Tab I Title Page

Part IA – Technical Proposal	
RFP Title:	Taxicab Authority Records Management Modernization Project (RMS)
RFP:	3422
Vendor Name:	***GL Suite, Inc. (dba GL Solutions)***
Address:	***P.O. Box 591, Bend, OR 97709***
Opening Date:	June 15, 2017
Opening Time:	2:00 PM

Technical Proposal from GL Solutions:

The engine of a more efficient government.

Contact Information:
Bill Moseley, CEO
moseley@glsolutions.com
GL Solutions
P.O. Box 591, Bend, OR 97709
541-312-3662 x106 (ph)
503-374-9063 (fx)
www.glsolutions.com

Tab II Table of Contents

Tab I Title Page 1
Tab II Table of Contents 2
Tab III Vendor Information Sheet 3
Tab IV State Documents 4
Tab V Attachment B 71
Tab VI Section 3 - Scope of Work 78
Tab VII Section 4 – Company Background and References 112
Tab VIII Attachment G – Proposed Staff Resumes 162
Tab IX Other Informational Material 172
Tab X Preliminary Project Plan 284
Tab XI Requirements Matrix 289

Tab III Vendor Information Sheet

V1	Company Name	GL Solutions

V2	Street Address	P.O. Box 591

V3	City, State, ZIP	Bend, OR 97709

V4	Telephone Number		
	Area Code: 541	Number: 312-3662	Extension:

V5	Facsimile Number		
	Area Code: 503	Number: 374-9063	Extension:

V6	Toll Free Number		
	Area Code: 800	Number: 930-1193	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: Bill Moseley
	Title: CEO
	Address: PO Box 591, Bend OR 97709
	Email Address: moseley@glsolutions.com

V8	Telephone Number for Contact Person		
	Area Code: 541	Number: 312-3662	Extension: 106

V9	Facsimile Number for Contact Person		
	Area Code: 503	Number: 374-9063	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Bill Moseley	Title: CEO

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 6/8/2017

Tab IV State Documents

Per State responses to vendor questions

Tab IV - State Documents includes:

- ***Amendment(s) 1 & 2***
- ***Attachment A***
- ***Attachment C***
- ***Vendor Licensing agreements and/or hardware and software maintenance agreements.***
- ***Applicable certifications or licenses***

Per the response to question #7 within amendment 1, Attachment I – Certification Regarding Lobbying was not included in this section, as the attachment was not included or required for this RFP.

Amendments

We understand per Technical Proposal response instructions that the signature pages from Amendments #1 and #2 should be included, signed by an authorized individual. We also noticed instructions on each amendment to include the amendment, so we have included the signed amendments, in full, on the following pages, and we reference specific answers from these amendments in response to some affected requirements.

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 1 to Request for Proposal 3422
RFP TITLE:	Taxicab Authority Records Management Modernization Project (RMS)
DATE OF AMENDMENT:	May 15, 2017
DATE OF RFP RELEASE:	April 12, 2017
OPENING DATE:	June 15, 2017
OPENING TIME:	2:00 PM
CONTACT:	Marti Marsh, Procurement Staff Member

The following shall be a part of RFP 3422. If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

1. It is my understanding that funding for this project will come from the State Legislature. Is that correct?

   Funding for this project has already been approved.

2. Are you able to indicate how much funding has been allocated towards this effort?

   The current funding ranges from $800,000 to $950,000. There is also funding for ongoing operations. The TA has organized the project into three phases, which are based on priorities. The TA understands that vendors may not be able to get all desired functionality within the current funds available. That is why the TA is asking for individual costs for each phase.

3. Are you able to provide the names of all vendors who provided information for RFI #TA2014-01?

   This information is confidential.

4. Are you able to provide the names of all vendors and their proposal amounts (if applicable) to RFP #3239?

This information is confidential.

5. As mentioned within the RFP, there will be a separate solicitation for a Real Time System:

   a. Are you able to indicate whether a funding source for the Real Time System has been identified; and if so, which source may be used?

If the Real Time System is implemented in the future, a funding source is available from a Technology Fee charged to the taxicab cab companies and paid to the TA.

   b. Are you able to indicate how much funding has been allocated towards the replacement of the Real Time System?

