanner through a unique feeder capable of handling the widest range of sizes, shapes, and thicknesses.

Built in quality control steps to validate that all content has been extracted from the envelope include in stream quality assurance and physical inspection.

The features of the OPEX allow for industry-leading image quality, recognition, and speed. The OPEX performs imaging at 600 dots per inch (dpi) and in-line recognition of barcodes, optical character recognition (OCR), optical mark-sense recognition (OMR), magnetic ink character recognition (MICR), and document type classification.

Every envelope scanned contains all the items received, providing immediate and complete content integrity.

Our process allows RAPID® Capture to focus on the capture of the documents, and not the workflow. RAPID® Collections directs checks and remittance through the payment processing workflow, while the other documents, such as correspondence or returned forms, are processed independently through their own workflow processes – without separating contents of the envelope or requiring special scanning.

As contents are removed from envelopes and scanned, mailroom operators are able to view each image to ensure it is properly captured and identified, enabling us to apply a100% image quality control process:

- ***The display shows each image as it is scanned and color-codes each document type for easy verification.***
- ***All items within a transaction are grouped together for quick visual confirmation of transaction integrity.***

The OPEX software interprets the information, sorts the contents based on a wide range of custom parameters, and outputs the optimized data into RAPID® Collections. RAPID® Capture utilizes the images optimized in RAPID® Collections and processes the following items:

- ***Envelope***
- ***Check***
- ***Remittance Documents***
- ***Correspondence***

1. Scan multiple payments in a batch.
   With the Informatix' RAPID® solution, we will scan multiple payments in a batch as described below.

The batch number assignments in RAPID® occur during the imaging process. The OPEX scanners communicate with RAPID® via an API to retrieve the batch numbers to be assigned. With the SCaDU existing manual mail opening and batching process in place prior to scanning, the batch header and log will include space to record the RAPID® assigned batch number.

Batches are created for each OPEX machine as envelopes are scanned. A batch may include a mixture of payments and correspondence. Once approximately 50 envelopes are scanned in the batch, the batch is closed. The scanning operator may close the batch at any time prior to the maximum count of 50 financial instruments. Informatix recommends maintaining batch sizes of 50 financial instruments or fewer in order to expedite reconciliation.

Mail batches are logged by the batch number assigned by the machine. A batch header card is completed at batch closing. The OPEX machine conveys all the information regarding the batch including date, time, operator, number of items, and number of financial instruments, and sends the information to RAPID® in the OPEX file for processing.

All contents of the envelope are scanned together, thus supporting the DWSS requirement that documents are kept with the payment instrument for payment identification and entry. Additionally, payment instruments batched together during the mail opening process remain together throughout the imaging and encoding process, unless a payment is pulled because the payment instrument cannot be processed or is rejected. In this case, the financial instrument will be returned to the obligor according to DWSS' business rules.

Informatix employs a detailed process for batching financial instruments and source documents to ensure effective imaging and retrieval. Table 2 provides an overview of the process for imaging the contents of the envelope and identifies how the audit trail is started

Table 2: Batch Processing with OPEX

Batch Process Step	Activities
STEP 1 Mail is loaded into the OPEX RAPID® Falcon.	*The OPEX has space for staging documents that are ready to be scanned.*

Batch Process Step	***Activities***
STEP 2 Batch is opened.	*RAPID® provides an OPEX plugin that injects a custom Batch Number whenever this event occurs.*
STEP 3 The financial instrument is scanned first.	*The first document for every OPEX transaction begins with a financial instrument. If there is no financial instrument (FI) the user will trigger the OPEX that a new OPEX transaction is starting. An OPEX transaction is the equivalent to the logical contents of a single RAPID® envelope.*
STEP 4 The remaining documents are fed onto the OPEX for scanning into RAPID®.	■ *The documents are fed onto the drop-feed. RAPID® links all documents found within the original envelope, such as the financial instrument, remittance, correspondence, envelope, and all enclosed documents. This technique enables the clear association of all documents that are received within a single envelope and maintains Envelope Integrity.* ■ *As the items are imaged, the specialists review the images for quality, rotating the images as needed, and re-imaging documents with poor image quality.* ■ *Informatix also recommends imaging all envelopes. It is our experience that identifying information and newer address information is often located on the envelope. By retaining these images, we can provide additional location and payment identification information to the child support staff.* ■ *As the financial instruments and source documents are imaged, the OPEX machine sorts the financial instruments to the financial instrument tray and the source documents to the source document tray, separating them.* ■ *Envelopes received with correspondence only are processed within the same job stream unless there are specific requirements to do otherwise (for example if a large number of known correspondence documents are received without payments, these can be scanned into their own Job).*

Batch Process Step	***Activities***
STEP 5 *The Globally Unique Identifier (GUID) is applied to the back of the financial instruments.*	■ *The financial instrument is scanned and a GUID is printed on the back of the financial instrument. The GUID consists of the account number, batch date, batch number, scanner machine id, and envelope number – this is the gold standard in audit trail functionality* ■ *The GUID is configurable and during requirements analysis, Informatix will determine if DWSS would like additional data elements. We will restrictively endorse, encode the payment amount, and inscribe the batch number, item number and employer account number on the back of all financial instruments.* ■ *The OPEX can be configured to select a unique GUID based on the document type.* ■ *The OPEX supports both a physical and logical GUID. A logical GUID is super imposed on the image and does not print on the document itself. The logical GUID is necessitated by the fact that the image cameras appear before the GUID printer in the document track. Therefore, the physically printed GUIDs do not appear on images.*
STEP 6 *The opening and imaging process continues.*	*The scanning specialist will continue this imaging process until approximately 50 envelopes are in the batch. Each envelope is kept in sequence. The OPEX notifies the scanning specialist when 50 envelopes have been scanned into the batch, allowing the batch to be closed. In addition, the scanning specialist may close the batch at any time prior or after the maximum count of 50 envelopes has been reached. Informatix recommends maintaining batch sizes of 50 envelopes or fewer in order to expedite processing.*
STEP 7 *The batch is closed.*	*Closing the batch causes RAPID® to automatically consume and parse the batch indicative data file and load the images into RAPID® based upon the scanning transaction information supplied.*
STEP 8 *The process is*	*The financial instruments are bundled together with a batch header, and the source documents are bundled*

Batch Process Step	***Activities***
completed.	*with the second batch header that identifies the date and batch number.* *The bundles of financial instruments are placed in batch order in the storage tray in a secure area. The bundles of source documents are filed in batch order in the mailroom. Checks and remittance are stored based on DWSS retention requirements (Checks typically no more than 30 days, and remittance no more than 45-60 days to allow physical retrieval of legally significant documents if not pulled during scanning).*

2. Optical Character Reading (OCR) technology reads data elements and user previews for legibility.

   OCR technology is utilized in RAPID® along with two Check Reader Engines, one remittance reading engine, and our proprietary Intelligent Remittance Recognition, IRR™, to read data elements and present a preview to operators for legibility if necessary.

   Informatix developed RAPID® specifically for the complex unformatted remittance payment processing environment found in child support payments. Payments with information presented in a clear and routine format are screened and identified through an automated process; while remaining payments are presented to operators so they can quickly understand the identification or processing issue and efficiently resolve or escalate the issue.

   All imaged documents that cannot be positively identified to a payer or do not meet established business rules for straight through processing are presented to an operator for data perfection on an as needed basis. Problem or hard to identify payments are passed on to more senior level Payment Processing Research staff.

   Processing in RAPID® is designed to begin with an exception-based process called Financial Instrument Verification (FIV). As part of our automatic processing, RAPID® will flag items for operator review as described in more detail below. It is in this process that the details of a payment instrument and its associated documentation and correspondence items are reviewed by an operator for accuracy and completeness. This step includes reviewing financial instruments that have been flagged as exceptions such as:

- ***Dollar amount discrepancy between numeric and written amount***
- ***Postdated and stale-dated negotiable documents***
- ***Non-personalized (temporary or counter) checks***
- ***Personal or employer checks with no signature***
- ***Blank or incorrect payee line on negotiable document***
- ***Dollar amount discrepancy between check and source document***
- ***Lockbox bill or employer remittance form with no payment***
- ***Foreign currency***
- ***Altered dollar amounts.***
- ***Cash***

Two sophisticated check reading software engines incorporated within RAPID® reads and matches the numeric amount and the written amount on the check to determine the dollar amount of the payment within specified confidence levels. Any mismatches require an operator to validate and enter the dollar amount of the payment instrument. Other issues that have been identified with the instrument can be resolved during FIV or the envelope can be sent to Research personnel for additional processing. All levels of RAPID® processing staff are thoroughly aware of the basic screening criteria for financial instruments and are presented with multiple opportunities throughout the processing flow to both identify and resolve any issues relating to financial instrument screening categories as defined by DWSS.

RAPID® uses A2ia and Parascript CAR/LAR software to capture and verify the following attributes from the check and present it to RAPID® as data:

- ***Courtesy dollar amount***
- ***Confidence factor***
- ***Legal dollar amount***
- ***Confidence factor***
- ***Check date***
- ***Maker address block***
- ***Pay to information***
- ***Check signed indicator***

Postdated and 'stale' checks as defined by DWSS business rules, checks with no signature, foreign currency, altered

dollar amounts, and checks written to invalid or blacklisted payee names are automatically identified and marked for exception processing. RAPID® automatically captures the MICR code line, maker name and address, date and amount of the instrument for further processing. Envelopes with issues that cannot be quickly resolved by the first-level Financial Instrument Verification Operator are elevated to the Research Module for additional review and handling.

Figure 10: Financial Institution Verified Items

3. Auto-populate the payment record with OCR data.

   Informatix' RAPID® will auto-populate the payment record with extracted OCR data, and then the payment record is analyzed and processed by our IRR™ software.

   Using IRR™, RAPID® extracts the data from the remittance documents, validates the data against an order/obligor download file from NOMADS, identifies data validation issues and, once all issues have been reviewed and corrected by an operator, populates the database with posting information. Only the items with an issue identified by the IRR™ software are presented to operators for further review and resolution. The benefits of this IRR™ process include:

   - ***Automates payer identification***
   - ***Immediately and accurately validates data from financial instruments***
   - ***Minimizes data entry***
   - ***Minimizes posting errors***
   - ***Expedites issue resolution***

4. Assign receipt number to the payment record.

   Assigning a receipt number to the payment record is standard feature of RAPID®.

   Providing a receipt number to be used as an audit trail is a critical element in SDU processing as it provides a time stamp of everything that happens to the envelope during the course of processing at the SDU. During the imaging process, the OPEX automatically tallies the number of financial instruments within a mail-opening batch. This will result in an item count of each batch evidenced by a Globally Unique Identified (GUID) printed on the back of each envelope/financial instrument included in the count. The GUID printed on the back of the financial instrument comprises the batch date (date of collection by the SDU), batch number, unique batch ID, envelope number, and image number within that envelope, and the OPEX machine ID. From this point forward the audit trail begins as every action taken on the item is recorded, allowing for unambiguous tracking of a payment to a workstation and operator at each step.

   Informatix has proven the effectiveness and value of the receipt number and audit trail we use, and uniquely numbered transactions are the cornerstones to control, accountability, and auditability of original entries and adjustments that may occur to those entries. RAPID® assigns a unique transaction number to each envelope as the OPEX processes it, at the initial point of receipt. The same envelope transaction number is associated with each page scanned within the "logical envelope transaction." The transaction number is printed on the check, the envelope, and all envelope contents based on defined parameters for the OPEX. This transaction number allows every payment to be traced throughout the entire payment receipting process and through the NOMADS system.

   Figure 11: Transaction / Receipt ID Number breaks down the transaction-numbering scheme we employ.

	GUID (Global Unique Identifier)			
	TRANSACTION/RECEIPT ID NUMBER			
SAMPLE DATA	2008110	0027	003	0001
FORMAT	YYYYMMDD	nnnn	nnn	nnnn
DESCRIPTION	Batch Date	Batch Number	Financial Instrument Sequence	Transaction Sequence
ASSIGNED BY	OPEX	RAPID®	OPEX	RAPID®
ASSIGNED AT	Mail Opening			Posting

nv01

Figure 11: Transaction / Receipt ID Number

The RAPID® transaction number links to Informatix' payment processing subsystems, such as the exceptions module and the image archive/retrieval system.

Use of the Audit Trail

The RAPID® transaction number appears on the check endorsement, providing a physical marking of data that is carried to several different systems and is used for many functions in the processing child support payments. The audit trail is recorded within RAPID® and tracks anything that happens to the envelope during processing. The audit trail can be accessed in RAPID® and will be available to DWSS at any time. The endorsement portion of the audit trail is shown in Figure 12.

In our entire SDU operations, there has never been a single instance in which the lack of an appropriate audit trail has prohibited Informatix from providing information.

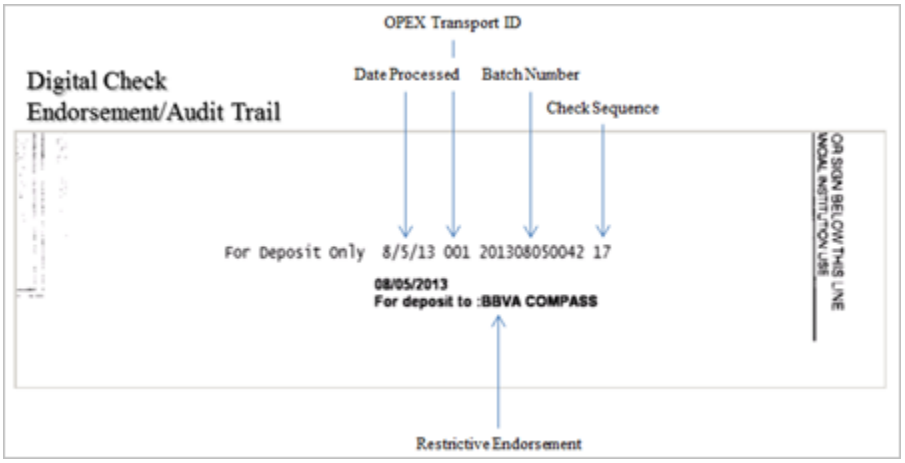


Figure 12: Endorsement Portion of Audit Trail Identification

All tracking and audit data associated with a particular check is shown in the audit trail.

This audit trail provides a major control over the financial instruments. This control occurs as the items are removed from the envelopes, thus eliminating the need to have several persons handling the payments prior to applying controls. This feature will provide a clear and certain indication if an item is missing, for example, if one of the sequential numbers is missing from the batch. The separation of the processing and verification duties—along with the restrictive endorsement and audit trail numbering—acts as a strong control to make certain the integrity of the entire payment process remains intact.

5. User reviews the payment record, modifying and/or entering data, allowing a payment record to be created, but not having it deposited (export only).

   RAPID® users can review, enter, delete, or modify data allowing a payment record to be created in RAPID® any time before being extracted to NOMADS. The system automatically selects which checks and payments to deposit and extract based on their status in the system. The Pending Deposit and Pending Extract status notifies the system which envelopes are ready.

   RAPID® solution was built with reconciliation as a cornerstone of its design. RAPID® supports a configuration that requires the Deposit Totals to match the Extract Totals with the exception of the Deposit First feature, which allows some checks (typically those with an NSF history) to be deposited first, and released later if the check is not returned.

6. Check for non-sufficient funds payment rules. Suspend payment record if found.

   Checking for non-sufficient funds payment rules and suspending the payment record if found is a standard feature of RAPID®.

   RAPID® has the ability to detect remitters (employers or NCPs) with non-sufficient funds history and suspend the payment if found.

   Informatix employs a proven approach with the RAPID® solution technology with features such as payment history searches and special processing instructions (SPI).

(SPIs can store instructions based on several different indexes, including MICR (routing, account, and/or serial number), Participant ID, Remitter, Case Number, SSN, Court Order, (transaction level). Another use for the SPI is to flag remitters that do not submit identifying information for a remitter. Once a payment is identified, a SPI can be added for the remitter detailing the payment identification information. This SPI can be utilized until the time when the remitter includes the appropriate identifying information with the remittance.

If a payment is captured with a SPI, it is typically flagged for rejection, so that during the encoding process it can automatically sort to its own pocket and be returned to the sender if required. The special processing workflow is as follows:

- ***The automated workflow manager directs the check through the financial instrument verification process.***
- ***The A2ia software extracts the information from the check. RAPID® Collections performs an automatic search of the special processing instructions.***
- ***If there is a match, an issue is created and the automated workflow manager directs the image to be reviewed.***
- ***Ultimately, the check is set to be pulled and removed from the workflow and mailed back to the remitter with a letter explaining why the check is being returned and containing instruction for future payments as determined by the State's business rules.***

Figure 13 depicts the special processing workflow.

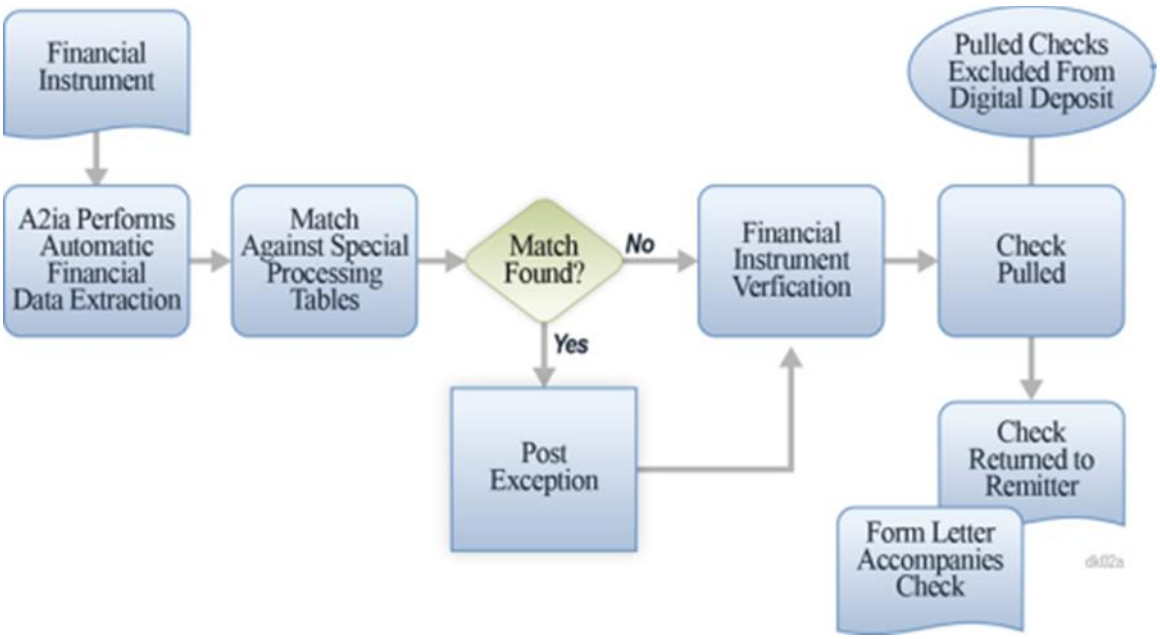


Figure 13: Special Processing Workflow

The special processing instructions in RAPID® provide great flexibility. Alerts can be set on one index such as the MICR number, or multiple indexes such as MICR and maker. In the first instance, any check with a matching MICR number will be rejected. In the second instance, any check with a matching maker will be rejected. Assume for example that an NCP habitually writes bad checks and changes accounts and/or banks. Because we have established the match file based on the maker or originator of the check, the system will flag the transaction for manual review and additional quality control. There might be someone else with the same name, so we have built in a process where a processor validates the exception. This flexibility and attention to detail is what differentiates RAPID® from other systems.

7. Identify high confidence rating in all OCR elements for remote deposit.

Identifying high confidence rating in all OCR elements for remote deposit is a standard feature of RAPID®.

As noted in Section 4.4.1.3.A.3, RAPID® uses A2ia and Parascript CAR/LAR software to capture and verify elements for remote deposit, utilizing confidence factors to identify those with high/low confidence ratings and presenting those with low or no confidence to the user to resolve.

Reconciliation commences as soon as the business day begins and once the paper instrument dollar amounts received has been identified either by a user via FI Verification or automatically by the system via a high CAR/LAR confidence level.

Reconciliation accounts for money received from all inputs; electronically, from check, cash, and foreign currency payments. Amounts are accounted for at the transaction level and show the dollar totals at each stage of the workflow. The reconciliation process also tracks money received and deposited/not deposited on the current day and amounts deposited/not deposited on future days from prior days. In addition, reconciliation traces the status of envelopes and transactions throughout their respective processing lifecycles.

8. If there is no high confidence rating in the OCR captured elements, then utilize advanced search to add missing payment details.

As a standard feature of RAPID®, if there is not a high confidence rating in the OCR captured elements, we will utilize advanced search to add missing payment details as described below.

As noted in Section 4.4.1.3.A.3, RAPID® uses A2ia and Parascript CAR/LAR software to capture and verify elements for remote deposit, utilizing confidence factors to identify those with high/low confidence ratings and presenting those with low or no confidence to the user to resolve.

It has been our experience that bank advices normally occur due to human related deposit preparation errors, MICR processing, legal line vs. courtesy amount; etc. The RAPID® solution mitigates these errors by enabling DWSS staff to review only those items that require confirmation based on low confidence returned by the system. In addition, the RAPID® Image Cash Letter Deposit, using Check 21 standards, prevents errors associated with digital deposits.

RAPID® manages all automated reconciliation activities in an integrated way to make certain that payment processing at the SCaDU is as accurate as possible. RAPID® offers the ability to account for:

- ***Checks Received***
- ***Checks completed in RAPID®***
- ***Returned Checks***
- ***Checks sent to the bank for deposit***

9. If the payment record is missing information, save and suspend the payment record.

   If the payment record is missing information, as a standard feature of RAPID®, our solution will save and suspend the payment record. The IRR™ feature within RAPID® performs this function.

   Once envelopes have processed through Financial Instrument Verification (FIV) and Posting Grid (PG), those envelopes with payment records with missing information are presented in the Research queue. This is where the envelope remains while it is being researched and where staff log activities related to trying to resolve the payment (e.g. "call to employer – waiting callback").

   The envelope can remain in research as long as SCaDU business rules allow, and can also be posted as unidentified or pulled and returned to sender if that is required.

10. Submit the payment record.

    a. All scanned images will attach to the payment record.
    b. Save the payment record to the batch log.

    It is a standard feature of RAPID® that all scanned images are attached to the payment record and that RAPID® saves the payment record to the batch log.

    With RAPID® the images are always associated with the payments, and the payments are always associated with the batch – from start to finish. Envelopes and contents that are scanned in error (not for the SCaDU) will have images and transactional history tied to them and viewable in RAPID® iDocStore.

    The Batch log as depicted in the State's workflow will no longer need to be manually entered as RAPID® adds the information and stores it permanently. Figure 14 depicts batch information as displayed for one batch within the RAPID® Batch Explorer. This is information that is used by management to access any envelope in the system at any time.

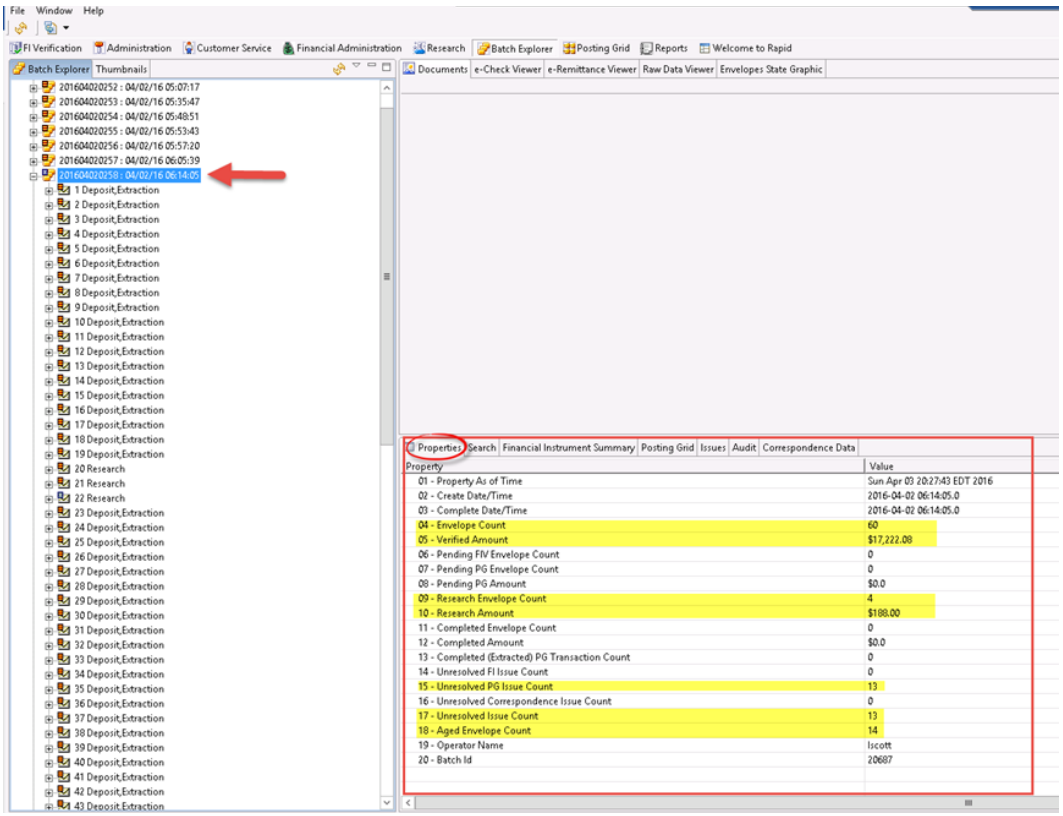


Figure 14: Digital Batch Log

Using the batch depicted above in Figure 14, it shows that 60 envelopes were scanned in this batch, all of the checks have been verified and total $17,222.08, and that only four items are in research to be worked.

B. Front counter payment workflow

Informatix is pleased to describe the front counter payment workflow.

Informatix offers DWSS an innovative, purely web based solution for processing over the counter payments (referred to as front counter payments in the RFP) your existing counter scanners (the solution will work with a variety of affordable, commercially available desktop or check scanners) and a standard web browser.

A user accesses RAPID® iScanIt using a web browser in the RAPID® cloud and authenticates using his/her RAPID® user credentials. Once logged in, the application is started by selecting the Over the Counter Payments item under the Services menu. Figure 15 provides a screen view of the RAPID® Over the Counter Payments menu.

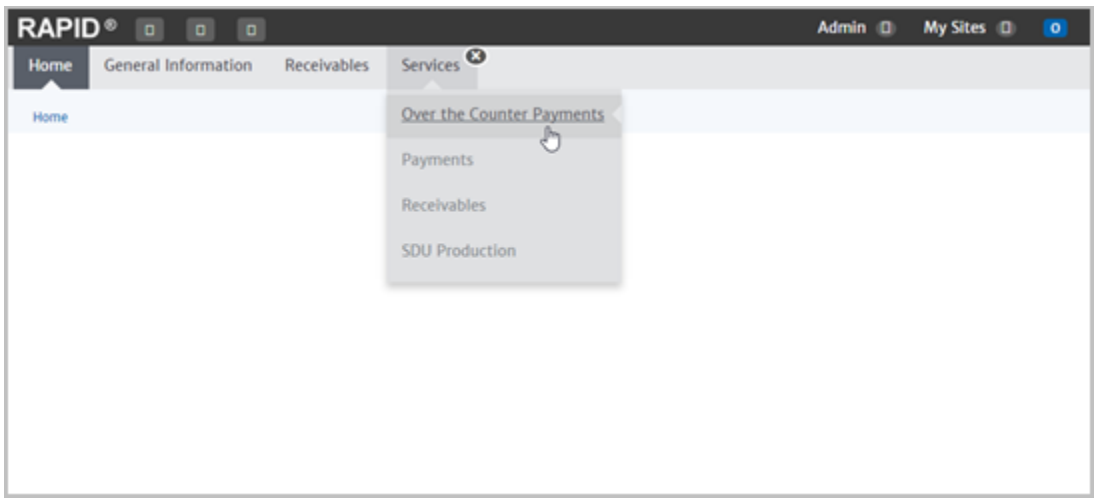


Figure 15: Over the Counter Payment Menu

The Over the Counter Payments application employs a wizard design to walk the user through the steps of capturing and processing an over the counter payment. The application transparently interfaces with the RAPID® payment processing component in the cloud via the RAPID® Web API.

Step one in the process is to identify the participant or the participant's cases in the system. The wizard presents a screen that allows the user to build a search query using any of the following identifying data elements.

- ***NCP Name***
- ***Participant ID***
- ***SSN***
- ***Case Number***
- ***Docket Number***

The wizard displays a selectable result set. The user chooses the correct participant or cases and clicks the next button.

In step two, the user manually scans the check using a desktop or check scanner. The wizard screen provides a mechanism for locating the check image file on the local device and uploading the image to the cloud. The user performs these actions and clicks the next button.

In step three, the user reviews the payment information and then submits the payment. On the backend, in the cloud, a facsimile image of a remittance document is generated containing the remitter information selected by the user. The documents are then added to an "Over the Counter" batch and entered into the

normal RAPID® Capture workflow, which includes the financial data capture stage, where data is read from the check using dual OCR/ICR check reader engines. The payment is also scanned for NSF and all other special processing instructions.

Finally, the user is presented with a receipt that can be sent to a local printer and given to the customer. The receipt contains the remitter information, the payment amount, a notice that the payment has been received pending funds verification and a receipt number that uniquely identifies the payment in the RAPID® system. The exact contents of the receipt are customizable.

Figure 16 provides an example of an over the counter payment receipt.

```
************************************************************
                      Nevada SCaDU
************************************************************
RECEIPT #: 197443

NCP                Case #          Partic ID       Amount
---                ------          ---------       ------
Vickie Staub       123336137113    21113           $   75.00
                                                   ---------
                                             TOTAL: $   75.00
************************************************************
Child Support payment received pending funds verification
************************************************************
```

Figure 16: Over the Counter Payment Receipt

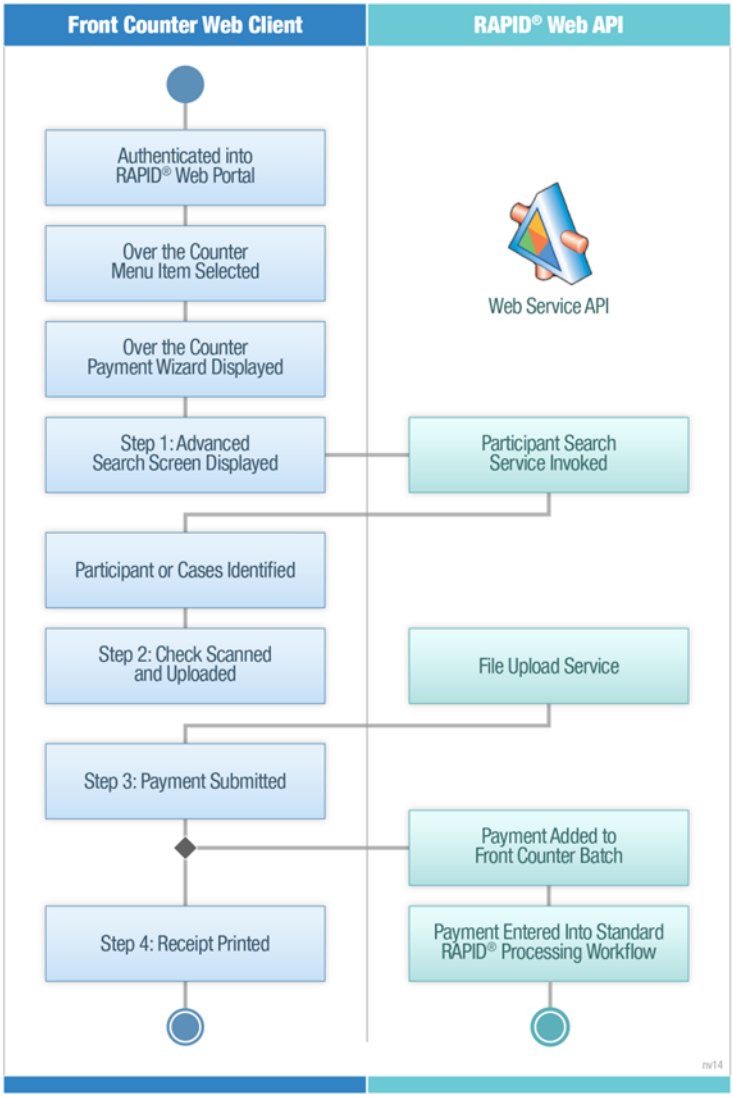


Figure 17: Front Counter Payment Handling workflow

1. Advanced search capabilities.

   Informatix' RAPID® Front Counter Payment handling solution provides advanced search capabilities as users have the ability to search for participants in the RAPID® system. Users construct search queries using any of the following identifying data elements.

   - ***NCP Name***
   - ***Participant ID***
   - ***SSN***
   - ***Case Number***
   - ***Docket Number***

The result set is rendered as selectable rows, and the user is allowed to choose the correct participant or case(s).

2. Create payment record.

   Note: The payment record will require initial customization.

   Informatix' RAPID® Front Counter Payment handling solution allows the user to search the RAPID® system and positively identify and select the NCP or his/her cases and associate these with the over the counter payment. When a payment is submitted, a record is automatically created in the RAPID® system, the payment documents are added to an "Over the Counter" batch and the payment itself is entered into the normal RAPID® processing workflow. No initial customization of the payment record is required, as it will proceed through RAPID® normal workflow from this point on.

3. Assign receipt number to the payment record.

   When the payment is submitted, a payment record is automatically created in the RAPID® system. The receipt number is generated based on the date, batch number, and check sequence number. The envelope ID is a unique identifier assigned to every envelope processed in RAPID®. The envelope ID is returned to the users as a confirmation number. In RAPID®, the envelope ID uniquely identifies a payment and is the best reference for looking up payments. Until the check is accepted by the system, deposited and cleared, the payment is still subject to adjustment.

4. Auto-populate and/or enter information.

   Informatix' RAPID® Front Counter Payment handling solution allows the user to search RAPID® and positively identify and select the NCP or his/her cases and associate these with the over the counter payment. Subsequent screens are auto-populated with this information, and no manual entry is required.

5. Check for non-sufficient funds payment rules and reject payment if found.

   RAPID® automatically checks for non-sufficient funds payment rules and rejects the payment if found as described below.

   When a Front Counter payment is submitted, a record is automatically created in RAPID®, the payment documents are added to an "Over the Counter" batch and the payment itself is entered into the normal RAPID® processing workflow, where

the payment is scanned for NSF and all other special processing instructions. If an NSF SPI exists for the Maker of the check, the payment is flagged and sent to an operator so that the check can be pulled and returned.

6. Scan backup documents, if any.

   With Informatix' RAPID® Front Counter Payment solution only the check is scanned and uploaded. A facsimile image of the remitter data is generated containing the participant and case information selected by the user, as shown in step 4 of the Front Counter Payment Handling Workflow diagram. This remittance document and information is associated with the payment and is viewable in RAPID® and in iDocStore. No other physical remittance document will need to be scanned and can be returned to the customer with their printed receipt.

7. OCR technology reads data elements and previews for legibility.

   When a front counter payment is submitted, it automatically enters the normal RAPID® payment processing workflow, which includes stages that use OCR/ICR to facilitate the capture of financial data to verify the check and prepare it for ICL deposit. RAPID® uses A2iA and Parascript CheckPlus for check.

   With RAPID® iScanIt there is no need to preview for remittance legibility as the counter operator would already have searched the RAPID® system and positively identified and selected the NCP or his/her cases and associate these with the over the counter payment as noted in steps #1 - #4 above.

8. Submit the payment.

   a. Scanned images will attach to the payment record.
   b. Save the payment record to the front counter batch log.

   With Informatix' RAPID® Front Counter Payment handling solution the check is scanned and uploaded. A facsimile image of the remitter data is generated containing the participant and case information selected by the user. Both the check image and the remittance document are automatically associated with the payment and these documents are viewable in RAPID® and iDocStore. When the front counter payment is submitted, a payment record is automatically created in RAPID® and the payment is added to an "Over the Counter" batch for processing.

9. Print a receipt for the payer (customized receipt).

Once the Front Counter payment has been submitted, the user is presented with a customized receipt that can be sent to a local printer and given to the customer. The receipt contains the remitter information, the payment amount, a notice that the payment has been received pending funds verification and a receipt number that uniquely identifies the payment in the RAPID® system The exact contents of the receipt are configurable. Figure 18 provides an example of an over the counter payment receipt.

```
*************************************************************
                        Nevada SCaDU
*************************************************************
RECEIPT #: 197443

NCP                 Case #          Partic ID       Amount
---                 ------          ---------       ------
Vickie Staub        123336137113    21113           $   75.00
                                                    ---------
                                              TOTAL: $   75.00
*************************************************************
Child Support payment received pending funds verification
*************************************************************
```

Figure 18: Over the Counter Payment Receipt

4.4.2 Advanced Search

Informatix' advanced search features with in RAPID® meet and exceed all requirements of DWSS. The digital access provided to users puts every envelope only a few mouse clicks away.

4.4.2.1 All records, with or without payments, must be searchable and editable for corrections.

All records, with or without payments, are searchable and editable for corrections as described below.

For users with access to RAPID®, our extensive list of searchable data elements provides the most advanced search capability on the market. See Figure 19.

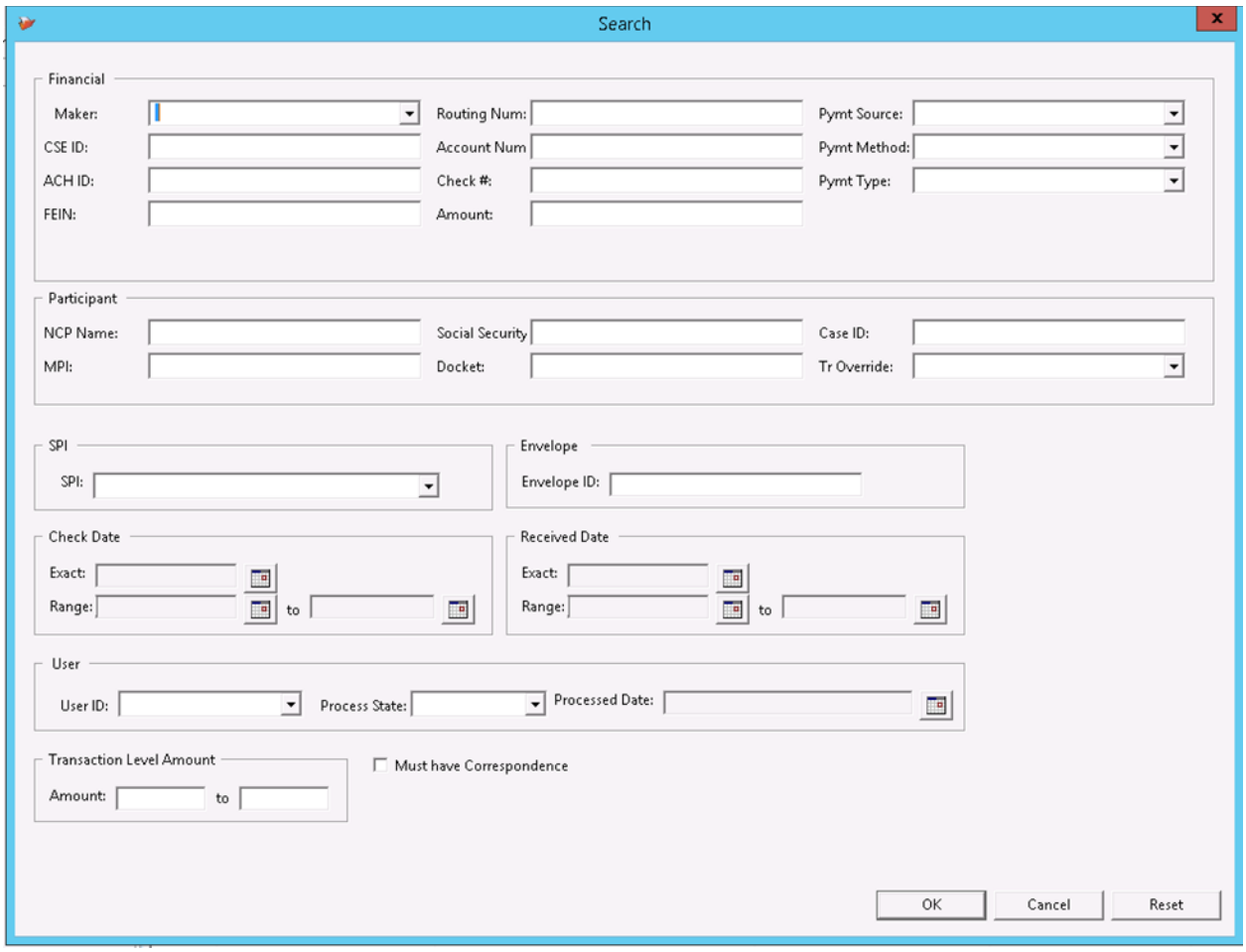


Figure 19: RAPID® Search

As illustrated in Figure 19, RAPID® users can search for anything necessary to locate a specific envelope or check using specific dates or date ranges, check amounts or transaction amounts etc. For payment processing purposes, a payment can be edited/corrected at any time before being extracted to NOMADS. We recommend SDUs conduct standard quality assurance reviews of random sampling of envelopes prior to closing the business day. If errors are found they can be corrected.

In addition to RAPID® search, remote users that do not have RAPID®, but need to view the images, can do so in iDocStore. iDocStore has an even wider range of search criteria. iDocStore™ provides web browser based access to the repository that will allow authorized DWSS users to perform both simple and highly complex searches, including wildcard searches

Images including correspondence, checks, remittances, invoices, and envelopes entering RAPID® are automatically imported into the image archive within RAPID® - iDocStore™. Within iDocStore™ all scanned

images are archived, indexed and made searchable. Metadata (indexed data for the document such as class/type, associated name, social security number, case or participant ID, and so forth) for these items is added incrementally, at an interval that is configurable in the system, throughout the life of the image in the archive. Information and data within the iDocStore™ will be searchable for as many years as DWSS is wants to provide the storage.

Value Add

It is important to note that no proprietary application is needed for users to view images, as they are presented in PDF format.

Comprehensive Search Feature

RAPID® contains a comprehensive search feature that enables SDU users to locate correspondence or payments for a particular participant or case should the need arise. Figure 20 is an example of the correspondence search screen.

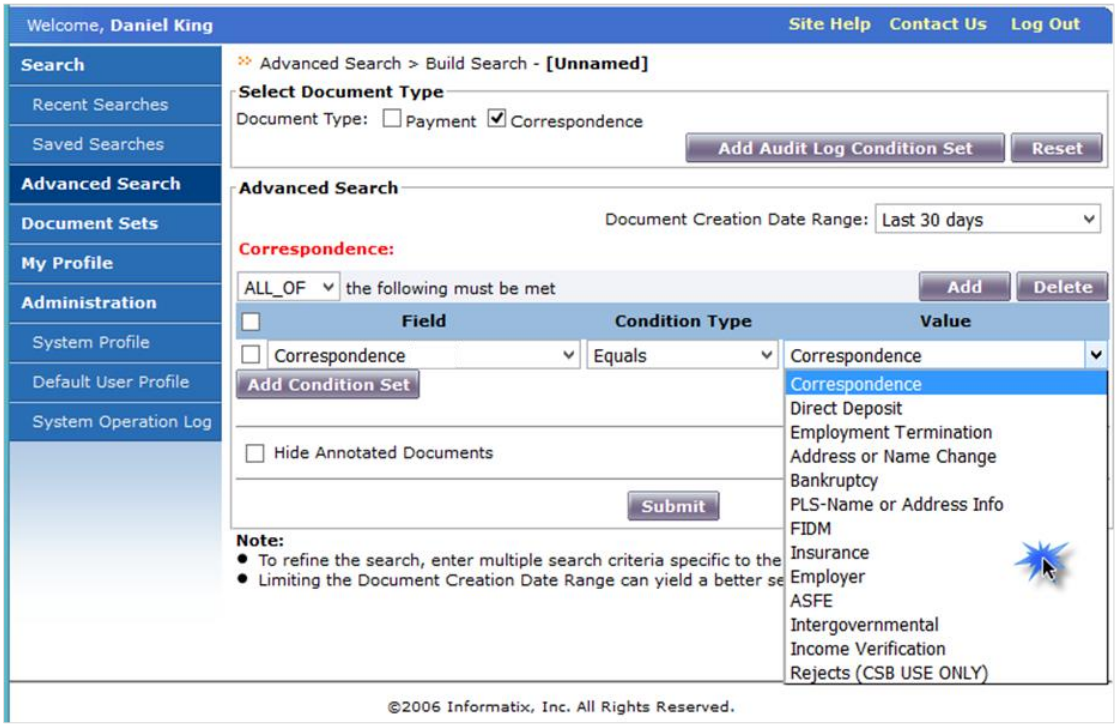


Figure 20: Advanced Search – Simple Example

Figure 21 is an example of the advanced search screen for correspondence.

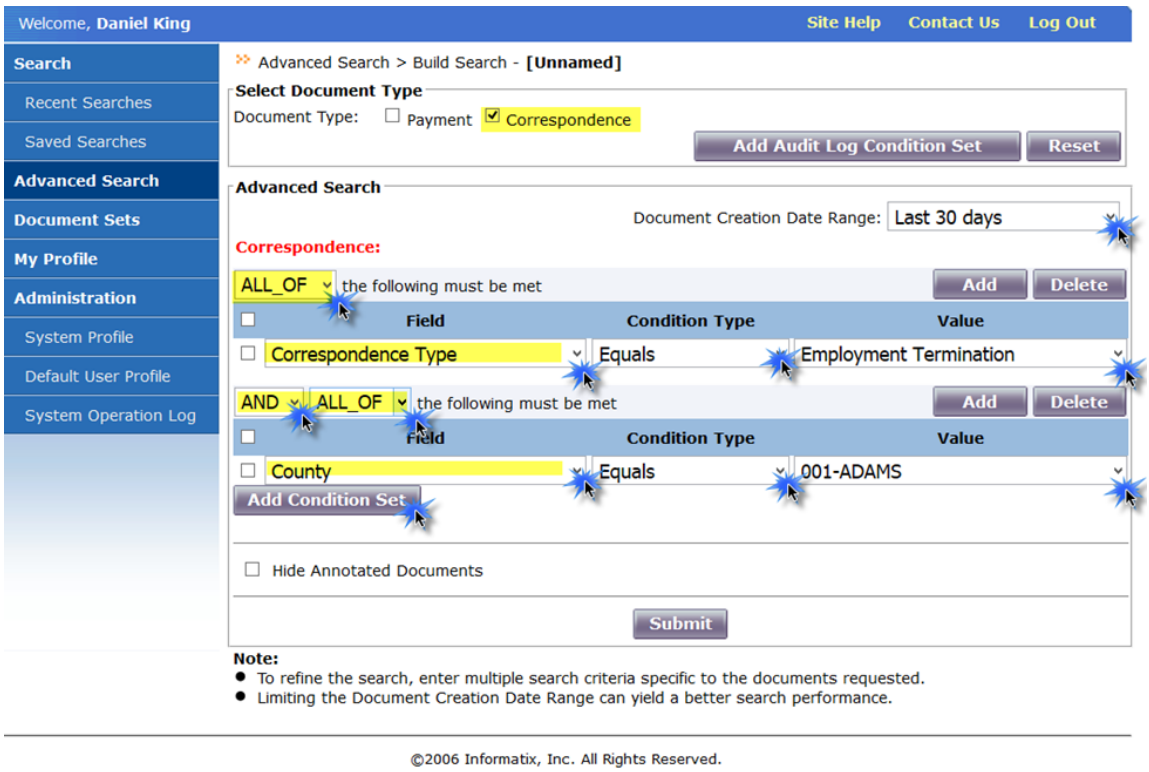


Figure 21: Advanced Search - Complex Example

For payment processing purposes, a payment can be corrected at any time before being extracted to NOMADS. We recommend that SDU operations complete standard quality assurance reviews of a random sampling of envelopes prior to closing the business day. If errors are found they can be corrected.

If misapplied payments are identified after the payments have already been transferred to NOMADS there is functionality to allow supervisors to find the misapplied payment and delete it from the prior payment history. Prior history can sometimes be used to assist in determining the appropriate case or participant. Removing misapplied payments from this history eliminates the chance that it will be relied upon in the future. Creating Special Processing Instructions can also be utilized to warn operators and prevent more errors.

4.4.2.2 Allow for option to change one (1) data field and apply the change to multiple payment records.

The option to change one data field and apply the change to multiple payment records is a standard feature of RAPID®.

Each envelope's payment transactions are governed by the Source (S), Method (M), and Type(T) combinations provided at the check

level. During implementation, the valid SMT combinations are defined and configured. When changing any one of these data fields – Source of employer, Method of business check, and Type of income withholding – the changes will apply to all the payments within that envelope even if there are 100 payments. Additionally there is an override feature that also allows varying disparate payment types to be selected if the SMT combination is valid.

4.4.3 Reconciliation

RAPID® manages all reconciliation activities in an integrated way to make certain that payment processing at the SCaDU is as accurate as possible. RAPID® offers the ability to account for the money received, processed, sent to NOMADS through date file transfers, and sent to unidentified for further research, returned items, misapplied /recovery payments and financial instruments sent to the bank for deposit each day. Reconciliation accounts for money received from check, cash and foreign currency payments.

Reconciliation commences as soon as the business day begins and once the paper instrument dollar amounts received have been identified either by a user via FI Verification or automatically by the system via a high CAR/LAR confidence level. Amounts are accounted for at the transaction level and show the dollar totals at each stage of the workflow. The reconciliation process also tracks money received and deposited/not deposited on the current day and amounts deposited/not deposited on future days from prior days. In addition, reconciliation traces the status of envelopes and transactions throughout their respective processing lifecycles. Figure 22 depicts the daily reconciliation process.

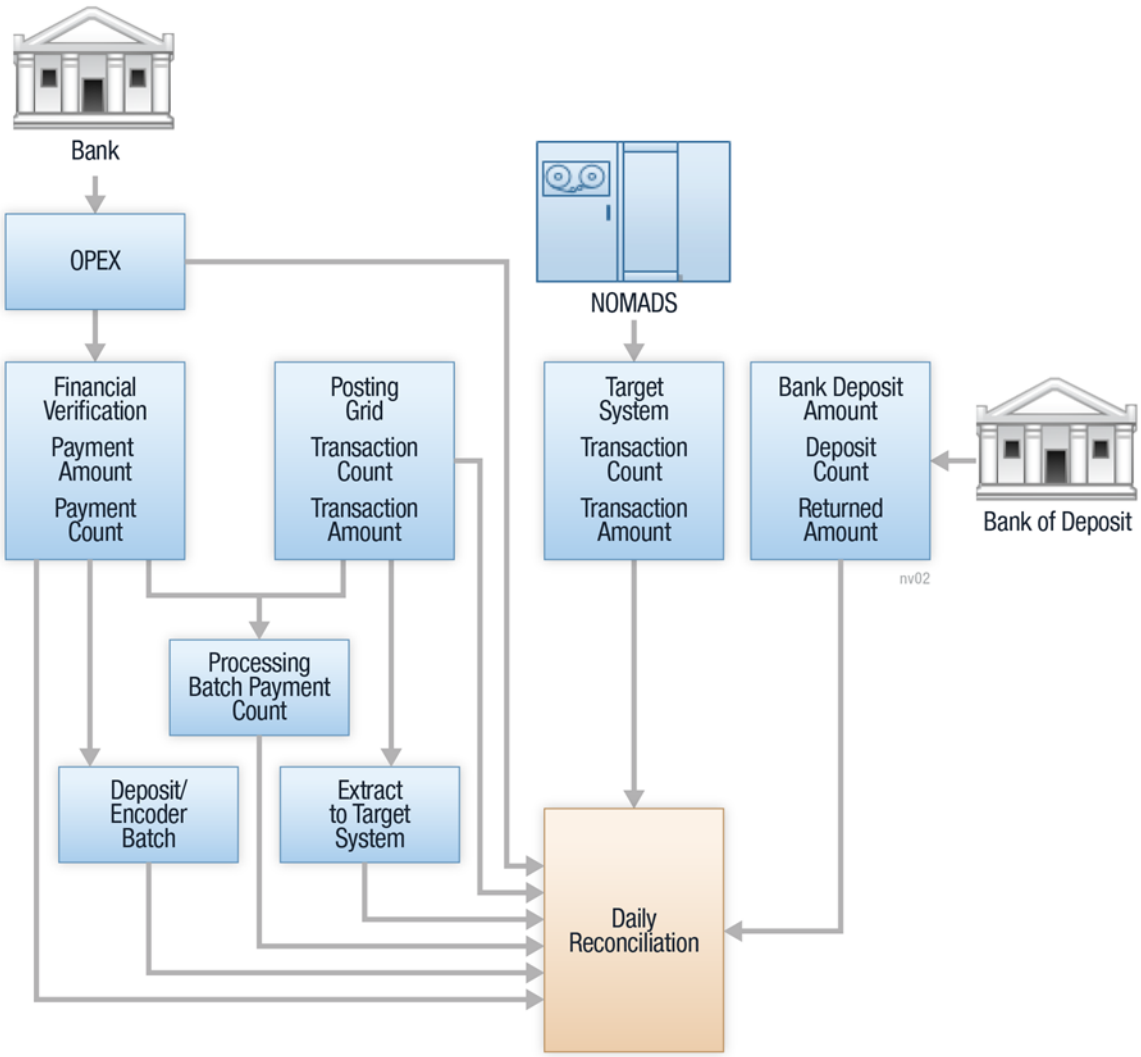


Figure 22: Reconciliation Process

All reconciliation data can be viewed in the Financial Administration screens of RAPID®. The RAPID® permissions model determines which administrative users will have privileges to access, view, and update this information. Privileges include the function to annotate or adjust any line in any of the reconciliation views.