There is specific funding allocated however current ongoing legislation could impact the necessity for a Real Time Tracking System.

   c. Which vendor provided the current Real Time System and approximately how long has the Authority contracted with them?

There is no Real Time System in place. This is a future potential project.

6. Section 3.2.9.2 Dispatch center providing support

   a. Document retention whether paper or electronic...

      Does TA have document retention codes on their documents?

      If not...

The TA does not have document retention codes on their documents but the TA does have a document retention schedule document.

   b. Will TA want to develop a system of document retention for legal purpose?

The TA would like the vendor to incorporate the State's document retention schedule into the TA RMS system.

7. The RFP references an Attachment I - "Certification Regarding Lobbying" which we're unable to find. The RFP document has an Attachment I embedded within it, but the attachment defines the proposed staff resume template. Can you please advise where we can find the lobbying certification document?

The reference to Attachment I – Certification Regarding Lobbying identified in Section 11.2.3.4 (D) should have been removed. Certification Regarding Lobbying pertains to projects that are federally funded only. This project is not federally funded. The resume template embedded in Attachment I is correct.

8. Regarding the "Taxicab Permit Walk-In Process", we're trying to determine just how digital the process is intended to be. We're particularly interested in the processing of supporting paper-based documents (e.g. court documents, copies of the NV driver's license, etc.). In the Web Portal solution, we would assume that the driver would somehow obtain digital copies of these documents (e.g. via their scanner at home) and upload them via a web form. For walk-ins processing their applications through a kiosk though, are you looking for a more streamlined experience whereby

drivers scan their documents into the application from directly within the app? Ultimately, we're trying to assess just how "native" an experience the driver should have while working at the kiosk.

The current "Taxicab Permit Walk-In Process" is a paper driver operation. The vendor should propose a solution to convert paper forms to a web form/digitized format and streamline the applicant/renewal process. The DOT Medical Form will need to be scanned since the TA has no control over this form. The app should prompt the staff/applicant to scan/upload paper documents and attach these documents to the application.

9. Regarding BR01.131, can you please advise what the existing credit card processor is for the TA?

The state uses Wells Fargo's Payment Gateway, Cybersource. The State of Nevada Treasurer's Office, is the agency in charge of the contract with Wells Fargo, and is involved with coordinating activities between Wells Fargo and agencies interfacing with the Payment Gateway. See ATTACHMENT A – Additional Information on Wells Fargo Payment Gateway, at the end of this document for additional information.

10. Regarding BR01.12, can you describe how permits are printed today? We're looking for details about the type of printers being used, file formats, etc.

The LicenseEase COTS application creates a PDF document of the taxicab drivers permit which is then printed on locally attached HP Color Inkjet All-In-One devices or network Color Laser All-In-One device.

11. Can the TA list all the types of licenses, registrations, permits, etc. that the agency supports, the approximate number of entities applying for and holding each type, and specify which license type(s) will require which types of online functionality (e.g. online applications, renewals, verifications, disciplinary processes, etc.)?

The TA provides three different Taxicab Driver Permit categories (an employee only driver, a lease only driver, or an employee and lease combination driver) of taxicab permits, but only one permit type. Please review the information on the http://taxi.nv.gov/

12. Please provide the names of all system outputs required, including reports, queries, and correspondences. Also provide the audience and the location from which each will be run (back-office, public website, specific login-secured area of public website, etc.). If such details are not available at this time, please provide at least the total numbers of each type of output required.

The TA is looking for a robust reporting engine providing access to all data elements in Licensing, Medallions, Enforcement, Inspections, Dispatch, and Fiscal on a daily, weekly, monthly and annual basis as well as ad-hoc time frames.

Example:

- ***Number of Citations written by Investigator, NRS Violation, TA Permit #, Taxicab Company etc.***
- ***Number of Court Hearings by Number Waived before Hearings, Trails Held, FTA's (Failure to Appear – TA Permits Suspended), Guilty, Not Guilty, Denied, Revocations, etc.***
- ***Number of Vehicles Inspected, by Inspector, VDR's written, Accidents, Meter Seals, Out of Service (OSN) notices issued, 24-Hour Notices issued, New Taxicab Added, Cleared OSN, by Taxicab Company, etc.***
- ***Dispatch Call Report by category, Complaints, Fare Disputes, Robbery, Lost Property, Long Haul/Route etc.***
- ***Number of TA Permits due to expire in timeframe to be selected, Number of Inactive Permits, Number of Expired Permits, Number of Suspended Permits, etc.***

13. Please fully define and quantify the ongoing support the agency will require after system implementation, including inclusion or exclusion of each item (and sub-item) in the following categories:

(a) Help Desk Support (24x7 emergency support, end-user support, configuration and troubleshooting, developer-to-developer support, hardware/network/security tips, architecture and best practice guidance, online remote desktop support, dedicated account management, local user group support)

Operational timeframes fit into two categories:

<u>Normal Business Hours</u> – In general the agency's operation is 7am – 5pm, Monday through Friday; these are the hours the majority of staff are working. User and technical support is typically required during these time periods; if there is a critical system problem, then technical staff will need to be on call outside of normal business hours.

<u>24x7 Patrol Hours</u> – There is a small staff working at this time – 1 dispatcher (located in the office) and 4 to 7 investigators working in the field 24 x 7. Support could be limited to critical system problems.

(b) Training and Documentation (web courses, agency-specific process training, software training, core software documentation, user conference)

The expectation is that the majority of training and documentation will be completed prior to production go-live. After production go-live, there should be a support resource available to answer questions on the use of the system (or troubleshooting issues) on an as needed basis.

(c) Software Patches and Releases (new major version software release versions, installation of new software versions, core software patches, installation of core software patches)

This will probably vary depending if the solution is a custom built system or Commercial-Off-The-Shelf (COTS) system, and how it is hosted – state hosted or vendor hosted (cloud). The table below provides a general outline of the type of support needed.

Hosting\Solution	Custom System	COTS
Vendor Hosted (cloud)	Vendor: - OS patches & upgrades - Application software upgrades and defect fixes - Infrastructure software (e.g. Oracle, SQL Server, JBoss, etc.) upgrades & patches	Vendor: - OS patches & upgrades - Application software upgrades and defect fixes - Infrastructure software (e.g. Oracle, SQL Server, JBoss, etc.) upgrades & patches
State Hosted	State does: - OS patches & upgrades - Basic database support Vendor: - Fixes software defects - Assists state with application software and infrastructure software upgrades & patches	State does: - OS patches & upgrades - Basic database support Vendor: - Fixes software defects Assists state with application software and infrastructure software upgrades & patches

(d) Customization, Enhancement, and Corrections (design/configuration/testing support, customization projects, customization tasks, defect correction, installation of customization corrections)

Please see 13.c. above.

(e) Hosting Service (weekly backup, daily backup, hosting of proposed proprietary software solution, IP address owned and provided by Company, maintenance of hosting environment, data security)

If the system is hosted by the state, then the state will handle backups. If the system is vendor hosted, then the vendor must provide robust, secure backup and recovery process and infrastructure.

14. We offer multiple support plan options in addition to the primary support plan we will be proposing. How would you like us to incorporate the additional options and corresponding contract language into our proposal, to provide the agency with the right and option to choose from our full range of support options in the future?

Vendors must clearly define various support plans when submitting their proposal – what is included and the associated costs. The TA is open to vendors providing a "menu" of options.

15. Where information and images can be provided to clarify and serve to answer multiple questions, and/or this content does not fit well in the in-line response format, rather than repeat or cram such supporting information in-line, may vendors include supporting documents at the end of the main RFP response file, and reference specific documents in the in-line answers? If not, please elaborate on where/how such information should be included.

Vendors can provide additional information in appendices/attachments as needed. Vendors ensure they reference the additional document in the appropriate sections.

16. Can you elaborate on any need for mobile inspection/field investigation capabilities? If there is any need, please respond to the following: (a) How many mobile devices would the agency need set up to use on the new system? (b) Would the agency need to use its own devices and mobile service, or could it pursue an all-inclusive solution integrated with its back-office system? (c) In order that we may determine the number of forms that would be integrated into the new mobile system, how many different forms are currently in use in the field? (d) How should pricing for these items be proposed?