Annotations are used to add information needed to assist future consumers of the information to understand the reconciliation data. For example, the negative adjustments for NSF checks would contain a list of the returned NSF items. The user ID of the person making the annotation and the current date is captured with the annotation. Each reconciliation line item may have a single annotation, multiple annotations or no annotations. Users can view all annotations. Users cannot edit existing annotations but can add additional notations if further explanation is needed.

Adjustments are used to correct inaccuracies in the reconciliation data and to maintain an accurate and reconciled state. Users can create a single adjustment for any historical item in the reconciliation views. Aged transaction cannot be adjusted. All adjustments must include an annotation. Adjustments are displayed and calculated into the total end-of-day balance and carried over to subsequent days by computing beginning and ending balances. Adjustments can be positive or <negative>, but to ensure fidelity and accuracy, users cannot adjust current day amounts or counts.

Items in the reconciliation views display counts and amounts where relevant. Line items identified as totals are aggregations based on the sum of subordinate items. Total lines cannot be annotated or adjusted. Adjustments made to subordinate items will re-compute the totals.

Individual descriptions for each reconciling data line are dynamic and the application allows the capability to name the data line as desired. This function is a system configuration option, and the customizations will be determined as a part of the RAPID® implementation.

There are two reconciliation views:

- ***Target Reconciliation (Figure 23) displays to the user all financial and transactional information for balancing the SDU incoming/outgoing transactions. Reconciliation data is available for the current day and for past processing days.***

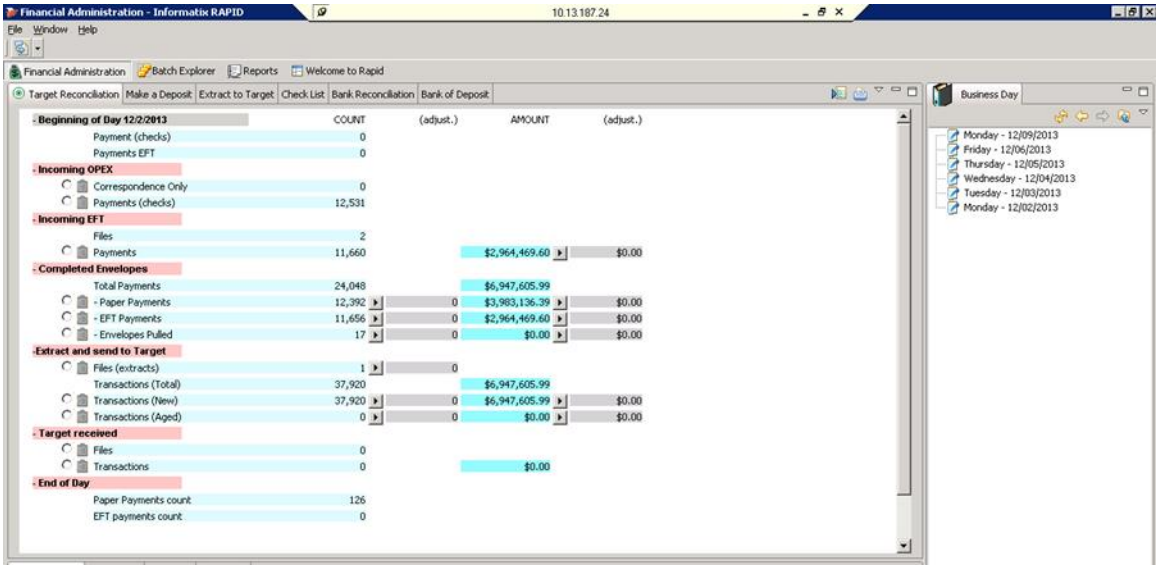


Figure 23: Target Reconciliation

- ***Bank Reconciliation (Figure 24) allows the end user to balance individual banks of deposit and to view the reconciliation data for all banks of deposit. Reconciliation data is available for the current day and for past processing days.***

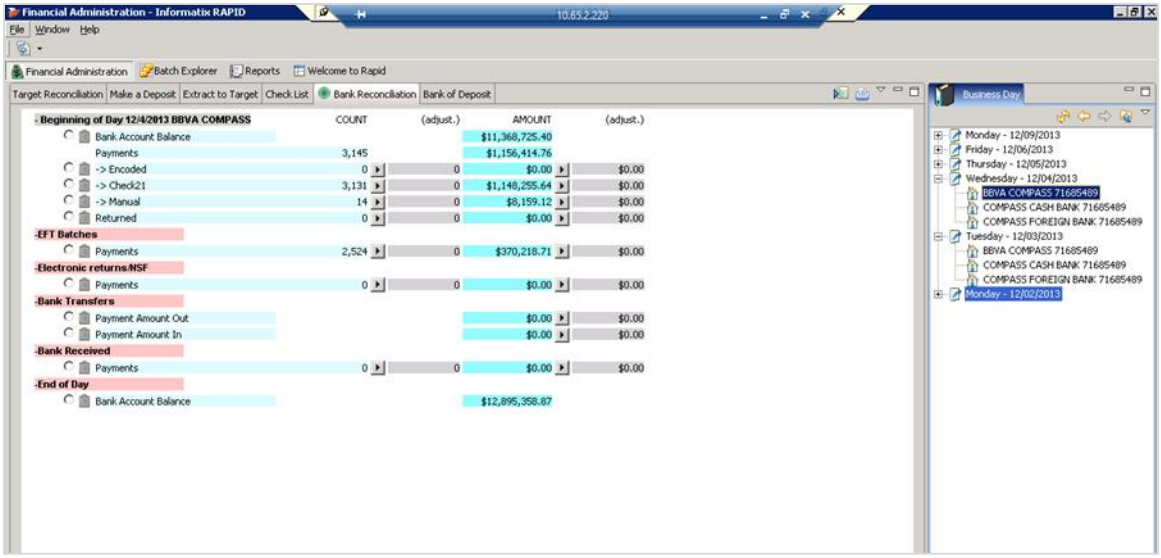


Figure 24: Bank Reconciliation

Target Reconciliation View

In target reconciliation, the explorer component can be used to view any past processing days within the current month. A menu control allows the user to display past months. Similarly, in Bank Reconciliation, a user can explore reconciliation data for past bank days.

Reconciliation views can be printed to both paper and directly to PDF format, or be downloaded into XLS format. Annotations on paper/PDF documents are captured in footnotes. On Excel spreadsheets, annotations are embedded as comments.

The following data items are collected in the target reconciliation view:

- ***Beginning Balance envelope count and amount***
- ***Incoming OPEX correspondence only count***
- ***Incoming OPEX FI envelopes***
- ***Incoming EFT file count and amounts***
- ***Incoming EFT RAPID® envelope count and amount***
- ***Complete Envelopes***
  - ***Total count and amount***
  - ***Paper count and amount***
  - ***Pulled/reject count and amount***
- ***Extracted (contains remittance level counts)***
  - ***File count***
  - ***Total transaction count and amount***
  - ***New transaction count and amount***
  - ***Aged transaction count and amount***

- ***Target received***
  - ***File count***
  - ***Transaction count and amount***
- ***Ending Balance***
  - ***Paper Payment count***

RAPID® can receive a receipt file from NOMADS confirming the collection counts and amounts received from RAPID®. This information is automatically populated in the "Target Received" section of the Target Reconciliation view. Whether the State chooses to implement the receipt file is optional, but it is a simple feature to implement that provides at-a-glance confirmation of the systems reconciliation

Bank Reconciliation View

For the bank account reconciliation view, the following data items are collected for each bank of deposit and an overall summary of all deposits.

- ***Beginning of the Day***
  - ***Bank Account Balance***
  - ***Payments***
  - ***Encoded***
  - ***Check21***
  - ***Manual***
  - ***Returned***
- ***Bank Transfers***
  - ***Payment Amount Out***
  - ***Payment Amount In***
- ***Bank Received***
  - ***Adjustments***
- ***End of Day***
  - ***Bank Account Balance***

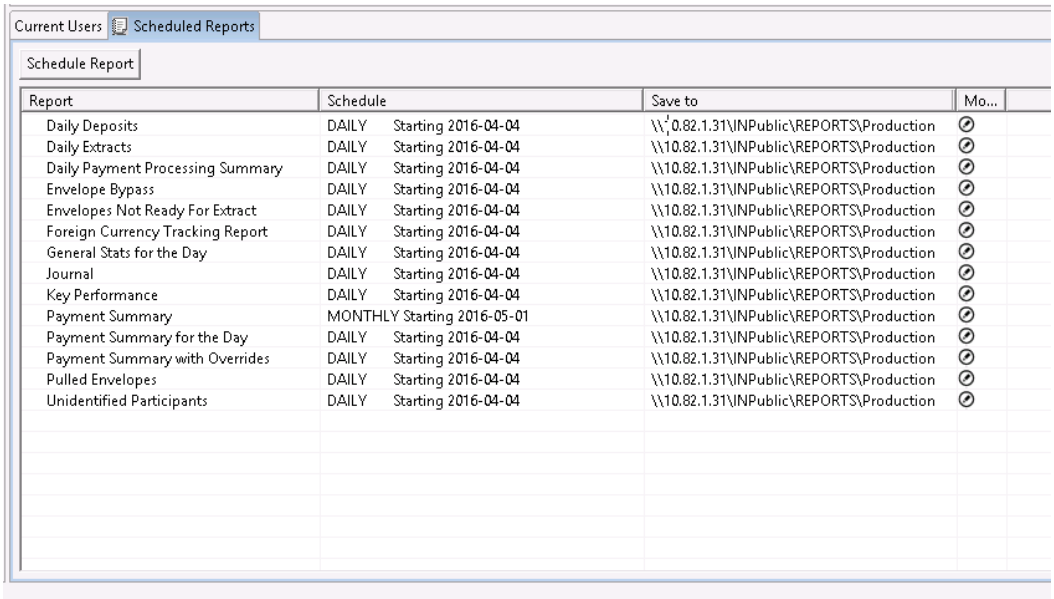
The beginning bank balance is always equal to the ending balance from the previous day. Adjustments made to any amount are factored into the computation of the ending balance amount. An amount adjustment to a previous day affects all subsequent days since the ending balance will change. If the bank received amount is different than expected, research is done to uncover the discrepancy, and any necessary adjustments will be made. If bank transfers in and out are not be received electronically, the user must adjust these amounts (they will be zero) to reflect the appropriate amounts.

4.4.3.1 Pre-determined reports; criteria is saved and the report is easily run with a click of the mouse.

A. Itemized
B. Summary

RAPID® Reports meets the requirement for pre-determined reports (standard reports) where criteria is saved and the report is easily run with the click of the mouse. Our solution provides for standard reports that are itemized and summary reports.

RAPID® Reports is a flexible tool allowing reports to be generated on demand or be scheduled and delivered via email —daily, weekly, and monthly. See Figure 25.


Current Users | Scheduled Reports

Schedule Report

Report	Schedule	Save to	Mo...
Daily Deposits	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Daily Extracts	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Daily Payment Processing Summary	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Envelope Bypass	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Envelopes Not Ready For Extract	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Foreign Currency Tracking Report	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
General Stats for the Day	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Journal	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Key Performance	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Payment Summary	MONTHLY Starting 2016-05-01	\\10.82.1.31\INPublic\REPORTS\Production	
Payment Summary for the Day	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Payment Summary with Overrides	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Pulled Envelopes	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	
Unidentified Participants	DAILY Starting 2016-04-04	\\10.82.1.31\INPublic\REPORTS\Production	

Figure 25: Report Scheduling

RAPID® Reports is a flexible tool allowing reports to be generated for any timeframe requested—daily, weekly, and monthly. Our comprehensive reports provide the critical data necessary to ensure the efficient running of the SDU and to provide DWSS with information critical to managing SDU performance and compliance. The reporting results also provide management with information to make adjustments as necessary to better meet processing timeframes and performance statistics.

Informatix is pleased to provide an overview of our RAPID® Reports solution. DWSS will see that reports can be generated for virtually any element captured in our system. RAPID® Reports incorporates a detailed and intuitive reporting feature, as illustrated in Figure 26: RAPID® Reports. Our solution offers the ability to run defined

(standard reports) or adhoc reports. RAPID® Reports can already generate many pre-defined reports, the system can be customized during implementation to meet the DWSS' specific needs and can also be customized to meet DWSS' future reporting needs as these needs arise.

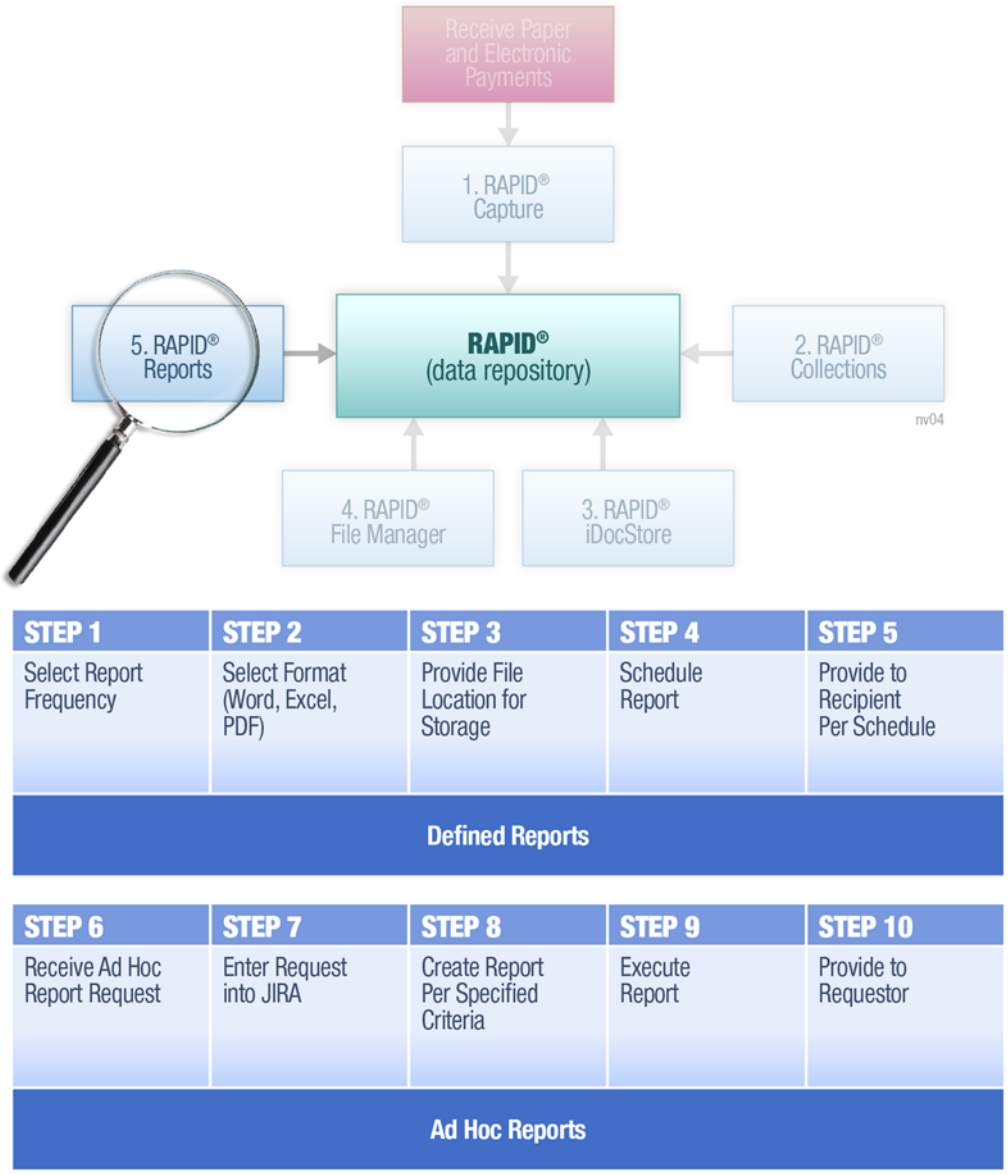
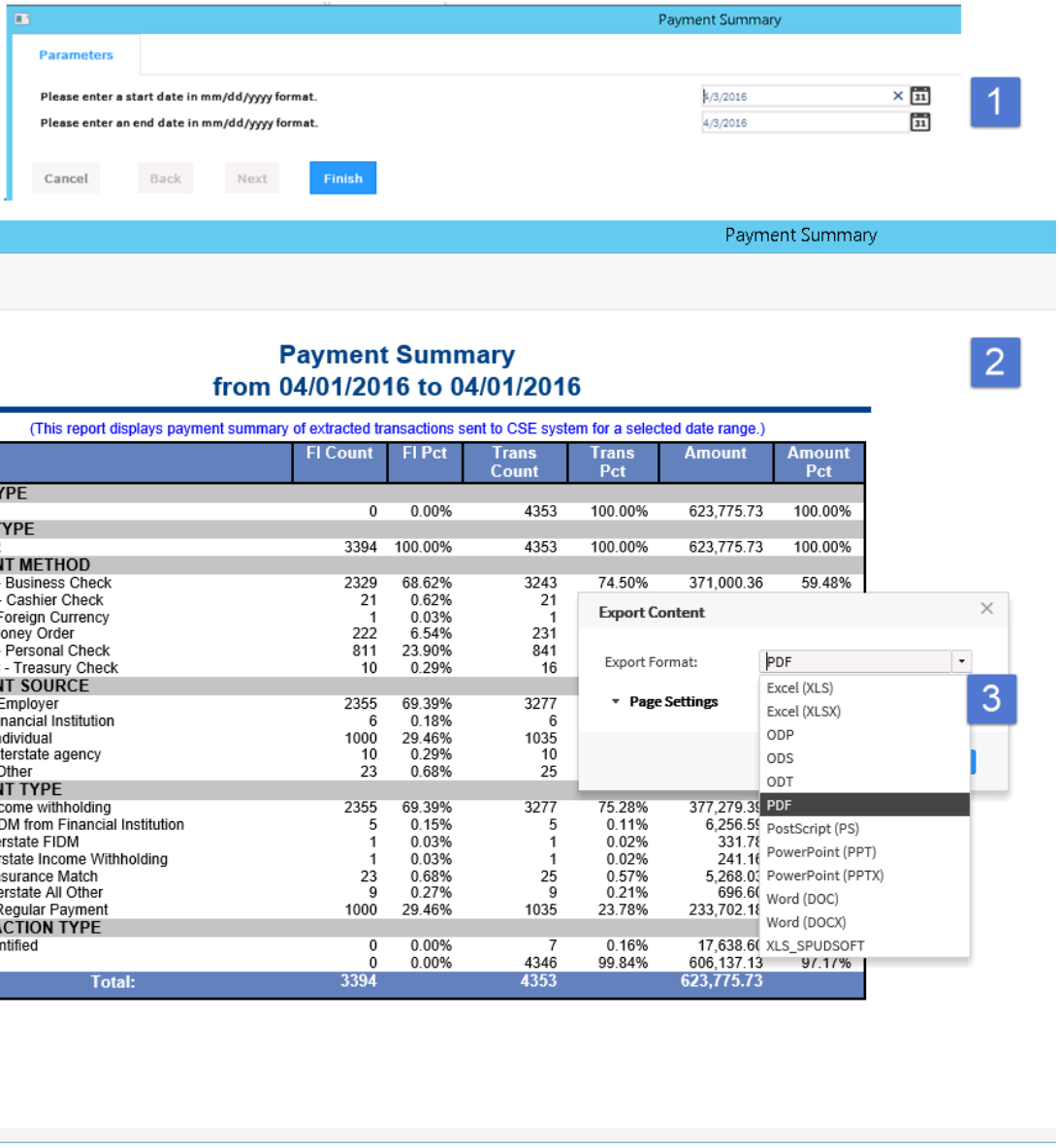


Figure 26: RAPID® Reports

As Figure 27 shows, retrieving reporting data from RAPID® is as simple as selecting the desired report and 1) specifying a timeframe or date, 2) viewing the report, then 3) selecting the format you want the report to be exported into.



	FI Count	FI Pct	Trans Count	Trans Pct	Amount	Amount Pct
CASE TYPE						
IVD	0	0.00%	4353	100.00%	623,775.73	100.00%
MEDIA TYPE						
PAPER	3394	100.00%	4353	100.00%	623,775.73	100.00%
PAYMENT METHOD						
BCHK - Business Check	2329	68.62%	3243	74.50%	371,000.36	59.48%
CCHK - Cashier Check	21	0.62%	21			
FGN - Foreign Currency	1	0.03%	1			
MO - Money Order	222	6.54%	231			
PCHK - Personal Check	811	23.90%	841			
TREAS - Treasury Check	10	0.29%	16			
PAYMENT SOURCE						
EMP - Employer	2355	69.39%	3277			
FIN - Financial Institution	6	0.18%	6			
IND - Individual	1000	29.46%	1035			
INT - Interstate agency	10	0.29%	10			
OTH - Other	23	0.68%	25			
PAYMENT TYPE						
CS - Income withholding	2355	69.39%	3277	75.28%	377,279.39	
FD - FIDM from Financial Institution	5	0.15%	5	0.11%	6,256.59	
IF - Interstate FIDM	1	0.03%	1	0.02%	331.78	
II - Interstate Income Withholding	1	0.03%	1	0.02%	241.16	
INS - Insurance Match	23	0.68%	25	0.57%	5,268.03	
IO - Interstate All Other	9	0.27%	9	0.21%	696.60	
PSP - Regular Payment	1000	29.46%	1035	23.78%	233,702.18	
TRANSACTION TYPE						
Not Identified	0	0.00%	7	0.16%	17,638.60	
Others	0	0.00%	4346	99.84%	606,137.13	97.17%
Total:	3394		4353		623,775.73	

Figure 27: RAPID® Reports Data

Reports can be generated in multiple formats including Word, Excel, and Adobe. Informatix will work with DWSS staff to define and develop any additional reports needed to support the SCaDU operation. Daily reports can be scheduled and generated automatically in PDF format and sent to specific individuals or group email address as needed so they are available even if the recipient does not have direct access to RAPID®.

4.4.3.2 Reconcile to report the amounts to be deposited (cash and checks separated).

Through RAPID® Reconciliation, we will reconcile to report the amounts to be deposited (cash and checks separated) as described below.

RAPID® Reconciliation accounts for money received from all inputs; electronically, from check, cash, and foreign currency payments.

Reconciliation commences as soon as the business day begins and once the paper instrument dollar amounts received has been identified either by a user via FI Verification or automatically by the system via a high CAR/LAR confidence level. Amounts are accounted for at the transaction level and show the dollar totals at each stage of the workflow. The reconciliation process also tracks money received and deposited/not deposited on the current day and amounts deposited/not deposited on future days from prior days. In addition, reconciliation traces the status of envelopes and transactions throughout their respective processing lifecycles.

4.4.3.3 Remote deposit and payments with no deposit must be reported individually.

RAPID® supports both remote deposit and payments with no deposit; both of which are reported individually.

All deposits, including remote deposits (except for local bank deposits for cash and foreign items), are made using the ICL process. Informatix has implemented this process already in other states and the ICL process is compliant with the Federal Reserve image exchange standards (X9.100-180). Once all payment processing is complete, a file is generated that contains images of all checks processed. This file is then sent to the bank electronically.

Using ICL, the checks are deposited at the bank on the same business day on which they are received. Items such as foreign currency and cash which cannot be included in the ICL are listed on the RAPID® pull report for manual bank deposit.

At all of our SDU operations across the country, Image Cash Letter (ICL)/Check 21 technology is used to provide our clients the fastest and most reliable deposit capabilities allowing them to realize same day credit (where provided based on banking contract) and maximizing their availability of funds. We currently send files to Fifth Third Bank, US Bank, PNC Bank, Trustmark Bank, Bank of America, BBVA Compass Bank, and Huntington Bank.

Producing a bank deposit is simple with RAPID®. From the Financial Administration screen, the user selects the Make a Deposit tab shown in Figure 28. If Check 21 is not enabled, after clicking on the Make a Deposit button, RAPID® will create a deposit slip report listing all of the checks included in the deposit. The report can be printed and included with the physical checks sent to the bank.

If Check 21 is enabled, after clicking on the Make a Deposit button, a new window will open showing a typical progress/status bar.

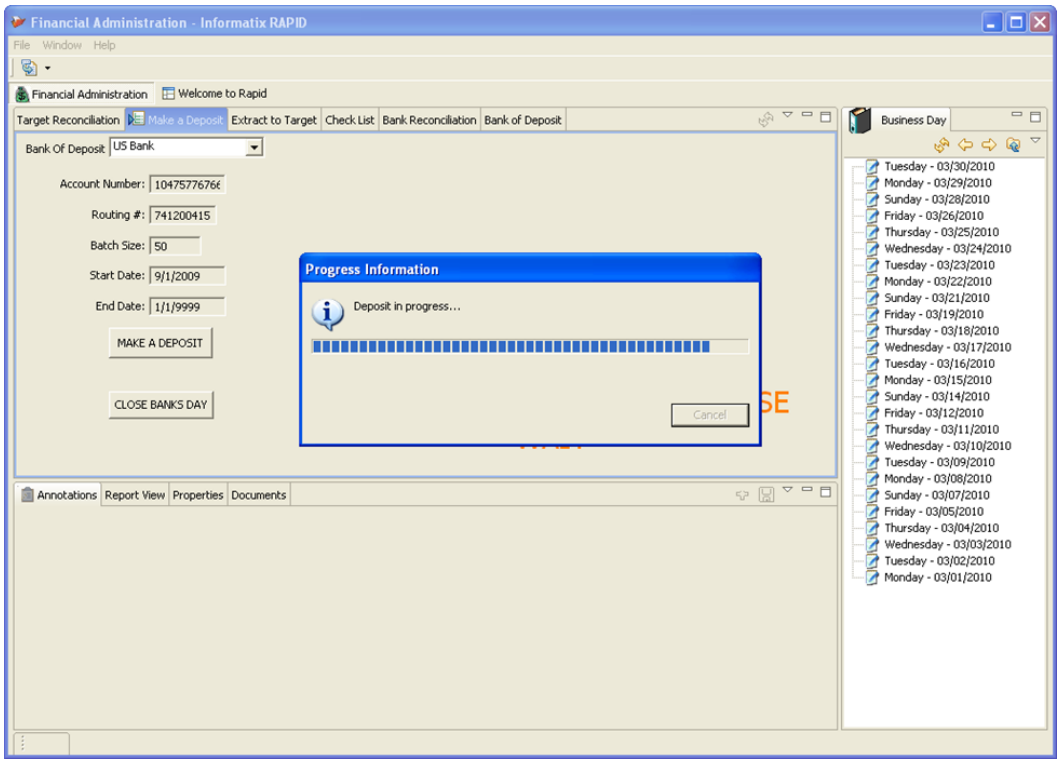


Figure 28: Progress Bar during ICL Deposit

Making a bank deposit is as easy as selecting the bank and clicking a button, see Figure 29.

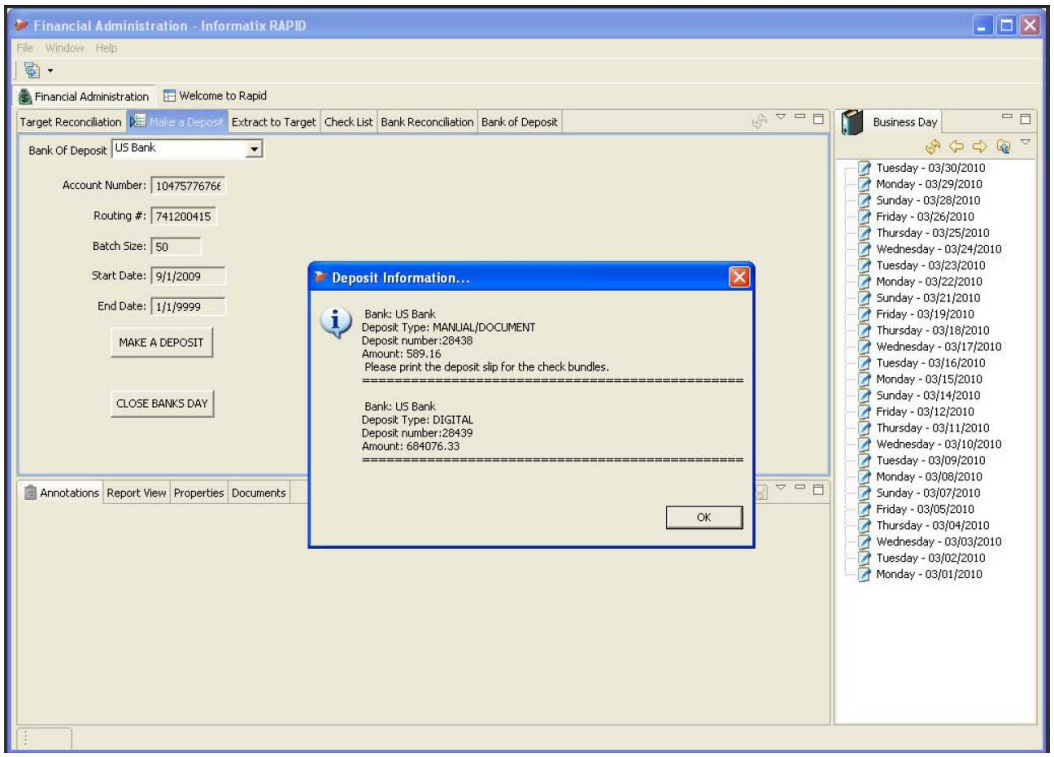
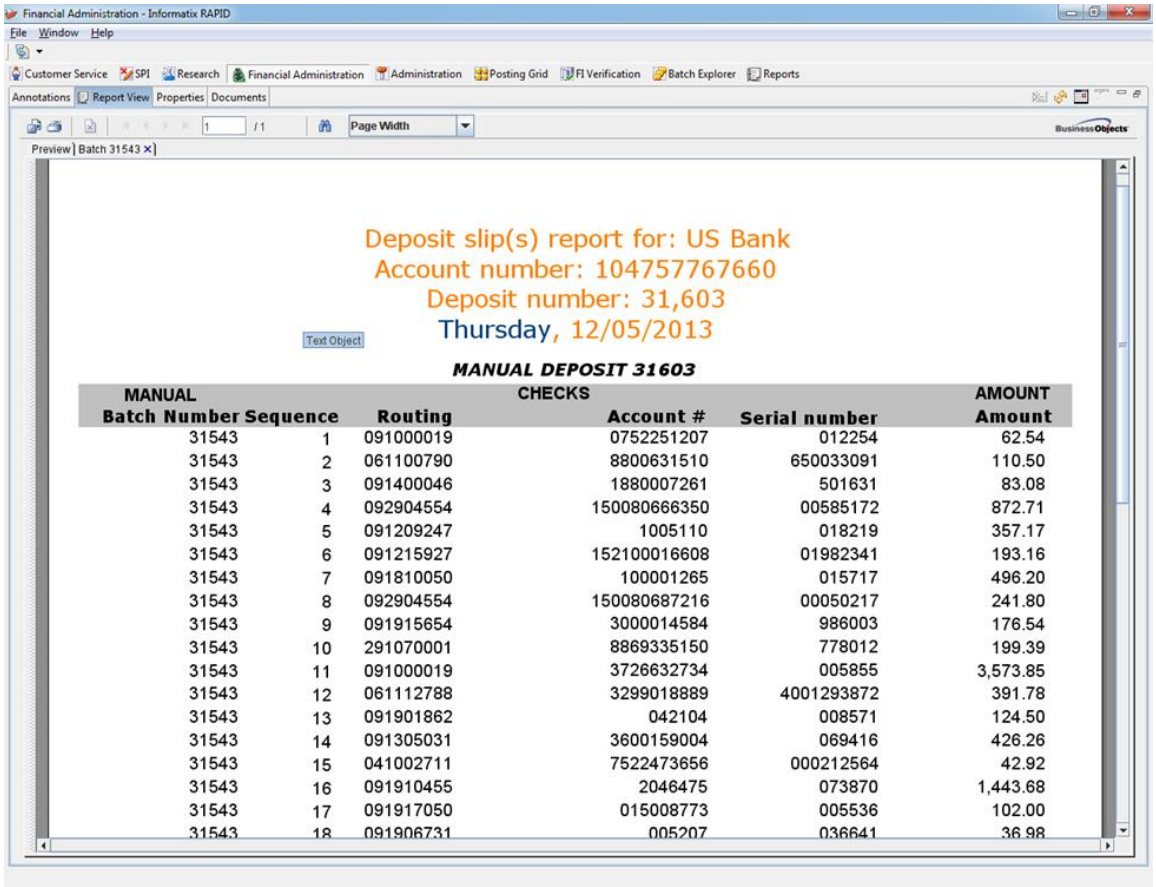


Figure 29: Summary Information for Each Deposit

Once the deposit information is viewed, the user can click on OK to close the dialogue box. A corresponding email is also generated to document and notify the deposit amounts.

At the close of the Bank Business Day RAPID® creates the ICL deposit file when requested by a user or as a scheduled task. As part of that process, any checks that do not pass the automated ICL Quality Assurance review, are flagged for a manual deposit. This allows these checks to be deposited manually as soon as possible, rather than waiting for the Bank to provide a list of ICL rejects and then having to redeposit at a later date. This speeds up the clearing process. Figure 30 provides example of resulting deposit slip automatically generated for this manual check deposit.



MANUAL Batch Number	Sequence	CHECKS Routing	Account #	Serial number	AMOUNT Amount
31543	1	091000019	0752251207	012254	62.54
31543	2	061100790	8800631510	650033091	110.50
31543	3	091400046	1880007261	501631	83.08
31543	4	092904554	150080666350	00585172	872.71
31543	5	091209247	1005110	018219	357.17
31543	6	091215927	152100016608	01982341	193.16
31543	7	091810050	100001265	015717	496.20
31543	8	092904554	150080687216	00050217	241.80
31543	9	091915654	3000014584	986003	176.54
31543	10	291070001	8869335150	778012	199.39
31543	11	091000019	3726632734	005855	3,573.85
31543	12	061112788	3299018889	4001293872	391.78
31543	13	091901862	042104	008571	124.50
31543	14	091305031	3600159004	069416	426.26
31543	15	041002711	7522473656	000212564	42.92
31543	16	091910455	2046475	073870	1,443.68
31543	17	091917050	015008773	005536	102.00
31543	18	091906731	005207	036641	36.98

Figure 30: Manual Deposit Slip Example

4.4.3.4 Allow for corrections to be made to any payment record.

Allowing for corrections to be made to any payment record is a standard feature of RAPID®.

For payment processing purposes, a payment can be corrected at any time before being extracted to NOMADS.

4.4.4 Deposits

Our RAPID® solution meets the deposit requirements as a standard feature of RAPID®.

4.4.4.1 Print deposit slip for the bank.

A. Cash total deposit amount
B. Checks total deposit amount
C. EFT total deposit amount

The ability to print a deposit slip for the bank on items requiring manual deposit, such as cash, checks and EFT is a standard feature of RAPID®.

The Daily Deposit Report includes cash and check totals, and the "EFT Payments Received Report" lists all dollar and count received each day which can also be scheduled.

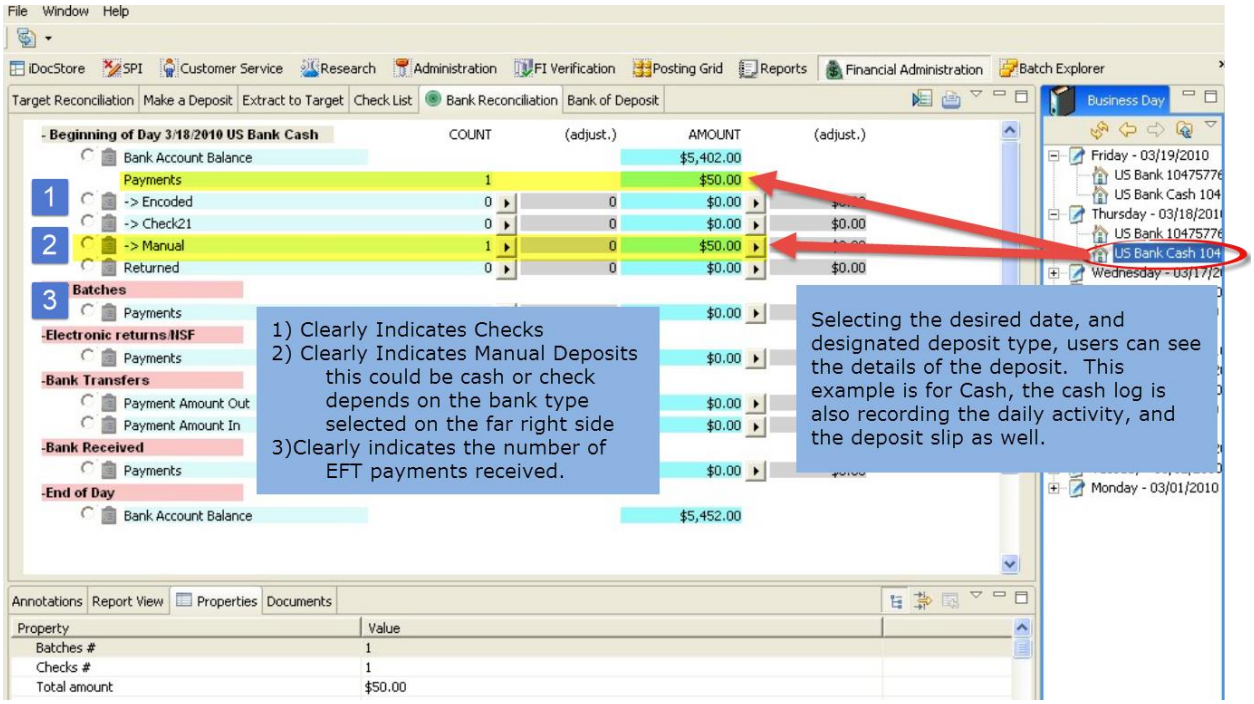


Figure 31: Financial Admin Bank Reconciliation

RAPID® creates the ICL files, transfers the ICLs to the collections bank account, and closes the bank day processing. All deposits, including Cash, ICL (checks), and Manual (Image Quality Assurance Rejects) are created at the same time, and have their own bank deposit information.

Additionally, all the information on the Financial Admin screens can be extracted into excel format for use in separate workbooks by pushing the convert to excel icon. See Figure 32.

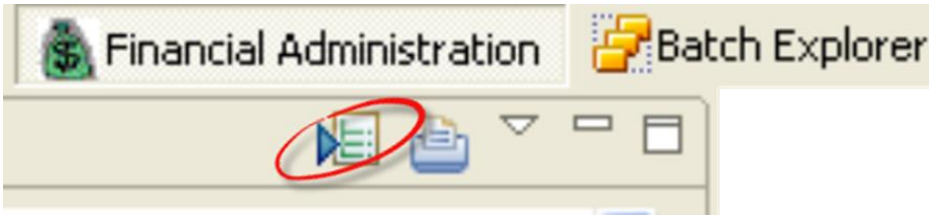


Figure 32: Convert to Excel icon

4.4.4.2 Save deposit details.

The ability to save deposit details is standard feature of RAPID® and is as simple as "a push of a button".

The deposit details are available through RAPID® Reporting. Our solution already has a standard report called The Deposit Slip Report that includes detailed information for every check in each deposit each day, including:

- ***the dollar amount deposited***
- ***the number of items deposited***
- ***the account to which the credit was applied (items were deposited)***

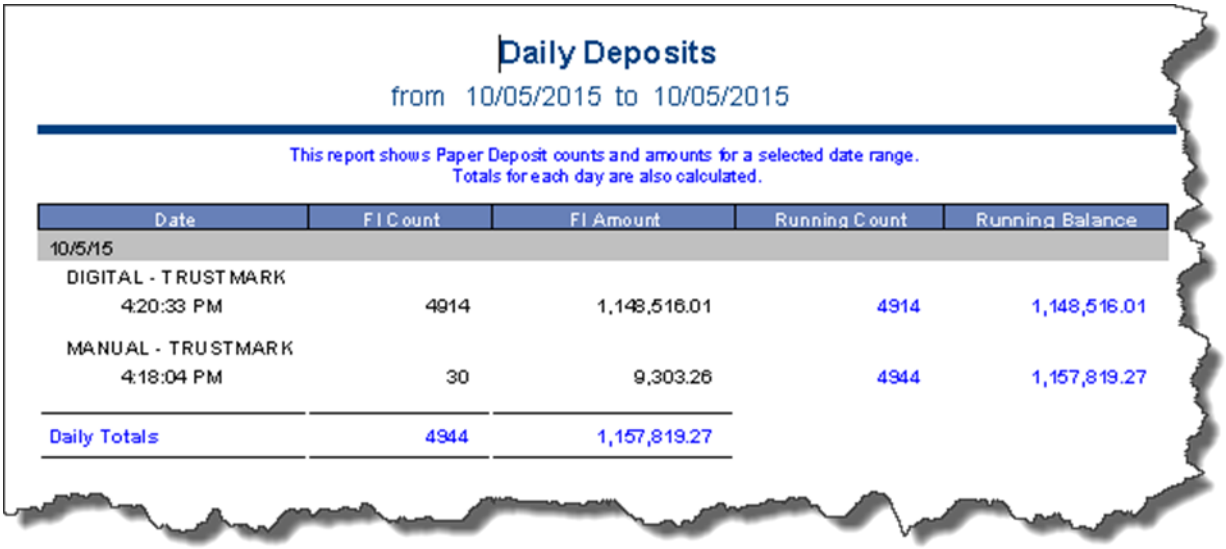
The online reporting capabilities of RAPID® contain all data inputs and outputs, including the deposited items. At the end of a business day RAPID® originates the Image Cash letter file to the bank. A confirmation email including the details of that deposit is sent to the RAPID® production team and any DWSS staff that need to receive the notification.

Further detail including any Foreign Checks, Cash, and Checks that needed to be deposited manually are available via real time access to the RAPID® application reports.

DWSS will have on-line access to the deposit information listed through a variety of mechanisms including email confirmation and RAPID® Reports (scheduled or ad hoc).

A sample of each method for accessing deposit information is shown in Figure 33, Figure 34, and Figure 35.

Figure 33: Deposit Sent E-mail Confirmation



Daily Deposits

from 10/05/2015 to 10/05/2015

This report shows Paper Deposit counts and amounts for a selected date range.
Totals for each day are also calculated.

Date	FI Count	FI Amount	Running Count	Running Balance
10/5/15				
DIGITAL - TRUSTMARK				
4:20:33 PM	4914	1,148,516.01	4914	1,148,516.01
MANUAL - TRUSTMARK				
4:18:04 PM	30	9,303.26	4944	1,157,819.27
Daily Totals	4944	1,157,819.27		

Figure 34: Sample Report Showing Daily Deposits

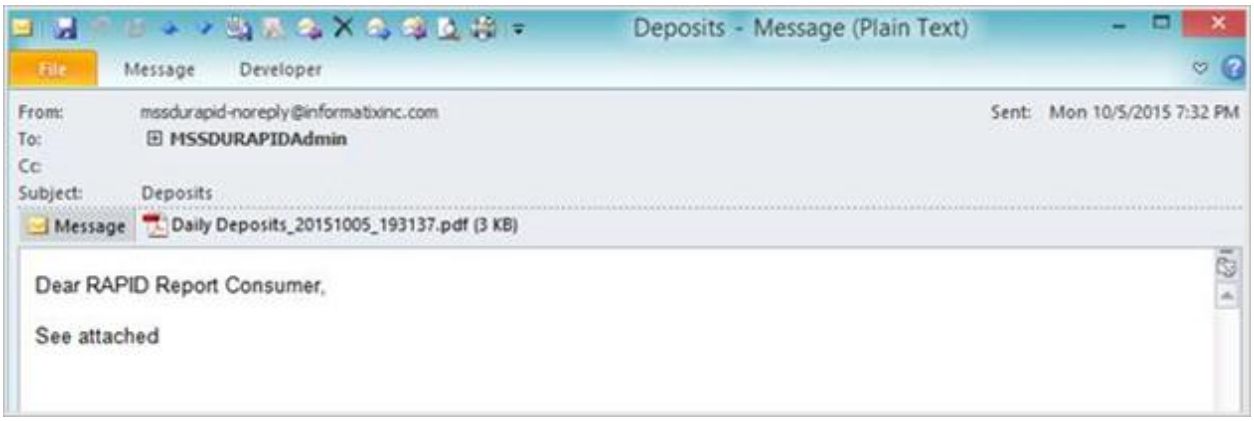


Figure 35: Example of Emailed Report

SCaDU's banking partner should be able to provide the DWSS with on-line banking capabilities and with on-demand reporting of account information as well as ACH transactions, check images, detailed account history.

With these methods, DWSS will have access to the deposit information on the same day as the deposit is made with immediate confirmation, along with online banking access and confirmation on the business day following deposit using online banking.

4.4.4.3 Remote-deposit to State's financial institution.

Remote-deposit to the State's financial institution using the Image Cash Letter (ICL)/check 21 technology is a standard feature of RAPID®.

For DWSS, as in all of our SDU operations across the country, Image Cash Letter (ICL)/Check 21 technology is used to provide the fastest and most reliable deposit capabilities allowing our SDUs to realize same day credit (where provided based on banking contract) and maximizing availability of funds. We currently send files to Fifth Third Bank, US Bank, PNC Bank, Trustmark Bank, Bank of America, BBVA Compass Bank, and Huntington Bank.

4.4.5 Real-time Computing, Importing, and Exporting

RAPID® meets DWSS' real-time computing, importing, and exporting requirements as described in the subsections below.

RAPID® supports both the interchange of data with foreign systems in both real-time and through batch processing and file exchange. RAPID® File Manager is the application component that facilitates these interfaces. File Manager is highly configurable and scriptable, and manages all manner of extract/transform/load and fetch/transform/import scenarios, as well as real-time database exchange using web services. Data interchange with File Manager is flexible and secure and makes the business-to-business integration of RAPID® with other enterprise applications straightforward and uncomplicated.

4.4.5.1 Real-time data exchange with the legacy application, NOMADs.

RAPID® can exchange data with NOMADs using standards based Web Services and SOAP messaging. RAPID® can be a client to NOMADs web service API or Enterprise Service Bus integrating the legacy application with other enterprise systems. RAPID® also has a web service API that can provide secure operations that accept information communicated from NOMADs in real-time and to promote integration between the two systems.

Once the file is received by the mainframe, an optional receipt file can be sent back to RAPID® to confirm receipt and to verify the counts and amounts of transactions received. If DWSS chooses to send this file, Informatix will provide the simple file format and a destination on our SFTP server to put the file. This can be seen in Financial Admin Target Reconciliation, where "Target" would be NOMADS. The target received is populated by confirmation files back from NOMADS. In the example below, we sent 4 collection files throughout the day for $1.4M dollars, and received four confirmation files back acknowledging the same count and amount that was sent.

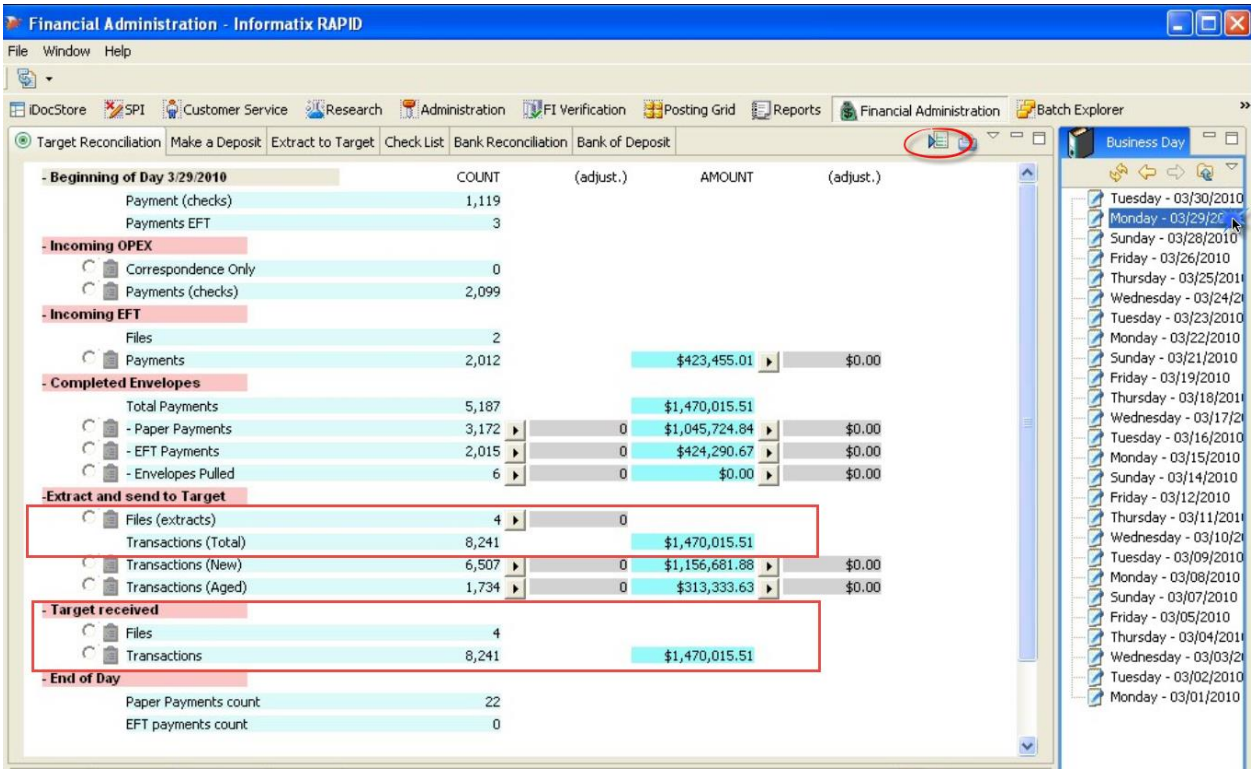


Figure 36 Target "NOMADS" Reconciliation

4.4.5.2 Automated daily export to the mainframe of all payment records, for all batches.

Automated daily export to the mainframe of all payment records, for all batches is a standard feature of RAPID®.

One or more extracts of payment data for all batches processed and ready to be sent to the mainframe can be scheduled throughout the business day or trigger as an on-demand event at the close of the business day by an authorized user. Payment data is extracted from RAPID® as XML. The XML is then processed thorough our Extensible Stylesheet Language transformation engine to produce a collections file in the format specified by the state. Custom stylesheets will be

developed for DWSS during the implementation phase of the project. The process itself it beneficial to the State in that it requires no development effort on the part of mainframe system administrators to receive the collections data file from RAPID®.

Once the collections file is generated, it is transferred by SFTP (or any other secure transfer protocol preferred by DWSS) to a destination specified by the State, where the file can be loaded to the mainframe. The transfer process is managed by RAPID® and is secure and robust. The process includes failsafe preprocessing stages that validate file format and content before the file is transferred. The system automatically retries failed transfers and sends system-wide notifications when the file transfer has successfully completed. If an error occurs at any stage of the process, system wide notifications are sent so the problem can be addressed immediately and the file can reach its destination in a timely fashion.

Once the file is received by the mainframe, an optional receipt file can be sent back to RAPID® to confirm receipt and to verify the counts and amounts of transactions received. If DWSS chooses to send this file, Informatix will provide the simple file format and a destination on our SFTP server to put the file.

4.4.5.3 Automated daily import of new cases from the mainframe.

Automated daily import of new cases from the mainframe is standard feature of RAPID®.

RAPID® will accept and import daily files of new case data from the mainframe in its existing format. RAPID® processes the case data file through its Extensible Stylesheet Language transformation engine for loading into RAPID®. Custom stylesheets for the incoming file will be developed during the implementation phase of the project. This is beneficial to the State because it means that there will be no development effort on the part of mainframe system administrators required in order to send the case data file to RAPID®. Once transformed, RAPID® indexes the case data so that it is searchable from the RAPID® application and can be used to automatically validate remittance data.