The TA is looking to reduce paper forms and the inefficiencies that go along with paper documents. The RMS should support both mobile e-citation process and mobile vehicles inspection process using mobile hand-held devices. The vendor should identify the equipment types, operating systems and operating environment their application fully supports.

The TA envisions 10 paper forms that would need to be integrated into the e-citation and vehicle inspection mobile process.

17. The project management and external monitoring/assessment/reporting requirements, while achievable, may be excessive for the size and scope of this project, and may greatly increase the cost of the project. These requirements will likely double the cost of the project versus our standard and historically successful approaches to managing implementations and support. Is the stated project management approach necessary and required, or is there flexibility on the project management and external monitoring/assessment/reporting requirements in order to reduce costs?

There is flexibility on these items. The agency is open to vendors proposing the methodology, approach, tasks and deliverables that they believe are appropriate to successfully meet the agency's requirements while mitigating

project risks. The agency is interested in focusing resources on the delivery of a system solution rather than "overhead" tasks that contribute little to the end product.

Vendors should describe (including assumptions) their approach to delivering the solution. For example, vendors that use an "agile" methodology might present sub-tasks that involve the "sprint" concept.

The agency encourages vendors to propose a methodology that has been successful and is appropriate for this project. The agency is most interested in meeting their requirements at a reasonable cost.

18. What is the budget for this project? If all cost proposals come in above a certain amount, would this RFP be cancelled? What is that amount? Did the legislature allocate any funds specifically for this project? If so, what is the amount allocated, and when does it need to be used?

See the response to #2 above. If all cost proposals come in above a certain amount the RFP would <u>not</u> necessarily be cancelled. If the proposed solutions are viable, the TA may modify the scope of the project to fit into available funds. In addition, the project is organized into three (3) phases, which represent the priorities. The TA might choose what gets implemented - for example, the TA could implement all of Phase 1 and part of Phase 2 if that is all that fits into the available funds.

This may involve the TA requesting a "best and final" offer from the vendors.

19. Please identify instances where any agency employee has viewed or discussed a potential software application similar to the one being solicited in this RFP in the last 24 months. Please name the vendor(s), dates of contact and describe the nature of the contacts including whether pricing was discussed. Has the agency received any estimates or quotations for the services and software describe in this RFP, and if so, which ones and what were the amounts?

This information is confidential.

20. Sometimes we see that an agency desires to meet an overall schedule but struggles with finding the time to deliver on regularly scheduled items which add up to the total schedule. Given any limited resources on the part of the TA, will 10-day turnarounds on vendor approval requests be met, and where not met, allow for automatic approvals at 10 days in order to stay on schedule? If not, will there be any other mechanism to ensure adherence to the schedule on the Agency's end?

The TA understands this concern and the impact it has on the project and the vendor. The time necessary for reviewing deliverables can vary significantly depending on the type of deliverable. The TA is open to negotiate the review time on the project deliverables. Vendors, using their best judgement, can state their assumptions about review timeframes in their proposal.

21. Requirement 13.3.11 implies that the State shall own all source code. COTS solutions do not typically come with software source code rights, but it is common practice that in the event of termination for breach of contract, insolvency, etc. the software agreement between the agency and the vendor include a provision for the placement of the certain types of code in escrow to be released to the agency upon termination of said agreement. Does the use of escrow for release of source code as described above qualify as an "equivalent" to fulfill this requirement for COTS vendors, or can this requirement be updated to align with COTS practices or removed?

Yes, the use of an escrow account for a COTS solution should meet this requirement.

22. Item 13.3.12.2 outlines unusual escrow requirements, including items which would apparently need to be fully tested by the escrow company in order to meet the requirements. As a vendor that routinely provides escrow for clients, is the TA open to an alternative, more typical escrow agreement?

Yes.

23. Can you please elaborate on the desired public website functionality described in the RFP?

- ***The public facing web portal function (Phase 1) would allow for the submission of new Taxicab Driver applications and the renewal of existing Taxicab Drivers permits following the established permit processing workflow for walk-in applicants and renewals. The web portal will also allow for the payment of the initial Taxicab Driver Permit Fee and Renewal Fee by credit card only.***
- ***The payment of taxicab driver fines would be a Phase 2 requirement of the public facing web portal.***
- ***The public facing web portal would allow for the self-registration function and password reset functionality without the intervention of the TA.***

24. Requirement 13.3.4.1 states that the contractor will be required to have its project management located in Las Vegas for the duration of the project, while requirement 5.4.1.5 says that the agency is open to vendors proposing their approach to the project.