Informatix can either fetch the daily case data file from a destination specified by the State using SFTP (or any other secure transfer protocol preferred by DWSS) or the State can put the file on our secure SFTP server. Informatix is very flexible about the times of the transfers and these will be documented during the implementation phase of the project. Once the file is received and successfully processed and loaded into RAPID®, an email is sent to notify system administrators of the fact. Email notifications are also sent in the event that there is an issue with the transfer or loading of the file so

that the problem can be remedied and the file received and processed in a timely manner.

4.4.6 User Productivity Information

Providing user productivity information is a standard feature of RAPID®.

The DWSS Management team has access to a vast array of system-generated reports which are used to measure productivity, including the following Productivity Reports:

Table 3: System Generated Productivity Reports

Report Name	Paramater	Content
Production Statistics	Date Range	Operations as whole with some individual
User Productivity	Date Range	Summary of operator productivity
User Productivity by Hour	Single Date	Hourly breakdown of individual operator productivity
User Activity	Single Date	Tracking when user is in specific work function.

As addressed in our response to Section 4.4.2, Advanced Search, RAPID® Reports is a flexible tool allowing reports to be generated for any timeframe requested—daily, weekly, and monthly. Our comprehensive reports provide the critical data necessary to ensure the efficient running of the SDU and to provide information critical to managing SDU performance and compliance.

The reporting results also provide management with information to make adjustments as necessary to better meet processing timeframes and performance statistics. Through RAPID® Reports, DWSS users will have access to standard and adhoc reports.

Production Statistics
from 06/01/2014 to 06/30/2014

(This report shows envelopes through five states, where the end user has actually touched an envelope and the result of that action. The five states are FIV, PG, Research, Correspondence and Scanning. Due to the number of times an envelope can be touched, these numbers will not balance to other numbers. The transaction count is the number of posting grid entries present within the envelope. When the state is scanning, transaction count refers to the number of images scanned. This report excludes stats for the current day.)

	Envelope Count	Envelopes Per Hour	Envs/Hr Standard	Transaction Count	Transactions Per Hour	Trans/Hr Standard
Employee 1						
FIV	4,103	275		6,419	0	0
Complete	4,026	291		6,312	0	
Research	77	73		107	0	
Posting Grid	499	110		1,286	311	
Complete	493	119		1,197	289	
Research	6	15		89	227	
Employee 2						
FIV	683	226		1,004	0	0
Complete	678	230		999	0	
Research	5	62		5	0	
Posting Grid	2,736	175		4,765	340	
Complete	2,698	193		4,319	308	
Research	38	23		446	270	

Figure 37: Production Statistics

Figure 37 provides simplistic view of how much work each employee is completing within each work function per hour, and how many envelopes are being sent to research.

User Productivity Statistics
from 06/04/2014 to 06/04/2014

(This report shows envelopes through 4 states only, where the end user has actually touched an envelope and the result of that action. The four states are FIV, PG, Research, and Correspondence. Due to the number of times an envelope can be touched, these numbers will not balance to other numbers. The transaction count is the number of posting grid entries present within the envelope. The total time spent on a state should be the time added together that was spent on each envelope. This report excludes stats for the current day.)

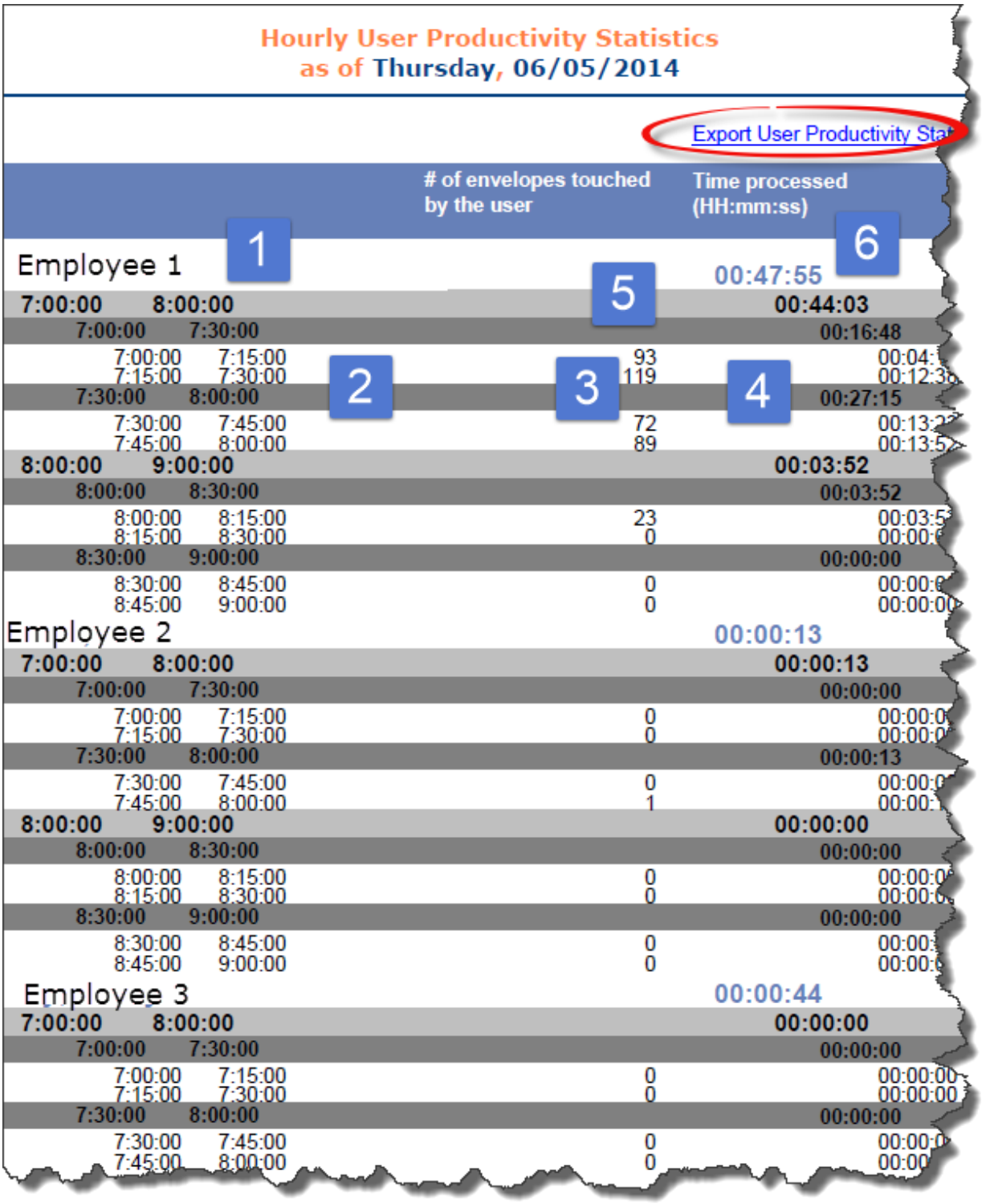
6

Status	Envelope Count	%	Transaction Count	%	Fastest (HH:mm:ss)	Slowest (HH:mm:ss)	Slowest processed envelope	Average (HH:mm:ss)	Total (HH:mm:s
Employee	1		2		3		4	5	04:30:35
FIV	822		1090						02:49:2
Complete	800	97.32	1057	96.97	00:00:01	00:02:15	8461566	00:00:11	02:34:55
Research	22	2.68	33	3.03	00:00:04	00:01:52	8461398	00:00:39	00:14:31
Posting Grid	177		471						01:41:09
Complete	173	97.74	467	99.15	00:00:03	00:13:47	8461162	00:00:34	01:38:2
Research	4	2.26	4	0.85	00:00:09	00:01:17	8460817	00:00:41	00:02:44
Employee									04:28:40
FIV	45		82						00:10:47
Complete	43	95.56	80	97.56	00:00:04	00:00:54	8461173	00:00:14	00:10:3
Research	2	4.44	2	2.44	00:00:07	00:00:07	8458458	00:00:07	00:00:14
Posting Grid	763		1172						04:17:53
Complete	750	98.30	1159	98.89	00:00:04	00:10:39	8459912	00:00:19	04:59:4
Research	13	1.70	13	1.11	00:00:17	00:03:52	8461134	00:01:23	00:18:07
Employee									00:24:45
FIV	9		9						00:01:49
Complete	8	88.89	8	88.89	00:00:04	00:00:42	8461707	00:00:12	00:01:36
Research	1	11.11	1	11.11	00:00:13	00:00:13	8461706	00:00:13	00:00:13
Research	27		83						00:22:56
Complete	17	62.96	70	84.34	00:00:09	00:02:49	8460373	00:00:43	00:12:2
Incomplete	10	37.04	13	15.66	00:00:32	00:02:14	8460645	00:01:03	00:10:36

Figure 38: User Productivity

Figure 39 captures similar information to general production statistics but more. For every employee working within the date range the report provides:

1) ***Count and % of envelopes processed***
2) ***Count and % of transactions processed***
3) ***Their fastest envelope time***
4) ***Their slowest envelope time***
5) ***Slowest time envelope ID for review purposes***
6) ***The average time per envelope***
7) ***The total amount of time logged into RAPID***



Hourly User Productivity Statistics
as of Thursday, 06/05/2014

Export User Productivity Sta

		# of envelopes touched by the user	Time processed (HH:mm:ss)
Employee 1			00:47:55
7:00:00	8:00:00		00:44:03
7:00:00	7:30:00		00:16:48
7:00:00	7:15:00	93	00:04:1
7:15:00	7:30:00	119	00:12:3
7:30:00	8:00:00		00:27:15
7:30:00	7:45:00	72	00:13:2
7:45:00	8:00:00	89	00:13:5
8:00:00	9:00:00		00:03:52
8:00:00	8:30:00		00:03:52
8:00:00	8:15:00	23	00:03:5
8:15:00	8:30:00	0	00:00:0
8:30:00	9:00:00		00:00:00
8:30:00	8:45:00	0	00:00:0
8:45:00	9:00:00	0	00:00:0
Employee 2			00:00:13
7:00:00	8:00:00		00:00:13
7:00:00	7:30:00		00:00:00
7:00:00	7:15:00	0	00:00:0
7:15:00	7:30:00	0	00:00:0
7:30:00	8:00:00		00:00:13
7:30:00	7:45:00	0	00:00:0
7:45:00	8:00:00	1	00:00:1
8:00:00	9:00:00		00:00:00
8:00:00	8:30:00		00:00:00
8:00:00	8:15:00	0	00:00:0
8:15:00	8:30:00	0	00:00:0
8:30:00	9:00:00		00:00:00
8:30:00	8:45:00	0	00:00:
8:45:00	9:00:00	0	00:00:0
Employee 3			00:00:44
7:00:00	8:00:00		00:00:00
7:00:00	7:30:00		00:00:00
7:00:00	7:15:00	0	00:00:00
7:15:00	7:30:00	0	00:00:00
7:30:00	8:00:00		00:00:00
7:30:00	7:45:00	0	00:00:0
7:45:00	8:00:00	0	00:00

Figure 39: Hourly User Productivity

Figure 39 is the Hourly User Productivity Report which purpose is to break down each employee's production in fifteen minute intervals, to analyze for production issues. For example, some staff may be faster in the am and slower in the pm and vice versa. This report only had from 7 am until 9 am when it was created. This report includes:

1) ***Total hours worked in the day***
2) ***Broken up into ½ hour and 15 minute increments***
3) ***The number of envelopes worked in each of those 15 minutes***
4) ***The hours logged into RAPID® by time period***
5) ***Total hours spent processing***
6) ***The ability to extract this report to excel for further analysis***

User Activity Statistics

04/05/2016

This report shows the time spent in a given perspective with number of envelopes and number payment transactions being changed by a giv user for a given day.

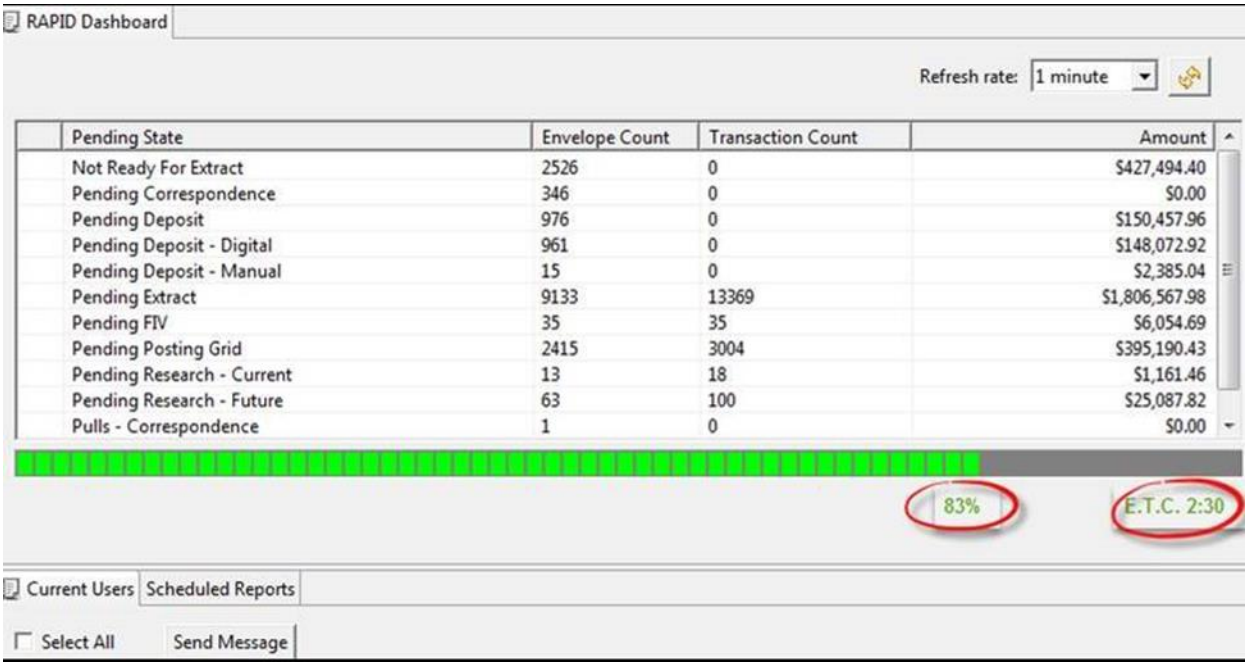
1		2 Duration	3 Perspective	4 Envelope Cour	5 Tx Changed Cou
[redacted]					
07:00:51	07:00:58	0 min	Posting Grid	0	0
07:00:58	11:12:16	4 hrs 12 mins	FI Verification	860	0
[redacted]					
07:05:54	07:14:47	9 mins	Posting Grid	23	15
07:14:48	07:15:26	1 min	FI Verification	2	0
07:15:26	09:53:50	2 hrs 38 mins	Posting Grid	235	125
09:53:50	10:17:39	24 mins	FI Verification	12	0
10:17:39	11:11:41	54 mins	Posting Grid	83	57
11:11:41	11:12:20	1 min	FI Verification	1	0
[redacted]					
07:01:12	09:13:10	2 hrs 12 mins	Posting Grid	226	112
[redacted]					
07:11:42	07:12:04	1 min	Reports	0	0
07:12:04	07:40:57	28 mins	FI Verification	93	0
07:40:57	07:44:14	4 mins	Reports	0	0
07:44:14	08:38:19	54 mins	FI Verification	140	0
08:38:19	08:41:47	3 mins	Reports	0	0
08:41:47	09:16:36	35 mins	Posting Grid	38	11
09:16:36	09:17:32	1 min	Batch Explorer	0	0
09:17:32	09:18:36	1 min	Research	1	0
09:18:36	09:18:52	0 min	Batch Explorer	0	0
09:18:52	09:19:56	1 min	Research	1	0
09:19:56	09:20:10	1 min	Batch Explorer	0	0
09:20:10	09:21:01	1 min	Research	1	0
09:21:01	09:21:16	0 min	Batch Explorer	0	0
09:21:16	09:22:03	1 min	Research	1	0
09:22:03	09:22:17	0 min	Batch Explorer	0	0
09:22:17	09:23:27	1 min	Research	1	0
09:23:27	09:23:43	0 min	Batch Explorer	0	0

Figure 40: User Activity Statistics

The User Activity Statistics is used for monitoring how often users are moving between work function, if at all. This report includes:

1) ***Name***
2) ***Length of time working in one area***
3) ***The area was working in***
4) ***The number of envelopes worked***
5) ***Number of transactions that were changed***

RAPID® also provides a dashboard that is focused on workflow management. We believe workflow management is an integral part of maintaining an efficient, smooth-running organization and is a critical element to ensure that the required processing timeframes are achieved. For example, workflow management tools (as shown in Figure 41) that calculate end times using projected volumes and established throughput rates based on each task, enables DWSS to address anticipated staffing levels for a given volume of payments against actual volumes and staffing. By closely tracking statistics such as these, DWSS can more accurately predict volumes and precisely assign staffing levels.



Pending State	Envelope Count	Transaction Count	Amount
Not Ready For Extract	2526	0	$427,494.40
Pending Correspondence	346	0	$0.00
Pending Deposit	976	0	$150,457.96
Pending Deposit - Digital	961	0	$148,072.92
Pending Deposit - Manual	15	0	$2,385.04
Pending Extract	9133	13369	$1,806,567.98
Pending FIV	35	35	$6,054.69
Pending Posting Grid	2415	3004	$395,190.43
Pending Research - Current	13	18	$1,161.46
Pending Research - Future	63	100	$25,087.82
Pulls - Correspondence	1	0	$0.00

Figure 41: RAPID® Dashboard

4.4.6.1 User specific.

Providing user specific information is a standard feature of RAPID®.

RAPID® Collections captures performance metrics by using a robust auditing subsystem. Each time an operator performs any action, an entry is made creating an audit trail that includes the date and time of the activity, as shown in Figure 42. In this way, management can monitor and track operator performance, determine the need for any additional training, measure quantifiable performance, and statistically observe the impact of actions.

Tracking and monitoring using the audit entries is available in a variety of ways. The audit trail captures all actions, both systemic

and manual on an envelope from the time it is imaged to the time it is purged from the iDocStore™ image archive. The audit trail is visible in iDocStore™ and expands as further actions occur on a payment. Informatix will work with DWSS to create any additional views required to view the audit trail data.

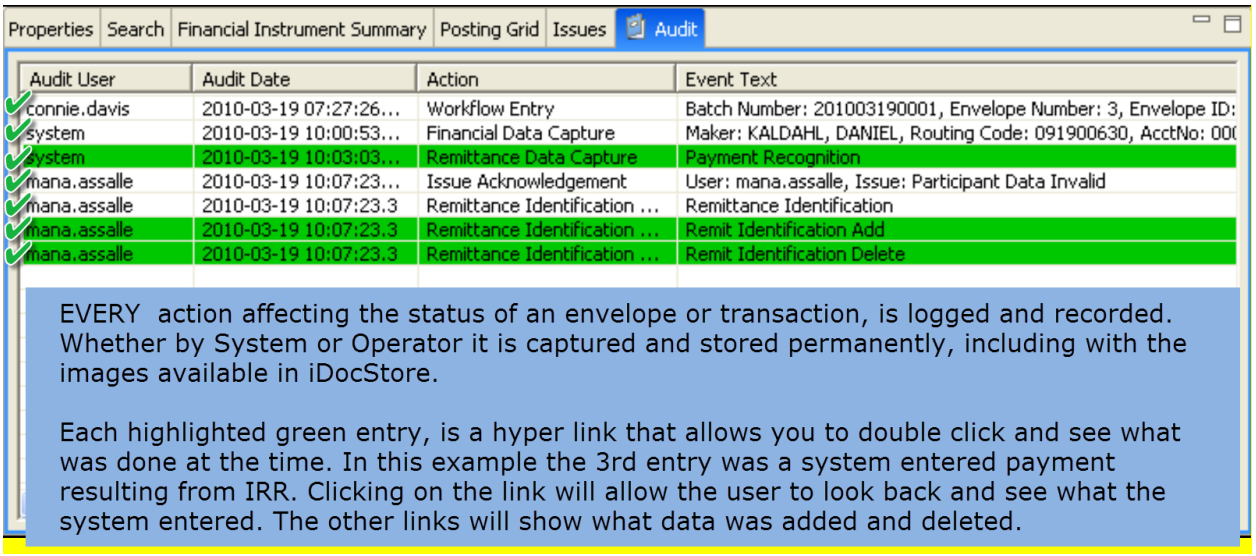


Figure 42: View of Payment Processing Audit Log available in Batch Explorer

4.4.6.2 Date parameters.

User productivity information by date parameters is a standard feature of RAPID®.

As shown in Figure 43, retrieving reporting data from RAPID® is as simple as selecting the desired report and specifying a timeframe or date. See table 1 above for specific production reports available by date range.

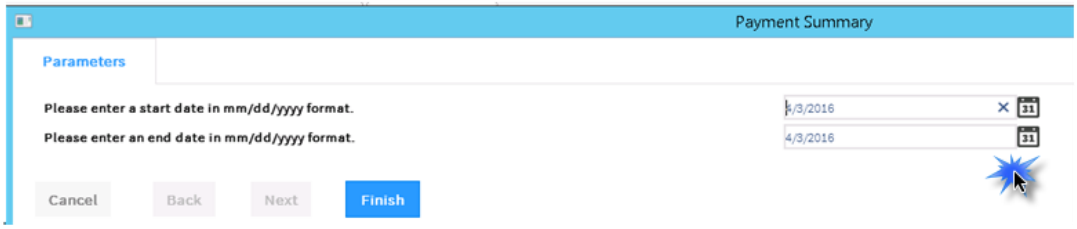


Figure 43: Selecting Date Range in RAPID® Reports

4.4.6.3 Reports that will provide quantitative data on key processes (e.g. number of payments scanned, number of pages scanned, number of batches, posting statistics, etc.).

Obtaining reports that provide quantitative data on key processes (e.g. number of payments scanned, number of pages scanned, number of batches, posting statistics, etc.) is a standard feature of RAPID®. Each customer has slightly different key performance indicators. We will create a KPI report for SCaDU as specified. See Figure 44 for example.

Key Performance Indicator Report
for 04/04/2016

Incoming Mail SLA	Req	Count	$ Amount
Envelopes Received	PS1	11292	$0.00
Envelopes Not Processed	PS1	0	$0.00
Check SLA		**Count**	**$ Amount**
Checks Scanned	PS1	10856	$0.00
Checks Not Scanned	PS1	0	$0.00
New Checks Held in Research Total		71	$14,967.85
New Out of Balance Checks		50	$10,741.85
New Foreign Checks		3	$0.00
New All Other Research Checks		18	$4,226.00
Checks Pulled (rejected/returned)		120	$18,889.72
Transaction SLA (0.5%)	**73**	**Count**	**$ Amount**
Total Transactions Transmitted to ISETS	PS3	14625	$2,020,907.25
Transaction Sent to ISETS as Unidentified	PS3	0	$0.00
Transactions Held in Research (New)	PS3	16	$3,269.64
RDI SLA		**Count**	**$ Amount**
New RDI Items	PS10	0	$0.00
Cumulative Unresolved RDI	PS10	0	$0.00
RDI Letters sent (1st, 2nd, 3rd)	PS10	0	$0.00
Transmission SLA		**Time**	
Time of Transmission	PS5	4/4/16 2:49 PM	

Figure 44: Existing KPI Report example

RAPID® Reports is a comprehensive reporting tool that can provide both standard and adhoc reports. This tool is particularly useful in providing meaningful data about the SDU operations. For adhoc reporting, users can search on virtually any data field that is recorded about the item, e.g., user or time (time for a report can be specified to a specific time period, such as date, month, quarter, or year).

Though RAPID® Reporting can already generate many standard scheduled reports; as done with all RAPID® implementations, the system can be further customized to meet additional reporting needs of DWSS. A list of standardized user productivity reports is provided in Table 3.

Table 4: Standard RAPID® Reports Examples

Report Name	Default Period	Description
Current Users	*Current*	*Shows active users and function they are performing*
Daily Payment Processing by Payment Source	*Day*	*Payments processed by source of payment*
Daily Payment Processing by Payment Method	*Day*	*Payments processed by method of payment*
Daily Payment Processing by Payment Type	*Day*	*Payments processed by type of payment*
Daily Payment Processing Summary	*Day*	*Unfinished, research (Aged) and Finished work*
Deposit Slip Summary	*Day*	*Deposit Summary Report*
Deposit Slip Detail	*Day*	*Deposit Detail Report*
Disbursement Holds	*Day*	*Transactions flagged for suspense on CSE System*
EFT Capture Failures	*Month*	*E payment File and Batch errors*
EFT Payments for the day	*Day*	*E Payments received*
EFT Payments extracted for the day	*Day*	*E Payments extracted from previous day research*
EFT Payments remaining for the day	*Day*	*E Payments remaining in Research*
Encoding and Pull Errors	*Day*	*Errors with Encoding (non ICL locations)*
Envelopes not ready for deposit	*Day*	*Envelopes with issues preventing deposit*
Envelopes not ready for extract	*Day*	*Envelopes with issues preventing extract*
Envelopes Processes through FIV	*Weekly*	*Financial Instrument Verification processing statistics by user and system*
Envelopes Processed through OPEX	*Weekly*	*OPEX processing statistics by user and system*
Envelopes Processed through PG	*Weekly*	*Posting Grid processing statistics by user and system*
Envelopes sent to Research from FIV	*Weekly*	*Issues sent to Research from Financial Instrument Verification by user and system*

Report Name	Default Period	Description
Envelopes sent to Research from PG	*Weekly*	*Issues sent to Research from Posting Grid by user and system*
Failed Envelopes	*Current*	*Envelopes that have fallen out of workflow that need to be recycled*
General Stats for the Day	*Day*	*System Statistics by category in 3 hour increments*
New Employers	*Day*	*Businesses that are sending first payment*
Payment Summary	*Day*	*Key report showing processing by S/M/T and totals; supports date range*
Pending User Action	*Current*	*Default Report; shows all processing and pending status*
Pull Report	*Day*	*List of checks that need to be retrieved from secure storage*
Unbalanced Envelopes	*Day*	*Envelopes that are out of balance (FI and Remittance)*
User Productivity by Hour	*Day*	*Hourly breakdown of individual operator productivity*
User Productivity	*Day*	*Summary of operator productivity*
Verified Non-Encoded Checks	*Day*	*Verified checks not encoded for deposit – expected ICL rejects*
Electronic Cash Log	*D/W/M*	*Log of Cash payments*

RAPID® Reporting incorporates a detailed and intuitive reporting feature. It allows authorized users to schedule standard or ad hoc reports and specify placement of the reports on a network drive and folder with application access, or emailed.

4.4.7 Custom Reporting

As previously described, RAPID® Reports is a comprehensive reporting tool that provides both standard and ad hoc reports. RAPID® Reports is particularly useful in providing meaningful data about the SDU operations. For adhoc reporting, users can search on virtually any data field that is recorded within RAPID®. The time for a report can be specified for specific time period, such as date, month, quarter, or year.

Additionally, custom reporting is available in RAPID® Reports through an integrated data warehouse, allowing ad hoc custom reports to be easily created, reviewed, and approved, without impact to system processing. If the ad hoc report were determined to be an ongoing report required by DWSS, Informatix would migrate this report to the standard reports menu; having the report available through the standard reports menu allows authorized users with access to generate the report at any time. If the ad hoc report is

truly just a one-time request and not used again, then it would not need to be added to the standard reports.

4.4.7.1 All data fields in the payment record are included in report criteria.

As a standard feature of RAPID® Reporting, all data fields in the payment record are included in the report criteria. As discussed in Section 4.4.2 Advanced Search, all payment data elements are searchable in RAPID®. This also means that RAPID® Reports contains all the payment data fields in the payment record, and they are available to be included in report criteria.

4.4.7.2 Ability to save a report for future for use by all staff.

The ability to save a report for future use by all staff is a standard feature of RAPID®.

As shown in Figure 45, RAPID® Reports can be easily scheduled to run automatically and also saved to any DWSS network folder for easy access and viewing by staff.

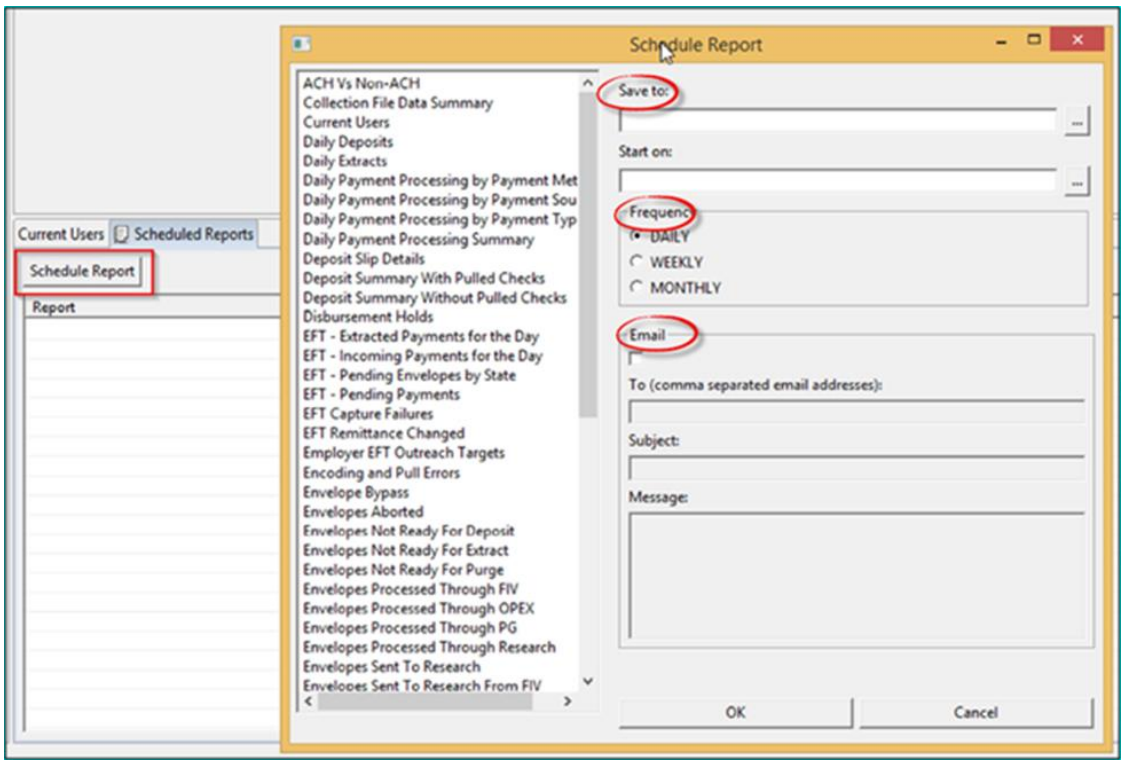


Figure 45: RAPID® Reporting Scheduling

4.4.7.3 Reports can be programmed to run automatically at a set date/time.

As a standard feature of RAPID®, reports can be programmed to run automatically at a set date/time.

As shown in Figure 46, RAPID® Reports can be easily scheduled to run automatically at a set date/time. Additionally, the user can select the method of delivery including email or the report can automatically be saved to a designated DWSS network folder.

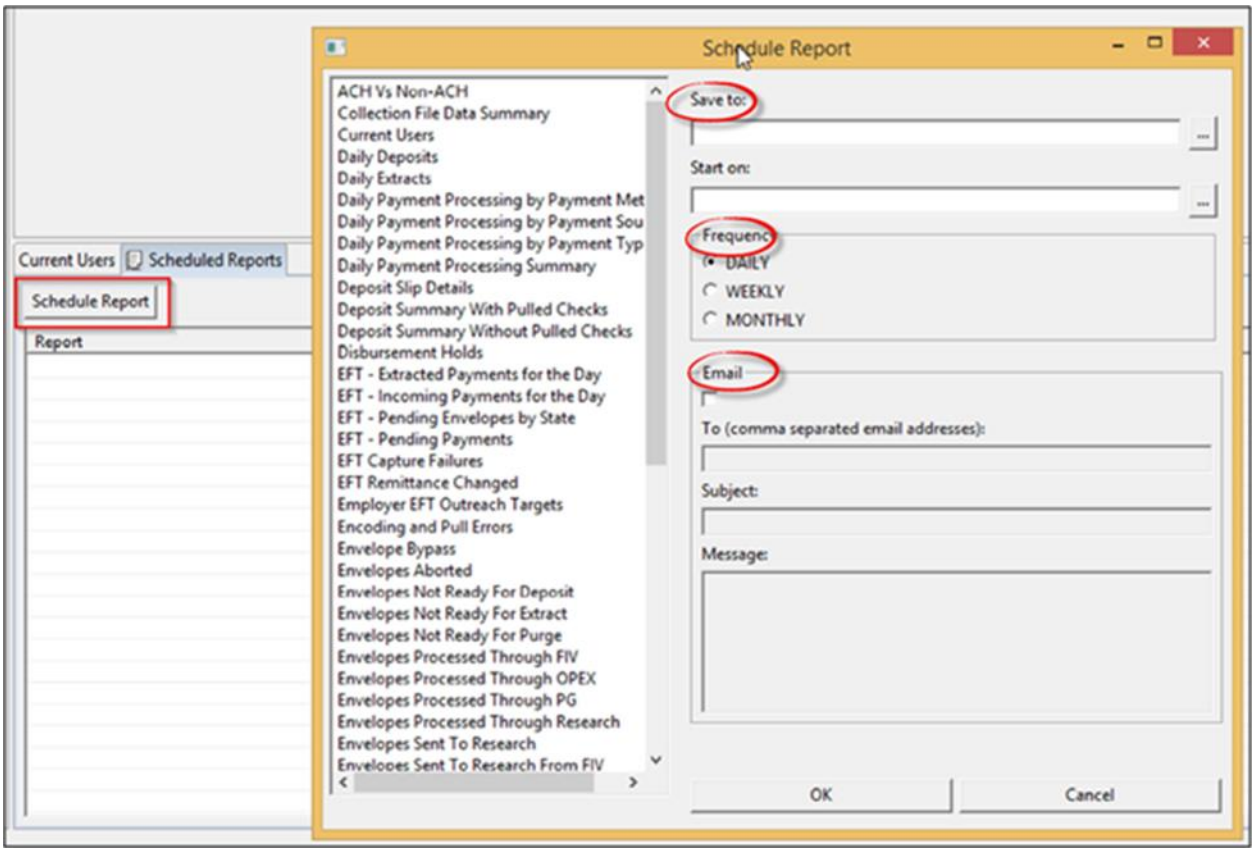


Figure 46: RAPID® Reports Automatic Scheduling

4.4.7.4 Reports can be exported to Excel.

As a standard feature of RAPID®, reports can be exported to Excel

Reports can be generated in many different file formats in addition to Excel, e.g., PDF, comma delimited, etc., depending on the needs of DWSS.

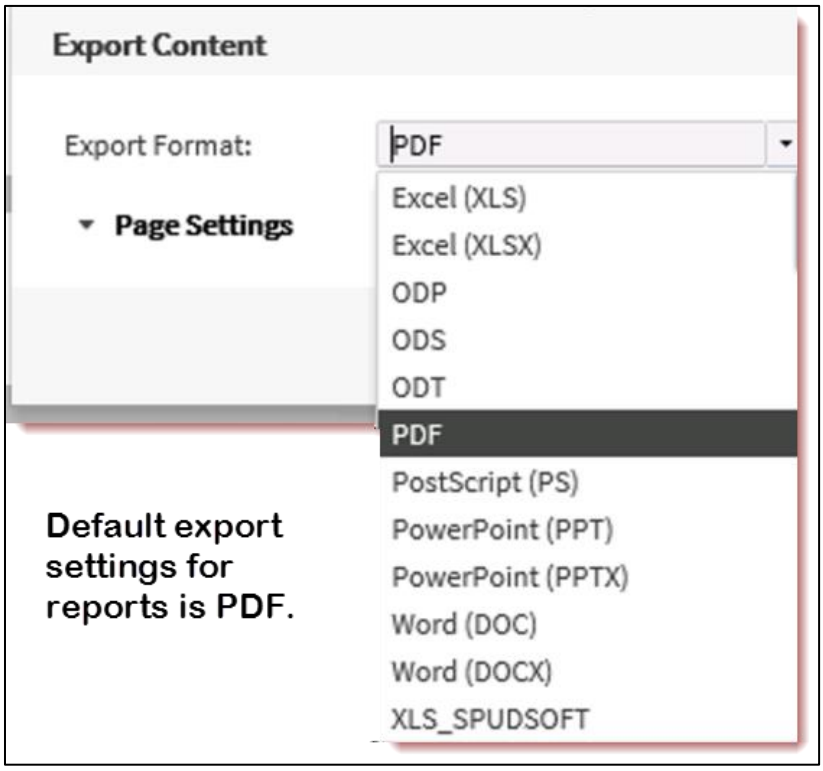


Figure 47: Additional Report Formats Available

4.4.7.5 Quality Assurance features are included allowing random or targeted sampling of daily processing.

Quality assurance features are included as a standard feature of RAPID® that enable random or targeted sampling of daily processing.

Random and targeted Quality Assurance samplings are available as part of the payment processing solution provided to DWSS.

DWSS quality assurance staff can utilize RAPID®'s QA Module to automatically generate a sample of transactions for review. Several sample types can be selected as described below.

- ***Random QA Sample – RAPID® will automatically generate a random sample of selected transactions by function. The quality assurance staff take the results of the random QA sample and begin their daily review.***
- ***Targeted QA Sample – Targeted QA is an error-eliminating form of quality assurance. The quality assurance staff would perform targeted QA before exporting payments to NOMADS to detect and correct potential errors before they occur. Targeted QA uses common characteristics of payment processing errors to target potential transaction errors for supervisory review. The***

following attributes would be indicators of potential errors that RAPID® would pull into the sample:

- ***DWSS has not previously received payment for a particular case from the identified remitter.***
- ***Recent payment history for the particular case is consistently the exact same dollar amount (as it is for 57% of non-custodial parents) and the payment in question is for a different dollar amount.***
- ***The recent payment history for the case is always within the same dollar amount range and the payment in question is outside that range by X %, where X is configurable.***
- ***A special posting instruction exists that relates to the payment.***

- ***Worker-Specific QA Sample – A worker specific QA sample draws a large sample of work processed by a specific employee. This type of sample is selected because the employee is new or they have had excessive errors in the past. The sample is drawn simply by selecting the employee in RAPID® and then generating a sample of his or her work to be reviewed.***

Figure 48 provides a screen shot of the RAPID® QA module where quality assurance staff select a sample for review.

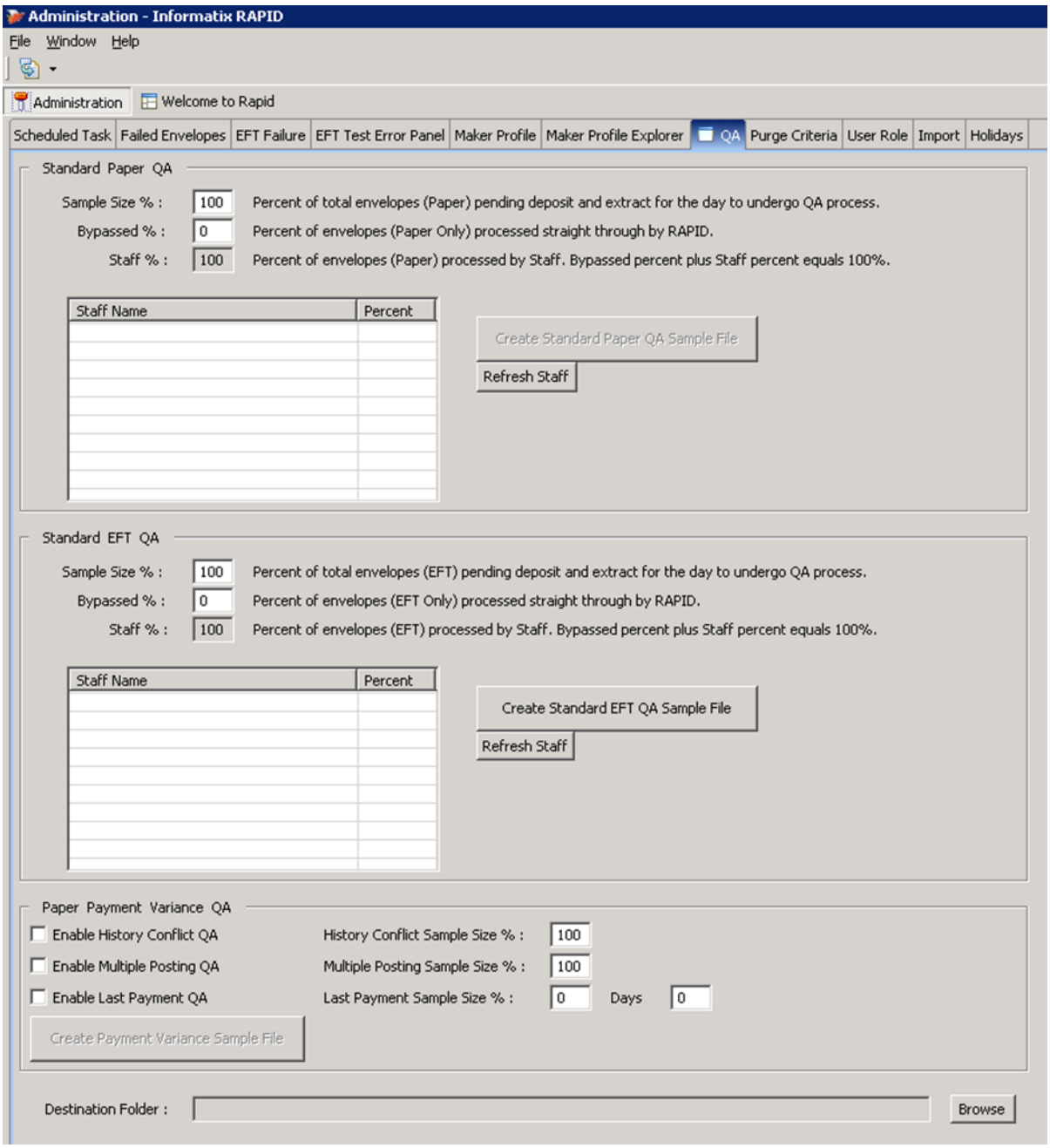


Figure 48: Existing Quality Assurance View in Administration Perspective

4.5 SECURITY STANDARDS

The RAPID® solution meets the security standards outlined as described in the subsections below.

Security is a top concern in the design and implementation of Informatix' RAPID® solution. RAPID® software is designed to include features that protect against fraud and secure sensitive and confidential information flowing through the system. We can configure RAPID® to comply with DWSS' particular security standards and policies. We can also recommend reference architectures, both cloud and on-premises based, for securely deploying and using RAPID®. These guidelines address the following security domains:

- ***Security policy***
- ***Information organization***
- ***Human resources security***
- ***Physical and environmental security***
- ***Communications and operations management***
- ***Access Control***
- ***Information systems platforms***
- ***System Maintenance***
- ***Security Incident Management***
- ***Audit***
- ***Business continuity***
- ***Security standards compliance.***

4.5.1 Must comply with all Office of Child Support Enforcement (OCSE), Internal Revenue Service (IRS), Social Security Administration (SSA), and State of Nevada security standards.

The RAPID® Cloud solution complies with OCSE, IRS, SSA and State of Nevada Security standards. Moreover, at our full service SDU's, Informatix welcomes internal, State, and Federal Audits (SSAE 16, Office of Attorney General, IRS, State Security Walkthroughs) to ensure that our business processes and systems are working properly and to find ways that we can continue to improve our operations. Informatix' full service SDU's are regularly held to IRS and SSA audits, which we and our software have successfully passed. There have been no significant findings where our systems have put any confidential information, data, or child support funds at risk. These audits are instrumental in our performance planning as they give us an objective test of our operation, and any feedback given is used to further strengthen our operations and technology. What we have learned can also be shared as best practices with SCaDU management in order to

promote security compliance in the use of RAPID® software for payment processing.

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

Informatix has reviewed the State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A and our RAPID® solution is compliant with these standards. In RAPID® all data at rest is secured using AES 256 bit encryption. All data in transit is encrypted using SSL/TLS.

4.5.3 Protection of sensitive information will include the following:

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

When interfacing with existing legacy applications, Informatix will encrypt all data at rest using AES 256 bit encryption, and all data in transit using SSL/TLS.

4.5.3.2 Confidential Personal Data will be encrypted whenever possible.

In RAPID® all data at rest is secured using AES 256 bit encryption, including Confidential Personal Data. Similarly, all data in transit is encrypted using SSL/TLS, again, including Confidential Personal Data.

4.5.3.3 Sensitive Data will be encrypted as required by NRS 603A.

As stated above in section 4.3.2, we have reviewed this standard, and our RAPID® solution is compliant with NRS 603A.

4.5.4 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).

Informatix uses a security by design approach to securing its cloud-based offerings. Security by design documents the control responsibilities, the automation of security baselines, the configuration of security and the State audit of controls for cloud infrastructure, operating systems, services and applications running in the Amazon cloud. The approach enforces the use of templates that define and document security rules for the creation of a secure environment, including identity and access management and contingency planning.

Security specifications, risk analyses and recommended controls, including access control systems and contingency plans, will be documented during system implementation and as part of overall system planning.

4.5.5 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.

To initiate DWSS' tenancy in the RAPID® cloud, Informatix will develop templates for a secure cloud environment based upon specified security rules and requirements developed during the implementation process and as deployment engineers are defining the overall requirements of the system. This prevents the creation of an environment that is not compliant with these rules and helps to create an audit ready environment that can be extended as new security threats and vulnerabilities are identified and new technologies and services are implemented.

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

To initiate DWSS' tenancy in the RAPID® cloud, Informatix will develop templates for a secure cloud environment based upon specified security rules and requirements that you supply. The rules defined can be used as evaluation/test procedures and/or an audit guide. Using Amazon Web Services tools, we can capture the state of your production environment at any time and compare it with you secure environment rules for compliance.

Service tool artifacts, all security rule and requirements, and evaluation/test procedures will be included in all solicitation documents and/or acquisition specifications.

4.5.7 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.

DWSS' tenancy in the RAPID® cloud is secure, isolated and auditable to an extreme high degree. It does not include back doors or other code that would allow unauthorized access or code or data manipulation. Identity and access management permissions and policies are robust and fine grained and multi-factored authorization is required to gain access to the system and secure environment.

4.5.8 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.

Informatix will develop templates for a secure cloud environment based upon specified security rules and requirements that DWSS supplies. These specifications will be provided to DWSS in a format of DWSS' choosing for approval.

4.5.9 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.

Informatix is not proposing a development project – RAPID® solution is a SaaS solution. All changes to the service or to the tenant environment will be documented in change notes, including any possible security implications, and provided to DWSS for review and consultation before the changes are applied to the service or updates are made to the tenant environment.

4.5.10 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.

RAPID® solution is a SaaS solution offered to many customer tenants besides Nevada DWSS. Informatix will preserve, discard, or destroy DWSS' information in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management. DWSS will have the ability to set storage and purge configurations within RAPID®.

4.5.11 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."

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

Per the requirements of this RFP, RAPID® solution is offered as SaaS solution and is not a development project. Please note however, that tenancy in the RAPID® cloud will consist of separate environments for user acceptance testing and production.

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

RAPID® is provided as a product. DWSS will be informed of new product releases and oriented about new features. New releases will first be pushed to the DWSS staging environment for user acceptance testing. Upon approval from the State, the updates will be applied to the production environment.

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

RAPID® is provided as a product. No development of software is performed in the production environments.

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

RAPID® is provided as a product. There is no access to compliers, editors and other system utilities from production environments.

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

Informatix has established controls to manage access to our clients' production systems. Our authorized technical support engineers have access in order to correct problems with production systems. Access is limited and granted under the principle of least privilege.

4.5.11.6 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.

RAPID® is a product and not a software development project. Upon initiation of new customer tenancy, Informatix will develop templates for a secure cloud environment based upon specified security rules and requirements that are supplied by DWSS. The rules defined can be used as evaluation/test procedures and/or an audit guide to ensure ongoing compliance with security requirements and controls.

4.5.11.7 Vulnerability testing must be conducted on all systems prior to being placed into production.

Before moving into production, a vulnerability test will be performed, and a report of the test results will be produced and shared with DWSS. The report will include the following assessments:

- ***How far the tester was able to breach the site defenses***
- ***Details about any vulnerabilities exploited***
- ***Suggestions for mitigating any issues discovered***

Issues exposing vulnerabilities or allowing breaches will be addressed and remedied prior to system go-live.

Tab VII Section 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.

5.1 VENDOR RESPONSE TO SCOPE OF WORK

5.1.1 Within the proposal, vendors must provide information regarding their approach to meeting the requirements described within Sections 5.4 through 5.8.

5.1.2 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.

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

5.4 PLANNING AND ADMINISTRATION

5.4.1 Objective

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

Informatix' approach to project planning and administration is founded on proven project planning and management techniques and IT industry standards including the methods of the Project Management Institute (PMI), the Institute of Electrical and Electronics Engineers (IEEE) and the Quality Assurance Institute (QAI). We use these methods in combination with our own best practices developed through more than two decades of providing services to government clients and consumers.

For Nevada's SaaS solution, Informatix will utilize our planning and project management methodology to provide a comprehensive and structured framework. This enables us to bring technology and people together to achieve a successful implementation of RAPID®. We use the approach defined by the Quality Assurance Institute (QAI) that embraces the following principles:

- ***Establish clear and documented customer expectations – We have clear timelines and deliverable requirements as documented in the Project Work Plan. These are tangible and measurable.***

- ***Manage towards results** – The Project Manager and team proactively and consistently measure, review, and report project progress. Although the specific functional responsibility to monitor, report, and promote quality is directly assigned to the project manager, quality depends on the participation of the entire team.*
- ***Manage with facts** – We manage toward results, using accurate data to monitor performance and make decisions.*

In summary, we take a proactive approach to project management and know how to apply the appropriate planning and project management efforts to each of our projects. Having a knowledgeable staff combined with effective quality principles allows Informatix to work closely with DWSS to replace Nevada's CDS solution and implement a modern SaaS solution in support of Nevada's SCaDU.

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:

Informatix will work with the State to provide a detailed project plan with fixed deadlines that take into consideration the State holiday schedule. The project plan will be a comprehensive schedule and include all the elements outlined in the RFP and further detailed below. We will use our experience gained from successfully implementing our SaaS-only solution in two states as well as six (6) other full SDU operations.

Informatix has a practical understanding of the effort required to successfully implement SDU technology because we have done this before – not only do we implement RAPID® in the SDUs we operate, but we implemented RAPID® as a SaaS solution in both Maine and Delaware and it continues to operate successfully in those states through maintenance support contracts with Informatix.

Last year, Informatix successfully completed 3 SDU implementations in just over 8 months, all within schedule and with no issues.

With our advanced technology, our California based staff, and our proven implementation strategy, Informatix is the perfect choice for implementing a modern SaaS solution to support Nevada's SCaDU. Nevada can be confident that with Informatix the overall

SCaDU program will be strengthened as well as result in implementation of additional services that will improve SDU operations.

Having completed more than 8 SDU implementations and transitions (3 SDU implementations in 2015), and as a recognized SDU technology and service provider, we know that a successful project is one where clearly defined plans are agreed upon and managed from a single vision. Informatix brings this vision and provides a thorough and measured project plan and implementation schedule resulting in a low risk transition option for Nevada.

To meet the objective of a smooth transition to Informatix' RAPID® SaaS solution, Informatix will document a detailed project plan, define roles and responsibilities, and establish communication mechanisms for this Child Support Collections and Disbursements Software project with Nevada. A comprehensive project plan enables both DWSS and Informatix to fully understand the overall approach, timeline and objectives for the project. The detailed project plan is further reinforced with specific goals, measurements, and responsibilities.

Informatix' project planning approach yields:

- ***Effective administration and reporting processes***
- ***Consistent quality of deliverables and milestones***
- ***Timely and accurate status reporting***
- ***Efficient and timely communication***
- ***Proper documentation and auditable processes***
- ***Reduction of implementation risk***

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

Informatix has included a draft project plan under Tab X Preliminary Project Plan of our response, in Section 6.6.1.6.

The detailed Project Plan is the central tool for managing the project; it defines the tasks, schedule, work assignments, and dependencies that comprise the project phases.

We developed the Project Plan based on the RFP requirements including milestones and deliverables. Upon Contract Award, Informatix will work with the State to refine our Project Plan. Informatix will use the baseline feature in Microsoft Project to save the final version of the plan as a baseline, establishing

baseline start and finish dates for each task in the schedule. We will then monitor performance against those baseline start and finish dates, and project impacts for deviations from that baseline. We will adjust the schedule as necessary so that we continue to meet the 3.5 months implementation timeframe, keeping DWSS apprised of any adjustments in the baseline Project Plan.

The project manager is responsible for the maintaining the master schedule and will have responsibility for ensuring Informatix is meeting the schedule as planned. Every major task and subtask on the Project Plan is monitored by the assigned manager, the schedule is monitored daily. Deviations in the schedule are promptly identified and corrective actions are initiated. The status of the Project Plan will be documented in the bi-monthly status report and reviewed as part of the regular status meeting with DWSS.