(a) Is it a mandatory or preferred requirement to have staff working on site for the duration of the implementation?

The TA is open to vendors proposing their approach to project management including the amount of time spent onsite and methods of communication. In regards to #13.3.4.1, The TA will <u>not</u> require that the project manager be onsite 100% of the time.

The agency is interested in executing the project in the most effective manner possible and ensuring a quality system is delivered.

(b) How much weight will be given to vendors' onsite presence?

There is not a specific weight for this. The TA will assess the vendor's solution and project plan and approach as a whole. The focus is to implement the appropriate solution at a reasonable cost.

(c) How much additional cost would the TA prefer to invest for onsite presence?

Vendors should propose what they believe is appropriate to achieve a successful project.

(d) To prevent unnecessarily increasing project costs for onsite presence which may be found to be unnecessary, should vendors propose onsite presence as an optional pricing item?

Vendors can do this, however it is not necessary. Vendors should propose what is required for a successful project.

25. Deliverable submission and review sections 5.6 require particular paper processes and documentation for the submission of various deliverables.

a) Is the state open to alternative, proven processes and tools for documenting, reviewing and accepting solutions deliverables?

Yes. We encourage vendors to propose what they believe will be most effective.

b) If a vendor proposes an alternative process and format for deliverable and solution specification acceptance (which may also reduce the costs and waste for conforming to the TA's proposed sign-off forms and process), will that vendor be disqualified?

No, the vendor will not be disqualified. The TA is open to the vendor's proposed approach. If there are concerns, then the TA may negotiate with the vendor.

26. Requirement 13.3.19 states that the agency wishes to maintain a hand in selecting transitioning staff throughout the project. In cases where the workload for an installation is distributed among various members within teams, can the TA elaborate what key personnel roles would need to be designated for this requirement?

This requirement primarily relates to changing out the original staff that the vendor proposes to use on the project. Once the project commences, the concerns center around changes in project management and key technical staff. The other area is maintaining TA domain knowledge throughout the course of the project. For example, a key business analyst leaves the project after they gain knowledge of the TA's business processes and requirements and is replaced with a resource without that knowledge. This can have significant impacts "down-stream".

27. Requirement BR06.40 states that the system shall provide a central email inbox using taxicomplaints@state.nv.us. Can the TA elaborate on the intended functionality for this requirement?

The TA receives email complaints from the general public via this email link which is monitored by TA Dispatch staff and assigned to TA Investigators for resolution. The TA would like this manual process to be incorporated into the RMS solution for tracking, resolution and statistical purposes.

28. Requirement BR10.38 discusses hover technology. Can the TA elaborate on the intended functionality of this requirement, and the specific need(s) which it will satisfy? If a vendor proposes online help functionality accessible by clicking specific sections of the screen, will that be considered valid, or will that be unacceptable?

The hover technology would assist TA staff with specific help information or direction when accessing various application processes without additional help screen accesses. The TA is flexible to other solutions to offer on-line help in all areas of the RMS system.

29. Section 1: Project: Please provide existing documentation for this project? (This could include user's manuals, functional specifications, design specifications, or even memos and e-mails.)

There are not good documents or artifacts beyond this RFP and the attachments.

The COTS application LicenseEase was installed in the 2006 timeframe. With staff turnover since that timeframe, only limited user documentation is available and very little if any technical documentation is available.

There is no technical information available for the MS Access applications.

30. GOALS AND OBJECTIVES: Please provide:

    1. Current number of users and expected number of user's details are required.

The TA expects 50 users of the RMS which includes Administrative staff, Supervisors, Enforcement Staff, Administrative Court staff, Vehicle Inspectors, Dispatch staff and senior Management.

2. Roles privilege matrix is required for all the users.

The Roles/Group matrix will follow the normal IT based minimal privileges to accomplish their task and allow for certain users to be assigned multiple roles.

31. 1.1.8: Can Wireless citation/vehicle inspection can be done through mobile app/website, or any specific device to be integrated with the application?