Informatix understands and is aware that DWSS seeks an orderly and controlled transition of the existing CDS solution while maintaining continuity and service levels. Informatix' approach to implementation is to ensure that implementation does not disrupt services to Nevada's SDU customers and is seamless to stakeholders.

A high level summary of Informatix' project plan is reflected in the Implementation Roadmap in Figure 49. The Roadmap provides an overview of the project and shows where the various milestones are achieved within the project timeline and how the milestones relate to other activities.

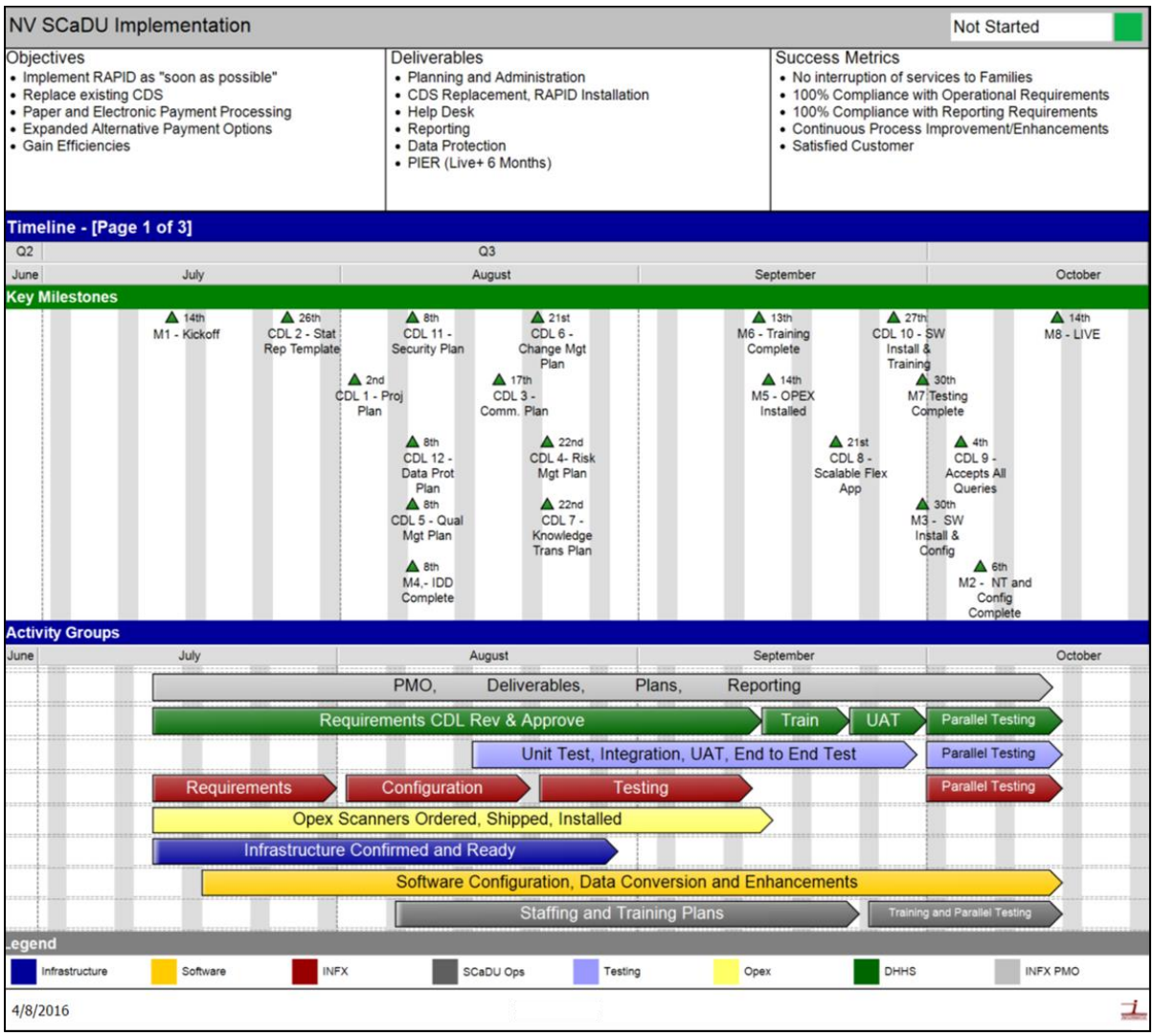


Figure 49: Informatix' Implementation Roadmap

A final version of the Project Plan will be provided after contract award and detailed implementation planning discussions with DWSS. As Informatix moves through the implementation activities and milestones to steady-state operations of the SCaDU using our RAPID® solution, we update the Project Plan to accurately reflect progress and any necessary adjustments.

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

Informatix' project plan details the work for each deliverable, including a work breakdown structure (WBS). Deliverables are clearly identified in the project plan and are contributing elements towards the completion of key project tasks which we have established as our milestones.

Please see our preliminary project plan presented in Tab X Preliminary Project Plan of our response.

C. Completion date of each task;

As indicated in Figure 49, and detailed in our preliminary project plan presented Tab X Preliminary Project Plan of our response, Informatix' project plan provides completion dates for each task.

D. Project milestones;

Informatix clearly understands that a successful implementation of RAPID® solution in support of the SCaDU will require that the implementation activities be fully coordinated and aligned. Our project plan, presented in Tab X of our response, identifies the following key milestones:

1. ***Kick-Off Meeting***
2. ***AWS Network/Infrastructure Configured***
3. ***Software Installed / Configuration Complete***
4. ***IDD Development Complete***
5. ***OPEX Scanners Installed***
6. ***Training Complete***
7. ***Testing Complete***
8. ***Go Live***

As indicated in and detailed in our preliminary project plan presented in Tab X Preliminary Project Plan of our response, Informatix' project plan provides project milestones.

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

Informatix' Project Plan will include entrance and exit criteria for each milestone. Typically, entrance criteria includes key dependencies for the task, and exit criteria includes deliverable approvals and key decision points.

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

Informatix' Project Plan will include a resource plan defining roles and responsibilities for our implementation team and for State resources.

Because we understand the critical nature of a successful SDU implementation, we have structured our Implementation organization to help ensure success by creating an overall

management structure that will support the initial efforts, as well as a smooth transition to on-going operations by DWSS.

In Section 6.4.1 – Project Manager Qualifications of our response, we present our proposed organization chart for Informatix' Implementation Team for the Nevada Collections and Disbursement Software Project. Our Project Plan will delineate the specific resource assignments and responsibilities for the Project based on this organization chart.

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.

Informatix understands and agrees to comply with the requirement to attend meetings as detailed below.

Informatix Project Manager and other key implementation team members will participate in project related meetings as requested by the State and at a location to be determined by the State. Since our Implementation Team is based in Sacramento, attending scheduled project meetings in Carson City does not present an issue for Informatix.

Informatix will work with DWSS' to develop agendas for meetings, and we will prepare materials or briefings for these meetings as required by the agendas or requested by the State. Informatix' Project Manager or his/her designee will take minutes at project meetings and distribute to meeting attendees within five working days.

Informatix understands and agrees that the agenda may include, but not be limited to the following items as outlined in the RFP:

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
I. Other business

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. Problems encountered and proposed/actual resolutions;
C. What is to be accomplished during the next reporting period;
D. Issues that need to be addressed, including contractual;
E. Quality Assurance status;
F. Updated MS Project time line showing percentage completed, tasks assigned, completed and remaining;
G. Identification of schedule slippage and strategy for resolution;
H. Contractor staff assigned and their location/schedule;
I. State resources required for activities during the next time period; and
J. Resource allocation percentages including planned versus actual by project milestone.

Informatix understands and agrees to comply with the requirement to provide written semi-monthly project status reports. We believe that complete and accurate status reports are an essential tool for providing critical program information about the implementation activities. The status reports are important because collectively they create long-term

documentation of project status, milestones reached, resource conflicts, and any issues that have occurred.

Informatix will provide semi-monthly project status reports by the 3rd working day following the end of the reporting period, using the approved format and content agreed upon during project initiation and confirmed at the kickoff meeting. Our status report will be presented to, and reviewed with DWSS' Project Manager. We understand 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.

Our objective in developing timely and accurate progress reports is to provide DWSS with a fully transparent view of the implementation. As required, the progress report will include but not be limited to the following information:

- ***Overall completion status of the project in terms of the State approved project work plan and deliverable schedule***
- ***Problems encountered and proposed/actual resolutions***
- ***What is to be accomplished during the next reporting period***
- ***Issues that need to be addressed, including contractual***
- ***Quality Assurance status***
- ***Updated MS Project time line showing percentage completed, tasks assigned, completed and remaining***
- ***Identification of schedule slippage and strategy for resolution***
- ***Contractor staff assigned and their location/schedule***
- ***State resources required for activities during the next time period***
- ***Resource allocation percentages including planned versus actual by project milestone***

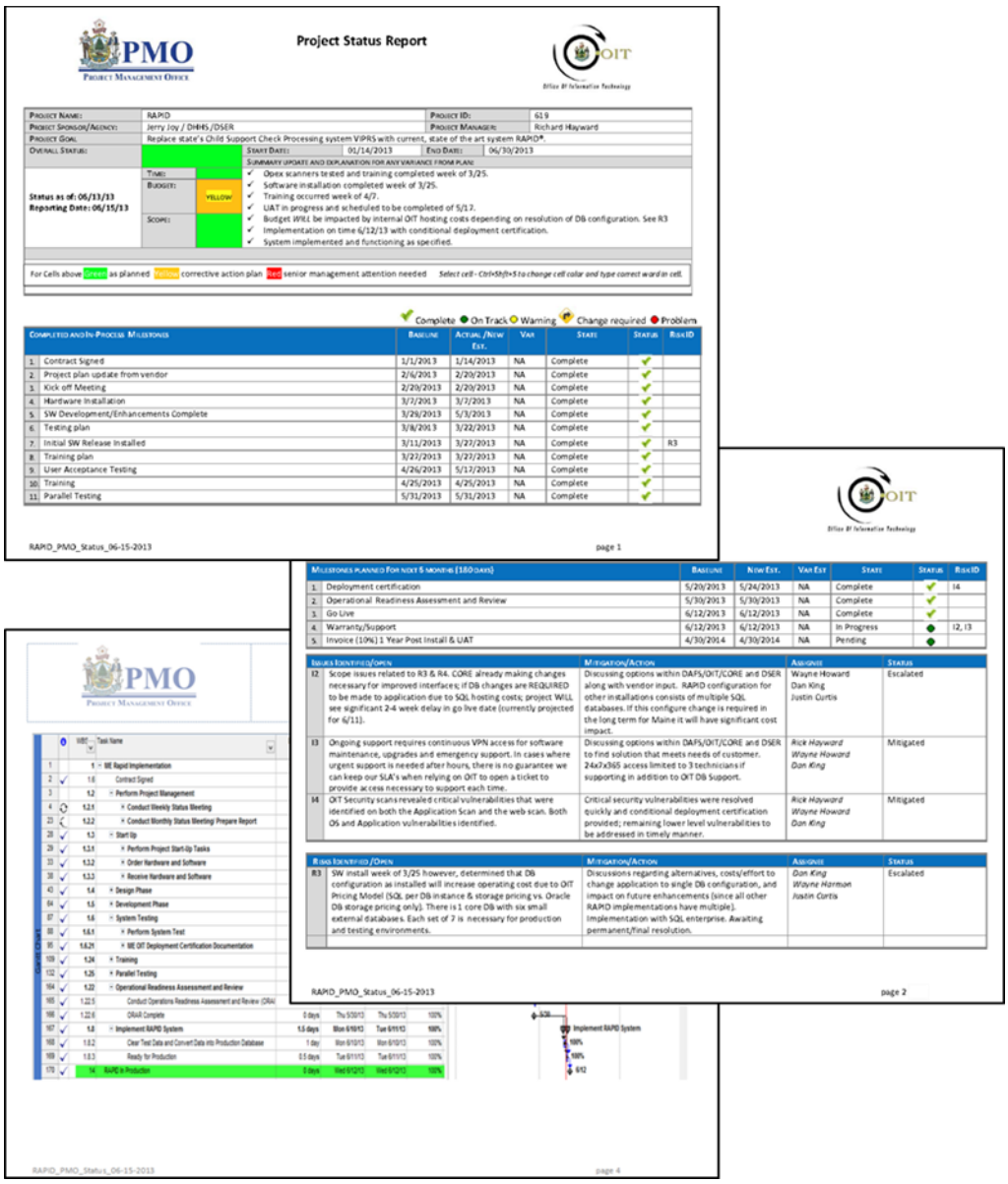
Providing semi-monthly status reports is one mechanism our Implementation Team utilizes to ensure that we are proactively reporting project progress. Ongoing project management processes and status reporting procedures we will use on this Project include:

- ***Developing Deliverable Expectation Documents (DED) – Informatix will provide a DED for the key deliverables of this Project e.g. Project Work Plan, Risk Management Plan. The DED will describe the expectations for a deliverable and includes a description of the deliverable, format/template,***

review processes, acceptance, proposed schedule for the deliverable and sign-off from the State.

- ***Conducting interim checkpoints – Involvement of DWSS staff will continue through the deliverable development process in the form of interim checkpoints. Interim checkpoints provide a forum for the DWSS to get the status of deliverable development as well as provide informal feedback to Informatix on the deliverable content, prior to draft submittal.***
- ***Other Reports and Progress Meetings. Informatix will provide additional ad hoc reports if deemed appropriate and necessary by the State.***

Figure 50 illustrates a sample status report we have used for an SDU implementation project.



PMO
Project Management Office

Project Status Report

OIT
Office Of Information Technology

Project Name:	RAPID	Project ID:	619
Project Sponsor/Agency:	Jerry Joy / DHHS /DSER	Project Manager:	Richard Hayward
Project Goal:	Replace state's Child Support Check Processing system VIPRS with current, state of the art system RAPID®.		
Overall Status:	Start Date: 01/14/2013	End Date:	06/30/2013

Summary Update and Explanation for any variance from plan:

Status as of: 06/13/13
Reporting Date: 06/15/13

Time:		
Budget:	YELLOW	
Scope:		

- ✓ Opex scanners tested and training completed week of 3/25.
- ✓ Software installation completed week of 3/25.
- ✓ Training occurred week of 4/7.
- ✓ UAT in progress and scheduled to be completed of 5/12.
- ✓ Budget WILL be impacted by internal OIT hosting costs depending on resolution of DB configuration. See R3
- ✓ Implementation on time 6/12/13 with conditional deployment certification.
- ✓ System implemented and functioning as specified.

For Cells above Green as planned Yellow corrective action plan Red senior management attention needed *Select cell - Ctrl+Shift+5 to change cell color and type correct word in cell.*

✓ Complete ● On Track ○ Warning ✓ Change required ● Problem

Completed and In-Process Milestones	Baseline	Actual /New Est.	Var	State	Status	Risk ID
1. Contract Signed	1/1/2013	1/14/2013	NA	Complete	✓	
2. Project plan update from vendor	2/4/2013	2/20/2013	NA	Complete	✓	
3. Kick off Meeting	2/20/2013	2/20/2013	NA	Complete	✓	
4. Hardware Installation	3/7/2013	3/7/2013	NA	Complete	✓	
5. SW Development/Enhancements Complete	3/29/2013	5/3/2013	NA	Complete	✓	
6. Testing plan	3/8/2013	3/22/2013	NA	Complete	✓	
7. Initial SW Release Installed	3/11/2013	3/27/2013	NA	Complete	✓	R3
8. Training plan	3/27/2013	3/27/2013	NA	Complete	✓	
9. User Acceptance Testing	4/26/2013	5/17/2013	NA	Complete	✓	
10. Training	4/25/2013	4/25/2013	NA	Complete	✓	
11. Parallel Testing	5/31/2013	5/31/2013	NA	Complete	✓	

RAPID_PMO_Status_06-15-2013 page 1

OIT
Office Of Information Technology

Milestones planned for next 6 months (180 days)	Baseline	New Est.	Var Est	State	Status	Risk ID
1. Deployment certification	5/20/2013	5/24/2013	NA	Complete	✓	I4
2. Operational Readiness Assessment and Review	5/30/2013	5/30/2013	NA	Complete	✓	
3. Go Live	6/12/2013	6/12/2013	NA	Complete	✓	
4. Warranty/Support	6/12/2013	6/12/2013	NA	In Progress	●	I2, I3
5. Invoice (10%) 1 Year Post Install & UAT	4/30/2014	4/30/2014	NA	Pending	●	

Issues Identified/Open		Mitigation/Action	Assignee	Status
I2	Scope issues related to R3 & R4. CORE already making changes necessary for improved interfaces; if DB changes are REQUIRED to be made to application due to SQL hosting costs; project WILL see significant 2-4 week delay in go live date (currently projected for 6/11).	Discussing options within DAFS/OIT/CORE and DSER along with vendor input. RAPID configuration for other installations consists of multiple SQL databases. If this configure change is required in the long term for Maine it will have significant cost impact.	Wayne Howard Dan King Justin Curtis	Escalated
I3	Ongoing support requires continuous VPN access for software maintenance, upgrades and emergency support. In cases where urgent support is needed after hours, there is no guarantee we can keep our SLA's when relying on OIT to open a ticket to provide access necessary to support each time.	Discussing options within DAFS/OIT/CORE and DSER to find solution that meets needs of customer. 24x7x365 access limited to 3 technicians if supporting in addition to OIT DB Support.	*Rick Hayward* *Wayne Howard* *Dan King*	Mitigated
I4	OIT Security scans revealed critical vulnerabilities that were identified on both the Application Scan and the web scan. Both OS and Application vulnerabilities identified.	Critical security vulnerabilities were resolved quickly and conditional deployment certification provided; remaining lower level vulnerabilities to be addressed in timely manner.	*Rick Hayward* *Wayne Howard* *Dan King*	Mitigated

Risks Identified/Open		Mitigation/Action	Assignee	Status
R3	SW install week of 3/25 however, determined that DB configuration as installed will increase operating cost due to OIT Pricing Model (SQL per DB instance & storage pricing vs. Oracle DB storage pricing only). There is 1 core DB with six small external databases. Each set of 7 is necessary for production and testing environments.	Discussions regarding alternatives, costs/effort to change application to single DB configuration, and impact on future enhancements (since all other RAPID implementations have multiple). Implementation with SQL enterprise. Awaiting permanent/final resolution.	*Dan King* *Wayne Harmon* *Justin Curtis*	Escalated

RAPID_PMO_Status_06-15-2013 page 2

PMO
Project Management Office

	WBS	Task Name				
1	1	ME Rapid Implementation				
2	1.0	Contract Signed				
3	1.2	Perform Project Management				
4	1.2.1	Conduct Weekly Status Meeting				
23	1.2.2	Conduct Monthly Status Meeting/ Prepare Report				
28	1.3	Start Up				
29	1.3.1	Perform Project Start-Up Tasks				
33	1.3.2	Order Hardware and Software				
38	1.3.3	Receive Hardware and Software				
43	1.4	Design Phase				
64	1.5	Development Phase				
87	1.6	System Testing				
88	1.6.1	Perform System Test				
95	1.6.2.9	ME OIT Deployment Certification Documentation				
109	1.24	Training				
132	1.25	Parallel Testing				
164	1.22	Operational Readiness Assessment and Review				
165	1.22.5	Conduct Operations Readiness Assessment and Review (ORA				
166	1.22.6	ORAR Complete	0 days	Thu 5/30/13	Thu 5/30/13	100%
167	1.8	Implement RAPID System	1.5 days	Mon 6/10/13	Tue 6/11/13	100%
168	1.8.2	Clear Test Data and Convert Data into Production Database	1 day	Mon 6/10/13	Mon 6/10/13	100%
169	1.8.3	Ready for Production	0.5 days	Tue 6/11/13	Tue 6/11/13	100%
170	14	RAPID in Production	3 days	Wed 6/12/13	Wed 6/12/13	100%

Gantt Chart

RAPID_PMO_Status_06-15-2013 page 4

Figure 50: Sample SDU Implementation Status Report

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.

Informatix understands and agrees to comply with the requirement to develop a comprehensive approach for handling communications with both internal and external audiences.

Informatix believes strongly that communication is a key contributing factor to project success and that effective, ongoing communication is a key tool of the project team. The smooth and timely flow of information between those directly engaged in the project activities and the various stakeholders is critical to the success of this Collections and Disbursements Software Project.

Informatix will develop a formal Communication Plan that identifies who needs what information, when they need it, how will it be provided, and who is responsible for providing the information. The Communication Plan will document the processes that will be employed to (1) manage information flow and (2) manage the timely generation, collection, documentation, dissemination, storage, retrieval, transmission, and ultimate disposition of project information.

Informatix' Communication Plan will:

- ***Identify each of the project communication stakeholders in the project***
- ***Identify the types of project information to be collected, stored and disseminated to project stakeholders***
- ***Establish the methods for generating, collecting, documenting, storing, accessing, transmitting, and disposing of project information***
- ***Establish the methods, media and frequency for each type of communication***

Informatix actively manages project communications through a multi-faceted approach. Our Project Manager will leverage different techniques and tools throughout the Project to match communication with the Project Phase, audience, and medium.

Informatix recognizes the importance of establishing open and proactive paths of communication and cooperation with DWSS and other agencies/entities. As the incoming vendor, we view it to be our responsibility to involve everyone in the transitional activities toward achieving success. Helping to foster a cooperative environment is the best way Informatix can establish a healthy working relationship among all parties. Good communication is the key to that objective.

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

Informatix understands and agrees to comply with this requirement to develop a risk management plan.

Informatix has created and maintains a formal risk management policy for our SDU implementation projects that will be used as the baseline for the Nevada Risk Management Plan. The Risk Management Plan will document processes for the identification, assessment, and management of risks that could jeopardize the project. Informatix risk management methodologies are structured to consistently document project risks so that they are understood, investigated, and assessed and that appropriate mitigation and/or contingency planning occurs, to minimize the impact on project schedule and/or quality.

Through a consistent review process and extensive oversight, Informatix' Executive Oversight and Project Manager will ensure that risks are properly identified, assessed, and managed by Informatix staff performing the Nevada Child Support Collections and Disbursements Project. Appropriate risk management is essential for ensuring:

- ***Ongoing operational stability***
- ***Timely system maintenance***
- ***Regulatory compliance***
- ***Data integrity and security***
- ***Comprehensive disaster recovery***
- ***Excellent communication***

Our Project Manager will function as the primary risk manager and is responsible for the day-to-day administration of risk management and coordination of activities through resolution.

On an ongoing basis, the Project Manager actively tracks outstanding risk assignments, performs risk analysis, updates tracking information, and generally ensures that a professional focus is kept on those items that could affect stable and satisfactory operation of RAPID® .

Informatix believes the characteristics that are essential to the success of effective risk management are:

- ***Experience in the CSE program in order that potential risk and impacts are properly understood, assessed, and addressed***
- ***Excellent communication with DWSS professionals and technical staff and Informatix technical development staff. This ensures understanding the scope of a solution and how it affects DWSS customers***
- ***Understanding of how to navigate the various stakeholder organizations including DWSS and Informatix***

Our Risk Management Plan, and our processes focus on continuous risk management, an ongoing and proactive approach to facilitate early detection and direct action on risks. For Informatix risk management is a proactive process that clearly identifies, analyzes, and manages risks that can adversely influence projects, operations, users, customers, or stakeholders. See Figure 51 which presents an overview of Informatix' Risk Management methodologies.

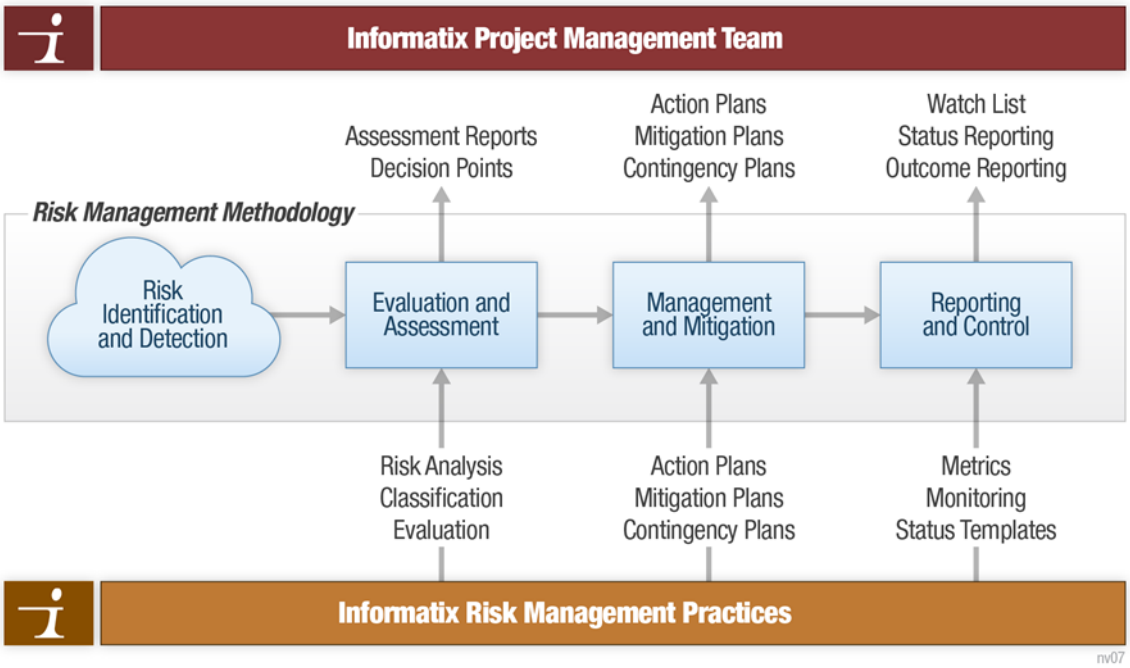


Figure 51: Informatix' Risk Management Methodology

Informatix performs four primary activities in risk management, as illustrated in the diagram above:

1. ***Identification of risks: a continuous effort to identify risks and document them as they are found***
2. ***Analysis of risks: an estimation of the probability, impact, and timeframe of the risks, classification into sets of related risks, and prioritization of risks relative to each other***
3. ***Managing risks: decisions about what to do with the risks, which for high impact/ high probability risks will include a risk response plan, complete with contingency and mitigation approaches***
4. ***Tracking and controlling risks: collection and reporting status information about risks and their mitigation plans (where appropriate) and taking corrective action as needed***

Informatix will establish a stable, well-managed, and controlled risk management environment based upon our extensive Child Support

expertise and experience, successful track record of system implementation and transition, and technical and business process knowledge of the SCaDU requirements.

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.

Informatix understands and agrees to comply with the requirement to develop a quality assurance plan.

Informatix will develop a Quality Assurance Plan for the Collections and Disbursement Software Project with Nevada that includes, but is not limited to, the methodology for maintaining quality of the code, workmanship, and project schedules. As we do in all of our projects, Informatix' Quality Assurance Plan will be based on the Project Management Body of Knowledge (PMBOK Guide™). Note that we do not have any subcontractors on this project so our Quality Assurance Plan will not include subcontractor activities.

Informatix understands that effective quality assurance begins in the planning phase. Our quality measures will be included in the project plans, processes, and procedures during the initial development. During planning, the quality assurance and quality control processes will also be planned and documented as part of the project baseline. In execution, the Quality Assurance Plan, quality assurance procedures, and quality control procedures will be executed according to plan and updated as lessons are learned from their implementation.

Our Quality Assurance Plan will include the following components:

- ***Quality objectives***
- ***Key project deliverables and processes to be reviewed for satisfactory quality level***
- ***Quality standards***
- ***Quality control and assurance activities***
- ***Quality roles and responsibilities***
- ***Quality tools***
- ***Plan for reporting quality control and assurance problems***

Informatix applies Six Sigma and Total Quality Management (TQM) disciplines, which includes the concept of continuous improvement. Informatix consistently evaluates issues of each project, identifies lessons learned regarding services, products and processes and continuously applies them to future projects. DWSS will benefit from these improvements due to our experience implementing over 8 SDUs.

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.

Informatix understands and agrees to comply with the requirement to develop a change management plan and control procedures.

Informatix will develop a Change Management Plan and Control Procedures and provide it to the State for acceptance. Since Informatix is proposing a SaaS based solution, and not a development project, our Change Control Management Plan will be complimentary to our overall project plan. It will define the change control process of identify, propose, review, approve and implement change, during the implementation of RAPID® for the Collections and Disbursement Software Project.

Our Project Manager will be responsible for the change control management process. Our process is a structured and comprehensive approach, which includes a change control log, to managing changes to baseline scope, schedule, and deliverables.

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.

Informatix will develop a Knowledge Transfer Plan and obtain State acceptance before and after the plan is executed. The plan will include the processes we will employ so that the State is able to use RAPID®

Per the State's requirement to implement a modern SaaS solution to replace its current CDS solution in support of the SCaDU, Informatix' Knowledge Transfer Plan will facilitate the transfer of knowledge of RAPID® necessary to use the solution to operate the SCaDU. Our knowledge transfer will also focus on how to obtain support from Informatix by using our Help Desk procedures.

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.

Informatix understands and is in support of the PIER that will be conducted by the State approximately six (6) months after full implementation and State acceptance of all deliverables. Informatix will provide the State with documentation that identifies key go-live

decision criteria, production readiness assessment, lessons learned, and other information requested by the State in preparation for the PIER.

5.4.3 Deliverables

5.4 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

Informatix commits to performing these tasks as described and to providing the required deliverables in the appropriate timeframes, as requested by the State and identified in 5.4 PLANNING AND ADMINISTRATION DELIVERABLES.

Informatix will provide our planning and administrative deliverables using Microsoft Office tools and in accordance with the requirements outlined in the RFP.

5.5 COLLECTIONS AND DISBURSEMENTS

5.5.1 Objective

The vendor shall give Division staff unlimited, 24x7 secure internet access to the vendor's collections and disbursements application.

Informatix agrees and will provide Division staff unlimited, 24 x 7 secure internet access to our RAPID® collections and disbursement application.

RAPID® will be hosted in the Amazon Cloud and leverage Amazon Web Services (AWS). Access to the RAPID® application client is via desktop virtualization using Amazon Workspaces.

5.5.2 Activities

5.5.2.1 The collections and disbursements application must be scalable and flexible so it can be adapted as needed in response to program or caseload changes.

RAPID® has been sized to easily meet the Nevada SCaDU existing volumes, with adequate capacity for growth. Both the architecture of the RAPID® application and the elasticity of its cloud-base infrastructure allow RAPID® to be flexible and scale on-demand and automatically to meet all load variability patterns.

RAPID® is an enterprise class system that is designed to efficiently scale to accommodate current and future workloads. Figure 52 illustrates how RAPID® is designed for scalability. RAPID® application servers can be configured to run in server clusters. A new server node can be added seamlessly to the cluster at any time. The RAPID® application server manages subordinate Remittance Processors. A Remittance Processor runs as a separate server process. A Remittance processor maintains a thread pool of workers. Each worker is capable of processing a remittance through the system workflow to the next finished state or to an appropriate exception state for operator handling. The worker thread pool size is configurable, allowing for parallel processing optimizations and vertical scaling.

In addition, RAPID® scales horizontally. Multiple Remittance Processors can be run in parallel on multiple physical server hosts. The limits of scalability align closely with the maximum computing resources of the hardware hosting the system. Start new Remittance Processors will increase the system's productivity. Starting new processors can be done without interrupting current processing.

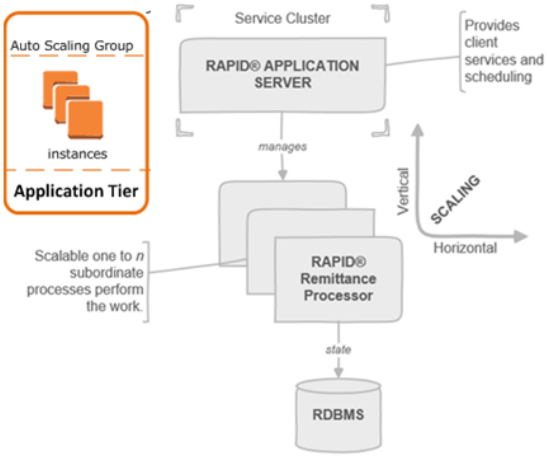


Figure 52: RAPID® Scaling to Adapt to Load

Beyond the scalable software architecture of RAPID®, the application itself runs on elastic infrastructure running in the AWS Cloud – RAPID® services run in Amazon EC2 instances. The number and computing capacity of EC2 instances are managed by auto scaling policies. Auto scaling increases the number of EC2 instances during demand spikes and decreases capacity during idle periods or periods of low production load.

Based on the proven robustness of Informatix RAPID® solution we know that we can accommodate Nevada's current workloads and any unexpected fluctuations or increases in processing volumes. Moreover, RAPID® handles comparable production loads on a daily basis at other payment processing centers. In fact, when RAPID® was implemented at the Minnesota child support payment processing center, the ability to manage payment processing load improved to such an extent that Saturday work days (previously required) were eliminated from the work schedule.

5.5.2.2 The vendor shall incur and bear all costs related to updates in scalability and/or flexibility of the vendor-provided components of the collections and disbursements application.

Informatix understands and agrees to incur and bear all costs related to updates in scalability and/or flexibility of the Informatix provided components of the RAPID® payment processing solution.

5.5.2.3 The collections and disbursements application must be capable of accepting individual queries and batch queries without any limitation on query volume or frequency.

RAPID® is capable of accepting individual and batch queries without limitation on query volume or frequency.

Informatix understands obtaining detailed collections and disbursement reporting data is vital to an efficient SDU operation. Data is used by authorized staff to monitor daily activities and key performance indicators, reconcile daily deposits, and identify areas for process improvements.

RAPID® Reports incorporates a detailed and intuitive reporting feature, as illustrated in Figure 55: RAPID® Reporting. Though RAPID® Reports already generates many standard scheduled reports, RAPID® can be further customized to meet DWSS' future reporting needs.

RAPID® Reports provides the DWSS with a single point of access for SDU reporting, reports are generated based on daily, weekly, and monthly criteria. Reports can be generated and sent automatically. Statistical data is stored in the RAPID® data warehouse for long-term access at any time by any authorized user.

5.5.2.4 The vendor will install, if applicable, any local software required for use of the product and provide training on product use.

RAPID® application client is provided to DWSS as a secure virtual desktop application in the cloud using Amazon Workspaces. This will require a local installation of the Amazon Workspaces client. This software has a small footprint, is freely downloadable from Amazon and is simple to configure. Informatix will work with DWSS to download, install, configure and use the Amazon Workspaces client.

Informatix will provide DWSS training on the use of RAPID®. Our training curriculum uses a modular approach with lessons for each aspect of SCaDU Operations, each perspective within the RAPID® application and the OPEX scanning function. The modules are grouped into the appropriate course(s) based on the user roles assigned to each course. For example, the Mail and Scanning Specialists may not require RAPID® Financial Administration training.

A combination of five basic methods of instruction will be used for each training course:

- ***All Training***
  - ***Lecture with visuals***
  - ***Group dynamics***
  - ***Lesson recap or summary to reiterate key points***
- ***Technical Training***
  - ***Functional video-led demonstrations of system related functions***
  - ***Hands-on exercises using existing system payment scenarios***

For technical training (OPEX and RAPID®) sufficient practice time will be built-in to each course to help ensure retention and transfer of knowledge from training to on-the-job. Courses may contain learning validation exercises and question and answer sessions. These sessions allow the instructor to measure trainee understanding and retention of the material covered. Additionally, video materials will be available for review after the initial training is completed to refresh training and for new hires needing training.

Each course will contain introductions, objectives and expectations, and lecture. Technical training courses will also include instructor demonstration, exercises, practice time, and lesson recap. An example of the Informatix Required Course list and descriptions is provided below. Informatix will work with DWSS to confirm the appropriate audience and timing of the RAPID® training in accordance with the implementation schedule.

Table 5: Required Course List and Descriptions

Course	*Description*[1]	*Duration*	*Audience*
OPEX/ Mail	**Scanning and OPEX Machine Job Stream (D/A)**	**2.0 Hours**	**All Mailroom Staff**
RAPID® Basics	• **System Overview and Basics including access, sign-on, security, navigation and explanation of how money flows through the system (P)** • **FIV – Payment Verification (P/V/A)** • **Posting Grid (P/V/A)**	• **3.0 Hours** • **3.0+ Hours additional hands-on**	**All SCaDU Staff**
RAPID® Intermediate	• **Research (P/V/A)** • **Customer Service Module (P/V/A)** • **Batch Explorer (P/V/A)** • **Reports**	**1.5 Hours**	• **SCaDU Manager** • **Payment Processing Manager/Lead Staff** • **Workflow Lead**
RAPID® Advanced	• **System Overview and Basics including access, sign-on, security, navigation, and explanation of how money flows through the system** • **Banking and Financial Administration (P/V/A)** • **SPI (P/V/A)** • **iDocStore (P/V/A)** • **Administration (P/V/A)**	**1.5 Hours**	• **SCaDU Manager** • **Payment Processing Manager/Lead** • **Workflow Lead**
iDocStore	**iDocStore (P/V)**	**1.0 Hours**	**NV State Staff**

5.5.2.5 The vendor will assist the Division in all required application setup/initialization activities

Informatix understands and agrees to assist the Division with all required application setup/initialization activities. In fact, Informatix will do the initial installation and custom configuration, and then provide the administration training to the appropriate staff as directed by DWSS.

[1]P = PowerPoint Presentation
H = Handout
A = Activity
D = Demonstration
V = Video

5.5.2.6 The vendor will submit a State-approved security plan if any data is to be stored anywhere else besides the State's main computing facility and/or end user devices.

Informatix commits to submitting a State-approved security plan for any DWSS data stored outside the State's main computing facility and/or end user devices.

As a technology vendor and service provider for multiple state SDUs, Informatix maintains detailed security plans for each of our SDUs; and we are proud to say that we have never had a security breach in any of our SDUs.

5.5.2.7 The vendor will provide help desk services and remote trouble shooting services during the Division's hours of operations – 7:00 a.m. - 7:00 p.m. PT, Monday through Friday excluding State holidays.

Informatix Help Desk services and remote trouble shooting services are available 7:00 a.m. to 7:00 p.m., PT, Monday through Friday excluding State holidays. After-hours emergency support is also available 24 X 7 via Informatix' Help Desk phone number.

With Informatix, DWSS has a vendor who understands the complexity of processing child support payments, the deadlines involved and has been involved in the application from design and development phases. Our technical team has worked with RAPID® and understands its intricacies. Informatix is prepared to provide an unparalleled level of support to the Nevada SDU.

5.5.3 Deliverables

5.5 COLLECTIONS AND DISBURSEMENTS DELIVERABLES			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.5.3.1	Scalable and Flexible Application	5.5.2.1 5.5.2.2	4
5.5.3.2	Application Accepts All Queries	5.5.2.3	3
5.5.3.3	Installs Software and Provides Training	5.5.2.4	20
5.5.3.4	Assist Division w/Application Activities	5.5.2.5	10
5.5.3.5	Security Plan	5.5.2.6	10
5.5.3.6	Provide Help Desk and Remote Trouble Shooting Services	5.5.2.7	2

Informatix commits to performing these tasks as described and to providing the required deliverables in the appropriate timeframes, as

requested by the State and identified in 5.5 COLLECTIONS AND DISBURSEMENTS DELIVERABLES.

5.6 HELP DESK SERVICES

5.6.1 Objective

The vendor shall make at least one (1) Vendor Help Desk information technology representative available to designated Division Help Desk personnel via toll-free telephone number and email from 7:00 am to 7:00 pm PT, Monday through Friday, except for State holidays, beginning immediately upon contract execution.

Informatix Help Desk services and remote trouble shooting services will be available to designated Division Help Desk Personnel via toll-free telephone number and email from 7:00 a.m. to 7:00 p.m., PT, Monday through Friday excluding State holidays. After-hours emergency support is also available.

Informatix will provide primary and secondary contacts for Technical and non-technical issues. All issues are logged in our issue tracking system which generates a ticket. The issue tracking system is online and accessible to customers via the Technical Support area of the Informatix web site. When issues are logged into the system, customers are provided an issue tracking number to be used to monitor the progress of the case. For issues deemed critical, customers will have continuous access to an Informatix Technical Support representative by phone and email until the issue is resolved.

Incidents are handled by priority. Priority levels are described below. The priority of a ticket may be reclassified as the severity of the issue is uncovered. For example, a SCaDU operator reports that he/she was disconnected from the system but has reconnected successfully and is able to process payments. The issue is initially assigned Priority 3. However, moments later, the same user reports being disconnected again and that others are experiencing the same problem. At this point, the issue is reclassified as Priority 1 and responded to immediately. Priorities are set based upon the urgency expressed by the

- ***Priority 1- Incidents must be responded to and if possible corrected within 1 hour of being reported by the SCaDU management. These are issues that jeopardize the SCaDU's ability to meet SLAs, like network failure or inability to access the application, the database or file storage.***
- ***Priority 2 - Incidents must be responded to and if possible corrected within 4 hours of being reported by the SCaDU management***
- ***Priority 3 - Incidents must be responded to and if possible corrected, within 2 days of being reported by the SCaDU management.***
- ***Priority 4 - Incidents must be responded to and if possible corrected within 1 week of being reported by the SCaDU management.***
- ***Priority 5 - Incidents must be responded to within 1 week and thereafter are monitored for inclusion into subsequent releases of RAPID®.***

Generally, these are enhancements or minor issues with the application that do not effect production negatively to any extent. These incidents usually require some form of corrective maintenance to be performed in the RAPID® application. For example, the rewording of a message or label in one of the payment processing screens.

Figure 53 and Figure 54 illustrate support roles, support tiers and incident flow.

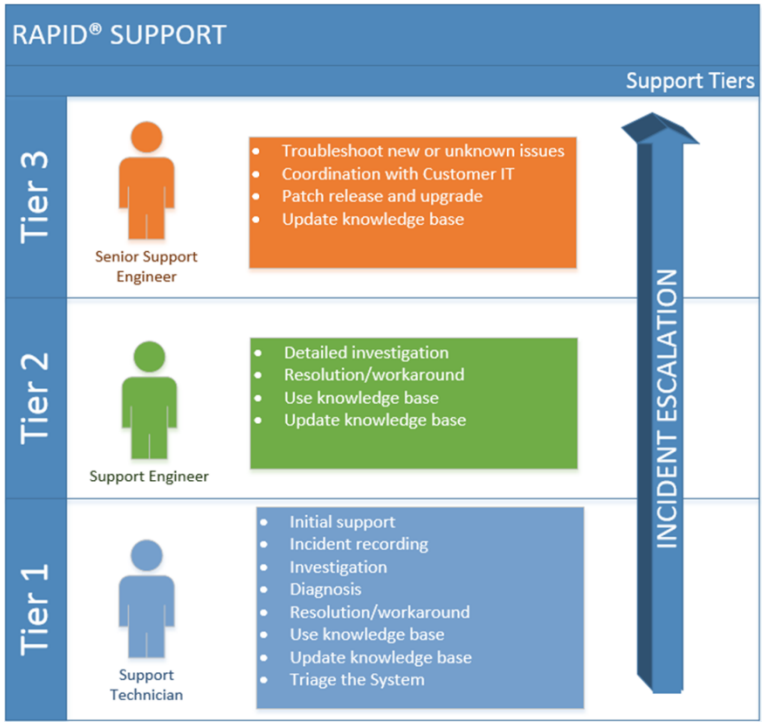


Figure 53: Informatix Support Roles and Tiers

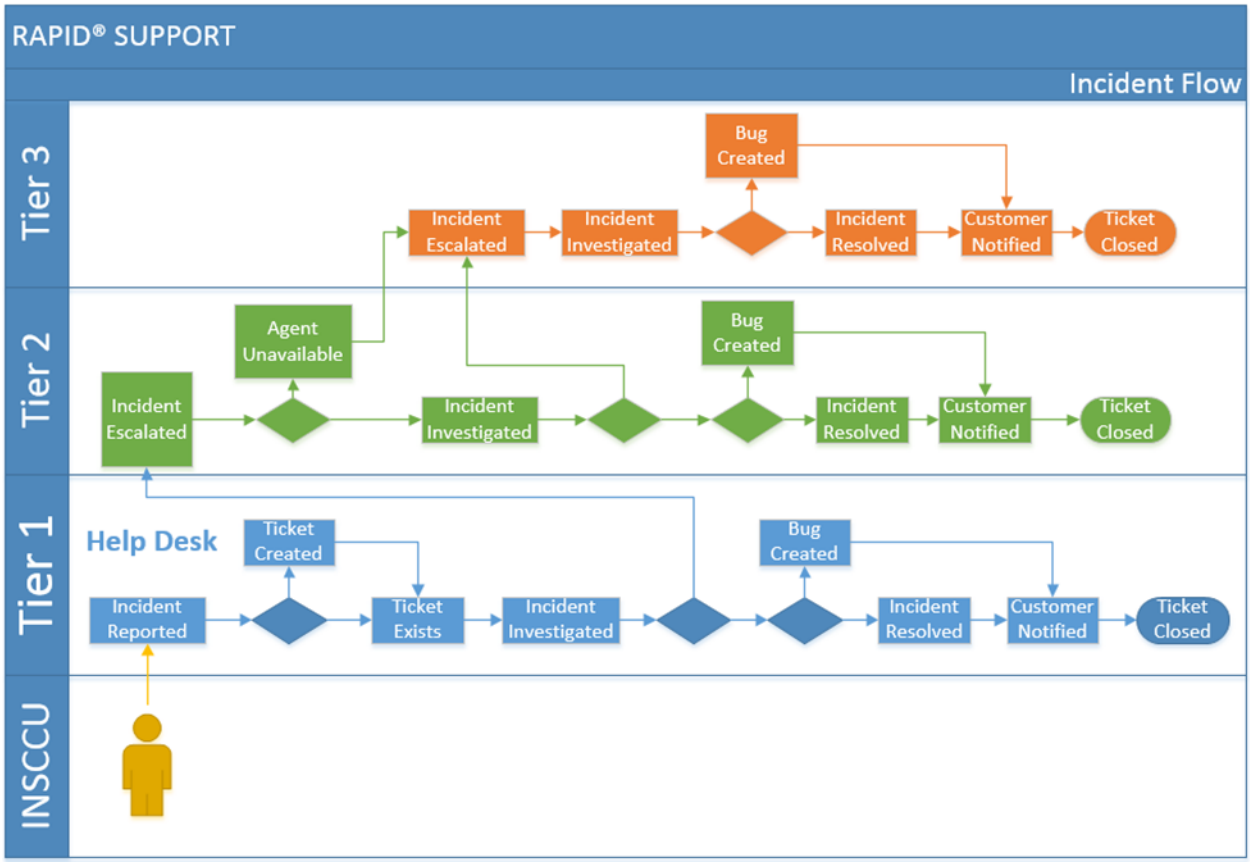


Figure 54: Informatix Incident Workflow

All incidents are reported to the Informatix help desk. Systems that process child support payments are always considered mission critical and Informatix has a long history of supporting and maintaining child support systems. Our technical support is based on 20+ years of diverse experience providing technical support to our customers, mainly in child support systems. Informatix has provided technical support to deal with problems ranging from requests for performance enhancements to troubleshooting and fixing network and connectivity issues.

5.6.2 Activities

5.6.2.1 The Help Desk representative shall: (1) answer questions regarding access to the collections and disbursements application; (2) receive and respond to error reports; and (3) initiate corrective action when problems are identified.

Informatix understands and agrees. Our Help Desk staff will be available to (1) answer questions regarding RAPID® solution, (2) receive and respond to error reports and bug reports, and (3) initiate corrective action as appropriate. Refer to the details provided in response to Requirement 5.6.1 – Objective, for a

detailed explanation of Informatix help desk and problem resolution processes.

The Informatix Team has extensive experience in ensuring appropriate and timely problem management, product support and customer service. Our help desk representatives are fluent on end to end RAPID® workflow and are equipped to answer DWSS questions regarding access, responding to error reports, and initiating corrective action when problems are identified.

5.6.2.2 The vendor Help Desk shall promptly notify the Division Help Desk when the vendor identifies problems that will interrupt or delay online inquiries or data transfers. The vendor shall use reasonable efforts to correct such problems within 24 hours of discovery.

Informatix understands the criticality of timely disbursement of child support payments as well other critical activities that fall under the umbrella of Child Support. For this reason, Informatix will immediately notify the Division Help Desk when a problem is identified that will interrupt or delay online inquiries or data transfers. All reasonable efforts will be made to correct problems within 24 hours of discovery.

Informatix has extensive experience in ensuring appropriate and timely problem management, product support and customer service. We define successful customer services as the process of ensuring that a consistent set of principles and practices are followed to resolve and prevent any system outages and customers are subjected to the least amount of service interruption. Our procedures are designed to minimize impact to the customers when problems occur, aid in problem resolution and help in problem prevention.

All reported problems are processed through establishment, documenting, prioritizing and tracking. Refer to the details provided in response to Requirement 5.6.1 – Objective for a detailed explanation of Informatix help desk and problem resolution processes.

Informatix' RAPID® technical support staff is located in Sacramento, CA.

5.6.3 Deliverables

5.6 HELP DESK SERVICES DELIVERABLES			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**

5.6 HELP DESK SERVICES DELIVERABLES			
5.6.3.1	Help Desk Services	5.6.2.1 5.6.2.2	2

Informatix commits to performing these tasks as described and to providing the required deliverables in the appropriate timeframes, as requested by the State and identified in 5.6 HELP DESK SERVICES DELIVERABLES.

5.7 REPORTING

5.7.1 Objective

The vendor shall generate standard monthly reports.

Informatix understands and agrees to comply with the requirement to generate standard and monthly reports.

Obtaining detailed collections and disbursement reporting data is vital to an efficient SCaDU operations. The data is used by both SCaDU and DWSS authorized staff to monitor daily activities and key performance indicators, reconcile daily deposits, and identify areas for process improvements. Informatix exceeds DWSS's reporting requirements through our RAPID® Reporting module solution.

RAPID® Reports provides SCaDU and DWSS users a robust reporting solution enabling users to generate standard and ad hoc reports. This solution exceeds DWSS reporting requirements.

As described in detail in Tab VI4.4.3.1, RAPID® Reporting incorporates a detailed and intuitive reporting feature, as illustrated in Figure 55. Though RAPID® Reporting, users can easily generate many standard scheduled reports and create ad hoc reports. Informatix will work with DWSS to meet specific reporting needs of DWSS.

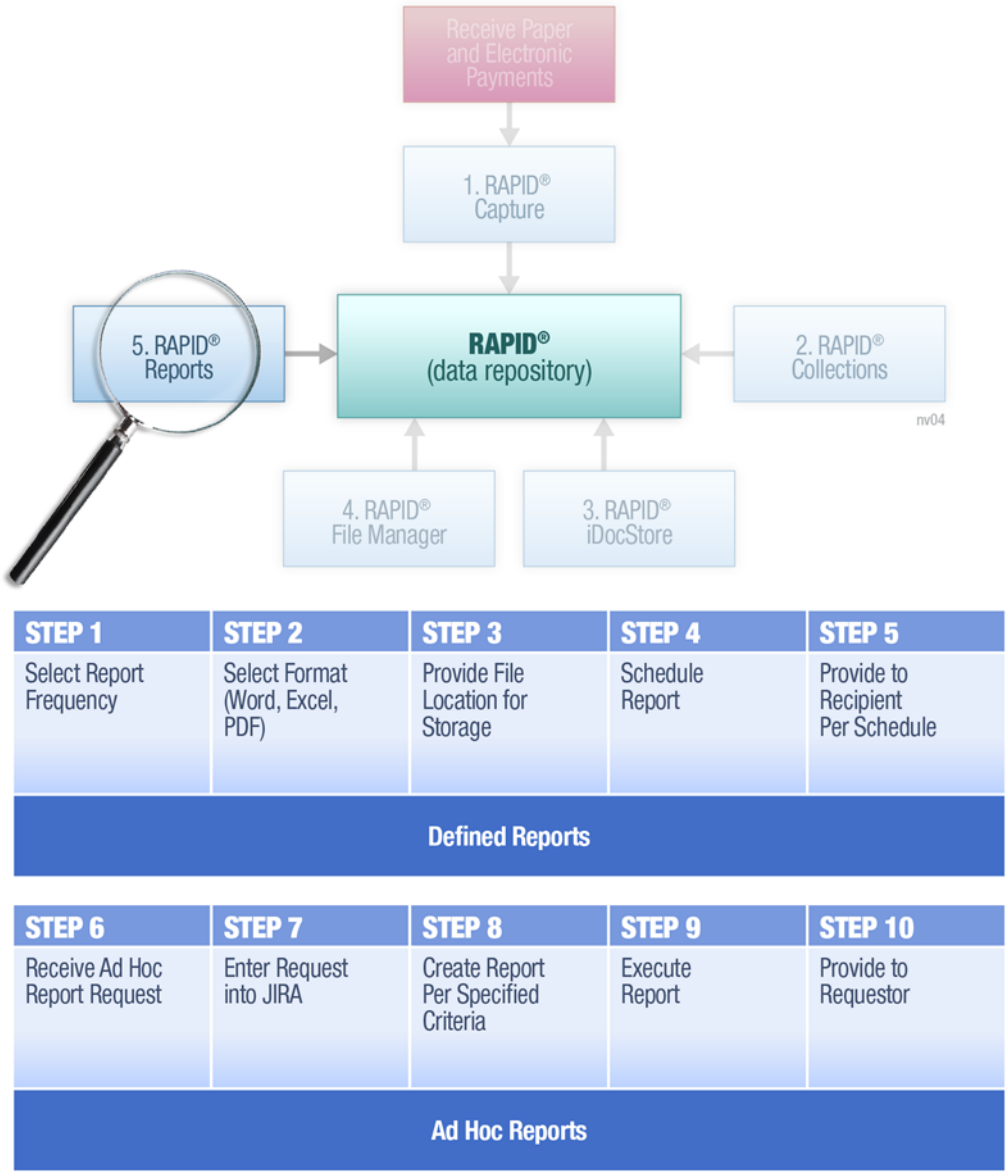


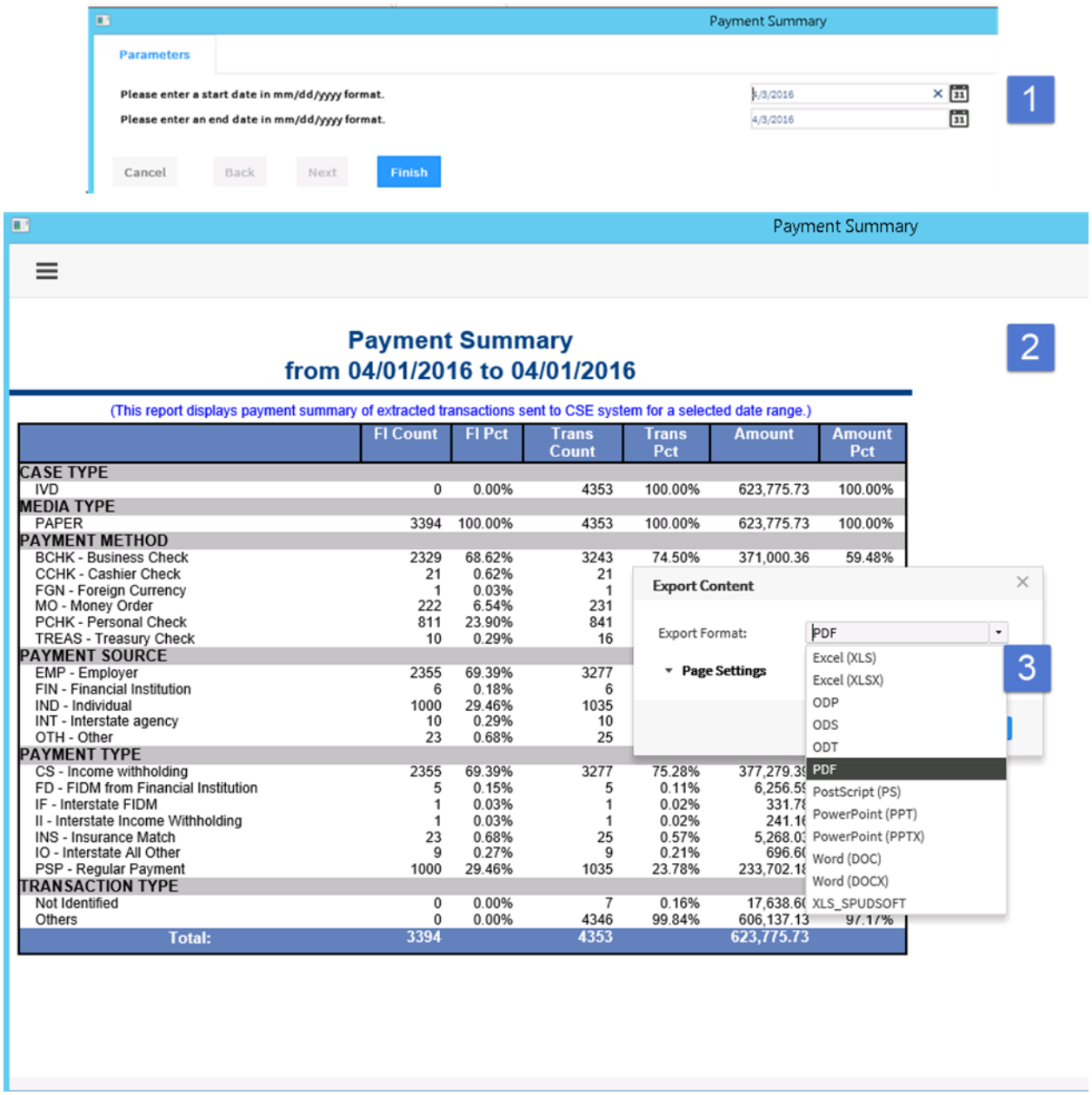
Figure 55: RAPID® Reporting

5.7.2 Activities

5.7.2.1 The vendor shall generate standard monthly reports as described in its proposal, and ad hoc reports as requested by the Division and OCSE/ACF at no additional cost to the Division (which will not exceed 10 per year). The Division and OCSE/ACF will specify the format and data ranges of these reports.

Informatix understands and agrees to comply with the requirement to develop standard and adhoc reports.

There are two types of reporting modules within RAPID® Reporting— scheduled and ad hoc. RAPID® scheduled reporting is used to support monthly, quarterly, and annual reports as well as for the daily and weekly monitoring of statistical information. As Figure 56 shows, retrieving reporting data from RAPID® Reporting is as simple as selecting the desired report and specifying a timeframe or date. Sliding the mouse over the calendar icon will display the current reporting date.



	FI Count	FI Pct	Trans Count	Trans Pct	Amount	Amount Pct
CASE TYPE						
IVD	0	0.00%	4353	100.00%	623,775.73	100.00%
MEDIA TYPE						
PAPER	3394	100.00%	4353	100.00%	623,775.73	100.00%
PAYMENT METHOD						
BCHK - Business Check	2329	68.62%	3243	74.50%	371,000.36	59.48%
CCHK - Cashier Check	21	0.62%	21			
FGN - Foreign Currency	1	0.03%	1			
MO - Money Order	222	6.54%	231			
PCHK - Personal Check	811	23.90%	841			
TREAS - Treasury Check	10	0.29%	16			
PAYMENT SOURCE						
EMP - Employer	2355	69.39%	3277			
FIN - Financial Institution	6	0.18%	6			
IND - Individual	1000	29.46%	1035			
INT - Interstate agency	10	0.29%	10			
OTH - Other	23	0.68%	25			
PAYMENT TYPE						
CS - Income withholding	2355	69.39%	3277	75.28%	377,279.39	
FD - FIDM from Financial Institution	5	0.15%	5	0.11%	6,256.59	
IF - Interstate FIDM	1	0.03%	1	0.02%	331.78	
II - Interstate Income Withholding	1	0.03%	1	0.02%	241.16	
INS - Insurance Match	23	0.68%	25	0.57%	5,268.03	
IO - Interstate All Other	9	0.27%	9	0.21%	696.66	
PSP - Regular Payment	1000	29.46%	1035	23.78%	233,702.18	
TRANSACTION TYPE						
Not Identified	0	0.00%	7	0.16%	17,638.60	
Others	0	0.00%	4346	99.84%	606,137.13	97.17%
Total:	3394		4353		623,775.73	

Figure 56: RAPID® Reporting Data

Reports can be generated in various formats depending on DWSS' and the SCaDU staff needs. Informatix will work with DWSS staff to define and develop additional reports as desired. Standard reports can be scheduled and generated automatically in PDF format and published to the SCaDU repository for easy access and/or emailed to recipients that may not have access to the reports repository.

Below in Table 6 is a sample of some of the existing standardized reports already available in the RAPID® Reporting solution.

Table 6: RAPID® Standard Reports Examples

RAPID® Standard Reports Examples

Report Name	Default Period	Date Range?	Description
Collection File Data Summary	Month	Y	Displays IV-D and Non IV-D payment summary of extracted transactions sent to CSE system
Daily Deposits	Month	Y	Paper deposit counts and amounts
Daily Extracts	Month	Y	Paper and EFT extract transaction counts and amounts
Current Users	Current	N	Shows active users and function they are performing
Daily Payment Processing by Payment Source	Day	N	Payments processed by source of payment
Daily Payment Processing by Payment Method	Day	N	Payments processed by method of payment
Daily Payment Processing by Payment Type	Day	N	Payments processed by type of payment
Daily Payment Processing Summary	Day	N	Unfinished, research (Aged) and Finished work
Deposit Slip Report by Bank	Day	N	Deposit slips for each deposit Bank
Deposit Slip Summary	Day	N	Deposit Summary Report
Deposit Slip Detail	Day	N	Deposit Detail Report
Disbursement Holds	Day	N	Transactions flagged for suspense on CSE System
EFT Capture Failures	Month	N	E payment File and Batch errors

EFT Payments for the day	*Day*	*N*	*E Payments received*
EFT Payments extracted for the day	*Day*	*N*	*E Payments extracted from previous day research*
EFT Payments remaining for the day	*Day*	*N*	*E Payments remaining in Research*
EFT Remittance Changed	*Day*	*N*	*E Payments where the transaction data was edited in RAPID®*
Encoding and Pull Errors	*Day*	*N*	*Errors with Encoding (non ICL locations)*
Envelopes Aborted	*Month*	*Y*	*Instances where operators aborted envelopes*
Envelopes not ready for deposit	*Day*	*N*	*Envelopes with issues preventing deposit*
Envelopes not ready for extract	*Day*	*N*	*Envelopes with issues preventing extract*
Envelopes Processes through FIV	*Weekly*	*N*	*FIV processing statistics by user and system*
Envelopes Processed through OPEX	*Weekly*	*N*	*OPEX processing statistics by user and system*
Envelopes Processed through PG	*Weekly*	*N*	*PG processing statistics by user and system*
Envelopes sent to Research from FIV	*Weekly*	*N*	*Issues sent to Research from FIV by user and system*
Envelopes sent to Research from PG	*Weekly*	*N*	*Issues sent to Research from PG by user and system*
Failed Envelopes	*Current*	*N*	*Envelopes that have fallen out of workflow that need to be recycled*
General Stats for the Day	*Day*	*N*	*System Statistics by category in 3 hour increments*
Interstate Cost Recovery Detail	*Day*	*N*	*Daily details of the EFT extracted transactions consisting of interstate cost recovery*
Interstate Cost Recovery Summary	*Month*	*Y*	*Summary of EFT extracted transactions consisting of interstate cost recover*
Manual Participant Entry Log	*Day*	*N*	*All transactions that are pending extraction and were manually entered in RAPID®*

New EFT Makers	*Month*	*Y*	*New EFT Makers in the selected date range*
New Employers	***Day***	***N***	***Businesses that are sending first payment***
Paper vs. EFT Stats	***Month***	***Y***	***Payments extracted to the CSE for Paper and EFT, grouped by payment source***
Payment Summary for the Day	*Day*	*N*	*Key report showing processing by S/M/T and totals for the current day*
Payment Summary	*Month*	*Y*	*Key report showing processing by S/M/T and totals; supports date range*
Pending User Action	*Current*	*N*	*Default Report; shows all processing and pending status*
Pull Report	*Day*	*N*	*List of checks that need to be retrieved from secure storage*
Resolved SPI Log	*Day*	*N*	*Resolved or acknowledged SPI and user actions*
Transactions Processed through PG	*Week*	*Y*	*Transactions successfully processed through PG by User*
Unbalanced Envelopes	*Day*	*N*	*Envelopes that are out of balance (FI and Remittance)*
User Productivity by Hour	*Day*	*N*	*Hourly breakdown of individual operator productivity*
User Inactivity	*Now*	*N*	*Users that have not logged in RAPID® in the last 30 days*
User Productivity	*Day*	*Y*	*Summary of operator productivity*
Verified Non-Encoded Checks	*Day*	*N*	*Verified checks not encoded for deposit – expected ICL rejects*
Electronic Cash Log	*D/W/M*	*Y*	*Log of Cash payments*

A few of these reports are discussed below.

Reconciliation Report

Informatix will provide a daily reconciliation report of bank deposit to payments processed. We also provide two different views of this information in a Daily Deposit Report and a Daily Payment Summary Report. The Daily Deposits report can be run for a selected date range set by the user. The Daily Deposit report shows paper deposit counts in dollar amounts as well as items counts. The Daily Payment Summary Report provides total transactions by source, method, and type payment.

Samples of both these current reports are shown in Figure 57 and Figure 58.

Daily Deposits
from 09/01/2013 to 09/30/2013

(This report shows Paper Deposit counts and amounts for a selected date range. Totals for each day are also calculated.)

Date	FI Count	FI Amount	Running Count	Running Balance
9/3/13				
DIGITAL				
4:19 pm	7,998	2,916,027.15	7,998	2,916,027.15
4:22 pm	2,095	599,620.52	10,093	3,515,647.67
MANUAL				
4:14 pm	19	5,260.36	10,112	3,520,908.03
4:24 pm	2	125.00	10,114	3,521,033.03
Daily Totals	10,114	3,521,033.03		
9/4/13				
DIGITAL				
11:23 am	914	336,266.12	11,028	3,857,299.15
MANUAL				
11:23 am	1	80.00	11,029	3,857,379.15
Daily Totals	915	336,346.12		
9/5/13				
DIGITAL				
3:26 pm	3,525	1,199,812.15	14,554	5,057,191.30
MANUAL				
3:25 pm	13	4,136.63	14,567	5,061,327.93
3:27 pm	1	5.00	14,568	5,061,332.93
Daily Totals	3,539	1,203,953.78		
9/6/13				
DIGITAL				
3:12 pm	3,016	997,160.83	17,584	6,058,493.76
MANUAL				
3:10 pm	7	13,048.44	17,591	6,071,542.20
Daily Totals	3,023	1,010,209.27		
9/9/13				
DIGITAL				
4:54 pm	7,998	2,521,067.85	25,589	8,592,610.05
4:56 pm	1,433	337,454.84	27,022	8,930,064.89
MANUAL				
4:51 pm	21	3,713.65	27,043	8,933,778.54
Daily Totals	9,452	2,862,236.34		

Figure 57: The Daily Deposit Report, Verifies the Timeliness of ICL Deposits

Payment Summary
for 2/10/12

Payments sent to NV SCaDU

	FI		Transactions		Amount	
	Count	% Total	Count	% Total		%Total
MEDIA TYPE						
ACH	7534	96.71%	9794	97.45%	1,273,539.83	98.51%
Credit Card	256	3.29%	256	2.55%	19,205.12	1.49%
Total:	**7,790**		**10,050**		**1,292,744.95**	
PAYMENT METHOD						
ACH	7534	96.71%	9794	97.45%	1,273,539.83	98.51%
VISA	107	1.37%	107	1.06%	8.027.14	0.62%
MC	98	1.26%	98	0.98%	7,351.96	0.57%
AMEX	36	0.46%	36	0.36%	2,700.72	0.21%
DIS	15	0.19%	15	0.15%	1,125.30	0.09%
Total:	**7,790**		**10,050**		**1,292,744.95**	
PAYMENT SOURCE						
Employer	7534	96.71%	9794	97.45%	1,273,539.83	98.51%
Individual	256	3.29%	256	2.55%	19,205.12	1.49%
Total:	**7,790**		**10,050**		**1,292,744.95**	
PAYMENT TYPE						
Income Withholding	7534	96.71%	9794	97.45%	1,273,539.83	100.00%
Direct Payment	256	3.29%	256	2.45%	19,205.12	1.49%
Total:	**7,790**		**10,050**		**1,292,744.95**	

This report shows payment summary data for current business day only.

Figure 58: Daily Payment Summary Report Showing Electronic Payment Method

Monthly Payment Summary Report

The Payment Summary Detail report can be run as a daily, monthly, or date range report. This report shows the daily summary of all payments, specifying the number of Exception Payments, the number of electronic payments, and the number of payments made by non-electronic means. It also reports on payment method, source, and type along with the exception items sent to NOMADS and their reason type of Not Identified or Not on Participant File. Not identified is clear by its title; not on participant file means that the data we are sending to NOMADS was not in the NOMADS participant file we have received, but the data has been validated and will be posted to NOMADS once processed.

Payment Summary
from 03/01/2016 to 03/31/2016

(This report displays payment summary of extracted transactions sent to CSE system for a selected date range.)

	FI Count	FI Pct	Trans Count	Trans Pct	Amount	Amount Pct
CASE TYPE						
IVD	0	0.00%	118806	100.00%	15,433,612.89	100.00%
MEDIA TYPE						
PAPER	89988	100.00%	118806	100.00%	15,433,612.89	100.00%
PAYMENT METHOD						
BCHK - Business Check	57962	64.41%	85541	72.00%	9,744,659.28	63.14%
CASH - Cash	6	0.01%	6	0.01%	519.00	0.00%
CCHK - Cashier Check	557	0.62%	620	0.52%	238,788.48	1.55%
FGN - Foreign Currency	24	0.03%	24	0.02%	5,718.40	0.04%
MO - Money Order	7486	8.32%	7718	6.50%	796,501.46	5.16%
PCHK - Personal Check	23851	26.50%	24773	20.85%	4,612,582.77	29.89%
TCHK - Travellers Check	1	0.00%	1	0.00%	55.00	0.00%
TREAS - Treasury Check	101	0.11%	123	0.10%	34,788.50	0.23%
PAYMENT SOURCE						
EMP - Employer	58745	65.28%	86472	72.78%	9,715,077.53	62.95%
FIN - Financial Institution	84	0.09%	85	0.07%	67,537.23	0.44%
IND - Individual	30077	33.42%	30869	25.98%	5,357,600.94	34.71%
INT - Interstate agency	246	0.27%	254	0.21%	36,659.52	0.24%
OTH - Other	836	0.93%	1126	0.95%	256,737.67	1.66%
PAYMENT TYPE						
ASFE - Annual Support Fee	1	0.00%	1	0.00%	30.00	0.00%
CA - Collections Agency	6	0.01%	45	0.04%	2,346.70	0.02%
CS - Income withholding	58745	65.28%	86472	72.78%	9,715,077.53	62.95%
FD - FIDM from Financial Institution	50	0.06%	50	0.04%	53,312.13	0.35%
IF - Interstate FIDM	34	0.04%	35	0.03%	14,225.10	0.09%
II - Interstate Income Withholding	24	0.03%	24	0.02%	5,321.21	0.03%
INS - Insurance Match	830	0.92%	1081	0.91%	254,390.97	1.65%
IO - Interstate All Other	222	0.25%	230	0.19%	31,338.31	0.20%
PSP - Regular Payment	30076	33.42%	30868	25.98%	5,357,570.94	34.71%
TRANSACTION TYPE						
Not Identified	0	0.00%	265	0.22%	181,438.70	1.18%
Others	0	0.00%	118541	99.78%	15,252,174.19	98.82%
Total:	**89988**		**118806**		**15,433,612.89**	

Figure 59: Monthly Payment Summary

Monthly Report of Employers Using EFT/EDI

DWSS can run a monthly report of employers using Electronic Funds Transfer / Electronic Data Interchange (EFT/EDI), including name, address, and telephone number of contact person. Our current SDU clients only desire a list of the NEW employers using Electronic Funds Transfer/Electronic Data Interchange (EFT/EDI), so we provide an automatic report that identifies all the first time EFT payors. This report, already available within RAPID® Reporting, is shown in Figure 60 and currently provides the Employer Name and FEIN, ACHID, and Envelope ID (that identifies the first EFT payments from the Employer). The report is scheduled to be enhanced and include the address, telephone number of contact person and will be available to DWSS as desired.

New EFT Makers
from 11/1/13 to 11/30/13

(This report displays new EFT Makers in the selected date range.)

Maker Name	FEIN	ACHID	Envelope ID
MOBILE INFIRMARY	630288856		3724156
PROTRANS INTERNA	351907022		3721101
PEACH VALLEY BAK	463713497		3759257
BRODER & SACHSE	383121123		3689269
SILVER LINE BUIL	251910909		3739335
MANPOWER OF SOUT	880097194		3771026
MKS & ASSOCIATES	063110651		3766925
RIDGE CORPORATIO	311399268		3723741
GOLDEN CIR TEMP	621036985		3732493
PIPELINE TRUCKIN	861099561		3739782
WILLIAM C MEREDI	580349370		3721219
NORTHPOINT DENTA	582578887		3708316
ESSILOR OF AMERI	593294787		3719354
CAREGIVING KIDS	460818645		3766338
ACCOUNTABLE HEAL	452469689		3739670
E.C.I., INC.	341745825		3771089
FAULK CONSTRUCTO	631266756		3723960
MCBURNEY CORP OF	581432512		3721096
JNB LOGISTICS	462639130		3766351
CENTERLINE COMMU	263861635		3689191
HAC, INC.	431969314		3732789
ALLSOUTH APPLIAN	721353380		3739730
PAT SALMON & SON	710468844		3771100
ALARM SECURITY G	680503972		3719074
ALBION SWORDS LI	392032450		3766320
F&S EQUIPMENT IN	631147420		3699237
EBS SECURITY INC	205701283		3708256
PINNACLE TECHNIC	752674696		3688727
TRADESTAR, INC.	201144343		3751080

Date/Time: 11/18/13 1:29:40PM Page 1 of 3

Figure 60: New EFT Maker Report

EFT Remittance Changed

The existing "EFT Remittance Changed" Report shown below in Figure 61 provides DWSS with a daily list of remittance changes that were made to Employer EFT payments. The report example shows mostly that the Case and Docket information were provided and concatenated in the "Case" field if the EFT/ACH Child Support Addenda record field. The payments are reviewed and quickly and easily modified to identify the Participant, Case, and Docket number.

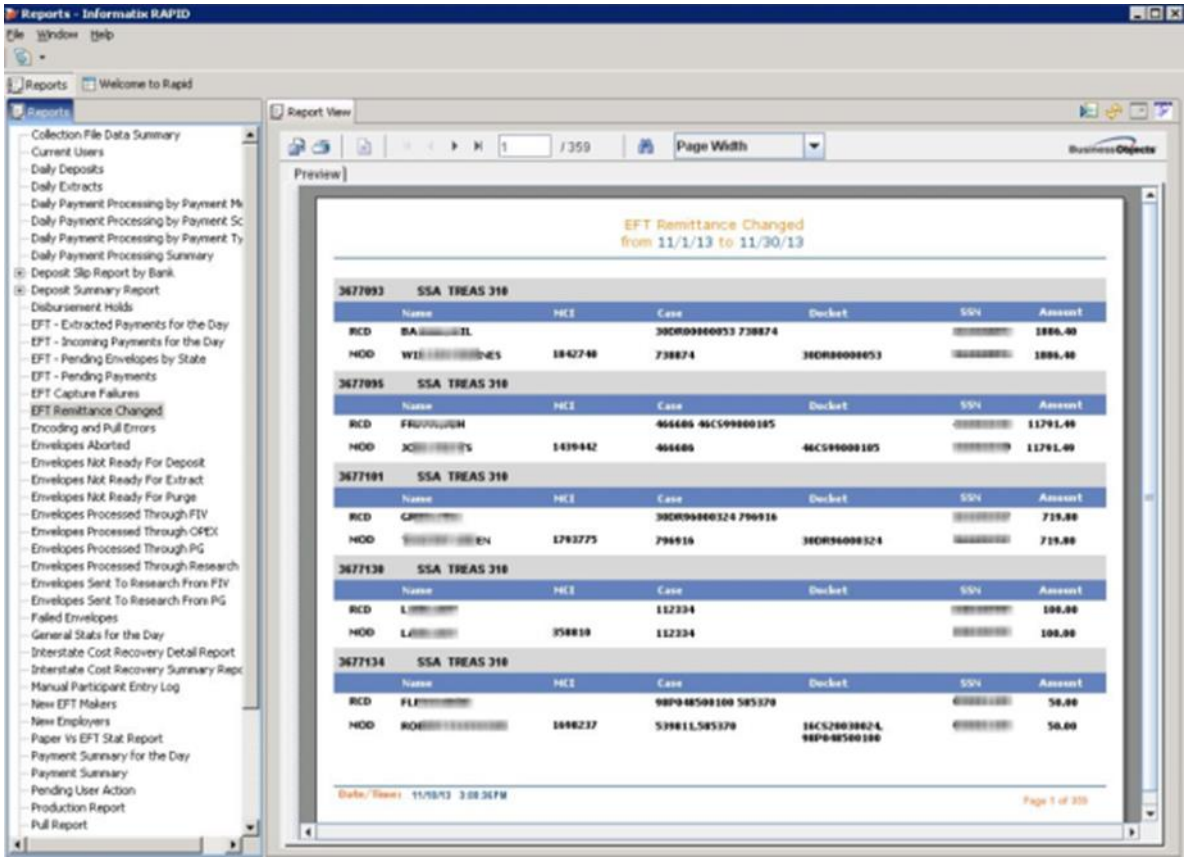
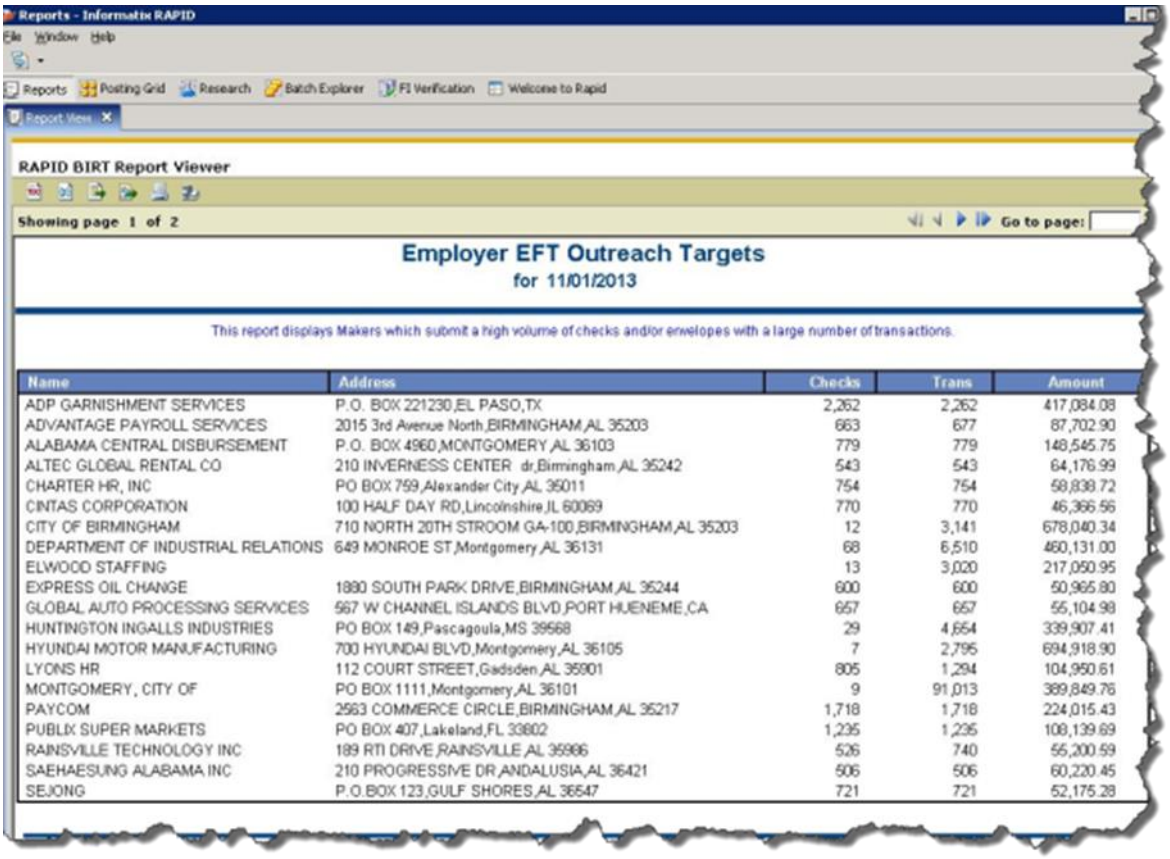


Figure 61: EFT Remittance Changed Report

Employer EFT Outreach Efforts

To support Employer EFT outreach, RAPID® provides a report to help prioritize the outreach efforts based on either large employer check amounts, or high number of checks submitted.



Employer EFT Outreach Targets
for 11/01/2013

This report displays Makers which submit a high volume of checks and/or envelopes with a large number of transactions.

Name	Address	Checks	Trans	Amount
ADP GARNISHMENT SERVICES	P.O. BOX 221230,EL PASO,TX	2,262	2,262	417,084.08
ADVANTAGE PAYROLL SERVICES	2015 3rd Avenue North,BIRMINGHAM,AL 35203	663	677	87,702.90
ALABAMA CENTRAL DISBURSEMENT	P.O. BOX 4960,MONTGOMERY,AL 36103	779	779	148,545.75
ALTEC GLOBAL RENTAL CO	210 INVERNESS CENTER dr,Birmingham,AL 35242	543	543	64,176.99
CHARTER HR, INC	PO BOX 759,Alexander City,AL 35011	754	754	58,838.72
CINTAS CORPORATION	100 HALF DAY RD,Lincolnshire,IL 60069	770	770	46,366.56
CITY OF BIRMINGHAM	710 NORTH 20TH STROOM GA-100,BIRMINGHAM,AL 35203	12	3,141	678,040.34
DEPARTMENT OF INDUSTRIAL RELATIONS	649 MONROE ST,Montgomery,AL 36131	68	6,510	460,131.00
ELWOOD STAFFING		13	3,020	217,050.95
EXPRESS OIL CHANGE	1880 SOUTH PARK DRIVE,BIRMINGHAM,AL 35244	600	600	50,965.80
GLOBAL AUTO PROCESSING SERVICES	567 W CHANNEL ISLANDS BLVD,PORT HUENEME,CA	657	657	55,104.98
HUNTINGTON INGALLS INDUSTRIES	PO BOX 149,Pascagoula,MS 39568	29	4,654	339,907.41
HYUNDAI MOTOR MANUFACTURING	700 HYUNDAI BLVD,Montgomery,AL 36105	7	2,795	694,918.90
LYONS HR	112 COURT STREET,Gadsden,AL 35901	805	1,294	104,950.61
MONTGOMERY, CITY OF	PO BOX 1111,Montgomery,AL 36101	9	91,013	389,849.76
PAYCOM	2563 COMMERCE CIRCLE,BIRMINGHAM,AL 35217	1,718	1,718	224,015.43
PUBLIX SUPER MARKETS	PO BOX 407,Lakeland,FL 33802	1,235	1,235	108,139.69
RAINSVILLE TECHNOLOGY INC	189 RTI DRIVE,RAINSVILLE,AL 35986	526	740	55,200.59
SAEHAESUNG ALABAMA INC	210 PROGRESSIVE DR,ANDALUSIA,AL 36421	506	506	60,220.45
SEJONG	P.O.BOX 123,GULF SHORES,AL 36547	721	721	52,175.28

Figure 62: Employer EFT Outreach Targets, Used to Create Quarter Outreach Report

Ad Hoc Reports

RAPID® Reporting offers an extensive selection of reports for every aspect of the SDU. If the DWSS has a specific reporting need that is not satisfied with the many reports our solution already offers, we will work with the DWSS to meet your ad-hoc reporting needs.

5.7.2.2 The vendor shall submit each report within five (5) business days following its receipt of the subject request, unless given additional processing time by the Division.

As described above in Section 5.7.2.1, retrieving reporting data from RAPID® Reporting is as simple as selecting the desired report and specifying a timeframe or date.

Reports can be scheduled and generated automatically in PDF format and published to the SCaDU repository for easy access

and/or emailed to recipients that may not have access to the reports repository.

For specialized reports, Informatix understands and agrees to comply with the requirement to submit reports within five (5) business days following receipt of the subject requested.

5.7.3 Deliverables

5.7 REPORTING DELIVERABLES			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.7.3.1	Reporting	5.7.2.1 5.7.2.2	2

Informatix commits to performing the tasks as described and to providing the required deliverables in the appropriate timeframes, as requested by the State and identified in 5.7 REPORTING DELIVERABLES.

5.8 DATA PROTECTION

5.8.1 Objective

The vendor will configure a mutually agreed upon data security plan to govern this project.

Informatix' data and security engineers will work collaboratively with the DWSS to develop a mutually agreed upon data security plan to govern this project. Informatix has developed similar plans with our other clients and will bring that experience to the table. Maintaining the safety and integrity or State child support data is top concern for Informatix. To date, there has been no loss of child support data or misuse or corruption of such information under Informatix' watch.

5.8.2 Activities

5.8.2.1 The plan will include information on how data is transported, stored, secured, and purged. It will also describe how data will be used and which vendor staff will have access to data and for what purpose.

Informatix agrees to include information in the plan regarding how data is transported, stored, secured, and purged. As well as how data will be used and which Informatix staff will have access to data and for what purpose. Informatix has decades of experience securely managing the transportation, storage and purging of child support data, using methods such as digital encryption and best practices such as the principle of least privilege, to control who has access to data and why. Informatix' security engineers

will work collaboratively with DWSS to develop a data security plans addressing the following ISO 27001 data security concepts and concerns:

- ***Data Asset Identification and Classification***
- ***Risk Assessment of Data Assets***
- ***Access Security Controls – Computer, Email, Network and Physical***
- ***Network and Workstation Computer Controls***
- ***Paper Document Controls***
- ***General and Environmental Security Controls***

A. The plan will be reviewed at least annually, or upon any proposed changes to the plan.

Informatix will review the plan with DWSS at least on a yearly basis or if changes are made to our security approach.

B. The plan will be delivered in Microsoft Word format.

Informatix will deliver the Security Plan to the State in Microsoft Word format.

5.8.2.2 The vendor agrees to maintain Division claims data separately from other data sources in order to ensure data integrity and maintain data security. Child Support information is confidential protected information that may be used and disclosed only in accordance with ACF/OCSE, IRS, State, and other federal laws and regulations. Data should be maintained in keeping with the requirements of the HITECH Act Breach Notification Interim Final Rule (or the Final Rule when issued) and 256-bit encryption must be used for data in transit.

Informatix agrees to meet this requirement. Division claims data will be stored separately from all other data sources. DWSS tenancy in the RAPID® cloud is completely isolated from all other tenant environments. Access to child support data is restricted using the principle of least privilege and is only used and disclosed in accordance with ACF/OCSE, IRS, State and other relevant laws and regulations. The RAPID® cloud leverages Amazon Web Services (AWS) to architect application components that are in alignment with HIPAA and HITECH compliance requirements. AWS infrastructure is ISO 27001, FedRAMP certified, and Service Organization Control Reports (SOC1, SOC2 and SOC3) audited. AWS service and data centers have multiple layers of operational physical security to help protect the integrity and safety of sensitive and confidential data.

All data at rest and in transit is protected using 256-bit encryption. Finally, AWS infrastructure is aligned with ISO 27018,

as validated by a FedRAMP third party assessor. ISO 27018 is the first International code of practice that focuses on protection of personal data in the cloud. ISO 27018 is based on ISO information security standard 27002 and provides implementation guidance on ISO 27002 controls applicable to Personal Identifiable Information process by public cloud service providers.

5.8.2.3 The vendor, its employees, agents, and subcontractors must protect all such information against theft and misuse at all times: in storage, while in use, and in transit.

Informatix will comply with this requirement for Informatix to protect information against theft and misuse at all times: in storage, while in use, and in transit. The DWSS tenancy in the RAPID® cloud is only accessible by authorized users. All data at rest and in transit is protected using 256-bit encryption.

5.8.2.4 When data breach, unauthorized disclosure, or data misuse is suspected, the vendor shall notify the Division as soon as is practical but in no event more than 24 hours after the discovery of the suspected event. The vendor shall contact the Division by phone and email. After-hours contacts shall take place via cell phone, with email follow-up at the beginning of the next business day. These details will be worked out during implementation.

Informatix agrees and will comply with this requirement to notify the Division if a data breach, unauthorized disclosure, or data misuse is suspected as soon as practical, but in no event more than 24 hours after discovery of the suspected event. We will contact the Division by phone and email; after hours contacts will take place via cell phone, with email follow-up at the beginning of the next business day.

Informatix has collaborated with our child support clients to develop similar protocols for dealing with suspected data breach, unauthorized disclosure or misuse. Informatix will bring this experience to the table when working out the details of the plan during implementation. To date, Informatix has not had to invoke event protocols due a data breach.

5.8.2.5 The vendor shall investigate and perform a risk assessment to determine what, if any, information was disclosed, to whom the information was disclosed, and to evaluate the risk of significant harm to the individuals whose information was involved. The vendor shall give the results of this inquiry, including a list of all affected recipients, to the Division as soon as possible but in no event more than five (5) business days after the discovery of the suspected event. The vendor shall cooperate with follow-up from the Division as needed.

Informatix agrees and will comply with this requirement. In the event of a data breach, Informatix will perform this activity in the manner described.

5.8.2.6 The vendor shall not take any independent action to notify oversight agencies such as ACF/OCSE or the Nevada Attorney General's office, or the individuals involved. Any recipient notification or notification of oversight agencies will be performed directly by the Division or by the vendor with the approval of the Division. Though the vendor may generate a suggested draft, the language of the recipient letter shall be determined and approved by the Division. The vendor shall provide the Division a list of the individuals affected. If recipient notification is needed, the vendor shall assume all associated costs whether the notification is provided by the Division or the vendor.

Informatix agrees and will comply with this requirement to not take any independent action to notify oversight agencies such as ACF/OCSE or the Nevada Attorney General's office, or the individuals involved in the event of a data breach, unauthorized disclosure, or data misuse is suspected. We understand that any recipient notification or notification of oversight agencies will be performed directly by the Division or by Informatix with approval of the Division. We understand that Informatix may generate a suggested draft, the language of the recipient letter will be determined and approved by the Division. We will provide the Division a list of the individuals affected. Informatix will assume all costs if notification is needed, whether notification is provided by the Division or Informatix.

5.8.2.7 When data breach, unauthorized disclosure, or data misuse is suspected, the vendor shall also:

A. Answer questions from the Division within one (1) business day unless otherwise agreed upon by both the Division and the vendor;
B. Update the Division as more information becomes available; and
C. Pay all notification costs incurred by the Division or at the Division's request, provide, and pay for the required notifications.

Informatix agrees and will comply with this requirement.

5.8.3 Deliverables

5.8 DATA PROTECTION DELIVERABLES			
DELIVERABLE NUMBER	**DESCRIPTION OF DELIVERABLE**	**ACTIVITY**	**STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)**
5.8.3.1	Data Protection Plan	5.8.2.1 - 5.8.2.7	15

Informatix commits to developing the Data Protection Plan as described and to providing the required deliverable in the appropriate timeframes, as requested by the State and identified in 5.8 DATA PROTECTION DELIVERABLES.

Informatix has developed similar plans with our other clients and will bring that experience to the table. Maintaining the safety and integrity of State child support data is top concern for Informatix. To date, there has been no loss of child support data or misuse or corruption of such information under Informatix' watch.

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Tab VIII Section 6: Company Background and References

6.1 VENDOR INFORMATION

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

Question	Response
Company name:	***Informatix, Inc.***
Ownership (sole proprietor, partnership, etc.):	***Corporate***
State of incorporation:	***California***
Date of incorporation:	***August 28, 1991***
# of years in business:	***26***
List of top officers:	***Raul Ocazionez, President*** ***Michele Blanc, Chief Operating Officer*** ***Ron Zuber, Chief Financial Officer***
Location of company headquarters:	***2485 Natomas Park Drive*** ***Suite 430*** ***Sacramento, CA 95833***
Location(s) of the company offices:	***1760 Abbey Rd.*** ***East Lansing, MI 48823*** ***1747 Ogletree Road Suite B*** ***Auburn, AL 36830*** ***355 E. 8th Street*** ***St. Paul, MN 55101*** ***700 North Street Suite 101*** ***Jackson, MS 39202*** ***200 Interstate Park Drive, Suite 220*** ***Montgomery, AL 36109*** ***6625 Network Way, Suite 380*** ***Indianapolis, IN 46278*** ***16610 N Black Canyon Hwy, Suite 110*** ***Phoenix, AZ 85053***
Location(s) of the office that will provide	***2485 Natomas Park Drive***

Question	Response
the services described in this RFP:	***Suite 430*** ***Sacramento, CA 95833***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***14***
Number of employees nationally with the expertise to support the requirements in this RFP:	***30+***
Location(s) from which employees will be assigned for this project:	***Sacramento, CA***

6.1.2 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.

Informatix is registered with the Nevada Secretary of State. Our Entity Number is E0266462008-6.

6.1.3 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://nvsos.gov.

Question	Response
Nevada Business License Number:	***NV20081431872***
Legal Entity Name:	***Informatix, Inc.***

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

Yes	***X***	No	

If "No," provide explanation.

6.1.4 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.

Informatix' proposed solution, RAPID®, is deployed in the Amazon EC2 cloud, where licensed platforms and databases are provided as a service.

6.1.5 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:	***Department of Health and Human Services Division of Welfare and Supportive Services***
State agency contact name:	***David Castagnola***
Dates when services were performed:	***7/1/2008-Current***
Type of duties performed:	***Financial Institution Data Match***
Total dollar value of the contract:	***1st contract: 7/1/2008-6/30/2010 $170,851*** ***2nd contract: 7/1/2010 – 9/30/2015 $99,521*** ***3rd contract: 10/1/15 – 9/30/2020 $98,544***

Question	Response
Name of State agency:	***State Controller's Office***
State agency contact name:	***Wes Bills***
Dates when services were performed:	***4/20/15 – 4/16/16***
Type of duties performed:	***Data Match Services***
Total dollar value of the contract:	***$24,000***

6.1.6 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?
N/A

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.
N/A

6.1.7 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:	***N/A***	
Parties involved:	***N/A***	
Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved:	***N/A***	
Amount in controversy:	***N/A***	
Resolution or current status of the dispute:	***N/A***	
If the matter has resulted in a court case:	Court	Case Number
	N/A	***N/A***
Status of the litigation:	***N/A***	

6.1.8 Vendors must review the insurance requirements specified in *Attachment E, Insurance Schedule for RFP 3221.* 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 3221.***

Informatix will provide a Certificate of Insurance in compliance with the RFP requirements if awarded this contract except as noted in Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP.

6.1.9 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.

Informatix, a minority-owned, child support company, brings a deep understanding of the complexity and goals of child support services and the needs of the child support enforcement community. For more than 27 years, we have provided a wide range of solutions for every aspect of child support enforcement, including:

- ***Maintenance and Operations (M&O) of Child Support Enforcement (CSE) systems since 1998.***
- ***More than 17 years of experience implementing technology for, and operating State Disbursement Units (SDU) since 1999, including current services for the states of Michigan, Minnesota, Alabama, Arizona, Mississippi, Indiana, Delaware, and Maine.***
- ***Management of Child Support Enforcement (CSE) Financial Institution Data Match (FIDM) since 2000, and currently managing (FIDM) operations for 37 states.***

Informatix has been able to successfully compete with the largest of information technology companies on government automation projects due to our belief that the Child Support Enforcement Program represents an irreplaceable service to society. At Informatix, we are fully committed to the goals and objectives of the Program. Through the tumultuous seas of change that have affected CSE programs and the current stresses on the economy, Informatix has always been a strong and stable constant. We have been able to deliver effective operations without sacrificing our standards of quality, without missing processing deadlines, and never failing to provide our clients with innovative technology solutions. Informatix remains true to our company's mission of "Helping Government Serve the Public Interest."

INFORMATIX' TECHNOLOGY SERVES CHILD SUPPORT ENFORCEMENT PROGRAMS NATION-WIDE

Informatix began its involvement with the Child Support Program in 1989 when we implemented, maintained and operated the State of California's Child Support Enforcement system – Computer Assisted Support Enforcement System (CASES) – the largest case management and financial

system of its kind at the time. The system served more than 1.5 million children and supported more than 1,110,000 cases. Informatix maintained and operated CASES for California for 11 years and assisted the state in transitioning to a new system in 2009.

From a single child support enforcement system in one county, the Informatix implemented, maintained, and operated child support enforcement case management solutions in 55 of 58 counties in California and managed some of the largest caseloads in the country.

With these experiences, Informatix matured as a technology company and is a leading child support technology and service provider. Today, Informatix' footprint extends nationwide, currently providing a range of SDU- and CSE-technology services to 37 states.

Table 7is a snapshot of Informatix' SDU and child support services experience.

Table 7: Informatix SDU and Child Support Service Experience

Informatix Representative Experience ***SDU AND CHILD SUPPORT CUSTOMERS***		
SDU CLIENTS		
Alabama	*Indiana*	*Mississippi*
Arizona	*Maine*	*Tennessee*
California	*Michigan*	
Delaware	*Minnesota*	
CHILD SUPPORT CLIENTS		
Alaska	*Louisiana*	*North Carolina*
Alabama	*Maine*	*Ohio*
Arizona	*Maryland*	*Oklahoma*
Arkansas	*Michigan*	*Pennsylvania*
California	*Mississippi*	*South Carolina*
Colorado	*Montana*	*South Dakota*
Delaware	*Nebraska*	*Tennessee*
Georgia	*Nevada*	*Texas*
Illinois	*New Mexico*	*Vermont*
Idaho	*New Jersey*	*Virginia*
Indiana	*New York*	*West Virginia*
Kentucky	*North Dakota*	*Wisconsin*

Informatix has been designing, developing, and implementing applications for the public sector for most of its history. Our work with the Computer Assisted Support Enforcement System (CASES) is an excellent example and followed the full application development life cycle through its 20-year existence. After initial implementation of this full-featured Child Support Enforcement (CSE) automated system, every one of its many enhancements involved careful analysis, specification and test plan writing, closely supervised development, a full range of testing, preparation or modification of system documentation, training users on the new functionality, and careful management of the migration process.

Prior to the development of a successful state-wide IV-D system, Informatix converted 55 of the 58 California county-level CSE programs to CASES. Each of these conversions involved planning and preparation of a comprehensive project management plan and work-breakdown structure, careful analysis of the legacy system, mapping of the system against CASES, developing and testing full conversion programs, facilitation of business process re-engineering for the changes the new system would make in county program operations, county staff training, and on-site transition support for county staff.

INFORMATIX' RAPID® SOLUTION MEETS NEVADA'S REQUIREMENTS

Informatix' proven collection and disbursement solution, RAPID®, which is implemented in multiple SDUs, meets the Nevada's requirements

Table 8: Requirement Met by Informatix

Requirements Met by Informatix	
Requirement	**RAPID®**
Modern SaaS Child Support Collection and Disbursement Solution	X
Customizable workflow	X
Advanced search features	X
Reconciliation functions	X
Real-time computing, importing and exporting	X
Standard and customization reporting	X
Dashboard functionality for productivity indicators	X
Compliant with OCSE, Federal and state security standards and requirements	X
Provide Help Desk/Support Center	X

Informatix' ability to meet the State's requirements are detailed in our proposal in Tab VI Section 4: System Requirements.

At Informatix, we are proud of our accomplishments and the work we perform in each of our SDU and CSE projects, as distinguished by our:

- ***Innovative technology solutions proven to provide robust functionality for our Child Support clients***
- ***Level of responsiveness and the superior service we provide to our customers***
- ***Ability to deliver the services as contracted—we have never experienced any contract terminations or been assessed any penalties***

INFORMATIX BRINGS SDU-SPECIFIC TECHNOLOGY AND OPERATIONAL EXPERTISE

Informatix brings Nevada unparalleled technology and experience to meet the Nevada's objectives for its collections and disbursement software.

As a technology vendor that specializes in Child Support Enforcement, Informatix innovative payment processing software, RAPID®, is serving multiple SDUs of various sizes and complexity, many of which are similar in scope to what is required by Nevada. Informatix' personnel are recognized leaders in the field of child support and in collections/disbursement operations.

As illustrated in Table 9, our SDU software utilized in Alabama, Arizona, Delaware, Indiana, Maine, Michigan, Minnesota, and Mississippi processed over 21.6 million payments, equaling more than $3.4 billion in child support payments in 2015.

Table 9: Transactions per SDU

State	2015 Transactions	2015 Average Monthly Transactions	2015 Amount Processed
Alabama	3,129,743	260,812	$482,164,476
[1]Arizona	2,740,018	249,093	$581,606,976
Delaware	634,773	52,898	$88,862,661
[2]Indiana	967,387	148,829	$125,962,280
Maine	662,403	55,200	$96,016,232
Michigan	8,991,027	749,252	$1,338,213,048
Minnesota	2,734,190	227,849	$507,626,677
Mississippi	1,792,486	149,374	$227,721,107
Total	21,652,027		$3,448,173,457

[1]Arizona effective February 1, 2015 (11 months)

[2]Indiana effective May 14, 2015 (6.5) months) and is paper processing only.

Our seasoned team members have successfully transitioned SDU technology operations for several of the largest SDUs, including California, Michigan, Ohio, and New York. In the past year spanning a period of less than 10 months, we successfully implemented our technology and operations of three SDU sites— Mississippi, Arizona, and Indiana – showcasing the depth of our staff experience and the wide ranging flexibility of our RAPID® solution. Through the three implementations, we were able to implement the SDUs as promised which has led to satisfied clients as evidenced by references provided as part of our response to Nevada's RFP.

IN SUMMARY

With Informatix as DWSS' software provider, Nevada will benefit from our:

- ***Innovative software successfully supporting multiple SDUs across the country***
- ***Seasoned staff experienced in implementing and operating SDUs for multiple states***
- ***Understanding of the constraints and challenges of the CSE Program***
- ***Knowledge of child support and best practices in various states, which we can leverage to address Nevada's specific needs***
- ***The knowledge and experience Informatix offers through our involvement with the various partners and constituents of the Child Support Program***

Informatix' unique combination of innovative software, RAPID® , our experience operating SDUs and our extensive child support experience, clearly demonstrates that we are the only vendor with the necessary expertise to successfully implement and maintain the software solution that meets Nevada's collection and disbursement requirements.

Informatix' RAPID® solution is a proven collections and disbursement software solution, we bring the practical understanding of the effort required to implement an outstanding collections and disbursement solution, and are committed to services that meets or exceeds Nevada's business, technical, and performance requirements, while minimizing program risks of transitioning to a new, modern SaaS software solution.

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

Informatix has been providing similar services as described in this RFP for over 18 years and has been providing technology related services to the Child Support Enforcement Program since 1998.

Informatix' understanding of collections and disbursement is not purely academic; it is based on years of corporate and individual experience

implementing and operating centralized collections and disbursements units throughout the country.

Informatix' 18 years of technology and operational service to our SDU clients include:

Alabama	*15 years*	***Maine***	*3 year*
Michigan	*11 years*	***Arizona***	*1 year*
Minnesota	*18 years*	***Mississippi***	*1 year*
Tennessee	*5 years*	***Indiana***	*1 year*
Delaware	*7 years*	***California***	*3 years*

6.1.11 Financial information and documentation to be included in Part III, Confidential Financial Information of vendor's response in accordance with Section 12.5, Part III – Confidential Financial.

Per the questions and answers provided in Amendment 1, dated March 17, 2016, Question #15, the only financial information Informatix is providing is the information requested below in Section 6.1.11.1 and Section 6.1.11.2, which we do not consider confidential. Consequently, we have not provided a Part III, Confidential Financial Information response with our proposal submittal.

6.1.11.1 Dun and Bradstreet Number

Informatix' Dun and Bradstreet Number: 12-192-5390

6.1.11.2 Federal Tax Identification Number

Informatix' Federal Tax Identification Number: 93-1064755

6.2 SUBCONTRACTOR INFORMATION

6.2.1 Does this proposal include the use of subcontractors?

Yes		No	X

If "Yes," vendor must:

6.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

6.2.1.2 If any tasks are to be completed by subcontractor(s), vendors must:

A. Describe the relevant contractual arrangements;

B. Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and

C. Describe your previous experience with subcontractor(s).

6.2.1.3 Vendors must describe the methodology, processes and tools utilized for:

A. Selecting and qualifying appropriate subcontractors for the project;

B. Incorporating the subcontractor's development and testing processes into the vendor's methodologies;

C. Ensuring subcontractor compliance with the overall performance objectives for the project; and

D. Ensuring that subcontractor deliverables meet the quality objectives of the project.

6.2.1.4 Provide the same information for any proposed subcontractors as requested in ***Section 6.1, Vendor Information***.

6.2.1.5 Business references as specified in ***Section 6.3, Business References*** must be provided for any proposed subcontractors.

6.2.1.6 Provide the same information for any proposed subcontractor staff as specified in ***Section 6.4, Vendor Staff Skills and Experience Required***.