The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution. Purchase of mobile device hardware is not a requirement of this RFP.

32. Section 1.1.9: 1.What kind of dashboard and frequency of reports (daily, weekly, monthly, quarterly and annual) are required.

a. Any tool is available with TA to create dashboard/Report?
b.

The TA is looking for the RMS system vendor to propose customizable Dashboard style views based upon job functions, with Supervisor views of their staffs tasks and status and Management staff with views of daily agency operations, all configured/assigned by the TA system administrator.

b. Need information on types of reports.

Licensing Supervisor – Dashboard displays permit application outstanding and status, web portal applications submitted and status etc.

Chief Investigator – Investigators in the field, Citations written, Citations waiting for approval, Court Calendar etc.

33. 5.1 Project: Phase 1 Permitting: Please provide more clarity on the content and UI design for driver permits portal.

The Permitting UI should provide an easy to read data entry style format with minimal screen changes and allow the TA System Administrator to configure new fields within the application including the UI.

34. 3.1 .1 Project: Phase 1 Permitting: What is the technology preference based on the current infrastructure availability?

The TA is somewhat open on the technology, as long as it is mainstream and meets industry standards.

TA Desktops utilize the Windows 7 operating system. In terms of hosting applications, the TA is open to both State hosted or vendor hosted as well as cloud based solutions. The TA will evaluate the merits of each. The State hosting options include:

- ***The TA hosting on agency servers (purchase new server);***
- ***or EITS (Enterprise Information Technology Services) hosting on a virtual server in the State server farm facility.***
- ***Systems hosted on State servers should run on a Windows Server environment however, the TA is open to discuss other platforms***

35. 3.1 .1 Project: Phase 1 Permitting- Medallions: How would the unique id be generated? Will it be random pick or sequential or User has a choice on his own?

The Medallions numbering schemes for each Taxicab Company are controlled by the TA along with the Medallion color. The TA has an inventory of non-issued (replacement) Medallions for each Taxicab Company in the event Medallions are lost, damaged or stolen. The current Medallion inventory is maintained in a Microsoft Access Database.

36. 3.1 .1 Project: Phase 1 Permitting: Can user select his appointment date /annual retraining online, if it is not system generated?

Driver Safety training classes are held each Wednesday at 9:00 am; 10:00 am; 1:00 pm; and 2:00 pm. The classes are 1 hour (+/-) in duration. The driver's renewal date will dictate the class options the driver has to schedule his class.

Driver Awareness training classes are held on Tuesdays and Thursdays in eight-hour sessions, with a final exam conducted at the end of the class. New applicants are scheduled into this class but may opt to attend class on another day if a scheduling conflict arises.

37. 3.1.1.4 Payment Processing & Accounts Receivable; Are we going to use payment gateway and what level of security needed?

Wells Fargo is the current credit card processor for the TA and the State of Nevada. The vendor should interface with their payment gateway product CyberSource.

38. 3.2.10 Complaints- Are the status of the complaints tracked online? Can the complaints evidence and other related documents submitted online?

No, the complaints are not tracked online. The Nevada Taxicab Authority website contains a complaint (http://taxi.nv.gov/Complaints/complaint_form/Complaint/Incident_Affidavit/) web form. This web form when completed and Submitted is sent to the taxicomplaint@state.nv.us mailbox for logging, review and possible investigation.

39. 3.2.12 Revenue Collection and Cash Management: Are refunds and adjustments can be handled in cash for any case?

No, cash is never refunded. All refund checks are issued through the State of Nevada accounting system.

40. 3.4.1: Which version of Oracle application server is used? Which version of Oracle database server is used?

Oracle Application Server Enterprise Edition 10g and Oracle Database Server Standard Edition 10g.

41. 3.4.1: Please provide current data volume details required for every application.

LicenseEase is a COTS program which includes an Oracle Database 10g (10.2.0). The Hearings Database (12.6 MB), Events Database (256 MB), Vehicle Database (7 MB) and the Medallion Database are Access 2007 Databases.

42. 3.4.2: Need more information on the driver testing application

The initial taxicab drivers test is a computer based multiple choice test with 15 questions consisting of general tourist destination locations, general math question and general alphabet questions.