6.2.1.7 Staff resumes for any proposed subcontractors as specified in ***Section 6.5, Vendor Staff Resumes***.

6.2.1.8 Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

6.2.1.9 Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in ***Section 6.2, Subcontractor Information***. The vendor must receive agency approval prior to subcontractor commencing work.

6.2.1.10 All subcontractor employees assigned to the project must be authorized to work in this country.

6.3 BUSINESS REFERENCES

6.3.1 Vendors should provide a minimum of five (5) business references from similar

projects performed for private, state and/or large local government clients within the last five (5) years.

Informatix is pleased to provide reference information for the following Informatix clients:

- ***State of Delaware, Delaware Health and Social Services, Division of Childs Support Enforcement, State Disbursement Unit***
- ***State of Maine, Maine Division of Support Enforcement Recovery, Maine State Disbursement Unit***
- ***State of Michigan Department of Human Services, Michigan State Disbursement***
- ***State of Minnesota, Department of Human Services, Child Support Enforcement Division, Minnesota State Disbursement Unit***
- ***State of Mississippi, Department of Human Services, Central Receipting and Disbursement Unit (CRDU)***
- ***State of Alabama, Alabama Department of Human Resources, Child Support Enforcement Division, Alabama State Disbursement Unit***
- ***State of Arizona, Department of Economic Security, Division of Child Support Services, Arizona Centralized Payment Processing Center (CPP)***
- ***State of Indiana, Department of Child Support Services, Indiana State Central Collection Unit (INSCCU)***

6.3.2 Business references 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 Developing and implementing a comprehensive security plan;

6.3.2.5 Experience with comprehensive project management;

6.3.2.6 Experience with cultural change management;

6.3.2.7 Experience with managing subcontractors; and

6.3.2.8 Development and execution of a comprehensive project management plan.

Table 10 highlights how each of Informatix references demonstrates the ability to meet Nevada's requirements.

Table 10: Informatix' Ability to Meet Project Requirements

Informatix Client References	***Delaware SDU***	***Maine SDU***	***Michigan SDU***	***Minnesota SDU***	***Mississippi CRDU***	***Alabama SDU***	***Arizona CPP***	***Indiana INSCCU***
Public Sector Client	●	●	●	●	●	●	●	●
Developing, designing, implementing and/or transferring a large scale application	●	●	●	●	●	●	●	●
Developing and executing a comprehensive application test plan	●	●	●	●	●	●	●	●
Developing and implementing a comprehensive training plan	●	●	●	●	●	●	●	●
Developing and implementing a comprehensive security plan	●	●	●	●	●	●	●	●
Experience with comprehensive project management	●	●	●	●	●	●	●	●
Experience with cultural change management	●	●	●	●	●	●	●	●
Experience with managing subcontractors	●	●	●	●	●	●	●	●
Development and execution of a comprehensive project management plan	●	●	●	●	●	●	●	●

6.3.3 Vendors must provide the following information for <u>*every*</u> 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.

Informatix' references are provided below.

Reference #: 1	***Delaware Department of Health and Social Services***		
Company Name:	***Informatix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Delaware Child Support Processing, SDU Receipting***		

	Software
Primary Contact Information	
Name:	***Midge Holland, Deputy Director, Chief Administrator***
Street Address:	***84a Christiana Road***
City, State, Zip:	***New Castle, DE 19720***
Phone, including area code:	***302-395-6698***
Facsimile, including area code:	
Email address:	***Midge.Holland@state.de.us***
Alternate Contact Information	
Name:	
Street Address:	
City, State, Zip:	
Phone, including area code:	
Facsimile, including area code:	
Email address:	
Project Information	
Brief description of the project/contract and description of services performed:	***Informatix has implemented our fully automated payment processing and image archival/retrieval solution, RAPID®, at the Delaware SDU. Our solution allowed the Delaware SDU to run more efficiently and cost-effectively, providing the SDU with an increased capability to handle an increasing volume of child support payments. This process encompassed the entire system development lifecycle from requirements definition, system analysis and design, development, all phases of testing, and implementation. The team developed training plans, training materials, extensive online help, and user manuals to ensure payment processing staff received the knowledge they needed to perform their duties. We continue as the support contractor for RAPID®.*** ***Informatix provided a complete business processes re-engineering for SDU operations, including an extensive "As Is" and "To Be" analysis to assist Delaware with the transition to RAPID®.*** ***Informatix completed the following***

	key project tasks as part of this effort: ■ ***Procure, install, and configure new mail opening and sorting equipment for a centralized child support receipt location*** ■ ***Procure, install, and configure new imaging and image archival equipment.*** ■ ***Install and configure web-based image retrieval application, iDocStore™*** ■ ***Install and configure RAPID®*** ■ ***Install and tune the supporting database*** ■ ***Develop interface files and transfer routines for sending files to and from DACSES and other data exchange partners*** ■ ***User acceptance and parallel testing*** ■ ***Training of both functional and technical staff*** ■ ***Implementation services to support systemic change*** ■ ***Check Image CAR/LAR & OCR*** ■ ***Remittance image OCR & IRR™*** ■ ***Implementation support services*** ■ ***File transfer to mainframe*** ■ ***File transfer to bank*** ■ ***Real time image archive update*** ■ ***Image Cash Letter Deposit Implementation*** ■ ***EFT/EDI Implementation*** ■ ***Reports configuration*** ***The software was implemented on time and under budget and is now supported with an ongoing software maintenance and licensing agreement.***

Original Project/Contract Start Date:	***1/25/2008***
Original Project/Contract End Date:	***12/31/2009***
Original Project/Contract Value:	***$2,188,635 (does not include subsequent contracts)***
Final Project/Contract Date:	***Subsequent contracts include:*** • ***7/1/2009 – 6/30/2012: licensing and maintenance*** • ***7/1/2012-6/30/2016: licensing and maintenance*** ***Current contract is 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 #: 2	***Maine Department of Health and Human Services***		
Company Name:	***Informatix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Maine Child Support Processing, SDU Receipting Software***		
Primary Contact Information			
Name:	***Jerry Joy, Director***		
Street Address:	***11 State House Station***		
City, State, Zip:	***August, ME 04333-0011***		
Phone, including area code:	***207-287-3703***		
Facsimile, including area code:	***207-287-3005***		
Email address:	***Jerry.Joy@Maine.gov***		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed:	***Informatix implemented its fully automated COTS payment processing and image***		

	archival/retrieval solution and modified to meet client needs. Our solution allowed the Maine Division of Support Enforcement and Recovery to run more efficiently and cost-effectively, providing them with an increased capability to handle an increasing volume of child support payments. Informatix completed the implementation of our fully automated payment processing and image archival/retrieval solution. ***This process encompassed the entire system development lifecycle from requirements definition, system analysis and design, development, all phases of testing, and implementation. The team developed training plans, training materials, extensive online help, and user manuals to ensure payment processing staff received the knowledge they needed to perform their duties.*** ***The following key tasks were completed as part of this effort:*** ■ ***Procuring, installing, and configuring new mail opening and sorting equipment*** ■ ***Procuring, installing, and configuring new imaging and image archival equipment*** ■ ***Installing and configuring web-based image retrieval application, iDocStore™*** ■ ***Installing and configuring RAPID® (including payment entry and reports)*** ■ ***Installing and tuning the supporting SQL database*** ■ ***Developing interface files and transfer routines for sending files to and from mainframe***

	systems and other data exchange partners ■ ***User acceptance and parallel testing*** ■ ***Training of both functional and technical staff*** ■ ***Implementation services to support systemic change*** ■ ***Post-implementation services including technical support and software upgrades***
Original Project/Contract Start Date:	***1/7/2013***
Original Project/Contract End Date:	***10/6/2014***
Original Project/Contract Value:	***$381,732***
Final Project/Contract Date:	***Subsequent contracts include:*** • ***11/21/2014-11/30/2017: licensing and maintenance Current contract is 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 #: 3	***State of Michigan Department of Human Services***		
Company Name:	***Informatix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Michigan State Disbursement Unit (SDU)***		
Primary Contact Information			
Name:	***Pratin Trivedi, Director of Information Technology and Payment Operations***		
Street Address:	***1760 Abbey Rd.***		
City, State, Zip:	***East Lansing, MI 48823***		
Phone, including area code:	***517-334-6560***		
Facsimile, including area code:	***517 318-4700***		
Email address:	***TrivediP@michigan.gov***		
Alternate Contact Information			
Name:			
Street Address:			

City, State, Zip:	
Phone, including area code:	
Facsimile, including area code:	
Email address:	
Project Information	
Brief description of the project/contract and description of services performed:	***Informatix Michigan State Disbursement (MiSDU) provides Michigan with collections and banking services, centralized receipt activities, centralized disbursement activities, a Child Support Customer Call Center, quality assurance services, and EFT and Employer outreach.*** ***Specifically, Informatix provides the following services in the Michigan operation:*** ■ ***Mail services including mail pick-up, opening, and batching of payments.*** ■ ***Banking service activities, including account reconciliation, tracking of misapplied payments, return checks and reporting on the day-to-day processing—MiSDU took full advantage February 15th, 2007 of the Check Clearing for the 21st Century Act (Check 21) for depositing financial instruments received.*** ■ ***Centralized receipt activities, including document imaging, validation, research and resolution, and posting to Michigan's Child Support Enforcement System.*** ■ ***Centralized disbursement activities, including obligors' coupon print and mailing, clients' check print and mailing, as well as electronic direct deposit/debit card to custodial parent's bank accounts—the statewide Debit Card Rollout program that began in the fall of 2005 has provided the State of Michigan with multiple benefits that include substantial savings through lower postage costs. Electronic disbursements avoid delays imposed by mail delivery, and gives customers immediate access to their funds in addition to eliminating the***

	possibility of checks being lost or stolen. ■ ***Child Support Customer Call Center which fields financial inquiries from IV-D participants with respect to clients, employers, interstate agencies and the FOCs regarding tax offset questions, address and employer updates, employer and obligor payment website inquiries, and general child support payment questions.*** ■ ***Quality Assurance to sustain a high level of services by monitoring, analyzing, and rating various activities with the MiSDU.*** ■ ***EFT and Employer Outreach which responds to employer inquiries and increases payments by electronic funds transfer—we provide an employer and obligor payment website.*** ■ ***MiSDU Disaster Recovery Planning which provides a corporate recovery facility and the IT and network infrastructure needed for continuance of payment processing, call center, and disbursement operations.*** ■ ***MiSDU training program which has created a state of the art learning environment that engenders collective problem solving, cross training opportunities, sharing workloads and maximizing the organization's operating efficiency.*** ***Additional services include Michigan's Arrears Collection Special Project (MACS Project), a one-time program to recover State-owed funds and allow obligors the opportunity to pay a pre-determined percentage of the qualifying past-due obligation. Informatix will be implementing its on-line payment process iPayOnline™ in Michigan later this year.***
Original Project/Contract Start Date:	***Through an acquisition, Informatix has been providing services since 2005.***

	Informatix subsequently won a competitive procurement with effective contract date of 4/25/2010 – 9/30/2016 with three 1 year optional renewals
Original Project/Contract End Date:	***9/30/2016 with 3 one-year extensions available***
Original Project/Contract Value:	***For term 4/25/2010 – 9/30/2016: $69,669,784***
Final Project/Contract Date:	***9/30/2016 with 3 one-year extensions available***
Was project/contract completed in time originally allotted, and if not, why not?	***While the project is on-going, the initial implementations and special projects that have been undertaken have been completed on time as planned***
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	***While the project is on-going, the initial implementations and special projects that have been undertaken have been completed within budget***

Reference #: 4	***State of Minnesota, Department of Human Services***		
Company Name:	***Informatix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Minnesota Child Support Processing Center***		
Primary Contact Information			
Name:	***Jeffrey Jorgenson, IV-D Director***		
Street Address:	***44 Lafayette Ave.***		
City, State, Zip:	***St. Paul, MN 55155***		
Phone, including area code:	***651-431-4276***		
Facsimile, including area code:			
Email address:	***Jeffrey.J.Jorgenson@state.mn.us***		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed:	***The Informatix Minnesota State Disbursement Unit (MNSDU) has provides Minnesota with a state-of-the-art child support processing solution and staff for centralized child support***		

	receipt activities since 2008, including: mail opening, sort/batching, document imaging, validation, research and resolution, and posting to Minnesota's Child Support Enforcement System. In 2009, Informatix migrated the Minnesota legacy payment processing system to RAPID®, Informatix' advanced payment processing solution. Working with the State, Informatix conducted a Business Process Reengineering Project, analyzing and redefining their business processes. Once requirements were finalized, Informatix developed a migration and data conversion plan and completed to migration to RAPID®. ***The overall scope of services provided to the Minnesota SDU includes providing a centralized receipt, validation, research and resolution, and posting to MN PRISM. Informatix provides the following key services in the Minnesota operation:*** ■ ***Opening, sorting, and collecting mail from multiple PO Boxes*** ■ ***Processing and imaging each payment*** ■ ***Depositing (or returning) payment instruments on the day received*** ■ ***Forwarding correspondence received to the correct state agency*** ■ ***Take preventative steps to avoid future misposting or receipting of NSF checks from the same payer*** ■ ***Answering telephone calls, letters, faxes, or email inquiries from State Support staff, employers, and other state and local staff as well as stakeholders*** ***Informatix also provides disaster recovery planning including a corporate recovery facility and the IT and network infrastructure needed for continuance of payment processing, call center, and disbursement operations.***

	Informatix is responsible for the MNSDU training program in which we created a state-of-the-art learning environment that is conducive to collective problem solving, cross-training opportunities, workload sharing, sharing best practices, and maximizing the organization's operating efficiency. ***Informatix' partnership with Minnesota has proven to be a successful one, and one we believe is a model of what a private-public partnership should be. Our staff works side-by-side with State staff in one facility. The operations design is advantageous to both Informatix and the State of Minnesota because it takes advantage of the strengths of both parties. The partnership has resulted in consistent processing of payments, same-day receipting for 99.9% of all payments, reduction in misapplied payment adjustment requests, and a reduction in unidentified payments.***
Original Project/Contract Start Date:	***Through an acquisition, Informatix has been providing services since 2000*** ***Informatix subsequently won competitive procurements with effective contract dates:*** • ***4/15/2009 – 6/30/14*** • ***7/1/2014 – 6/30/16 with three 1 year renewals***
Original Project/Contract End Date:	***11/30/2009***
Original Project/Contract Value:	***$1,440,000***
Final Project/Contract Date:	***Current contract is ongoing through 6/30/16 with three 1 year optional renewals***
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	***State of Arizona, Department of Economic Security, Division of Child Support Services***		
Company Name:	***Informatix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Arizona Centralized Payment Processing***		
Primary Contact Information			
Name:	***Melissa Hyde, State Disbursement Unit Manager***		
Street Address:	***1789 W. Jefferson***		
City, State, Zip:	***Phoenix, AZ 85007***		
Phone, including area code:	***602-542-4600***		
Facsimile, including area code:	***602-248-3126***		
Email address:	***mhyde@azdes.gov***		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed:	***The Informatix Arizona Centralized Payment Processing (CPP) Unit provides the State of Arizona with centralized receipting and posting of child support payments, quality assurance services, EFT and employer outreach efforts. Specifically, Informatix provides the following services in the Arizona operation:*** ■ ***Mail services including mail pick-up, opening, and batching of payments*** ■ ***Processing, encoding, and imaging each payment and all accompanying source document(s). A source document is defined as any paper accompanying a check, i.e., check stub, letter, income withholding order, handwritten note, and envelope*** ■ ***Centralized receipt activities include document imaging, validation, research and resolution, and posting***		

	to Arizona Tracking Locating Automated System (ATLAS) ■ ***Responding to payment inquiries from child support staff, employers, and other State and local staff and child support stakeholders*** ■ ***Processing all inbound EFT payments*** ■ ***Correspondence scanning, indexing, and daily image export to State's ECM System*** ■ ***Outreach marketing to employers with a primary focus on increasing payments by electronic funds transfer—as well as providing Informatix' iPayOnline as an employer and obligor payment website*** ■ ***Providing State Staff with access to Informatix Image Archive for viewing payment and correspondence images***
Original Project/Contract Start Date:	***8/26/2014***
Original Project/Contract End Date:	***8/25/2017***
Original Project/Contract Value:	***N/A***
Final Project/Contract Date:	***Current contract is active through 8/25/2017***
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 #: 6	***State of Mississippi, Department of Human Services***		
Company Name:	***Informatix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	*VENDOR*		*SUBCONTRACTOR*
Project Name:	***Mississippi State Disbursement Unit***		
Primary Contact Information			
Name:	***Cathy Sykes, Director***		
Street Address:	***750 North State Street***		
City, State, Zip:	***Jackson, MS 39202***		
Phone, including area code:	***601-359-4888***		
Facsimile, including area code:			
Email address:	*Cathy.Sykes@mdhs.ms.gov*		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed:	***The Informatix Mississippi Central Receipting and Disbursement Unit (MS CRDU) provides the State of Mississippi with centralized receipting and posting of all Title IV-D and Non IV-D child support payments, quality assurance services, financial banking and reconciliation services, EFT and employer outreach efforts. Specifically, Informatix provides the following services in the Mississippi operation:*** ■ ***Mail services including mail pick-up, opening, and batching of payments*** ■ ***Processing, encoding, and imaging each payment and all accompanying source document(s). A source document is defined as any paper accompanying a check, i.e., check stub, letter, income withholding order, handwritten note, and envelope*** ■ ***Centralized receipt activities include document imaging, validation,***		

	research and resolution, and posting to Mississippi Enforcement Tracking of Support System (METSS) ■ ***Responding to payment inquiries from child support staff, employers, and other State and local staff and child support stakeholders*** ■ ***Conducting research and resolution on unidentifiable payments through METSS*** ■ ***Performing banking and reconciliation including deposits and daily operations with the bank*** ■ ***Scanning, imaging and indexing of correspondence*** ■ ***Marketing EFT to employers, as well as processing all inbound EFT payments*** ■ ***Providing State Staff with access to Informatix Image Archive for viewing payment and correspondence images*** ■ ***Collecting and tracking CP receivables*** ■ ***Producing and mailing of monthly obligor coupons***
Original Project/Contract Start Date:	***4/22/2014***
Original Project/Contract End Date:	***4/21/2017***
Original Project/Contract Value:	***$6,989,552***
Final Project/Contract Date:	***Current contract is active through 4/21/2017***
Was project/contract completed in time originally allotted, and if not, why not?	***Yes – project is ongoing***
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	***Yes – project is ongoing***

Reference #: 7	***State of Indiana, Department of Child Services***		
Company Name:	***Informatix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Indiana State Central Collection Unit***		
Primary Contact Information			
Name:	***Eric Durnil, Senior IT Project Manager, Child Support Bureau***		
Street Address:	***402 W. Washington Street***		
City, State, Zip:	***Indianapolis, IN 46204***		
Phone, including area code:	***317-460-1052***		
Facsimile, including area code:	***317-232-4881***		
Email address:	Eric.Durnil@dcs.in.gov		
Alternate Contact Information			
Name:	***Peggy Boggs, Assistant Deputy Director, Child Support Bureau***		
Street Address:	***402 W. Washington Street***		
City, State, Zip:	***Indianapolis, IN 46204***		
Phone, including area code:	***317-232-3450***		
Facsimile, including area code:	***317-232-4881***		
Email address:	***Peggy.boggs@dcs.in.gov***		
Project Information			
Brief description of the project/contract and description of services performed:	***The Informatix Indiana State Central Collection Unit (INSCCU) provides Indiana with centralized processing of incoming paper child support and annual support fee (ASFE) payments, quality assurance services, research and resolution of unidentified payments, and exception processing services. Specifically, Informatix provides the following services in the Indiana operation:*** ■ ***Mail services including multiple mail pick-ups, opening, and batching of payments*** ■ ***Processing, encoding, and imaging each payment and all accompanying source document(s). A source document is defined as any paper accompanying a check, i.e., check stub, letter, income withholding order, handwritten note, and***		

	envelope ■ ***Centralized receipt activities include document imaging, validation, research and resolution, and posting to Indiana Support Enforcement Tracking System (ISETS)*** ■ ***Responding to payment inquiries from child support staff, employers, and other State and local staff and child support stakeholders*** ■ ***Scanning, imaging and indexing of correspondence*** ■ ***State access to Informatix Image Archive for viewing payment and correspondence images*** ■ ***Identifying, tracking and pursuing collection of NSF payments*** ■ ***Financial reporting including INSCCU Key Performance Indicator (KPI) report of INSCCU activity and Collections/Journal Voucher Report summarizing previous day's financial reconciliation, deposits and returned deposited items***
Original Project/Contract Start Date:	***12/1/2014***
Original Project/Contract End Date:	***11/30/2018***
Original Project/Contract Value:	***$7,027,496***
Final Project/Contract Date:	***Current contract is active through 11/30/2018***
Was project/contract completed in time originally allotted, and if not, why not?	***Yes – project is ongoing***
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	***Yes – project is ongoing***

Reference #: 8	***State of Alabama, Department of Human Resources***		
Company Name:	***Informatix, Inc.***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Alabama Child Support Payment Center***		
Primary Contact Information			
Name:	***Lathesia S. Saulsberry, IV-D Director***		
Street Address:	***50 Ripley Street***		
City, State, Zip:	***Montgomery, CL 36130-4000***		
Phone, including area code:	***334-242-9300***		
Facsimile, including area code:	***334-242-0606***		
Email address:	***Lathesia.Saulsberry@dhr.alabama.gov***		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed:	***The Alabama Child Support Payment Center's major areas of responsibility include centralized receipting, payment processing, customer service to specific stakeholder groups, NSF tracking and recovery, and inbound EFT transaction processing and outreach, recovery and tracking of CP receivables, adjustments handling, and special exceptions processing based on State criteria for MPIs, Unemployment Compensation, Cost Recovery Fees, and Unidentified Receipts. Specifically, Informatix provides the following services and successes in the Alabama operation:*** ■ ***Centralized receipting, opening and imaging mail*** ■ ***Processing, encoding, and imaging each payment and all accompanying source document(s). A source document is defined as any paper accompanying a check, i.e., check stub, letter, income withholding order, handwritten note,***		

	correspondence, and envelope ■ ***Depositing (or returning) payment instruments on the day received*** ■ ***Forwarding correspondence received to the correct state or county agency*** ■ ***Answering payment inquiries from child support staff, employers, and other State and local staff and child support stakeholders. Inquiries may occur through telephone call, letter, fax, or email*** ■ ***Providing collection services for NSF checks; documenting efforts and depositing collections; submitting unpaid items to the DA's Worthless Check Unit for further collection*** ■ ***Marketing EFT to employers and other child support agencies, as well as processing all inbound EFT payments*** ■ ***Collecting and tracking CP receivables***
Original Project/Contract Start Date:	***Through an acquisition, Informatix has been providing services since 2000.*** ***Informatix subsequently won competitive procurements with effective contract dates of*** • ***11/1/2009 – 10/31/2014*** • ***11/1/14-10/31/16 with three 1 year renewals***
Original Project/Contract End Date:	***Original contract: 10/31/2014***
Original Project/Contract Value:	***Original contract: $2,960,405*** ***Current contract: $2,556,286***
Final Project/Contract Date:	***Original contract: 10/31/2014*** ***Current contract is active through 10/31/16 with 3 optional 1 year extension***
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 Vendors must also submit Attachment F, Reference Questionnaire to the business references that are identified in *Section 6.3.3*.

As requested, Informatix has asked our clients for the 8 projects identified in Section 6.3.3 to submit the required Reference Questionnaires.

Please note that while Informatix identified the State of Alabama as a business reference in Section 6.3.3 as we have been operating Alabama's SDU since 2001, Alabama's Child Support Division has received legal guidance that references must only provide objective information and that Nevada's questionnaire has questions and rating scales that are both objective and subjective. Consequently, Alabama is unable to complete and submit Nevada's questionnaire. Alabama has however, provided a letter of reference for Informatix. See Figure 63 for Alabama's reference letter.

State of Alabama
Department of Human Resources
S. Gordon Persons Building
50 Ripley Street
P.O. Box 304000
Montgomery, Alabama 36130-4000
(334) 242-1310
www.dhr.alabama.gov

ROBERT BENTLEY
Governor

Nancy T. Buckner
Commissioner

March 25, 2016

TO WHOM IT MAY CONCERN:

Informatix was awarded the contract to serve as the Alabama Child Support Payment Processing Center in 2001. Over the course of three contracts, there has been no interruption of services since 2001. Informatix processes IV-D and Non IV-D payments for the State of Alabama Department of Human Resources, and Non IV-D payments for the Administrative Office of Courts. On average, Informatix processes approximately 265,000 transactions, representing approximately $40 million in child support payments each month.

We are appreciative of the services provided by the Informatix Team as the work performed at their facility is a service provided to the families in the State of Alabama.

Thank you.

Lathesia S. Saulsberry, IV-D Director
Child Support Enforcement Division
Alabama Department of Human Resources
Phone (334) 242-9300
Fax (334) 242-0606
Lathesia.Saulsberry@dhr.alabama.gov

An Affirmative Action /Equal Opportunity Employer

Figure 63: Alabama CSPC Reference Letter

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

6.3.6 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, RFP Timeline* for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

6.3.7 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.

Informatix recognizes that the key to any successful system implementation is competent, motivated staff backed by a proven corporate structure that will ensure contract requirements are met. For the State of Nevada, we are pleased to propose a team of highly skilled, experienced and enthusiastic Informatix child support experts to support the implementation of Informatix RAPID® solution to meet Nevada's child support collections and disbursement software requirements.

Informatix' proven child support collections and disbursement solution, RAPID®, combined with our SDU operational experience provides Nevada with the right team, the right experience and the right corporate structure. In the paragraphs below, we present the team of professionals that are dedicated to the successful implementation of RAPID® in support of the Nevada Collections and Disbursement Software project.

Figure 64 presents an organization chart for Informatix Implementation Team for the Nevada Collections and Disbursement Software Project. Informatix' Implementation Team brings many years of child support and SDU knowledge, technical expertise and project management practices. Informatix is excited to propose our experienced staff to manage the implementation and ongoing operations support of RAPID® for Nevada. Because we understand the critical nature of a successful SDU implementation, we have structured our Implementation organization to help ensure success by creating an overall management structure that will support the initial efforts, as well as a smooth transition to on-going operations.

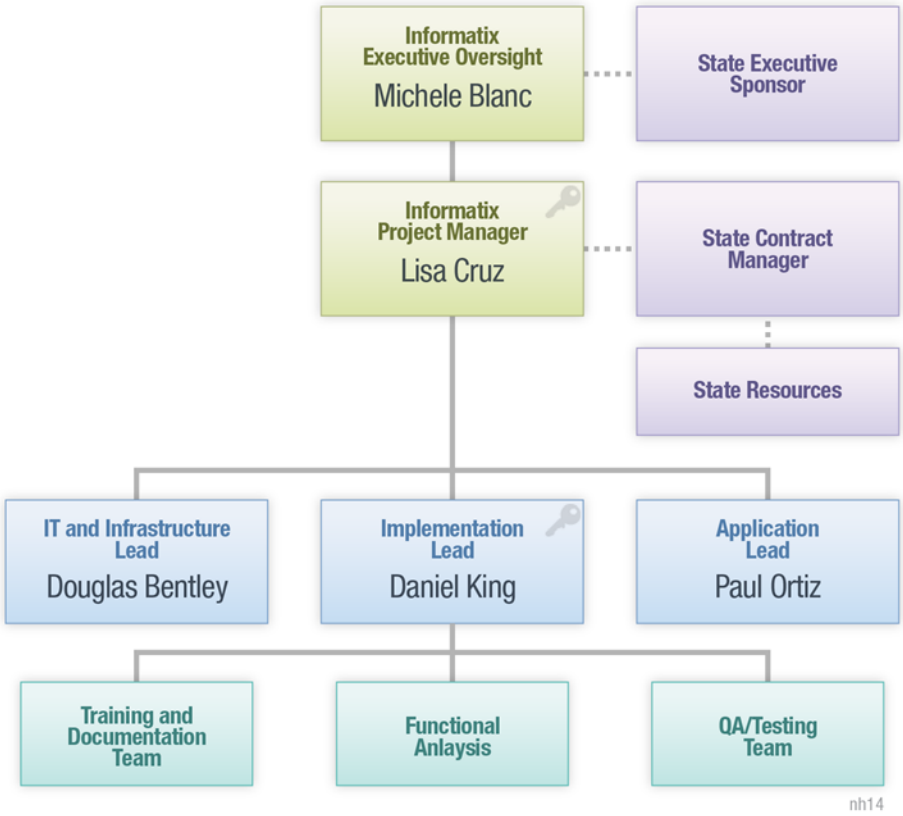

Figure 64: Informatix' Proposed Implementation Team Organization

Informatix' proposed implementation team organizational structure supports the management, transition, and ongoing support of RAPID® for Nevada. The organization chart shows how our team will be organized and the lines of authority to facilitate a smooth and seamless transition from implementation to ongoing operations of RAPID®.

Informatix places a high value on "Customer First" service for our collections and disbursement projects. This is accomplished by active, direct support from the highest level of Informatix management. The Nevada IV-D Director and other Division of Welfare and Supportive Service (DWSS) officials have a direct line of communication to Informatix' executive staff. We want the DWSS to know our corporate management staff stands behind our projects and is focused on customer satisfaction.

6.4.1 Project Manager Qualifications

During project startup to begin upon contract execution, the vendor shall provide a full-time, day-to-day Project Manager dedicated 100% to the start up. The Project Manager shall coordinate activities and allocate vendor resources. This person will be expected to be available in person or remotely on a daily basis until the electronic inquiry function go live date. The Project Manager shall be the vendor's key personnel.

Informatix is pleased to propose Lisa Cruz as our Project Manager for the Nevada Child Support Collections and Disbursement Software project.

Lisa is Informatix' Director of Business Process Outsourcing Division and brings 12 years of project management experience.

Lisa is an experienced IT Project Manager and Operations Manager holding certifications as a Project Management Professional (PMP) and Certified Document Imaging Architect (CDIA+). Lisa has been instrumental in the analysis and creation of requirements, and conversions for large-scale complex public sector software systems.

The Project Manager assigned by the awarded vendor to the engagement must have:

6.4.1.1 A minimum of five (5) years of project management experience in similar systems, within the last ten (10) years, in government or the private sector;

Lisa exceeds this requirement with her more than 12 years of project management experience serving public sector clients. Over the last 10 years, Lisa has managed the implementation of technology systems including (7) backfile conversions, three (3) system conversions, and twenty-seven (27) document imaging implementations.

Most recently (2014-2015) Lisa provided project management to Informatix' Indiana, Arizona and Mississippi SDU implementations.

From 2010-2014, as the Transition Director and System Replacement Solution Manager, Lisa provided leadership to the implementation of California's Health Enterprise system which replaces a 30 year old legacy IT system used to support the California Medi-Cal program.

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

Lisa exceeds this requirement. She had been providing project management over technical projects since 1994 managing large scale system conversion efforts, designing and implementing imaging, case management, and healthcare solutions, and providing leadership to development and quality assurance teams.

Example projects include:

- ***Conversion Manager of CSE system conversion to the Statewide Automated Child Support System***
- ***System Qualification Testing (SQT) lead for testing interfaces between the legacy CSE systems (CASES and ARS), State Disbursement Unit, and the Statewide CSE System***

- ***Conversion Services Project Manager for the California State Teachers Retirement System***
- ***Transition Manager for the Operations Transition and Training teams responsible for the implementation of California's Health Enterprise system replacement project for the California Medi-Cal program***

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

Lisa exceeds this requirement with over 20 years of system analysis experience. As a project manager for public sector IT projects since 1994, she has been providing systems analysis and design work.

Example projects include:

- ***Conversion Manager of CSE system conversion to the Statewide Automated Child Support System***
- ***Operations Manager for CASES M&O***
- ***California County Child Support Imaging Projects***
- ***Conversion Services Project Manager for the California State Teachers Retirement System***
- ***Transition Manager for the Operations Transition and Training teams responsible for the implementation of California's Health Enterprise system replacement project for the California Medi-Cal program***

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

Lisa exceeds this requirement with over 20 years of system development and implementation experience. As a project manager for public sector IT projects since 1994, she has provided project management over multiple system development and implementation projects.

Example projects include:

- ***Conversion Manager of CSE system conversion to the Statewide Automated Child Support System***
- ***SDU implementations for Indiana, Arizona and Mississippi***
- ***California County Child Support Imaging Projects***
- ***Conversion Services Project Manager for the California State Teachers Retirement System***
- ***Transition Manager for the Operations Transition and Training teams responsible for the implementation of California's Health***

Enterprise system replacement project for the California Medi-Cal program

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

Lisa exceeds this requirement with more than 4 projects over the last three (3) years. For example, Lisa most recently (2014-2015) provided project management to Informatix' Indiana, Arizona and Mississippi SDU implementations. These implementations involved extensive business process design, documentation of detailed procedures based on re-designed or new business processes and the implementation of systems.

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.

Lisa exceeds this requirement with more than 4 projects over the last three (3) years. For example, Lisa most recently (2014-2015) provided project management to Informatix' Indiana, Arizona and Mississippi SDU implementations. These implementations involved all involved extensive communication with external stakeholders and our clients and as well as coordination of work between stakeholders and the Informatix team. She was responsible for developing project plans that involved both stakeholders and Informatix team members, reporting status to stakeholders and executive teams against those project plans, as well as managing risks, issues and coordinating and collaborating with stakeholders on mitigation and action plans.

Tab IX Attachment I: 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 13.3.18, Key Personnel*.**

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	***Informatix, Inc.***		
☑ **Contractor**		☐ **Subcontractor**	
Name:	***Lisa Cruz***		☑ **Key Personnel**
Classification:	***Project Manager***	***# of Years in Classification:***	12
Brief Summary of Experience:	*Lisa is an experienced Information Technology Project Manager and Operations Director holding certifications as a Project Management Professional (PMP), ScrumMaster, and Certified Document Imaging Architect (CDIA+). Lisa has been instrumental in the analysis and creation of requirements, and conversions for large-scale complex data processing systems. Lisa has recently completed three successful child support State Disbursement Unit (SDU) implementations and provides. She has managed the implementation of technology systems including seven backfile conversions, three system conversions, and 27 document imaging implementations.*		
# of Years with Firm:	***9 years, 2 mos***		

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:***	*12/2014 to 05/2015* *Informatix, Inc.* *Indiana Department of Child Services, Child Support Bureau* *Eric R. Durnil, Senior IT Project Manager* *402 W Washington Street, Indianapolis IN 46204* *Phone: (317)460-1052* *Eric.durnil@dcs.in.gov* *Project Manager/Implementation Oversight* *From December 2014 through May 2015, provided project management and implementation oversight of the Indiana State Centralized Collection Unit (INSCCU) transition and implementation from previous vendor operated INSCCU to Informatix. Responsibilities included development, tracking and updates to the project schedule, PMO Status reporting, facilitation of weekly internal Informatix status meetings to report implementation progress and work through identified issues/risks or barriers to meeting milestones in support of developing the weekly State PMO Status reports, and deliverable management. Lisa also worked with the technical team to implement Informatix RAPID® solution, including participating in UAT and Parallel*

	testing. In preparation for Informatix INSCCU Operations, Lisa also worked with the Operations team to develop the Operations procedures, including the business rules to be used by the Informatix INSCCU Operations team.
Software/hardware used in engagement:	*MS Office, MS Project, MS Visio, MS PowerPoint, Bugzilla, XPlanner*
Required Information:	
MMYYYY to MMYYYY:	*10/2014 to 02/2015*
Vendor Name:	*Informatix, Inc.*
Client Name:	*Arizona Department of Economic Security, DCSS*
Client Contact Name:	*Melissa Hyde, AZ DES, DCSS SDU Manager*
Client Address, Phone Number, Email:	*1789 W Jefferson, Phoenix AZ 85007* *Phone: (602)542-4600* *Email: mhyde@azdes.gov*
Role in Project:	*Project Manager/Implementation Oversight*
Details and Duration of Project:	*From October 2014 through February 2015, provided project management and implementation oversight of the Arizona Centralized Payment Processing (CPP) transition and implementation from previous vendor operated CPP to Informatix. Responsibilities included development, tracking and updates to the project schedule, PMO Status reporting, facilitation of weekly internal Informatix status meetings to report implementation progress and work through identified issues/risks in support of developing weekly PMO Status reports, and deliverable management. Lisa also worked with the technical team to implement Informatix RAPID® solution, including participating in UAT and Parallel testing, researching anomalies and providing testing results during joint call with State. In preparation for Informatix AZ CPP Operations, Lisa also worked with the Operations team to develop the Operations procedures, including the business rules to be used by the Informatix CPP Operations team.*
Software/hardware used in engagement:	*MS Office, MS Project, MS Visio, MS PowerPoint, Bugzilla*
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:***	*08/2014 to 11/2014* *Informatix, Inc.* *Mississippi Department of Human Services* *Beverly Williams, MDHS MIS Systems Manager* *750 N State Street, Jackson MS 39202* *Phone: (601)359-4615* *Email: Beverly.Williams@mdhs.ms.gov* *Project Manager/Implementation Oversight* *From August 2014 through November 2014, provided project management and oversight of the Mississippi Centralized Receipting and Disbursement Unit (MS CRDU) transition and implementation from State Operated CRDU to Informatix CRDU. Responsibilities included development, tracking and updates to the project schedule, PMO Status reporting, facilitation of weekly State status meetings to report implementation progress and work through identified issues/risks, and deliverable management. Lisa worked with the technical team to implement Informatix RAPID® solution, including participating in UAT, researching anomalies identified through testing, and leading Parallel testing calls to review daily testing results. In preparation for Informatix SDU Operations, Lisa also worked with the Operations team to develop the Operations procedures, including the business rules to be used by the Informatix SDU Operations team.* *MS Office, MS Project, MS Visio, MS PowerPoint, Bugzilla*
Required Information: ***MMYYYY to MMYYYY:*** ***Vendor Name:*** ***Client Name:*** ***Client Contact Name:*** ***Client Address, Phone Number, Email:*** ***Role in Project:***	 *10/2010 to 06/2014* *Xerox State Healthcare* *California Department of Healthcare Services* *Vicky Sady, (Deputy Director retired)* *4216 Gold Ridge Way, Antelope CA 95843* *Phone: (916)202-2670* *Email: Vlsady@yahoo.com* *Project Manager/Operations Director/Transition Director/Systems Replacement Functional Manager* *The California Medicaid Management Information System Project (CA-MMIS) replaces a 30 year old*

Details and Duration of Project:	*legacy IT system that support the California Medi-Cal program. The CA-MMIS system processes payments to medical care providers on behalf of 7.2 million Medi-Cal beneficiaries. From November 2010 through June 2014, Lisa served in multiple positions on the CA-MMIS Project including:* • *As Security Project Manager, Lisa facilitated weekly Security workgroup meetings, established workflow process for timely development of Security Confidentiality Plan deliverables, developed and maintained the Security Project Schedule, provided Status update reports, and performed issue and risk management for Security domain workgroup.* • *As Assumption of Operations (AOO) Project Manager, Lisa managed a team responsible for the deliverables associated with CA-MMIS Takeover, including Plan for Assumption of Operations, Operational Readiness Testing, Operational Readiness Reviews and Cutover. Lisa facilitated AOO workgroup meetings, developed and maintained the AOO Project Schedule, provided Status updates reports, and performed issue and risk management for the AOO Domain workgroup.* • *As Operations Director, Lisa provided management and oversight of Field Office operations at eight locations statewide and systems support for handling Treatment Authorization Request (TARs) processing services. FOAG operations includes managing staff resources of up to 250 clerical, 18 pharmacists and eight system administrators. Facilitated monthly executive meetings with State stakeholders on the operations performance and review of case management statistics.* • *As Transition Director and Interim System Replacement Functional Manager, Lisa led the Operations Transition and Training teams responsible for ensuring stakeholders were trained and ready from an operational perspective for the implementation of the Health Enterprise System. Utilizing practices from Agile and Scrum frameworks served as Xerox Product Owner managing the teams and associated deliverables through prioritized product backlog and monthly sprint commitments. Concurrently, managed and provided leadership direction of*

	BA functional team responsible for documenting the As Is and To Be requirements and business rules for the Pharmacy Prior Authorization CA-MMIS system replacement solution and working with the State customer and Xerox.
Software/hardware used in engagement:	*MS Office, MS Project, Rational DOORS, Rational ClearQuest, MS SharePoint, MS PowerPoint, MS Visio, VersionOne*
Required Information:	
MMYYYY to MMYYYY:	*06/2003 – 06/2009*
Vendor Name:	*Informatix, Inc.*
Client Name:	*California Department of Child Support Services*
Client Contact Name:	*Jamie Murray, State Contract Manager (now at Santa Cruz DCSS)*
Client Address, Phone Number, Email:	*420 May Avenue, Santa Cruz 95060* *Phone: (831)454-3632* *Email: Jamie.Murray@santacruzcounty.us*
Role in Project:	*Role: Project Manager for CASES M&O*
Details and Duration of Project:	*The CASES Maintenance and Operations contract is for the legacy CSE System used by 55 of the 58 California counties. From June 2003 through June 2009, Lisa served as Project Manager for Informatix during the CASES Maintenance and Operations Contract. She began her work with Informatix with establishing and growing the centralized imaging operations used by the California child support counties. Lisa led 27 imaging implementations, including 3 child support backfile conversions. She served as conversion lead for 3 counties converting to a legacy CSE system as part of phase 1 of the California Statewide CSE project; Functional leader on system conversions to the Statewide CSE system; and System Qualification Testing Lead for testing interfaces between legacy CSE systems, SDU, and Statewide CSE system.* *MS Office, MS Visio, MS Project, iHEAT, Remedy,*

Software/hardware used in engagement:	*Bugzilla*

EDUCATION	
Institution Name:	
City:	
State:	
Degree/Achievement:	*Project Management Professional, Project Management Institute;*
Certifications:	*ScrumMaster, Scrum Alliance; CompTIA Certified Document Imaging Architect (CDIA+)*

HARDWARE/SOFTWARE SUMMARY (Be Specific)		
Description		***# of Year's Experience***
Environments:	*Windows*	*25 + years operating on various versions of Windows*
Hardware:		
Software:	*MS Office, MS Project, MS Visio, MS SharePoint*	*15 + years*
Tools:	*Rational ClearQuest, Rational DOORS* *VersionOne* *XPlanner* *Bugzilla* *Alfresco* *Remedy, iHEAT*	*3 yrs., 7 mos.* *6 mos.* *1 yr., 2 mos.* *7 yrs., 10 mos.* *1 yr., 10 mos.* *6 yrs.*
Databases:		

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	*Bill Otterbeck* *DHCS Assistant Deputy Director* *California Department of Health Care Services* *Ph.: (916)373-7772* *Bill.otterbeck@dhcs.ca.gov* *Beverly Williams* *Systems Manager* *Mississippi Department of Human Services, MIS* *Ph.: (601)359-4615* *Fax: (601)359-4565* *Beverly.williams@mdhs.ms.gov* *Mike Landeck* *Cyber Security Management Professional*

	(Former Director of Information Security for Xerox California State Healthcare Project) *Ph.: (916)541-9342* *Mikelandeckcybersec@gmail.com*

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	Informatix, Inc.		
☑ **Contractor**		☐ **Subcontractor**	
Name:	*Douglas R. Bentley, Jr.*		☑ **Key Personnel**
Classification:	*IT and Infrastructure Lead*	**# of Years in Classification:**	
Brief Summary of Experience:	*Doug Bentley is a well-organized, result-oriented IT manager with over 22 years of technical experience in software application design/development, database design, client/server technologies, and content management systems. Mr. Bentley has over 16 years of experience as an analyst and software engineer utilizing object oriented methodologies to support both private, public, and government sectors. Currently managing product lines for Child Support Enforcement, Payment Processing, Financial Data Match Services, Document Management, Electronic Payments, Automated Voice Response and Customer Relationship Management systems. Mr. Bentley has over 9 years' experience managing software product lines and supporting IT infrastructure in the Child Support arena.*		
# of Years with Firm:	*10*		

RELEVANT PROFESSIONAL EXPERIENCE

Required Information:	
MMYYYY to Present:	*102006 to Present*
Vendor Name:	*Tier Technologies → Informatix, Inc.*
Client Name:	*Michigan State Disbursement Unit*
Client Contact Name:	*Pratin Trivedi*
Client Address, Phone Number, Email:	*Lansing, MI / 517.334.6560 / TrivediP@Michigan.gov*
Role in Project:	*Senior Software Engineer / Manager of Application Development and Support*
Details and Duration of Project:	***Role**: Currently managing all aspects of software application development and infrastructure support for the Michigan SDU, including Payment Processing, Content Management, Electronic Payments, Automated Voice Response and Customer Relationship Management Systems.*
Software/hardware used in engagement:	***Details/Duration**: Have support the MI SDU project since Oct. 2006* ***Software/Hardware:** Custom application software for payment processing (Kids 1st), electronic payments (Informatix WebPay), and customer relationship management systems (Info-Trac) based on .NET framework, C#.NET, VB, MS SQL Server, and DotNetNuke / DNN CMS. Supported customized off the shelf solutions with Interactive Intelligence (I3), OnBase, SharePoint, and Business Objects/Crystal Reports. Hardware platform includes EMC VMware virtualized*

	servers, EMC and HP SANs, Dell/HP Servers, Cisco Networking, EMC Avamar backup and replication systems
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:***	 *102006 to Present* *Tier Technologies / Informatix, Inc.* *Data Match Services (FIDM Alliance, IDEC, AVS, Debt Match, and Unemployment Insurance)* ***Role**: Worked on all Data Match Services projects since Oct. 2006, performing as software architect/engineer and product development manager. Currently managing software development and infrastructure support across the entire Data Mach product line (FIDM Alliance, IDEC Consortium, Tax Match, AVS, Debt Match, and Unemployment Insurance).* ***Details/Duration**: We currently perform data matching services for over 30 states (FIDM Alliance – 18 states, IDEC Alliance – 15 states, Tax Match – 9 states). Have support the Data Match Services product lines since Oct. 2006.* ***Software/Hardware**: Custom application software for the purposes of matching delinquent obligors with Financial Institution accounts to support multiple product lines. Product suite includes matching technology, secure websites to support transmittal of state and financial institution data files, automated enforcement (lien/levy creation) and document creation (notices/liens/levies) and distribution (print/fax/email/mail). Products are developed on the .NET framework using C#.NET, ASP.NET, Web Services, MS SQL Server, XML, XSL, HTML, CSS, and Crystal Reports. Hardware platform includes EMC VMware virtualized servers, EMC and HP SANs, Dell/HP Servers, and Cisco Networking.*

EDUCATION	
Institution Name:	*Jacksonville State University*
City:	*Jacksonville*
State:	*Alabama*
Degree/Achievement:	*B.S. Computer Information Systems / Cum Laude*
Certifications:	

HARDWARE/SOFTWARE SUMMARY (Be Specific)	
Description	***# of Year's Experience***

Environments:	*.NET Framework, Microsoft Windows, VMWare, Linux, UNIX, OS-X, IBM Mainframe, DEC MicroVAX*	*22*
Hardware:	*MS Windows Server, EMC & HP Fiber connected SANs, NAS, Cisco Network, VOIP*	*22*
Software:	*C#.NET, Web Services, VB.NET, ASP.NET, HTML, CSS, XML, XSL, Java, JavaScript, DotNetNuke / DNN CMS, Business Objects, Crystal Reports*	*16*
Tools:	*Visual Studio .NET, MS SQL Server Management Studio, MS Project, MS SourceSafe, Eclipse*	*16*
Databases:	*MS SQL Server, Oracle, MySQL, MS Access, Paradox*	*22*

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	*Pratin Trivedi* *Director of Information Technology and Payment Operations* *Michigan State Disbursement Unit* *517-334-6560* *TrivediP@Michigan.gov* *Tom Christmus* *Director* *Interstate Data Exchange Consortium (IDEC)* *FIDM Project, SCDSS/Child Support Enforcement* *803-898-9114* *Tom.Christmus@dss.sc.gov* *Tammy Watts,* *Deputy Executive Director, Processing and Enforcement* *Electronic Tax Data Match Project* *Kentucky Department of Revenue, Phone: 502-564-4921* *Tammy.Watts@ky.gov*

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	Informatix, Inc.		
☑ **Contractor**		☐ **Subcontractor**	
Name:	*Daniel J. King*		☑ **Key Personnel**
Classification:	*Implementation Lead*	**# of Years in Classification:**	*13.5*
Brief Summary of Experience:	*Dan King is an experienced project manager, with substantial experience managing government technology systems and solutions implementations, most recently a number of Child Support Enforcement (CSE) integrations with State Disbursement Unit (SDU) payment processing and imaging systems.*		
# of Years with Firm:	*13.5*		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information:	
MMYYYY to Present:	*102002 to Present*
Vendor Name:	*Informatix*
Client Name:	
Client Contact Name:	
Client Address, Phone Number, Email:	
Role in Project:	*Senior Analyst*
Details and Duration of Project:	*As the Senior Analyst for the development of the RAPID® Patented payment processing system that processes paper and electronic payments, including an integrated web based payments component and image archive. Dan has been primarily responsible for defining the business and functional requirements for the system as well as the business development, implementation lead, and ongoing customer relationship management.*
Software/hardware used in engagement:	

Required Information:	
MMYYYY to MMYYYY:	*012015 to 092015*
Vendor Name:	*Informatix*
Client Name:	*IN Department of Child Services*
Client Contact Name:	*Cynthia Longest, IVD Director*
Client Address, Phone Number, Email:	*Child Support Bureau* *(317)233-4482* *Cynthia.Longest@dcs.in.gov*
Role in Project:	*Implementation Lead*
Details and Duration of Project:	*January 2015 to Sep 2015*
Software/hardware used in engagement:	*As the Implementation Lead for the implementation of RAPID® into the Indiana CSE SDU operations, Dan was responsible for the overall implementation of the system, ensuring project tasks and deliverables were completed on time, policies and standards compliance and quality assurance. The project included the transition from another vendor legacy third party software package application to a Multi-Tier Java based Service Oriented Architecture application. The project was completed on time and within budget.*
Required Information:	
MMYYYY to MMYYYY:	*092014 to 052015*
Vendor Name:	*Informatix*
Client Name:	*State of Arizona, Department of Economic Security*
Client Contact Name:	*Scott Lekan*
Client Address, Phone Number, Email:	*Assistant Director AZ DES* *IV-D Director Div. of CSS* *(602)542-4500* *SLekan@azdes.gov*
Role in Project:	*Implementation Lead*
Details and Duration of Project:	*September 2014 to May 2015*
Software/hardware used in engagement:	*As the Implementation Lead for the implementation of RAPID® into the Arizona CSE SDU operations, Dan was responsible for the overall implementation of the system, ensuring project tasks and deliverables were completed on time, policies and standards compliance and quality assurance. The project included the transition from another vendor legacy third party software package application to a Multi-Tier Java based Service Oriented Architecture application. The project was completed on time and within budget.*

Required Information:	
MMYYYY to MMYYYY:	*052014 to 122014*
Vendor Name:	*Informatix*
Client Name:	*Mississippi Department of Human Services*
Client Contact Name:	*Cathy Sykes IVD Director*
Client Address, Phone Number, Email:	*Deputy Administrator, Programs* *Mississippi Dept. of Human Services* *(601) 359-4888* *cathy.sykes@mdhs.ms.gov*
Role in Project:	*Implementation Lead*
Details and Duration of Project:	*As the Implementation Lead for the implementation of RAPID® into the Mississippi CSE SDU operations, Dan was responsible for the overall implementation of the system, ensuring project tasks and deliverables were completed on time, policies and standards compliance and quality assurance. The project included the transition from another vendor legacy third party software package application to a Multi-Tier Java based Service Oriented Architecture application. The project was completed on time and within budget.*
Software/hardware used in engagement:	

Required Information:	
MMYYYY to MMYYYY:	*122011 to 072012*
Vendor Name:	*Informatix*
Client Name:	*Alabama Department of Human Resources*
Client Contact Name:	*Faye Nelson*
Client Address, Phone Number, Email:	*Alabama Departed Human Resources* *Child Support Enforcement Division* *RETIRED* *NO INFO*
Role in Project:	*As the Implementation Lead for the implementation of RAPID® into the Alabama CSE SDU operations, Dan was responsible for the overall implementation of the system, ensuring project tasks and deliverables were completed on time, policies and standards compliance and quality assurance. The project included the transition from a legacy DOS application to a Multi-Tier Java based Service Oriented Architecture application. The project was completed on time and within budget.*
Details and Duration of Project:	
Software/hardware used in engagement:	

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:***	 *072010 to 062011* *Informatix* *Maryland Administrative Office of the Courts* *Barbara Hansman,* *JIS Manager* *Judicial Information Systems, PMO* *(410)260-1087* *Barbara.Hansman@courts.state.md.us* *Implementation Lead* *Daniel managed the requirements development for the Court's enterprise electronic payment system to be utilized by the MD Judiciary. He met with end users, court subject matter experts, controllers and administrators to document the courts needs for an electronic payment system. Dan oversaw multiple deliverables, including current best practices and peer entity practices and insight into various electronic systems/vendors that are currently in the marketplace. His work culminated in the development of the scope of work to be utilized in an enterprise solution RFP to meet the defined requirements.*
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:***	 *042009 to 082010* *Informatix* *Minnesota Department of Human Services* *Jeff Jorgenson, IV-D Director* *Child Support Enforcement Division* *(651) 431-4276* *Jeffrey.J.Jorgenson@state.mn.us* *As the Implementation Lead for the implementation of RAPID® into the Minnesota CSE SDU operations, Dan was responsible for the overall implementation of the system, ensuring project tasks and deliverables were completed on time, policies and standards compliance and quality assurance. The project included the transition from a legacy DOS application to a Multi-Tier Java based Service Oriented Architecture application. The project was completed on time and within budget.*

Required Information:	
MMYYYY to MMYYYY:	*022008 to 062010*
Vendor Name:	*Informatix*
Client Name:	*California State Teachers Retirement System*
Client Contact Name:	*Clay Harada, Assistant Director of Business Solutions*
Client Address, Phone Number, Email:	*Enterprise Initiatives & Information Technology Solutions Division* *916-414-6400* *CHarada@CalSTRS.com*
Role in Project:	ePayment Consultant
Details and Duration of Project:	*The California State Teachers' Retirement System (CalSTRS), with a $161.5 billion portfolio as of June 30, 2008, is the second largest public pension fund in the United States. Hired as a recognized expert with electronic payments, Dan led a team that implemented a new web-based member authentication process and a new electronic payment authorization process. He was primarily responsible for researching implementation alternatives within the CalSTRS platform and documenting the business and technical requirements for the system with specific emphasis on system automation, payment rules compliance, quality assurance and security standards compliance; as well as taking a lead role in final Quality assurance and UAT prior to implementation in July 2010. The project was completed on time and within budget.*
Software/hardware used in engagement:	

Required Information:	
MMYYYY to MMYYYY:	*022008 to 032009*
Vendor Name:	*Informatix*
Client Name:	*Delaware Department of Health and Human Services*
Client Contact Name:	*Midge Holland*
Client Address, Phone Number, Email:	*Director, (DHHS), Information Resource Management (IRM (IRM)* *302-395-6698* *Midge.Holland@state.de.us*
Role in Project: ***Details and Duration of Project:*** ***Software/hardware used in engagement:***	*As the Implementation Lead for the implementation of RAPID® into the Delaware Statewide Disbursement Unit, Dan was responsible for the overall implementation of the system, ensuring project tasks and deliverables were completed on time, policies and standards compliance and quality assurance. The project included the transition from mainframe system payment receipting, to a Multi-Tier Java based Service Oriented Architecture Application He oversaw the documenting of existing manual processes and procedures, and the future system requirements, processes and procedures. The project was completed on time and within budget.*

Required Information:	
MMYYYY to MMYYYY:	*042003 to 092007*
Vendor Name:	*Informatix*
Client Name:	*California Statewide Disbursement Unit*
Client Contact Name:	*Laura Rosenak*
Client Address, Phone Number, Email:	*Formerly Bank of America Senior Vice President Global Government Group* *CA SDU Implementation & Operations* *Currently Senior Vice President Human Services Maximus* *916-532-4920* *LauraJRosenak@maximus.com*
Role in Project: ***Details and Duration of Project:*** ***Software/hardware used in engagement:***	*Dan lead the Informatix partnership with the Bank of America (BOA) in developing and implementing California's first Statewide Disbursement Unit for Child Support payment processing, from proposal development through implementation. As Informatix manager, he managed a team of child support professionals that provided the BOA the following services:* ***Analysis** – Analyzed and documented child support office and central finance IV-D and Non-IVD business processes. Assisted with gap analysis; developed business rules; analyzed governmental requirements.* ***Outreach** – Participated in outreach including planning, materials development, and scheduling; coordinated and implemented Electronic Payment Outreach.* ***Communications** – Managed internal client communications about system functionality; Facilitated change management meetings; Acted as liaison between project outreach and SDU operations staff; Facilitated and represented business transition team at project meetings.* ***Quality Assurance** – Performed QA, including SDU payment sampling, liaison with county payment validation and workflow process improvement.* ***Documentation** – Developed process improvement and transition documentation. Authored State-mandated SDU contract deliverables. Developed end user and system administration training manuals.* ***Training** – Provided Electronic Help Desk education; Developed and delivered SDU training and facilitated train-the-trainer events.* ***Subject matter expertise** – Provided CSE and SDU subject matter expertise and management consulting including OCSE Federal certification assistance.*

Required Information:	
MMYYYY to MMYYYY:	071998 to 062002
Vendor Name:	Tier (acquired by Informatix Inc. in 2008)
Client Name:	
Client Contact Name:	
Client Address, Phone Number, Email:	
Role in Project:	
Details and Duration of Project:	*As Director of this Statewide Disbursement Unit (SDU), Dan provided day-to-day management of the entire operation from implementation through operations. During this four-year period, the operation was responsible for processing more than 9 million payments, and more than 5 million checks, totaling $1.5 billion. Under Dan's management the operation maintained 99.9% accuracy rate. He was also instrumental in business development by assisting with the procurement and/or implementation of Child Support SDU's in Minnesota, Alabama, Maryland, Tennessee, Kentucky, Kansas (see below).*
Software/hardware used in engagement:	***State of Alabama CSE SDU , 2000 -*** *Assisted with the procurement and implementation activities related to analysis and design to support centralized collection and disbursement process; and provided UAT of new system.* ***State of Kansas CSE SDU, 1999/2000 -*** *Assisted with the procurement and implementation activities related to analysis, design to support centralized collection and disbursement process; provided staff augmentation from MN staff pool, and provided and provided UAT of new system.* ***State of Tennessee CSE SDU, 1999 -*** *Assisted with the procurement and implementation activities related to analysis and design to support centralized collection and disbursement process; system documentation and UAT of new system* ***State of Maryland CSE SDU, 1999 -*** *Assisted with procurement and implementation activities related to analysis and design to support centralized collection SDU processes; system documentation and provided UAT of new system* ***State of Minnesota CSE SDU, 1998 -*** *Hired by Service Design Associates (SDA) to manage the SDU Contract, assisted the implementation team with documentation and business process analysis. After a successful pilot the application was fully implemented in October. SDA was acquired by Tier Technologies in spring of 1999.*

Required Information:	
MMYYYY to MMYYYY:	
Vendor Name:	*Minnesota Department of Human Services*
Client Name:	*Wayland Campbell, IV-D Director*
Client Contact Name:	*Child Support Enforcement Division*
Client Address, Phone Number, Email:	*RETIRED* *NO INFO*
Role in Project: ***Details and Duration of Project:*** ***Software/hardware used in engagement:***	***Implementation Lead*** *Dan was promoted from his Program Advisor role to Implementation Lead, where he managed project planning, development, implementation, and transition into operations of the Child Support Enforcement Division's ePayment capabilities. He received the Department's "Achievement Award" for work on cross division and multiple projects. He developed and monitored project plans integrating and coordinating work of staff across units to meet federal standards and requirements.* ***Program Policy Advisor*** *As a Program Advisor for MN CSED, Dan was responsible for new system design and policy development of financial and enforcement areas of Statewide Child Support Enforcement System, including EFT, obligation tracking, distribution, financial systems development, adjustment processes, FIDM and automated enforcement triggers. The enterprise system implementation included the use of a transfer system and modifying it to meet the needs of Minnesota.*

Required Information:	
MMYYYY to MMYYYY:	*031995 to 101996*
Vendor Name:	*Hennepin County Child Support Enforcement Division*
Client Name:	*Department of Economic Assistance*
Client Contact Name:	*Barry Bloomgren, Director*
Client Address, Phone Number, Email:	*RETIRED* *612-267-3524* *Hockey11@juno.com*
Role in Project:	*Dan was a principal child support officer in the interstate unit where he was responsible for the procurement and enforcement of interstate child support orders; managed a caseload of approximately 600 cases under the Uniform Reciprocal Enforcement of Support Act (URESA) and the Uniform Interstate Family Support Act (UIFSA) in Minnesota's largest county; and Received "Best Practices" recognition from Minnesota Family Support and Recovery Council.*
Details and Duration of Project:	
Software/hardware used in engagement:	

EDUCATION	
Institution Name:	*Hamline University School of Law*
City:	*St. Paul*
State:	*Minnesota*
Degree/Achievement:	*Juris Doctorate*
Certifications:	*MN Attorney License*
Institution Name:	*University of Minnesota*
City:	*Duluth*
State:	*Minnesota*
Degree/Achievement:	*B.A.*
Certifications:	*NA*

HARDWARE/SOFTWARE SUMMARY (Be Specific)		
	Description	***# of Year's Experience***
Environments:	*Windows*	*20*
Hardware:	*Laptop, Workstation, Opex Scanners*	*20*
Software:	*MS Office* *MS Project, Visio, Publisher SharePoint* *Lotus Notes* *IBM's Rational Requisite Pro*	*20*
Tools:	*PMP/PMI* *SDLC* *Iterative* *Waterfall* *Agile*	*20*
Databases:	*Oracle* *SQL* *MySQL*	*20*

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, and email address	*Jeff Jorgenson* *IVD Director* *MN Department of Human Services (DHS),* *Child Support Enforcement Division (CSED)* *651-431-4276* *jeffrey.j.jorgenson@state.mn.us* *Jerry Joy* *IVD Director* *Maine Department of Health & Human Services (DHHS), Divisions of Support Enforcement & Recovery (DSER)207-624-6985* *Jerry.Joy@maine.gov* *Midge Holland* *Director* *Department of Health and Human Services (DHHS),* *Information Resource Management (IRM (IRM)* *302-395-6698* *Midge.Holland@state.de.us*

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	Informatix, Inc.		
☑ **Contractor**		☐ **Subcontractor**	
Name:	Paul Ortiz		☑ **Key Personnel**
Classification:	Solutions Architect	**# of Years in Classification:**	8
Brief Summary of Experience:	*Paul Ortiz is a talented and intuitive Solutions Architect, who offers more than 20 years of experience designing and enhancing applications in Information Technology for the government and publishing sectors. He is experienced with Object-Oriented analysis and design and iterative/adaptive development processes, this respected professional's strengths include Java, J2EE, Struts, JSP, and JDBC. Paul possesses considerable experience with multiple platforms and relational databases coupled with exposure to open-source application servers and multi-tier architecture. Paul also has substantial experience developing Software as a Service (SaaS) applications and architecting cloud-based solutions.* *Paul is the RAPID® software architect and manager of the RAPID® development team. Paul has played an integral role in every RAPID® production deployment. Paul is also named as inventor on US Patent 7904353, which defines the exclusive and product differentiating technology behind RAPID's Intelligent Remittance Recognition engine.*		
# of Years with Firm:	*11*		

RELEVANT PROFESSIONAL EXPERIENCE

Required Information:	
MMYYYY to Present:	*052014 to Present*
Vendor Name:	*Informatix, Inc.*
Client Name:	*Indiana Department of Child Services, Child Support Bureau*
Client Contact Name:	*Eric R. Durnil, Senior IT Project Manager*
Client Address, Phone Number, Email:	*402 W Washington Street, Indianapolis IN 46204* *Phone: (317)460-1052* *Eric.durnil@dcs.in.gov*
Role in Project:	*Solutions Architect*
Details and Duration of Project:	*Implementation, deployment and support of RAPID® payment process system and iDocStore image archive at the Indiana State Central Collection Unit. Implementation duration was 3 months; support is ongoing.*
Software/hardware used in engagement:	• *RAPID®/iDocStore* • *Java and JEE* • *C/C++/C#* • *MS SQL Server 2014*

	• *Windows 2012 R2* • *Web and Web Services*
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:***	 *052014 to Present* *Informatix, Inc.* *Arizona Department of Economic Security* *Melissa Hyde, AZ DES, DCSS SDU Manager* *1789 W Jefferson, Phoenix AZ 85007* *Phone: (602)542-4600* *Email: mhyde@azdes.gov* *Solutions Architect* *Implementation, deployment and support of RAPID® payment process system, iDocStore image archive and iPayOnline, a web based online payment application, at the Arizona Child Support Centralized Payment Processing center. Implementation duration was 3 months; support is ongoing.* • *RAPID®/iDocStore/iPayOnline* • *Java and JEE* • *C/C++* • *MS SQL Server 2014* • *Windows 2012 R2* • *Web and Web Services*
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:***	 *08/2014 to 11/2014* *Informatix, Inc.* *Mississippi Department of Human Services* *Beverly Williams, MDHS MIS Systems Manager* *750 N State Street, Jackson MS 39202* *Phone: (601)359-4615* *Email: Beverly.Williams@mdhs.ms.gov* *Project Manager/Implementation Oversight* *Implementation, deployment and support of RAPID® payment process system, iDocStore image archive and iPayOnline, a web based online payment application, at the Mississippi State Disbursement Unit. Implementation duration was 3 months; support is ongoing.* • *RAPID®/iDocStore/iPayOnline* • *Java and JEE* • *C/C++* • *MS SQL Server 2014* • *Windows 2012 R2* • *Web and Web Services*
EDUCATION	

Institution Name:	*University of California, Berkeley*
City:	*Berkeley*
State:	*California*
Degree/Achievement:	*Five semesters completed*
Certifications:	

HARDWARE/SOFTWARE SUMMARY (Be Specific)

	Description	***# of Year's Experience***
Environments:	*Windows, LINUX, AIX, OS-X. Amazon Web Services (AWS), SaaS*	*8- 20+ years*
Hardware:	*Servers, Storage devices, IaaS*	*8- 20+ years*
Software:	*Eclipse, ANT, JBoss, JRun, Borland App Server, Sun App Server, Hibernate, Quartz Scheduler, Javolution, Babeldoc, IDEA, Jakarta Commons, Apache, IIS, Lotus Notes, Java Advance Imaging API*	*20+ years*
Tools:	*Java, C/C++, UML, SQL, PL-SQL, Javascript, JSP, HTML, XSL, LotusScript, Unix Shell, Windows Batch, VB*	*20+ years*
Databases:	*Oracle, MySQL, Sybase, Informix, MS SQL Server, Postgres*	*20+ years*

REFERENCES

Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	*Melissa Hyde, AZ DES, DCSS SDU Manager* *1789 W Jefferson, Phoenix AZ 85007* *Phone: (602)542-4600* *Email: mhyde@azdes.gov* *Eric R. Durnil, Senior IT Project Manager* *Indiana Department of Child Services, Child Support Bureau* *402 W Washington Street, Indianapolis IN 46204* *Phone: (317)460-1052* *Eric.durnil@dcs.in.gov* *Beverly Williams, Mississippi DHS MIS Systems Manager* *750 N State Street, Jackson MS 39202* *Phone: (601)359-4615* *Email: Beverly.Williams@mdhs.ms.gov*

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Tab X Preliminary Project Plan

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

6.6.1.1 Gantt charts that show all proposed project activities;

6.6.1.2 Planning methodologies;

6.6.1.3 Milestones;

6.6.1.4 Task conflicts and/or interdependencies;

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

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.

Informatix' preliminary project plan is presented in Figure 65. On the following pages, the detailed project plan is provided as a Gantt chart that details project activities, milestones, interdependencies, estimate time frames and durations, and the overall project time frame.

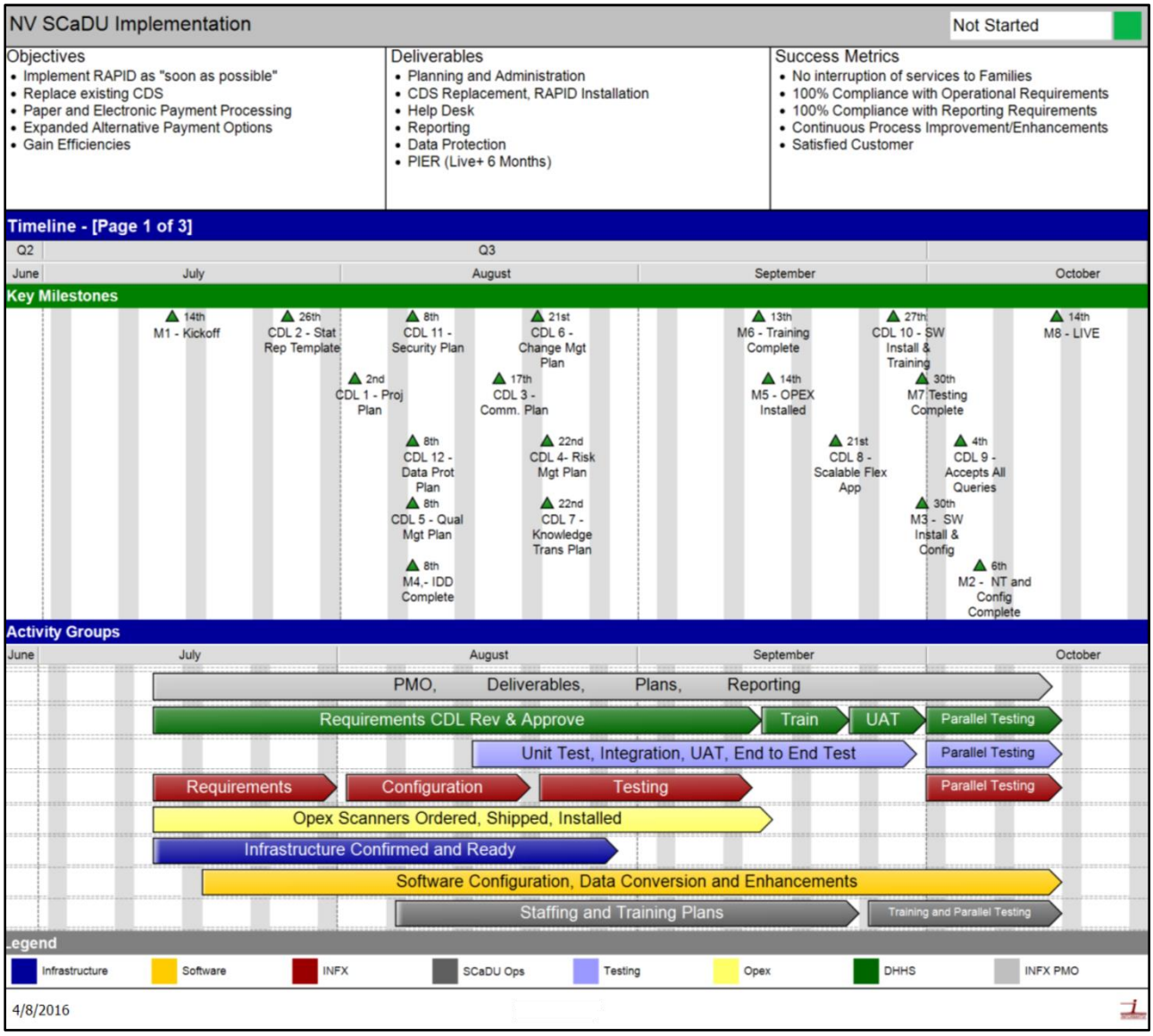

Figure 65: Extract of Informatix' Proposed Detailed Work Plan

An extract of Informatix proposed detailed work plan is presented in on the following pages.

NV SCaDU Implementation Plan Draft v 1.0

ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
1	**1**	**NV SCaDU Implementation**	**289.25 days**	**Wed 7/13/16**	**Tue 8/22/17**			
2	1.1	Effective Date of Contract	0 days	Wed 7/13/16	Wed 7/13/16		151,152,153,158,7	
3	**1.2**	**Key Deliverable Milestones**	**255.5 days**	**Tue 7/26/16**	**Wed 7/19/17**			
4	1.2.1	CDL 1 - Detailed Project Plan_5.4.3.1	0 days	Tue 8/2/16	Tue 8/2/16	65		
5	1.2.2	CDL 2 - Project Status Report Template_5.4.3.3	0 days	Tue 7/26/16	Tue 7/26/16	73		
6	1.2.3	CDL 3 - Communication Plan_5.4.3.4	0 days	Wed 8/17/16	Wed 8/17/16	81		
7	1.2.4	CDL 4 - Risk Management Plan_5.4.3.5	0 days	Wed 8/17/16	Wed 8/17/16	89		
8	1.2.5	CDL 5 - Quality Management Plan_5.4.3.6	0 days	Mon 8/8/16	Mon 8/8/16	97		
9	1.2.6	CDL 6 - Change Management Plan_5.4.3.7	0 days	Mon 8/22/16	Mon 8/22/16	105		
10	1.2.7	CDL 7 - Knowledge Transfer Plan_5.4.3.8	0 days	Mon 8/22/16	Mon 8/22/16	113		
11	1.2.8	CDL 8 - Scalable and Flexible Application_5.5.3.1	0 days	Thu 10/6/16	Thu 10/6/16	117		
12	1.2.9	CDL 9 - Application Accepts All Queries_5.5.3.2	0 days	Tue 10/4/16	Tue 10/4/16	121		
13	1.2.10	CDL 10 - Software Installation & Training_5.5.3.3	0 days	Tue 9/27/16	Tue 9/27/16	126		
14	1.2.11	CDL 11 - Security Plan_5.5.3.5	0 days	Mon 8/8/16	Mon 8/8/16	142		
15	1.2.12	CDL 12 - Data Protection Plan_5.8.3.1	0 days	Mon 8/8/16	Mon 8/8/16	142		
16	1.2.13	CDL 13 - Post Implementation Evaluation Review_5.4.3.9	0 days	Wed 7/19/17	Wed 7/19/17	148		
17	**1.3**	**Implementation Milestones**	**90.25 days**	**Wed 7/13/16**	**Wed 11/16/16**			
18	1.3.1	Project Kickoff Meeting	0 days	Thu 7/14/16	Thu 7/14/16	154		
19	1.3.2	AWS Network/Infrastructure Configuration Complete	0 days	Thu 10/6/16	Thu 10/6/16	114,118		
20	1.3.3	Software Installation/Configuration Complete	0 days	Thu 10/6/16	Thu 10/6/16	114,118FS+2 days		
21	1.3.4	IDD Development Complete	0 days	Mon 8/8/16	Mon 8/8/16	183		
22	1.3.5	Opex Scanners Installed	0 days	Wed 9/14/16	Wed 9/14/16	167		
23	1.3.6	Training Complete	0 days	Mon 9/26/16	Mon 9/26/16	227		
24	1.3.7	Testing Complete	0 days	Fri 9/30/16	Fri 9/30/16	247		
25	1.3.8	Go Live	0 days	Thu 10/13/16	Thu 10/13/16	262		
26	**1.4**	**Project Management**	**289.25 days**	**Wed 7/13/16**	**Tue 8/22/17**			
27	**1.4.1**	**Reporting**	**89 days**	**Wed 7/13/16**	**Tue 11/15/16**			
56	**1.4.2**	**Deliverable Management**	**289.25 days**	**Wed 7/13/16**	**Tue 8/22/17**			
57	**1.4.2.1**	**Deliverables**	**289.25 days**	**Wed 7/13/16**	**Tue 8/22/17**			
58	**1.4.2.1.1**	**Deliverable CDL 1 - Detailed Project Plan (WBS)**	**15 days**	**Wed 7/13/16**	**Tue 8/2/16**			
59	1.4.2.1.1.1	Plan Delivered	0 days	Wed 7/13/16	Wed 7/13/16		60	Project Manager
60	1.4.2.1.1.2	State Review	5 days	Wed 7/13/16	Tue 7/19/16	59	61	State PMO[50%],State[50%]
61	1.4.2.1.1.3	State Acceptance or Comments/Revisions Requested	0 days	Tue 7/19/16	Tue 7/19/16	60	62	
62	1.4.2.1.1.4	Informatix Comment/Revision Review	3 days	Wed 7/20/16	Fri 7/22/16	61	63	Project Manager
63	1.4.2.1.1.5	Informatix and State Meet and Confer	1 day	Mon 7/25/16	Mon 7/25/16	62	64	Project Manager,State PMO
64	1.4.2.1.1.6	Submit Updated Deliverable	1 day	Tue 7/26/16	Tue 7/26/16	63	65FS+5 days	Project Manager
65	1.4.2.1.1.7	Final Updated Master Deliverable	0 days	Tue 8/2/16	Tue 8/2/16	64FS+5 days	4	
66	**1.4.2.1.2**	**Deliverable CDL 2 - Project Status Report Template**	**10 days**	**Wed 7/13/16**	**Tue 7/26/16**			
67	1.4.2.1.2.1	Deliver Draft Project Status Report Template	0 days	Wed 7/13/16	Wed 7/13/16		68	Project Manager
68	1.4.2.1.2.2	State Review	5 days	Wed 7/13/16	Tue 7/19/16	67	69	State PMO
69	1.4.2.1.2.3	State Acceptance or Comments/Revisions Requested	0 days	Tue 7/19/16	Tue 7/19/16	68	70	
70	1.4.2.1.2.4	Informatix Comment/Revision Review	1 day	Wed 7/20/16	Wed 7/20/16	69	71	Project Manager
71	1.4.2.1.2.5	Informatix and State Meet and Confer	1 day	Thu 7/21/16	Thu 7/21/16	70	72	Project Manager,State PMO
72	1.4.2.1.2.6	Submit Updated Deliverable	1 day	Fri 7/22/16	Fri 7/22/16	71	73FS+2 days	Project Manager
73	1.4.2.1.2.7	Final Updated Master Deliverable	0 days	Tue 7/26/16	Tue 7/26/16	72FS+2 days	5	
74	**1.4.2.1.3**	**Deliverable CDL 3 - Communication Plan**	**19 days**	**Thu 7/21/16**	**Wed 8/17/16**			
75	1.4.2.1.3.1	Plan Delivered	0 days	Thu 7/21/16	Thu 7/21/16	2FS+7 days	76	Project Manager
76	1.4.2.1.3.2	State Review	5 days	Fri 7/22/16	Thu 7/28/16	75	77	State PMO
77	1.4.2.1.3.3	State Acceptance or Comments/Revisions Requested	0 days	Thu 7/28/16	Thu 7/28/16	76	78	
78	1.4.2.1.3.4	Informatix Comment/Revision Review	5 days	Fri 7/29/16	Thu 8/4/16	77	79	Project Manager
79	1.4.2.1.3.5	Informatix and State Meet and Confer	3 days	Fri 8/5/16	Tue 8/9/16	78	80	Project Manager,State PMO
80	1.4.2.1.3.6	Submit Updated Deliverable	1 day	Wed 8/10/16	Wed 8/10/16	79	81FS+5 days	Project Manager
81	1.4.2.1.3.7	Final Updated Master Deliverable	0 days	Wed 8/17/16	Wed 8/17/16	80FS+5 days	6	
82	**1.4.2.1.4**	**Deliverable CDL 4 - Risk Management Plan**	**19 days**	**Thu 7/21/16**	**Wed 8/17/16**			
83	1.4.2.1.4.1	Plan Delivered	0 days	Thu 7/21/16	Thu 7/21/16	2FS+7 days	84	Project Manager
84	1.4.2.1.4.2	State Review	5 days	Fri 7/22/16	Thu 7/28/16	83	85	State PMO
85	1.4.2.1.4.3	State Acceptance or Comments/Revisions Requested	0 days	Thu 7/28/16	Thu 7/28/16	84	86	
86	1.4.2.1.4.4	Informatix Comment/Revision Review	5 days	Fri 7/29/16	Thu 8/4/16	85	87	Project Manager
87	1.4.2.1.4.5	Informatix and State Meet and Confer	3 days	Fri 8/5/16	Tue 8/9/16	86	88	Project Manager,State PMO
88	1.4.2.1.4.6	Submit Updated Deliverable	1 day	Wed 8/10/16	Wed 8/10/16	87	89FS+5 days	Project Manager
89	1.4.2.1.4.7	Final Updated Master Deliverable	0 days	Wed 8/17/16	Wed 8/17/16	88FS+5 days	7	
90	**1.4.2.1.5**	**Deliverable CDL 5 - Quality Asssurance Plan**	**19 days**	**Wed 7/13/16**	**Mon 8/8/16**			
91	1.4.2.1.5.1	Plan Delivered	0 days	Wed 7/13/16	Wed 7/13/16		92	Project Manager
92	1.4.2.1.5.2	State Review	5 days	Wed 7/13/16	Tue 7/19/16	91	93	State PMO
93	1.4.2.1.5.3	State Acceptance or Comments/Revisions Requested	0 days	Tue 7/19/16	Tue 7/19/16	92	94	
94	1.4.2.1.5.4	Informatix Comment/Revision Review	5 days	Wed 7/20/16	Tue 7/26/16	93	95	Project Manager

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ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
95	1.4.2.1.5.5	Informatix and State Meet and Confer	3 days	Wed 7/27/16	Fri 7/29/16	94	96	Project Manager,State PMO
96	1.4.2.1.5.6	Submit Updated Deliverable	1 day	Mon 8/1/16	Mon 8/1/16	95	97FS+5 days	Project Manager
97	1.4.2.1.5.7	Final Updated Master Deliverable	0 days	Mon 8/8/16	Mon 8/8/16	96FS+5 days	8	
98	**1.4.2.1.6**	**Deliverable CDL 6 - Change Management Plan**	**19 days**	**Tue 7/26/16**	**Mon 8/22/16**			
99	1.4.2.1.6.1	Plan Delivered	0 days	Tue 7/26/16	Tue 7/26/16	2FS+10 days	100	Project Manager
100	1.4.2.1.6.2	State Review	5 days	Wed 7/27/16	Tue 8/2/16	99	101	State PMO
101	1.4.2.1.6.3	State Acceptance or Comments/Revisions Requested	0 days	Tue 8/2/16	Tue 8/2/16	100	102	
102	1.4.2.1.6.4	Informatix Comment/Revision Review	5 days	Wed 8/3/16	Tue 8/9/16	101	103	Project Manager
103	1.4.2.1.6.5	Informatix and State Meet and Confer	3 days	Wed 8/10/16	Fri 8/12/16	102	104	Project Manager,State PMO
104	1.4.2.1.6.6	Submit Updated Deliverable	1 day	Mon 8/15/16	Mon 8/15/16	103	105FS+5 days	Project Manager
105	1.4.2.1.6.7	Final Updated Master Deliverable	0 days	Mon 8/22/16	Mon 8/22/16	104FS+5 days	9	
106	**1.4.2.1.7**	**Deliverable CDL 7 - Knowledge Transfer Plan**	**19 days**	**Tue 7/26/16**	**Mon 8/22/16**			
107	1.4.2.1.7.1	Plan Delivered	0 days	Tue 7/26/16	Tue 7/26/16	2FS+10 days	108	Project Manager
108	1.4.2.1.7.2	State Review	5 days	Wed 7/27/16	Tue 8/2/16	107	109	State PMO
109	1.4.2.1.7.3	State Acceptance or Comments/Revisions Requested	0 days	Tue 8/2/16	Tue 8/2/16	108	110	
110	1.4.2.1.7.4	Informatix Comment/Revision Review	5 days	Wed 8/3/16	Tue 8/9/16	109	111	Project Manager
111	1.4.2.1.7.5	Informatix and State Meet and Confer	3 days	Wed 8/10/16	Fri 8/12/16	110	112	Project Manager,State PMO
112	1.4.2.1.7.6	Informatix Update Deliverable	5 days	Mon 8/15/16	Fri 8/19/16	111	113	Project Manager
113	1.4.2.1.7.7	Final Updated Master Deliverable	1 day	Mon 8/22/16	Mon 8/22/16	112	10	
114	**1.4.2.1.8**	**Deliverable CDL 8 - Scalable and Flexible Application**	**5 days**	**Fri 9/30/16**	**Thu 10/6/16**		**19,20**	
115	1.4.2.1.8.1	Infrastructure, Hardware, and Software	0 days	Fri 9/30/16	Fri 9/30/16	246FS-5 days	116	Technical Lead,Project Manager
116	1.4.2.1.8.2	State Review	5 days	Fri 9/30/16	Thu 10/6/16	115	117	State Team
117	1.4.2.1.8.3	State Acceptance or Comments/Revisions Requested	0 days	Thu 10/6/16	Thu 10/6/16	116	11	
118	**1.4.2.1.9**	**Deliverable CDL 9 - Application Accepts all Queries**	**3 days**	**Fri 9/30/16**	**Tue 10/4/16**		**19,20FS+2 days**	
119	1.4.2.1.9.1	Infrastructure, Hardware, and Software	0 days	Fri 9/30/16	Fri 9/30/16	246FS-5 days	120	Technical Lead,Project Manager
120	1.4.2.1.9.2	State Review	3 days	Fri 9/30/16	Tue 10/4/16	119	121	State Team
121	1.4.2.1.9.3	State Acceptance or Comments/Revisions Requested	0 days	Tue 10/4/16	Tue 10/4/16	120	12	
122	**1.4.2.1.10**	**Deliverable CDL 10 - Software Installation and Training**	**55 days**	**Wed 7/13/16**	**Tue 9/27/16**			
123	1.4.2.1.10.1	Software Delivered	0 days	Wed 9/21/16	Wed 9/21/16	240	126	Technical Lead
124	1.4.2.1.10.2	Training Plan Completeted	5 days	Wed 7/13/16	Tue 7/19/16		126	Implemenation Manager
125	1.4.2.1.10.3	Training Completed	0 days	Mon 9/26/16	Mon 9/26/16	227	126	Implemenation Manager
126	1.4.2.1.10.4	Final Updated Master Deliverable	1 day	Tue 9/27/16	Tue 9/27/16	125,123,124	13	Project Manager
127	**1.4.2.1.11**	**Deliverable CDL 11 - Security Plan**	**19 days**	**Wed 7/13/16**	**Mon 8/8/16**			
128	1.4.2.1.11.1	Plan Delivered	0 days	Wed 7/13/16	Wed 7/13/16		129	Project Manager
129	1.4.2.1.11.2	State Review	5 days	Wed 7/13/16	Tue 7/19/16	128	130	State Team
130	1.4.2.1.11.3	State Acceptance or Comments/Revisions Requested	0 days	Tue 7/19/16	Tue 7/19/16	129	131	
131	1.4.2.1.11.4	Informatix Comment/Revision Review	5 days	Wed 7/20/16	Tue 7/26/16	130	132	Tech Support,Technical Lead
132	1.4.2.1.11.5	Informatix and State Meet and Confer	3 days	Wed 7/27/16	Fri 7/29/16	131	133	Tech Support,Technical Lead,Implementation Manager,Project I
133	1.4.2.1.11.6	Informatix Update Deliverable	5 days	Mon 8/1/16	Fri 8/5/16	132	134	Tech Support,Technical Lead
134	1.4.2.1.11.7	Final Updated Master Deliverable	1 day	Mon 8/8/16	Mon 8/8/16	133		
135	**1.4.2.1.12**	**Deliverable CDL 12 - Data Protection Plan**	**19 days**	**Wed 7/13/16**	**Mon 8/8/16**			
136	1.4.2.1.12.1	Plan Delivered	0 days	Wed 7/13/16	Wed 7/13/16		137	Project Manager
137	1.4.2.1.12.2	State Review	5 days	Wed 7/13/16	Tue 7/19/16	136	138	State Team
138	1.4.2.1.12.3	State Acceptance or Comments/Revisions Requested	0 days	Tue 7/19/16	Tue 7/19/16	137	139	
139	1.4.2.1.12.4	Informatix Comment/Revision Review	5 days	Wed 7/20/16	Tue 7/26/16	138	140	Tech Support,Technical Lead,Implementation Manager
140	1.4.2.1.12.5	Informatix and State Meet and Confer	3 days	Wed 7/27/16	Fri 7/29/16	139	141	Tech Support,Technical Lead,Implementation Manager
141	1.4.2.1.12.6	Informatix Update Deliverable	5 days	Mon 8/1/16	Fri 8/5/16	140	142	Tech Support,Technical Lead
142	1.4.2.1.12.7	Final Updated Master Deliverable	1 day	Mon 8/8/16	Mon 8/8/16	141	14,15	
143	**1.4.2.1.13**	**Deliverable CDL 13 - Post Implementation Evaluation Review**	**19 days**	**Thu 6/22/17**	**Wed 7/19/17**			
144	1.4.2.1.13.1	State PIER Review	5 days	Thu 6/22/17	Thu 6/29/17	262FS+180 days	145	Project Manager,Implementation Manager,State Team
145	1.4.2.1.13.2	Informatix Comment/Revision Review	5 days	Thu 6/29/17	Thu 7/6/17	144	146	Project Manager,Implementation Manager,Technical Lead
146	1.4.2.1.13.3	Informatix and State Meet and Confer	3 days	Thu 7/6/17	Tue 7/11/17	145	147	Project Manager,Implementation Manager,Technical Lead,State
147	1.4.2.1.13.4	Informatix Update Deliverable	5 days	Tue 7/11/17	Tue 7/18/17	146	148	Project Manager,Implementation Manager,Technical Lead
148	1.4.2.1.13.5	Final Updated Master Deliverable	1 day	Tue 7/18/17	Wed 7/19/17	147	16	
149	**1.5**	**Project Kick Off & Requirements**	**3 days**	**Wed 7/13/16**	**Fri 7/15/16**			
150	**1.5.1**	**Project Kick Off Meeting**	**3 days**	**Wed 7/13/16**	**Fri 7/15/16**			
151	1.5.1.1	Confirm Project Team Member Roles	1 day	Wed 7/13/16	Wed 7/13/16	2	152	Implementation Manager,Project Manager,State PMO
152	1.5.1.2	Confirm Project Status Reporting Template	1 day	Thu 7/14/16	Thu 7/14/16	2,151	153	Implementation Manager,Project Manager,State PMO
153	1.5.1.3	Confirm Deliverable Expectations Document (DED)	1 day	Fri 7/15/16	Fri 7/15/16	2,152	154	Implementation Manager,Project Manager,State PMO
154	1.5.1.4	Project Kick Off Meeting Complete	0 days	Fri 7/15/16	Fri 7/15/16	153	157,18,174,176,19	
155	**1.6**	**Infrastructure, Hardware, and Software Installation**	**55.75 days**	**Wed 7/13/16**	**Wed 9/28/16**			
156	**1.6.1**	**Order 3rd Party Hardware Software**	**55.75 days**	**Wed 7/13/16**	**Wed 9/28/16**			
157	1.6.1.1	Identify any New Networking HW Requirements	10 days	Mon 7/18/16	Fri 7/29/16	154	161FS-20 days,15!	Implementation Manager,Technical Lead
158	1.6.1.2	Order Opex Equipment	1 day	Wed 7/13/16	Wed 7/13/16	2	164	Implementation Manager,Technical Lead,Tech Support
159	1.6.1.3	Prepare to Stand Up AWS Environment	1 day	Mon 8/1/16	Mon 8/1/16	157	160FS+5 days,162	Facilities Manager,Technical Lead

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ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
160	1.6.1.4	Order 3rd Party Software (OCR & CAR/LAR)	1 day	Tue 8/9/16	Fri 9/9/16	159FS+5 days	236,237,238,239	Implementation Manager,Tech Support,Technical Lead
161	1.6.1.5	Confirm NOMADS Connectivity	5 days	Wed 7/13/16	Tue 7/19/16	157FS-20 days	240	Implementation Manager,Tech Support,Technical Lead
162	1.6.1.6	Order Other Hardware as needed	2 days	Tue 8/23/16	Wed 8/24/16	159FS+15 days	236	Facilities Manager
163	**1.6.2**	**Ship Equipment**	**40 days**	**Fri 7/15/16**	**Thu 9/8/16**			
164	1.6.2.1	Ship Opex Equipment	40 days	Fri 7/15/16	Thu 9/8/16	158	166	Facilities Manager
165	**1.6.3**	**Install Production Hardware and Software Installation**	**3 days**	**Fri 9/9/16**	**Tue 9/13/16**			
166	1.6.3.1	Receive & Install Opex Equipment	2 days	Fri 9/9/16	Mon 9/12/16	164		Facilities Manager,Project Manager,Tech Support
167	1.6.3.2	Test Opex Hardware	1 day	Wed 9/14/16	Wed 9/14/16		22,218	
168	**1.6.3.3**	**RAPID Application Installation**	**5 days**	**Fri 9/9/16**	**Thu 9/15/16**			
169	1.6.3.3.1	Perform RAPID Installation	2 days	Fri 9/9/16	Mon 9/12/16	159	170	QA/Test,Tech Support,Technical Lead
170	1.6.3.3.2	Configure RAPID	2 days	Tue 9/13/16	Wed 9/14/16	169	171	QA/Test,Tech Support,Technical Lead
171	1.6.3.3.3	Validate RAPID Installation/Configuration	1 day	Thu 9/15/16	Thu 9/15/16	170	236	QA/Test,Tech Support,Technical Lead
172	**1.7**	**Software, Interfaces & Data Conversion**	**90.25 days**	**Wed 7/13/16**	**Wed 11/16/16**			
173	**1.7.1**	**Review & Confirm Business Requirements**	**10 days**	**Mon 7/18/16**	**Fri 7/29/16**			
174	1.7.1.1	RAPID Requirements	5 days	Mon 7/18/16	Fri 7/22/16	154	180,175,187,181	Implementation Manager,Outreach Lead,Technical Lead
175	1.7.1.2	Reports Requirements	5 days	Mon 7/25/16	Fri 7/29/16	174	178,180	Implementation Manager,Operation Lead,Tech Support,Technic
176	1.7.1.3	State Interface Design Documents (IDD)	5 days	Mon 7/18/16	Fri 7/22/16	154	182,177	Implementation Manager,Operation Lead,Project Manager,State
177	1.7.1.4	Non-Functional Business Requirements	5 days	Mon 7/25/16	Fri 7/29/16	176	178	Implementation Manager,State
178	1.7.1.5	Business Requirements Confirmed	0 days	Fri 7/29/16	Fri 7/29/16	175,177	180	
179	**1.7.2**	**Develop Design Specification**	**25 days**	**Mon 7/25/16**	**Fri 8/26/16**			
180	1.7.2.1	RAPID Specifications	5 days	Mon 8/1/16	Fri 8/5/16	174,175,178	183	QA/Test,Tech Support,Technical Lead
181	1.7.2.2	Reporting Specifications	5 days	Mon 7/25/16	Fri 7/29/16	174	183	QA/Test,Tech Support,Technical Lead
182	1.7.2.3	State Interfaces Specifications	5 days	Mon 7/25/16	Fri 7/29/16	176	183	QA/Test,Tech Support,Technical Lead
183	1.7.2.4	Design Specifications Complete	0 days	Fri 8/5/16	Fri 8/5/16	180,181,182	21,184,234	
184	1.7.2.5	Develop to Specifications	15 days	Mon 8/8/16	Fri 8/26/16	183	185	
185	1.7.2.6	Develop/Design Specification Complete	0 days	Fri 8/26/16	Fri 8/26/16	184	236,237,238,239,2	
186	**1.7.3**	**Confirm Data and Image Conversion**	**16 days**	**Mon 7/25/16**	**Mon 8/15/16**			
187	1.7.3.1	Data Conversion Requirements	4 days	Mon 7/25/16	Thu 7/28/16	174	188	Implementation Manager,Operation Lead,Tech Support,Technic
188	1.7.3.2	Data & Image Mapping & Conversion Designed	4 days	Fri 7/29/16	Wed 8/3/16	187	189	QA/Test,Tech Support,Technical Lead
189	1.7.3.3	Modify Data Conversion Programs	8 days	Thu 8/4/16	Mon 8/15/16	188	190	QA/Test,Tech Support,Technical Lead
190	1.7.3.4	Data Conversion Modifications Complete	0 days	Mon 8/15/16	Mon 8/15/16	189	243	
191	**1.8**	**Operational Procedures, and Training**	**73.25 days**	**Thu 7/14/16**	**Tue 10/25/16**			
192	**1.8.1**	**SCaDU Operations and Staffing Roles/Responsibilities**	**13 days**	**Mon 7/18/16**	**Wed 8/3/16**			
193	1.8.1.1	Confirm Staff and Operational Functions	5 days	Mon 7/18/16	Fri 7/22/16	154	194	Implementation Manager,Operation Lead,Outreach Lead,Projec
194	1.8.1.2	Define Roles and Assign	5 days	Mon 7/25/16	Fri 7/29/16	193	195	State
195	1.8.1.3	Incorporate Roles and Staff for Training	2 days	Mon 8/1/16	Tue 8/2/16	194	196	Implementation Manager,Operation Lead,Human Resources,Ou
196	1.8.1.4	Operations and Staffing Roles/Responsibilities Confirmed	1 day	Wed 8/3/16	Wed 8/3/16	195	207,198	
197	**1.8.2**	**Validate Operational Procedures**	**16.5 days**	**Thu 8/4/16**	**Fri 8/26/16**			
198	1.8.2.1	Mail Opening	1.5 days	Thu 8/4/16	Fri 8/5/16	196	199,205	Operation Lead,Trainer Lead
199	1.8.2.2	Payment Processing	2.5 days	Fri 8/5/16	Tue 8/9/16	198	200,205	Operation Lead,Trainer Lead
200	1.8.2.3	Research	2.5 days	Wed 8/10/16	Fri 8/12/16	199	201,205	Operation Lead,Trainer Lead
201	1.8.2.4	Quality Assurance	2.5 days	Fri 8/12/16	Tue 8/16/16	200	202,205	Operation Lead,Trainer Lead
202	1.8.2.5	Customer Service	2.5 days	Wed 8/17/16	Fri 8/19/16	201	203	Operation Lead,Trainer Lead
203	1.8.2.6	Reconciliation	2.5 days	Fri 8/19/16	Tue 8/23/16	202	204,205	Operation Lead,Trainer Lead
204	1.8.2.7	File Transfers/Interfaces	2.5 days	Wed 8/24/16	Fri 8/26/16	203	205	Tech Support,Trainer Lead
205	1.8.2.8	Operational Procedures Complete	0 days	Fri 8/26/16	Fri 8/26/16	198,199,200,201,2	254,218	
206	**1.8.3**	**Prepare Plan for Training (Operations & Technology)**	**6 days**	**Thu 8/4/16**	**Thu 8/11/16**			**Operation Lead,Project Manager,Trainer Lead**
207	1.8.3.1	Identify Required Training Courses	1 day	Thu 8/4/16	Thu 8/4/16	196	208,209,210	Human Resources,Implementation Manager,Operation Lead,Pr
208	1.8.3.2	Develop Course Training Curriculum	5 days	Fri 8/5/16	Thu 8/11/16	207		Human Resources,Implementation Manager,Operation Lead,Pr
209	1.8.3.3	Develop Training Scenarios	5 days	Fri 8/5/16	Thu 8/11/16	207		Trainer Lead
210	1.8.3.4	Develop Training Delivery Schedule	2 days	Fri 8/5/16	Mon 8/8/16	207		Operation Lead,Project Manager,Trainer Lead
211	**1.8.4**	**Develop Training Source Material (Operations & Technology)**	**5 days**	**Tue 9/13/16**	**Tue 9/20/16**			
212	1.8.4.1	Capture Training Images and ODI Files	1 day	Tue 9/13/16	Wed 9/14/16	238		Trainer Lead
213	1.8.4.2	Obtain Payment Documents for Training & Testing	2 days	Tue 9/13/16	Thu 9/15/16	238		Trainer Lead
214	1.8.4.3	Create Training Database	1 day	Tue 9/13/16	Wed 9/14/16	238		Tech Support,Trainer Lead
215	1.8.4.4	Update Procedures	5 days	Tue 9/13/16	Tue 9/20/16	238		Tech Support,Trainer Lead
216	1.8.4.5	Update Documentation	5 days	Tue 9/13/16	Tue 9/20/16	238		Tech Support,Trainer Lead
217	**1.8.5**	**Perform Operations Training**	**1 day**	**Thu 9/15/16**	**Thu 9/15/16**			
218	1.8.5.1	Deliver Operations Training	1 day	Thu 9/15/16	Thu 9/15/16	205,167	227,220	
219	**1.8.6**	**Perform Technology Training**	**5 days**	**Fri 9/16/16**	**Thu 9/22/16**			
220	1.8.6.1	Deliver Mailroom (Opex) Training	2 days	Fri 9/16/16	Mon 9/19/16	218	221	Trainer Lead,Infx Staff
221	1.8.6.2	Deliver RAPID Payment Processing Training	2 days	Tue 9/20/16	Wed 9/21/16	220	222	Trainer Lead,Infx Staff
222	1.8.6.3	Deliver RAPID Research Training	0.5 days	Thu 9/22/16	Thu 9/22/16	221	223	Trainer Lead,Infx Staff
223	1.8.6.4	Deliver RAPID System Administrator Training	0.5 days	Thu 9/22/16	Thu 9/22/16	222	227,225	Trainer Lead,Infx Staff
224	**1.8.7**	**Perform External State Training**	**2 days**	**Fri 9/23/16**	**Mon 9/26/16**			
225	1.8.7.1	Deliver RAPID Reports Training	1 day	Fri 9/23/16	Fri 9/23/16	223	226	Trainer Lead,Infx Staff

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ID	WBS	Task Name	Duration	Start	Finish	Predecessors	Successors	Resource Names
226	1.8.7.2	Deliver iDocStore Training	1 day	Mon 9/26/16	Mon 9/26/16	225	227	Trainer Lead,Infx Staff
227	1.8.7.3	Staff Training Complete	0 days	Mon 9/26/16	Mon 9/26/16	223,218,226	254,125,23	
228	**1.9**	**Testing**	**29 days**	**Mon 8/29/16**	**Thu 10/6/16**			
229	**1.9.1**	**Confirm Detail Test Plans**	**9 days**	**Mon 8/29/16**	**Thu 9/8/16**			**Implementation Manager,Operation Lead,QA/Test,Technical**
230	1.9.1.1	Software Test plans	1 day	Mon 8/29/16	Mon 8/29/16	185	231	QA/Test,Tech Support,Technical Lead
231	1.9.1.2	Interface Test Plan	1 day	Tue 8/30/16	Tue 8/30/16	230	232,233	QA/Test,Tech Support,Technical Lead
232	1.9.1.3	Data & Image Conversion Test Plan	1 day	Wed 8/31/16	Wed 8/31/16	231	243	QA/Test,Tech Support,Technical Lead
233	1.9.1.4	Confirm ICL Interface Requirements with Bank	2 days	Wed 8/31/16	Thu 9/1/16	231	234	Technical Lead
234	1.9.1.5	Establish Banking Interfaces	5 days	Fri 9/2/16	Thu 9/8/16	183,233	242	Developers
235	**1.9.2**	**Perform Concurrency Testing**	**6.25 days**	**Fri 9/9/16**	**Mon 9/19/16**			
236	1.9.2.1	Perform Unit Testing	2 days	Fri 9/16/16	Mon 9/19/16	185,160,162,171	240	QA/Test,Tech Support,Technical Lead
237	1.9.2.2	Perform Integration Testing	2 days	Fri 9/9/16	Tue 9/13/16	185,160	240	QA/Test,Tech Support,Technical Lead
238	1.9.2.3	Perform System Test	2 days	Fri 9/9/16	Tue 9/13/16	185,160	212,213,214,215,2	QA/Test,Tech Support,Technical Lead
239	1.9.2.4	Performance and Stress Testing	2 days	Fri 9/9/16	Tue 9/13/16	185,160	240	QA/Test,Tech Support,Technical Lead
240	1.9.3	Perform UAT (Payment Process Testing)	2 days	Tue 9/20/16	Wed 9/21/16	236,237,238,239,1	251,252,246,244,2	QA/Test[50%],State[50%],Tech Support[50%],Technical Lead[5
241	**1.9.4**	**Perform Parallel Testing**	**26 days**	**Thu 9/1/16**	**Thu 10/6/16**			
242	1.9.4.1	Perform Interface Testing	10 days	Thu 9/22/16	Wed 10/5/16	234,240	247	QA/Test,State PMO,Tech Support,Technical Lead
243	1.9.4.2	Perform Data Conversion Testing	0.5 days	Thu 9/1/16	Thu 9/1/16	232,190	247	QA/Test,State PMO,Tech Support,Technical Lead
244	1.9.4.3	Determine Test Volumes and Scope of Testing	0.5 days	Thu 9/22/16	Thu 9/22/16	240	245	Implementation Manager,State
245	1.9.4.4	Confirm Test Protocols	0.5 days	Thu 9/22/16	Thu 9/22/16	244	246	Implementation Manager,State
246	1.9.4.5	Execute Testing and Report on Results	10 days	Fri 9/23/16	Thu 10/6/16	240,245	247,119FS-5 days	QA/Test,State PMO,Tech Support,Technical Lead
247	1.9.5	Testing Complete	0 days	Thu 10/6/16	Thu 10/6/16	246,242,243	254,24	
248	**1.10**	**Transition/Cutover**	**15.5 days**	**Thu 9/22/16**	**Thu 10/13/16**			
249	**1.10.1**	**Production Readiness Activitites**	**5 days**	**Thu 9/22/16**	**Wed 9/28/16**			
250	1.10.1.1	Users in Production System	1 day	Thu 9/22/16	Thu 9/22/16	240		Implementation Manager,Operation Lead,Tech Support
251	1.10.1.2	Order & Receive Supplies & Consumables	5 days	Thu 9/22/16	Wed 9/28/16	240		Facilities Manager,Operation Lead
252	1.10.1.3	Finalize Cutover Checklist	5 days	Thu 9/22/16	Wed 9/28/16	240	254	Implementation Manager,Operation Lead,Project Management (
253	**1.10.2**	**Operational Readiness Assessment Review**	**0.5 days**	**Fri 10/7/16**	**Fri 10/7/16**			
254	1.10.2.1	Conduct ORAR with State for Go Live Approval	0.5 days	Fri 10/7/16	Fri 10/7/16	247,205,227,252	255	Infx Staff,State
255	1.10.2.2	State Go Live Approved	0 days	Fri 10/7/16	Fri 10/7/16	254	257	
256	**1.10.3**	**Cutover**	**4 days**	**Fri 10/7/16**	**Thu 10/13/16**			
257	1.10.3.1	Convert Data into New Database	1 day	Fri 10/7/16	Mon 10/10/16	255	258	Tech Support
258	1.10.3.2	Verify Production Data Conversion	1 day	Mon 10/10/16	Tue 10/11/16	257	259	Implementation Manager,Tech Support,Technical Lead,State Te
259	1.10.3.3	Database Seeded with Maker Profiles	1 day	Tue 10/11/16	Wed 10/12/16	258	260	Bank,Implementation Manager,Operation Lead
260	1.10.3.4	Interfaces Ready, Turned On	1 day	Wed 10/12/16	Thu 10/13/16	259	262,261	Operation Lead,Outreach Lead,Project Manager
261	1.10.3.5	Cutover Complete	0 days	Thu 10/13/16	Thu 10/13/16	260	262	
262	1.10.3.6	NV SCaDU RAPID Operational	0 days	Thu 10/13/16	Thu 10/13/16	261,260	144FS+180 days,2	

Page 4

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

As stated in our proposal, Informatix will not be using any subcontractors on this project.