43. 3.4.3: What is MS-Access version?

MS Access 2007

44. Please provide more clarity on the process to access non migrated data (external systems).

No external data will be migrated.

45. Any specific model of mobile devices/scanners procured by the TA, or the feature can be implemented as smart mobile app and can be downloaded to use in any mobile to serve the feature.

The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution.

46. Can users have online chat features? Does any video/audio demo to the new applicant /users visiting the website required?

An Online Chat feature is not required. A web portal help video showing the new applicant and renewal process is not required for the Taxicab Drivers web portal but is a vendor option.

47. Does the site need multilingual support for this website?

No, the website does not need multilingual support for the Taxicab Drivers web portal.

48. Does the site need a blog or forum? Does the social sharing features built in required?

No, the site does not need a blog or forum. Social Sharing features are not required.

49. Does the site require printer friendly options?

The Taxicab Drivers web portal should provide a facility to email and print receipts for any payment processing.

50. Do internal site search feature required?

No, an internal search feature for the Taxicab Drivers web portal is not required but is a vendor option.

51. Reference: Security Standards, 4.5.1 - System must meet State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A.

Question: Are Proponent's bound to all terms and conditions outlined in NRS 205.4742 and NRS 603A or only terms around transmission of personal information. There are many terms and conditions in these links that do not apply to cloud-based solutions. Additionally, TA has outlined transmission requirements in Attachment K 'Requirements Matrix'. Therefore would TA please remove requirement 4.5.1?

The TA cannot remove the requirements identified in 4.5.1. In general, the TA does not want to enforce security requirements that are not relevant to the particular solution that is presented. Vendors can present their exceptions to the security standards in their proposals which will be reviewed by the Enterprise Information Technology Services' CIO and the Attorney General's Office.

52. Reference: Security Standards, 4.5.9 - 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.

Question: We are not able to access NRS and NAC 239, Records Management. Cloud Service Provider (CSP) maintains our own company Media Handling Policy which includes destruction of processing equipment. For instance, Corporate and Production backup tapes which are bad, failing or expired are retained in secure storage within the dedicated CSP data center space for future onsite destruction. CSP receives a certificate of destruction from the mobile destruction vendor. Therefore would TA please allow CSPs to respond with their own Media Handling Policy to meet this requirement?

Yes, CSPs as well as other vendors can respond with their own media handling policy.

53. Reference: 13.3.11 - Source Code Ownership

Question: For PaaS/SaaS solutions, a Cloud Services Provider (CSP) would be responsible for maintaining access in terms of performance and availability to TA's data.. TA's data would be owned by TA. TA would have access to its data and metadata, but not all of the PaaS/SaaS solution source code. TA would have full rights to extract their data at any time during the subscription service. However, PaaS/SaaS CSP does not typically offer system source code because it is inapplicable to software delivered as a service subscription through a multitenant architecture. While it is possible to provide the source code in an escrow account for a configured solution, the source code would only be able to operate in the CSP's PaaS/SaaS environment. Therefore, can TA remove the source code requirements or consider it not applicable to cloud solutions?

Vendors providing cloud solutions (PaaS/SaaS) will not be required to provide source code. They must provide the TA all its data (and electron documents) in a format that can be accessed and potentially loaded into another system.

54. Reference: 4.5.10 - 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".

Question: We assume a SaaS COTS solution does not meet TA's definition of a software development project. For instance, requirement 4.5.10.1 states the production environment must be established on State systems. Would TA please remove requirement 4.5.10 and the requirements under 4.5.10 or would TA consider those requirements not applicable to cloud solutions?

Requirement 4.5.10 does not apply to cloud solutions, in that the vendor would not need to physically establish the described environments on state systems. Cloud and COTS vendors are expected to follow appropriate best practices in terms of managing and securing their development, test and production environments.

55. Reference: Attachment D - Contract Form, 9. INSPECTION & AUDIT

Question: As a multi-tenant cloud service provider, we do not typically offer a Right to Audit clause as part of the base service offering. As a multi-tenant service, compartmentalization is virtual, not physical. Annual site visits can be arranged at TA's expense, but in consideration of our other customers, random access cannot be permitted. We have third party auditors that inspect and review our security. We undergo annual audits for compliance with additional frameworks such as SSAE 16 SOC 1, SOC 2, SOC 3, ISO 27001, and PCI-DSS Level 1. The results of these audits can be provided to TA as desired under NDA. Is this acceptable to meeting TA's requirements?