However, Informatix strongly believes that communication within the project team, our partners, and to our clients is essential for project success. Internally, Informatix conducts project team meetings on an ongoing basis to leverage project progress and lessons learned. Our regularly scheduled status meetings with DWSS will provide an important mechanism for communication and to discuss issues, risks and progress.

Effective communication is also a key tool for building acceptance of and commitment to the project among stakeholders, and is an effective change management tool – it ensures that there is appropriate planning, information distribution, performance reporting, and management of project information.

As described in Section 5.4 – Planning and Administration of our proposal, Informatix will draft a formal Communication Plan to document the processes that will be employed to (1) communication across the project team, including State participants, (2) manage information flow and (3) manage the timely generation, collection, dissemination, and storage of project related information. Informatix' Communication Plan will:

- ***Identify each of the project communication participants in the project***
- ***Identify the types of project information to be collected, stored and disseminated to project participants***
- ***Establish the methods for collecting, storing, and accessing project information***
- ***Establish the methods, media and frequency for each type of communication***
- ***To establish the methods, media and frequency for formal communication***
- ***Define the flow of information between the contractor and sub-contractor***

Informatix considers interactions with DWSS in support of this contract to be essential to project success. What we learn from DWSS and all our other clients goes directly into advancing the services and technology we plan, build, and operate to bolster our Child Support efforts nationwide. We take great pride in the working relationships we have developed with all our clients and in providing high quality services that ultimately benefit the families served by the DWSS.

The entire Informatix team, from executive leadership to the professionals responsible for implementing and operating the SCaDU, are committed to

building a long-term and collaborative partnership with DWSS. We take pride in our:

- ***Flexibility – We incorporate client feedback to tailor initial and subsequent requirements. Additionally, we use feedback tools during on-going operations.***
- ***Collaboration – We include work plan tasks that foster collaboration and communication between Informatix and DWSS. Through this collaboration, we fully expect to identify improvements to our proposed solution – that is the intent – we simply want to perform the best service possible.***
- ***Customer Focus – We acknowledge the importance of each Nevada stakeholder whether a family, DWSS, employer, or other child support agencies in other states by focusing on how we can best meet their needs. This focus is reflected in implementation methodology, staff training regiment, and our technology solution for the State.***

Our team is dedicated to the successful implementation of the SCaDU. Informatix does not have any subcontractors on this project. The members of the team and their roles are identified in Table 11: Project Team Roles and Responsibilities.

Table 11: Project Team Roles and Responsibilities

Informatix Team Member	Role	Responsibility
Michele Blanc	*Executive Oversight*	• *Oversee the project and identify and resolve high priority issues*
Lisa Cruz	*Project Manager*	• *Finalize Project Schedule* • *Develop Communication, Risk Management and Change Management Plans* • *Submit Semi-Monthly Project Status Report* • *Attend Meetings* • *Coordinate daily implementation activities* • *Allocate project resources* • *Stakeholder Communication* • *Project Schedule Management* • *PMO Status Reporting and meeting facilitation* • *Deliverable Management* • *Issue and Risk Mitigation and Resolution Strategies* •
Douglas Bentley	*IT and Infrastructure Lead*	• *Define Software and Hardware standards in collaboration with Stakeholders* • *Direct and administer conditional network*

Informatix Team Member	***Role***	***Responsibility***
Daniel King	*Implementation Lead*	• *Develop Post Implementation Review* • *Participate in Meetings* • *Oversee implementation team activities are completed on time* • *Lead implementation of RAPID®* • *Lead implementation of interfaces*
Paul Ortiz	*Application Lead*	• *Lead design and development of RAPID®* • *Lead design and development of interfaces* • *Oversee team members*
	Training and Documentation Team	• *Develop Knowledge Transfer Plan* • *Update documentation as needed* • *Set up and facilitate training sessions for SCaDU team members*
	Functional Analysts	• *Implement RAPID® solution* • *Analyze change requests and plan configuration approach*
	QA/Testing Team	• *Develop Quality Assurance Plan* • *Create and/or update test cases as needed* • *Execute test cycles* • *Provide User Acceptance Oversight*

6.6.3 The preliminary project plan will be incorporated into the contract.

Informatix understands and agrees to that the preliminary project plan will be incorporated into the contract.

6.6.4 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.

Informatix understands and agrees to this requirement. Informatix will finalize and present for DWSS approval, our project plan, including fixed deliverable due dates for all project tasks as defined in Section 5, Scope of Work.

6.6.5 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.

As described in Section 5.4 –Planning and Administration or our response, we discussed Informatix Risk Management processes and methodologies. Upon contract approval, the Informatix Project Manager will produce a Risk

Management Plan that will outline all potential risks on the project, plans to mitigate the risk and strategies for managing the risks.

Table 12 presents a preliminary identification of potential risks related to this project, as well as recommended mitigation strategies. As part of Informatix' project initiation activities, our Project Team will update, maintain and manage these risks during the implementation effort.

Table 12: Preliminary Project Risks

Risk ID	Risk	Mitigation Strategy	Owner
1	Usability of CDS data to create Maker Profiles	Determine early on if data will be able to be used; if not, extend parallel testing to build Maker Profiles	DWSS and Informatix
2	Availability of DWSS executives and staff	Informatix will work closely with the DWSS project leadership to identify executives and staff needed for project activities and meetings and provide adequate lead time to schedule and conduct such meetings and any project related activities	DWSS and Informatix
3	Agreement on key business rules	Solicit business rule as soon as possible to identify any areas of concern	DWSS and Informatix
4	Using Fujitsu scanners that are no longer on maintenance and no longer available will increase implementation timeline and hinder the process efficiencies gained through the OPEX mail payment processing workflow	1. Replace Fujitsu scanners with OPEX scanner, leveraging its features as described in Section 4.4.1.3.A.3 2. As an alternative, utilize an Informatix developed software package that delivers simple document classification and produces an indicative data file similar to what is produced by OPEX for ingesting into RAPID®.	DWSS
5	Project delays caused by delayed deliverable reviews	1. Clear understanding and agreement that this is not a development project but rather that RAPID® as a COTS product is being offered as a SaaS solution. 2. Deliverables requirements and approval criteria are clearly defined, to expedite deliverable approvals.	DWSS and Informatix

6.6.6 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.

Informatix staff for the Nevada Child Support Collections and Disbursement project will be located at our Sacramento, California office. As we have in all of our SDU implementation projects, we use a range of communication methods that we have found to be successful on these projects. The methods that we will use for everyday communication, meetings, deliverable reviews, etc. include:

- ***Email***
  - ***Deliverable reviews and comment logs***
  - ***Semi-Monthly Status Reports and Risk Tracking Log***
  - ***Prior to the start of a meeting - Documentation for Meeting Agenda Topics will be emailed to the attendee list***
- ***Teleconferencing***
  - ***Meetings will be facilitated through teleconferencing. WebEx may be used as needed.***
- ***Face-to-Face meetings in Carson City***
  - ***Kick-Off Meeting***
  - ***As requested or needed meetings with State executives / stakeholders***
  - ***Training of State staff***
- ***Web-Ex***
  - ***As needed for meetings***

6.7 PROJECT MANAGEMENT

Vendors must describe the project management methodology and processes utilized for:

Informatix utilizes standard project management processes as recognized by the Project Management Institute (PMI,) IEEE Standards, and industry best practices. That said no project is automatically successful by using PMBOK and other industry best practices, and assigning PMP-certified managers. It requires the relevant experience to know what aspects of PMBOK are most applicable, given the client environment, project objectives and preferences. Informatix' proposed management team brings the relevant experience and knowledge to this Project and will be responsible for the implementation of RAPID® for DWSS.

Informatix' project management methodology includes processes to proactively monitor the resources that are expended during project execution; to recognize when a variance from the baseline plan has (or will) occurred; and to initiate appropriate action to address the variance:

- ***<u>Variance Analysis</u> is an analytical method that compares actual project results to planned or expected results. The project results most normally analyzed are schedule and cost. Other results for which variances can significantly impact project success are scope, quality and risk.***
- ***<u>Trend Analysis</u> is an analytical method that examines project results over time to determine if performance is improving or declining.***
- ***<u>Critical Path Metrics</u> identify the activities with the least amount of scheduling flexibility and then predicts project duration schedule based on the activities that fall along the "critical path." This metric is useful for projects with schedule constraints and key activities.***

Details of our project management approach are described in Section 5.4 – Planning and Administration of our proposal. Additional details are provided below.

6.7.1 Project integration to ensure that the various elements of the project are properly coordinated;

Informatix will coordinate and manage the integration of the Project's various elements through processes and activities identified in our Project Management Plan, Communication Plan, Risk Management Plan, Quality Assurance Plan, Change Management Plan, Knowledge Transfer Plan, Detailed Project Plan and Meetings as described in our proposal. This is a proactive approach which has proven to be very effective with all our previous SDU implementations.

6.7.2 Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully;

Informatix has an established resource management methodology that provides our Project Manager with visibility into the actual progress of the project in order to (1) proactively monitor schedule, resources and deliverables during project execution, (2) recognize when a variance from the baseline plan has occurred or is likely to occur, and (3) initiate appropriate action to address the variance.

Our ongoing project management processes and status reporting procedures we use to manage scope include the following:

- ***Developing Deliverable Expectation Documents (DED) – Informatix will provide a DED for the key deliverables of this Project. The DED will***

describe the expectations for a deliverable and includes a description of the deliverable, format/template, review processes, acceptance criteria and proposed schedule for the deliverable.

- ***Conducting interim checkpoints – involvement of DWSS will continue through the implementation effort and at key project milestones in the form of interim checkpoints. Interim checkpoints provide a forum for DWSS to get the status of deliverable development as well as provide informal feedback to Informatix on the key milestones and project progress.***
- ***Conducting Status Meetings and Producing Status Reports – Informatix will prepare written status reports that summarizes project management and monitoring activities as we have described in our proposal. Status reports are presented to and reviewed with the DWSS' Project Manager and are used to address any scope issues that may come up during project execution. An updated project schedule is also included with the status reports to better understand the impact of scope change to the overall project schedule.***

6.7.3 Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule;

Informatix' preliminary Project Plan presented in our proposal has detailed tasks (defined activities) with durations as well as dependencies and resources. Informatix' experience implementing RAPID® across multiple SDUs, allows us to estimate our activity durations with a high level of confidence. The Project Schedule is structured at a detailed level, which permits us to track project schedule variances and efficiently report project progress.

Informatix' is proud of our record of implementing all of our SDUs on time and within schedule.

The Project Schedule will be reviewed at weekly project team meetings. When variances are recognized, Informatix establishes corrective actions and mitigation strategies, and makes appropriate adjustments to the project schedule so that the project stays on track. Informatix is proud of our track record of successful SDU implementations, all completed on time and within schedule.

6.7.4 Management of contractor and/or subcontractor issues and resolution process;

Informatix' ongoing project management processes for issue resolution processes. Section 6.8 – QUALITY ASSURANCE of our proposal describes our problem resolution processes, as well as Section 5.4.2.5 – Develop a risk management plan and Section 5.4.2.6 – Develop a quality assurance plan.

6.7.5 Responding to and covering requested changes in the project time frames;

Informatix understands the impact of change to a project and our ongoing project management processes include processes for time management and change management. See Section 6.7.3 – Time management and Section 5.4.2.7 – Develop a Change Management Plan and Control Procedures of our response for details.

6.7.6 Responding to State generated issues;

Informatix follows an issue resolution process designed to facilitate the management of project-related issues. The issue resolution process provides a mechanism to organize, maintain, and track the resolution of issues. The approach consists of issue control mechanisms and a well-defined process that enables the project team, including State participants to identify, address, and prioritize problems and issues.

Our ongoing project management processes and status reporting procedures we use to address and manage issues, including State generated issues. Section 6.8 – QUALITY ASSURANCE of our proposal describes our problem resolution processes, including processes for escalating the issue as appropriate to facilitate issue resolution and provide mitigation strategies, and to resolve the issue and provide issue closeout documentation.

See also Section 5.4.2.5 – Develop a risk management plan and Section 5.4.2.6 – Develop a quality assurance plan for additional discussions on our issue management procedures.

6.7.7 Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control;

Informatix' project management methodology includes processes to proactively monitor not only schedule, resources and deliverables but also project related costs during project execution, to recognize when a variance from the baseline plan has occurred or is likely to occur, and to initiate appropriate action to address the variance. Details of our project management processes are described in Section 5.4 – Planning and Administration of our proposal.

Informatix works diligently to complete every project on time and within budget. Informatix is extremely successful at meeting these goals due to our processes and experience planning, estimating, budgeting, managing and controlling SDU projects. This experience allows us to quickly identify the resources needed and their associated costs.

6.7.8 Resource management to ensure the most effective use of people involved in the project including subcontractors;

Informatix' ongoing project management processes are utilized to ensure the effective use of resources on our SDU implementation projects; we apply several project management elements to ensure that team members are performing as expected. These are described below.

- ***Communication – Informatix believes that communication within the project team, our partners, and to our clients is essential for project success. Internally, Informatix conducts project team meetings on an ongoing basis to leverage project progress and lessons learned.***
- ***Clear Expectations – Informatix proposed team members for this project have worked collaboratively on this response to Nevada's Proposal. This type of planning provides the basis for common understanding of the projects goals, the roles played, and success criteria. Commonly understood expectations, especially with regard to responsibilities and outcomes for individuals creates the foundation for a high-quality, successful project.***
  - ***The Project Manager sets expectations for the work to be done, as well as key time frames and deliverables.***
  - ***Defined and documented project management processes set the expectation for project behavior***
  - ***Deliverable Expectation Documents set the expectations for deliverables in terms of content, format and acceptance criteria.***
  - ***The schedule sets the expectation for timeliness, level of effort and outcome.***
  - ***Collectively planning the project and jointly setting expectations sets the basis for monitoring performance.***
- ***Project Hierarchy – a clear picture of who the project decision-makers are and what decisions may be made at each level of the project is critical for on-going progress. Without a straightforward organization hierarchy, simple decisions can be bogged down by the need to address multiple contributors. Informatix' Executive Oversight will coordinate decision making according to agreed-upon lines of authority for expediting project work.***
- ***Performance Monitoring – Informatix' Executive Oversight and Project Manager are responsible for measuring performance against plan. Key performance indicators that Informatix typically monitors include:***
  - ***Schedule Performance – is the team member behind, at, or ahead of schedule. If behind, how effective are the team member's efforts to restore the schedule? Are tasks and deliverable chronically late?***
  - ***Technical Efficiency and Performance Quality – Are the team member's deliverables in compliance with the agreed upon Deliverable Expectation Document? Are there unreasonable numbers***

of technical errors? Are excessive review cycles needed to get to an acceptable state?

- ***Working Relationships – is the team member a source of conflict in the engagement? Does the team member represent Informatix to the client in an effective and professional manner?***
- ***Risk Management – is the team member raising risks and issues in timely manner? Are their risk response strategies effective? Are their planned mitigations reasonable? Are they addressing residual risk?***

■ ***Taking Corrective Action – Informatix' first priority is to minimize any impact to the project and/or client. Once we are satisfied that the issue is under control, the Project Manager will work out a corrective action plan with the team member. The corrective action plan states the specific problem, its impact and a set of assigned actions that will be taken to resolve the problem. The corrective action plan also documents the consequences that will result if the problem is not resolved. Once the plan is agreed to, the Informatix Project Manager monitors its execution until the problem is resolved or its consequences imposed.***

Informatix has put together strong and experienced SDU Implementation team to ensure that we meet DWSS goals for this software modernization project for the SCaDU. Our staff members are experienced child support operational and technical specialists with direct SDU operations and implementation experience and a history of successful SDU implementations.

6.7.9 Communications management to ensure effective information generation, documentation, storage, transmission and disposal of project information; and

See Section 5.4.2.4 – Develop a comprehensive approach for handling communications and Section 6.6.2 of our response for details regarding Informatix' communication management approach and methodologies.

6.7.10 Risk management to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

See Section 5.4.2.5 – Develop a risk management plan and Section 5.4.2.6 – Develop a quality assurance plan for details on Informatix' risk management procedures.

6.8 QUALITY ASSURANCE

Vendors must describe the quality assurance methodology and processes utilized to ensure that the project will satisfy State requirements as outlined in ***Section 5, Scope of Work*** of this RFP.

The following section describes Informatix' quality assurance methodologies and processes we will utilize on this project. There are two areas of our quality assurance methodology discussed below:

- ***Implementation Quality Assurance which includes our testing and readiness assessment for production***
- ***Ongoing Production Quality Assurance***

Quality assurance and quality control activities complement schedule and cost management – establishing criteria as to not only when deliverables are produced but also to what level of expectation they will meet. Informatix' approach to quality management includes ongoing assessment and continuous improvement over the life of the project. DWSS' satisfaction is the ultimate goal of our quality management procedures.

From a delivery perspective, Informatix takes a broad view of quality. We use the approach defined by the Quality Assurance Institute (QAI) that embraces the following principles:

- ***Establish clear and documented customer expectations – We have clear timelines and deliverable requirements as documented in the Project's Plan. These are tangible and measurable.***
- ***Manage towards results – Informatix' Project Manager proactively and consistently measure, review, report, and improve quality measurements. Although the specific functional responsibility to monitor, report, and promote quality is directly assigned to the Informatix Project Manager, quality depends on the participation of the entire team.***
- ***Manage with facts – The quality of the assessments and the subsequent decisions that are made depend on the quality of the data collected. We utilize processes and mechanisms to accurately monitor performance.***
- ***Utilize dedicated Quality Assurance Resource(s) – As indicated in our organization chart, Figure 64 Informatix has assigned resources to this project in a quality assurance role. These individuals, in conjunction with Informatix' Executive Oversight, verify that our team's performance and deliverable quality is meeting expectations of DWSS and Informatix' standards.***

We are confident that our quality assurance plan, methodologies, and practices will enable us to meet and exceed DWSS' goals for the SCaDU.

IMPLEMENTATION QUALITY ASSURANCE

Informatix' quality assurance methodologies have resulted in nearly 99.98% accuracy rate at all of our SDUs.

Informatix understands that effective quality assurance begins in the planning phase. Our quality measures will be included in the project plans, processes, and procedures during the initial development. During planning, the quality assurance and quality control processes will also be planned and documented as part of the project baseline. In execution, the Quality Assurance Plan, quality assurance procedures, and quality control procedures will be executed according to plan and updated as lessons are learned from their implementation.

Critical components of our Implementation Quality Assurance activities include the following:

- ***Quality Assurance Plan – As described in Section 5.4.2.6 of our response, Informatix will develop a Quality Assurance Plan that will include the following components:***
  - ***Quality objectives***
  - ***Key project deliverables and processes to be reviewed for satisfactory quality level***
  - ***Quality standards***
  - ***Quality control and assurance activities***
  - ***Quality roles and responsibilities***
  - ***Quality tools***
  - ***Plan for reporting quality control and assurance problems***
- ***Status Reporting – As described in Section 5.4.2.3 of our response, Informatix uses status reports to provide transparency of project progress and to proactively monitor schedule, resources and deliverables during project execution, to recognize when a variance from the baseline plan has occurred or is likely to occur, and to initiate appropriate action to address the variance.***
- ***Issue and Risk Resolution Procedures – As described in Section 5.4.2.5 of our response, Informatix risk management methodologies are structured to consistently document project risks so that they are understood, investigated, and assessed and that appropriate mitigation and/or contingency planning occurs, to minimize the impact on project schedule and/or quality. Our approach to risk management includes:***
  - ***Identification of potential project risks by the Implementation Team and DWSS management***
  - ***Development of risk mitigation strategies and contingency measures to avoid or minimize the impact of these potential risks***
  - ***Continuous monitoring of identified risks through on-going communications and status reporting mechanisms***
  - ***Informatix' Project Manager will be responsible for managing the reporting and tracking of risks during implementation and will be supported in this by Informatix' Implementation Team and DWSS implementation participants***
  - ***Identified and open risks will be reported in our project status reports as shown in Figure 66.***

Issues Identified/Open		Mitigation/Action	Assignee	Status
I2				Choose an item.
I3				Choose an item.
I4				Choose an item.

Risks Identified /Open		Mitigation/Action	Assignee	Status
R1				Choose an item.
R2				
R3				

Figure 66: Issues and Risks Tracking in Status Reports

- ***Problem Resolution* – Informatix' approach to problem resolution ensures that all incidents and problems affecting implementation are identified, tracked and resolved. The process ensures that any underlying problems identified correspond to the incidents that have occurred. We will provide timely incident reports, detailing the issue, its cause, impact, risk, contingency, resolution and corrective action to close the communication loop. The incident report will provide an incident number for referencing and prior incident numbers to indicate relationship reoccurrences of the same previous issues.**

- ***Testing* – Informatix testing approach centers around the verification that the system functions as designed and the configuration reflects the agreed upon DWSS' operational and system requirements. Our test strategy consists of a series of different tests that will fully exercise the RAPID® solution.**

  As part of our Planning activities, we will develop a Testing Plan that documents quality assumptions and resources, schedules, milestones and test cases. The Plan also establishes objective measures for determining acceptance criteria for the overall implementation efforts.

  Informatix has adopted the parametric testing approach for the planning, designing, testing, and quality assurance of RAPID®. The development team factors in quality parameters in the design of the product and the testing team uses the parameters to identify and prioritize the test cases and test scenarios. The test results are analyzed and measured at the parameter level. The parametric testing approach ensures that resources are spent focusing on achieving the highest level of quality defined for RAPID®.

  This approach also integrates the V-Model of testing as a structured approach to successively testing each level of the system.

  Figure 67 depicts the V-Model of testing as applied to the RAPID® solution.

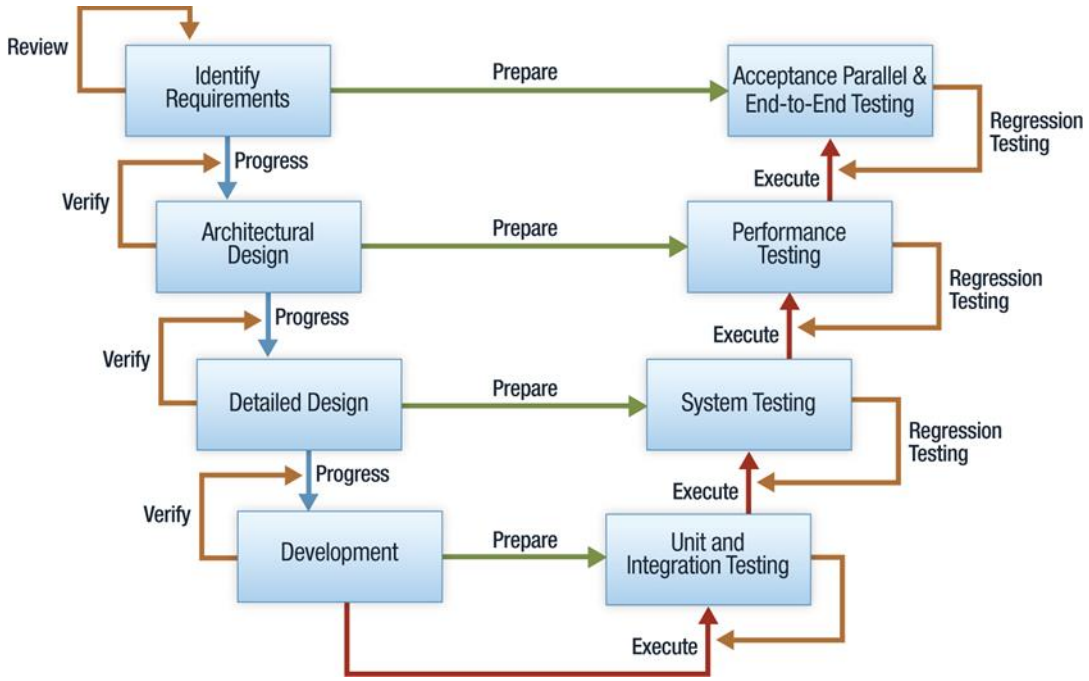

Figure 67: RAPID® Testing Process V-Model Approach

- ***Production readiness – As part of the Production Readiness activities, Informatix completes a series of tasks that demonstrate readiness of RAPID® to support SCaDU operations. Our transition planning activities, includes drafting and finalizing cutover and handoff check lists for items such as user set up, configuration, etc.***

ONGOING PRODUCTION QUALITY ASSURANCE

Once RAPID® is in production supporting SCaDU, Informatix continues to provide ongoing quality assurance with each build to ensure RAPID® meets ***and complies the Informatix quality specifications as part of the Informatix SDLC.***

- ***Testing – Informatix utilizes the parametric testing approach for the planning, designing, testing, and quality assurance of RAPID® through each build release. The development team factors in quality parameters in the design of the product and the testing team uses the parameters to identify and prioritize the test cases and test scenarios. The test results are analyzed and measured at the parameter level. The parametric testing approach ensures that resources are spent focusing on achieving the highest level of quality defined for RAPID®.***
- ***Problem Resolution – Informatix' approach to problem resolution ensures that all incidents and problems affecting production are identified, tracked and resolved. The process ensures that any underlying problems identified correspond to the incidents that have occurred. We will provide timely incident reports, detailing the issue, its cause, impact, risk, contingency, resolution and corrective action to close the communication loop. The incident report will provide an incident number for referencing and prior incident numbers to indicate relationship reoccurrences of the same previous issues.***

Informatix will maintain a log of all problems reported to our technical support Help Desk, and their corresponding resolutions. As described in Section 5.6.1, for each incident reported by phone, email, web, or in person, a ticket is created in our Helpdesk system, OTRS, to track the incident through resolution. Tickets have a unique ID for reference. Tickets proceed through a workflow on the path to resolution. All tickets' respective states, owners, priorities and statuses are logged and audited and can be monitored in real time or via a variety of reports as shown in Figure 68 below.

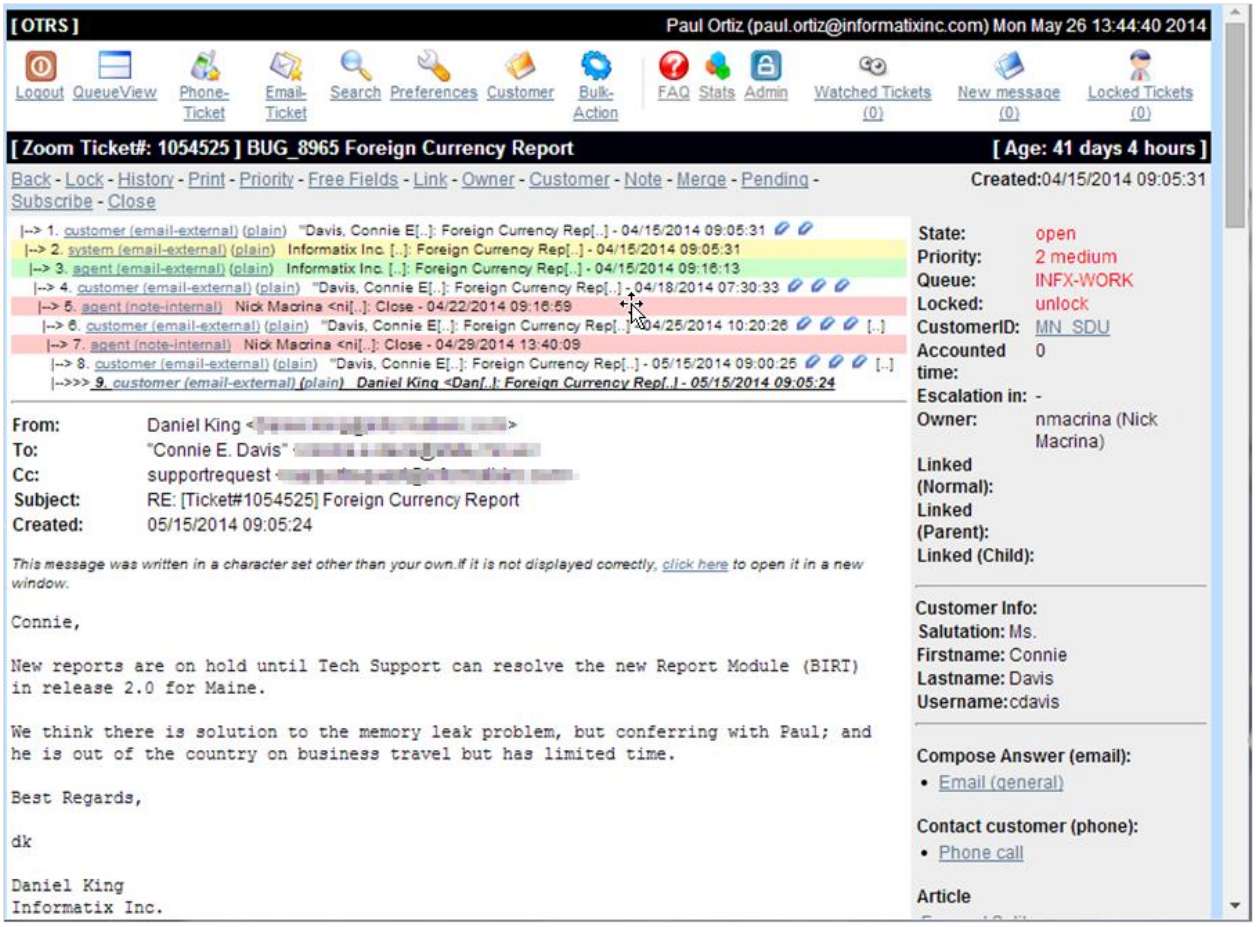

Figure 68: Informatix Help Desk Ticket View

6.9 DESIGN AND DEVELOPMENT PROCESSES

Vendors must describe the methodology, processes and tools utilized for:

Informatix is delivering our fully automated Commercial-off-the-Shelf (COTS) payment processing system, RAPID®, for DWSS. Informatix understands Nevada wants an existing solution, preferably a web-based Software as a Service solution, to assist SCaDU in the collections and disbursements of Child Support payments; and to interface with the legacy CSEP application, NOMADS, for posting of these transactions to both the custodial parent and the non-custodial parent.

Informatix' RAPID® software application provides these capabilities out of the box, without the need for custom development. As such, we believe that the requirements specified in Section 6.9 are not applicable to how Informatix will meet the requirements of Nevada's Child Support Collections and Disbursement Software project.

As part of our standard RAPID® software implementation we will work with DWSS to capture and configure the required participant and employer input files as well as the Image Cash Letter (ICL) used for remote deposit and Collection output files for NOMADS.

6.9.1 Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State;

Not Applicable. Informatix is proposing an SaaS solution, not a software development project.

6.9.2 Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need;

Not Applicable. Informatix is proposing an SaaS solution, not a software development project.

6.9.3 Identifying the key design issues that must be resolved to support successful development of the system; and

Not Applicable. Informatix is proposing an SaaS solution, not a software development project.

6.9.4 Integrating the disciplines that are essential to system functional requirements definition.

Not Applicable. Informatix is proposing an SaaS solution, not a software development project.

6.10 CONFIGURATION MANAGEMENT

Vendors must describe the methodology, processes and tools utilized for:
Informatix recognizes the importance of establishing and maintaining product integrity throughout a project's life cycle. Given that this project with DWSS to implement RAPID® is an implementation project and not a software development project, our configuration management processes reflect the details required for an implementation project.

6.10.1 Control of changes to requirements, design and code;

Informatix is unique from other child support vendors because we are the only vendor to license and use our own software – RAPID®. This means that our software is maintained, current and reflects SDU best practices and requirements because clients other than Informatix use the RAPID®.

We keep RAPID® current and address new requirements with planned software release schedules. Furthermore, installed versions of RAPID® is identical for all of our locations;

- ***State specific requirements that may vary between clients are simple RAPID® configurations.***
- ***Each of our clients are provided the same release on a staggered schedule***
- ***Having SDUs on the same release, allows Informatix to continually improve the software as additional features and enhancements are requested by our SDU clients –***
- ***All customers and all of our SDU sites receive the cumulative benefit of new features and enhancements.***

Informatix follows a Configuration Management practice which provides for management of software change procedures and requirements. The application and requirements configuration management process provides governing control for implementation of requirement and software changes and associated documentation. This process establishes responsibilities and activities needed for proper integration, implementation, maintenance, and control of all software changes. Informatix follows IEEE STD 828 for Configuration Management. As described in Section 5.4.2.7 of our response, we will develop a Change Control Plan for this project as part of our project initiation activities.

Informatix also follows Release Management practice which ensures that system and application changes are implemented through a seamless process. Release Management will provide the governing control for the release of software changes and associated documentation.

6.10.2 Control of interface changes;

The control of interface changes will follow our change management practice, as defined in the Change Control Plan we will develop during project start up. Informatix will update existing interface documentation, including direction of the data interchange (inbound/outbound), changes in file formatting and record and field definitions, transfer destinations and sources, schedules, contact information and file transfer protocols. All interface changes will be tested in local and remote staging areas prior to moving to production. Informatix will appoint a technical lead to oversee and manage the interface changes.

6.10.3 Traceability of requirements, design and code;

As described in our proposal, RAPID® is provided as a product. No development of software is performed. Changes in support of DWSS' requirements will be handled through configuration changes and are tracked and traced through Unicase, a CASE tool for developing engineering models of systems. Unicase provides a repository for storing these models, and a unified, model-based export facility for generating system documentation, including full traceability of requirements and how they are linked in the DWSS RAPID® configuration.

Similarly, if a specific DWSS requirement results in a software change to RAPID®, Informatix models the requirement in Unicase. Unicase requirement id(s) are linked with user stories in Xplanner (for traceability) and user stories are traced to test cases, design and code release and sign off when the functionality passes testing, resulting in the ability to crosswalk a new RAPID® release feature back to its original requirement(s). Screen shot examples from Unicase in Figure 69, Figure 70 and Figure 71.

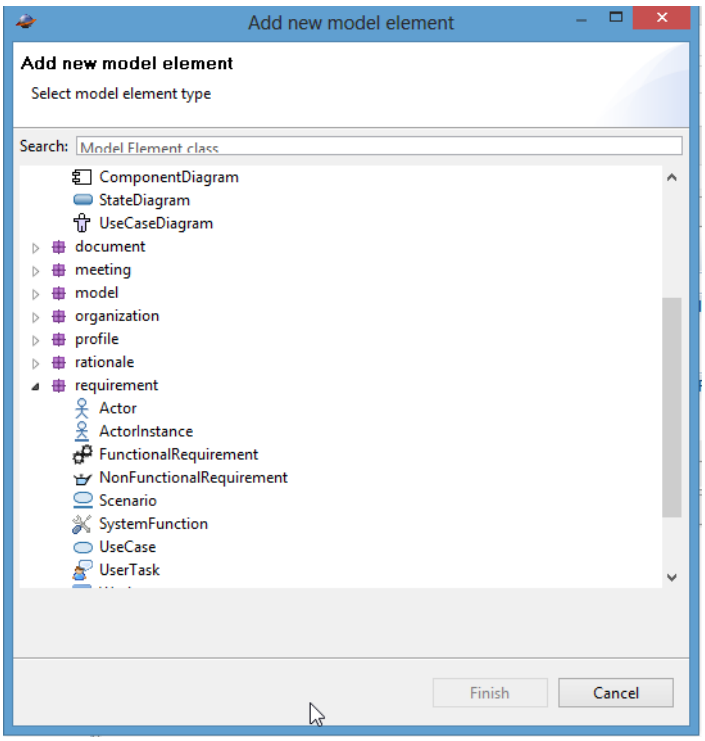

Figure 69: Unicase's Robust Library of Modeling Elements

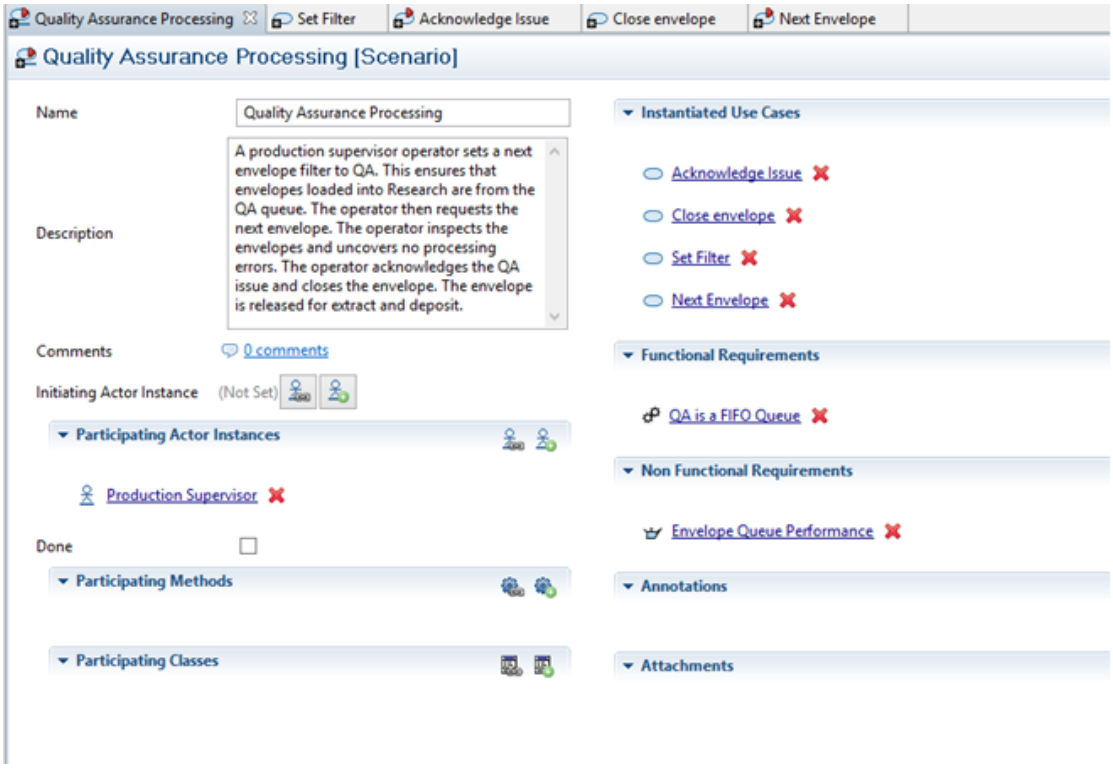

Figure 70: Comprehensive Requirements Documentation with Unicase

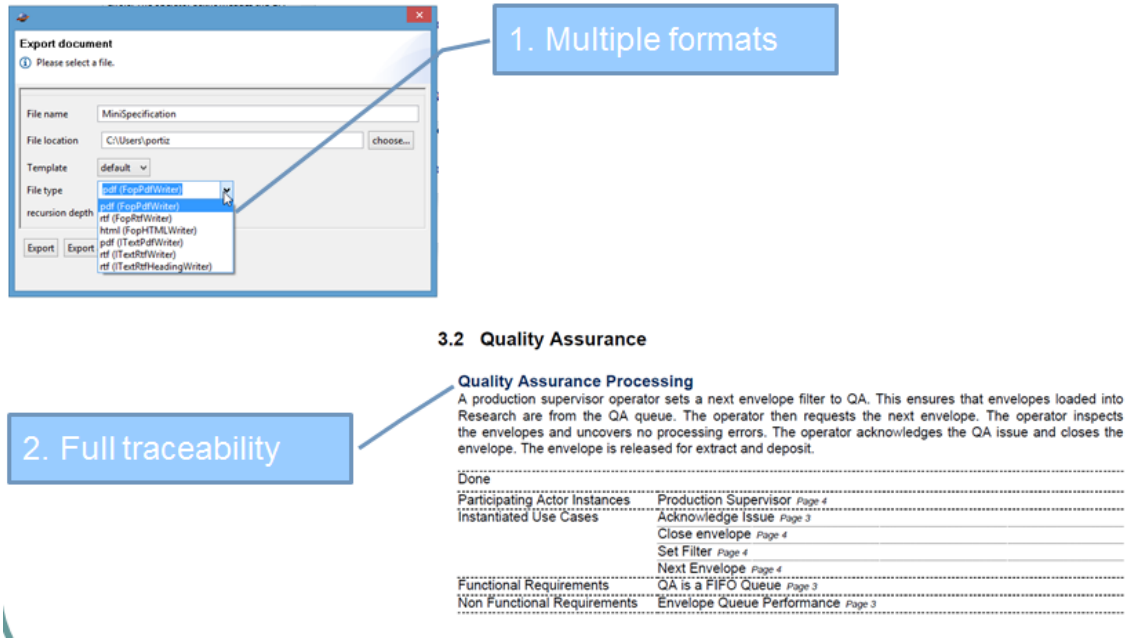

Figure 71: Unicase Document Export with Full Traceability

6.10.4 Tools to help control versions and builds;

Informatix follows Software Source Control Management practices which provides software version control throughout the system development life cycle ensuring source code is organized and protected. Informatix uses Visual Source Safe (VSS) internally as a version control software to ensure that our developers do not make simultaneous changes to the same source code. Visual Source Safe prevents the overlapping of developer's work, which in turn prevents any version control issues.

6.10.5 Parameters established for regression testing;

Informatix conducts initial regression testing with a very thorough and predetermined Smoke Test which is conducted with each cycle. Our Smoke Test verifies RAPID®'s current workflows are working correctly with zero defects. If any defects are identified, the build is rejected, issues addressed and retested until there are zero defects. Once the Smoke Test passes, the deployment is then propagated to test environments to start the Test Cycles. Test Cycles begin with System Test then move onto Performance Test, User Acceptance Test, End-to-End Interface Test, Parallel Test and then finally another round of Regression Testing.

The final round of Regression Testing, for a cycle, is determined based on an evaluation of the changes in that cycle e.g. functional, configuration, and business critical issues. Regression scripts are then selected from our comprehensive list of test scripts listed in our Test Case Matrix. Regression

scripts are executed, results are documented and any defects that are identified are created and assigned to an agreed upon cycle for resolution.

6.10.6 Baselines established for tools, change log and modules;

Informatix will baseline requirements, test scripts, documentation and source at designated milestones during the project. These baselines can be used for audits to evaluate change impacts which can mitigate risk, avoiding problems and improving quality. Informatix is focused on delivering a high quality, low risk software solution.

Our Change Management process will track changes in change log, see section 5.4.2.7 regarding Change Management for more details.

6.10.7 Documentation of the change request process including check in/out, review and regular testing;

RAPID® is provided as a product. No development of software is performed. As described in Section 6.10.4, our developers use Visual Source Safe (VSS) internally as a version control tool. All changes that may occur as part of the RAPID® implementation project will follow the Change Management Plan that we will develop as part of project initiation activities as described in Section 5.4.2.7.

6.10.8 Documentation of the change control board and change proposal process; and

RAPID® is provided as a product. No development of software is performed. All changes that may occur as part of the RAPID® implementation project will follow the Change Management Plan that we will develop as part of project initiation activities as described in Section 5.4.2.7.

6.10.9 Change log that tracks open/closed change requests.

All changes will follow the Change Management Plan that we will develop as part of project initiation activities as described in Section 5.4.2.7, including process for documenting changes in a Change Request Log.

6.11 PROJECT SOFTWARE TOOLS

6.11.1 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.

The RAPID® web-based solution is hosted in the Amazon Cloud and leverages Amazon Web Services (AWS). Access to the RAPID® application client is via desktop virtualization using Amazon Workspaces.

A high-level summary of the minimum requirements for using the lightweight Amazon Workspaces client include:

- ***A client device such as a PC, Mac, iPad, Kindle, Android tablet, or Chromebook to run the Amazon WorkSpaces client application***
- ***A broadband internet connection, and***
- ***Allow traffic on client ports 443 and 4172***

For additional detail, see the minimum requirements for using the lightweight Amazon Workspaces client as described here:
http://docs.aws.amazon.com/workspaces/latest/adminguide/client_prereqs.html#client_prereq_https

As the scanning of physical payments will take place at the SCaDU, some connectivity with the AWS cloud infrastructure will have to be configured in order to transfer the payment images to the cloud for processing. Informatix supports two technical configurations for accomplishing this.

- ***Configuration of a virtual SFTP drive. This is a drive that appears on a Windows network as a typical network drive. However, image files that are scanned to paths on that drive are automatically and securely transferred by SFTP protocol to their processing destination in the cloud. Informatix will assist in the installation and configuration of the SFTP drive as part of the cost of the contract. Minimum OS requirements are Windows XP or newer. 32-bit and 64-bit installations are supported.***
- ***Configuration of a secure peer-to-peer Virtual Private Network (VPN) connection between the networked infrastructure at the SCaDU and the hosted AWS Virtual Private Cloud (VPC). An Informatix Network Engineer will assist with the setup of the VPN tunnel as part our work if selected for this project. Options for configuring the gateway are described in detail here:***

  http://docs.aws.amazon.com/AmazonVPC/latest/UserGuide/VPC_VPN.html#Examples

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

Not applicable, see response to 6.11.1.

Tab XI Other Informational Material

Informatix is ready to provide DWSS request with established Collections and Disbursement functionality, technological strength, and management expertise for a complete child support processing solution. The Informatix Team not only has the credentials to comply with DWSS requirements, we will provide DWSS with the next generation of payment processing technology solution. Reasons to select Informatix include:

- ***Innovative Technology Solution— RAPID® – Our RAPID® SDU solution is the most technological advanced child support payment processing solution in the marketplace today. It is one of a kind, designed specifically for addressing the uniqueness and challenges of processing child support payments. RAPID® is proven in multiple states. The Intelligent Remittance Recognition (IRR™) feature within RAPID® is Informatix' patented technology that reduces time spent systemically processing, manually posting, and researching child support payments. No other vendor can offer DWSS IRR™ as part of their solution.***
- ***Secured remote hosting of the RAPID® Solution – DWSS tenancy in the RAPID® cloud is completely isolated from all other tenant environments. Access to child support data is restricted using the principle of least privilege and is only used and disclosed in accordance with ACF/OCSE, IRS, State and other relevant laws and regulations. The RAPID® cloud leverages Amazon Web Services (AWS) to architect application components that are in alignment with IRS 1075, HIPAA, and HITECH compliance requirements. AWS infrastructure is ISO 27001 and FedRAMP certified and Service Organization Control Reports (SOC1, SOC2 and SOC3) audited. AWS service and data centers have multiple layers of operational physical security to help protect the integrity and safety of sensitive and confidential data. All data at rest and in transit is protected using 256-bit encryption.***
- ***Relevant Implementation Experience – No other vendor has implemented their solution in as many states as Informatix over the past few years. We have the experience and technology know-how to collaborate with DWSS in establishing the appropriate interfaces between our solution and NOMADS. Informatix offers dedicated resources that will not be strained by other concurrent large implementations. RAPID® has been implemented in a multiple of states in the recent years; and we stand ready to fully support DWSS with transitioning to RAPID® as your new and improved streamlined payment processing solution.***
- ***Partnered with Evolving Electronic Payment Methods – Taking advantage of new payment methods helps to increase child support collections and opens new avenues to obligors, especially those without access to traditional payments methods. In addition to RAPID®, our solution offers DWSS the flexibility to incorporate innovative payment options to increase the footprint for collections received via electronic payment.***

  Informatix has established relationships and first-hand experience with providers of new methods for receiving electronic payments, and we are always evaluating methods as they enter the market. We have established relationships with your current debit card and web payment vendors: US Bank and Paymentus. We also

partner with TouchPay, and PayNearMe for alternative cash payments. We recently worked with TouchPay to implement their services for the Delaware SDU and will be the first vendor/partner to implement PayNearMe this spring with an integrated payment validation feature before the payment is accepted at the local point of sale. TouchPay has two existing kiosks in Clark County that can be configured to receive child support payments, and PayNearMe has over 200 locations for obligors to make payments within an approximate 75-mile radius of Las Vegas as shown below with seventeen thousand more spread across the country.

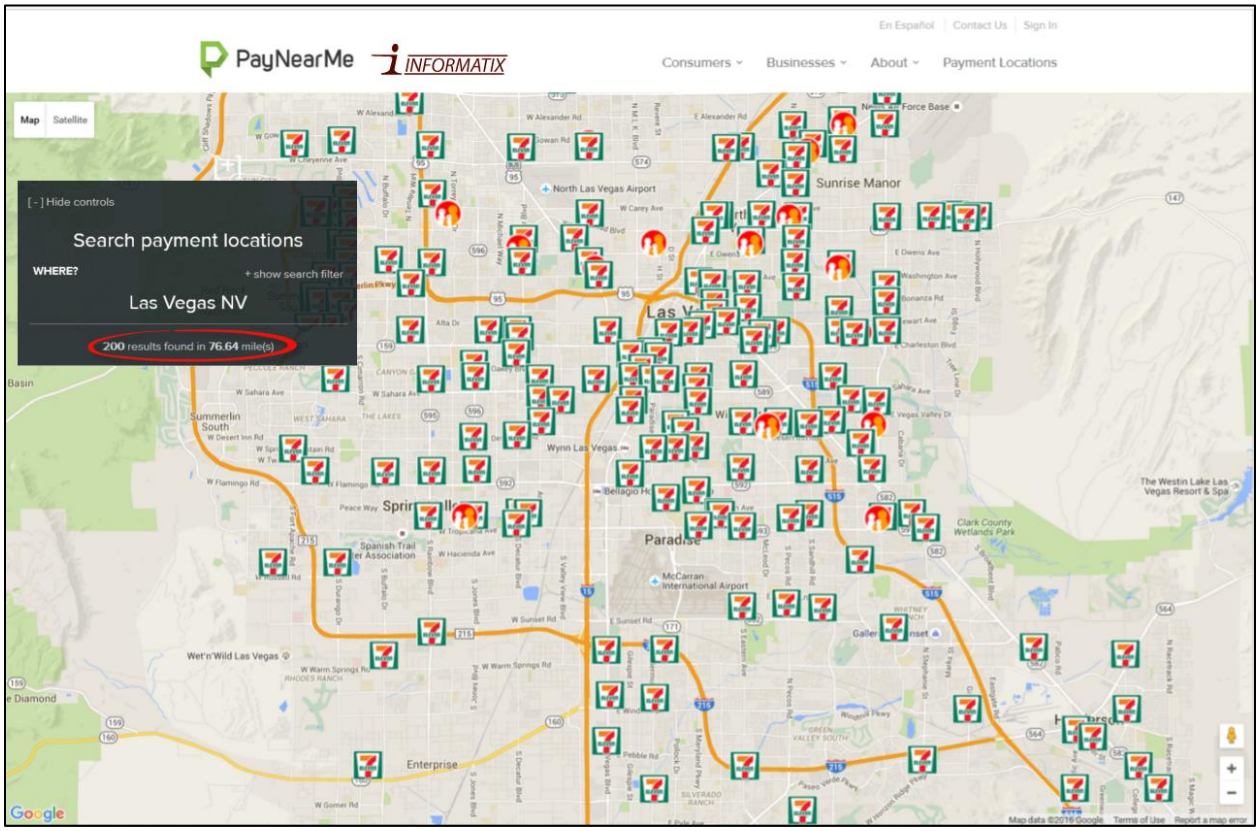

Figure 72: Point of Sale Cash Locations near Las Vegas