These should be acceptable but will be reviewed by the Attorney General's Office before being agreed to.

56. Reference: Attachment K - Requirements Matrix. BR10.41 - The system shall allow encryption of all data elements.

Question: The Cloud Service Provider (CSP) provides capabilities that would allow TA to encrypt its data. CSP encryption offers native platform encryption and key management features. TA's data would be encrypted at rest using a hardware security module-based key derivation system. Examples of encrypted items include, files, attachments, email attachments, certain standard and custom fields, knowledge articles, etc. Would TA please define what 'all' data elements mean? Would CSP's explanation above meet TA's goal for requirement BR10.41?

The primary requirement is to encrypt sensitive Personal Identifiable Information (PII), such as social security numbers. The explanation above appears to satisfy this requirement.

57. Reference: Attachment K - Requirements Matrix BR10.54 - A proposed cloud-ready solution shall have encryption on all storage devices.

Question: In a cloud-based, multi-tenant environment, multiple customers share a single database. The PaaS/SaaS offering provides encryption capabilities to encrypt TA's stored data at the field level in the database, however, whole database encryption is not supported. If TA is able to encrypt its data put into the cloud PaaS/SaaS service, but not encrypt the entire underlying PaaS/SaaS database, will this meet TA's 's requirement?

The intent of this requirement was to make sure the data was encrypted if not through the application then by the hardware. If the vendor's solution is encrypted by the application then this could be 'Desired' a desired requirement.

58. Reference: General

Question: If a requirement in TA's requested response format is not applicable to a SaaS model, how do we respond that it is not applicable without our evaluation being negatively impacted?

Vendors can add attachments or appendices to their proposals to present their information in a manner that properly describes their solution, how it meets the TA's requirements and the associated costs. The vendor will need to include the appropriate references in their proposal so the TA evaluators can easily locate the information. In terms of the Project Costs spreadsheet (Attachment J) vendors can add cost details and descriptive information as appropriate.

59. Reference: Section 3.2.12.4

Question: Does the TA have a preferred vendor for payment processing? Does the TA use any sort of payment gateway currently? If so, which one. Does the TA expect to integrate with a statewide financials system for these payments (receivables)?

Please see the answer to question #9. The TA's preference is to use the state's current payment platform vendor – Wells Fargo Cybersource.

The new TA system will not have a direct interface to the statewide financial system (Advantage).

60. Reference: Section 3.6.4

Question: Can the TA confirm that the total number of users that need to access the system is 64. Or are there other users expected to use the system.

The Taxicab Authority expects the total number of TA users to be 50.

61. Reference: BR02.16 - The system shall allow for scanning and uploading of submitted certificate holder documents, i.e., interventions, pleadings, insurance documentation, etc.

Question: Does the TA already have a scanning solution to scan documents? If so, which one. Also, does the TA intend to scan documents simply to attach them digitally to the RMS?

The Taxicab Authority does not have a scanning solution to scan and index documents.

Yes, the Taxicab Authority intends to scan certain historical documents and attach them digitally to the RMS for viewing on Taxicab Company Portal.

62. Reference: General

Question: Does the TA require the reporting component of the RMS to be able to report on data from multiple data sources over and above the data in the RMS? Does the TA require advanced analytics that mashed up data from the RMS and other data sources? If so, can you reply with examples of those reports and report structures.

No, The Taxicab Authority reporting module of the RMS is expected to report on any data element within the RMS.

No, The Taxicab Authority expects advanced analytics only from data from the RMS.

63. What are the Timeline's for 3 phases mentioned in the RFP."

Based on 3.1 Project section of RFP-3422, the vendor should identify the timeline they feel comfortable with in completing each Phase including the go-live portion of each Phase.

64. What will be the project location?

The project location is the Taxicab Authority office in Las Vegas.

65. What is the legacy data format and size within the system as a part of migration i.e. LicenseEase, Inspections database, Events/dispatch database, Hearing database etc.

LicenseEase is a COTS program which includes an Oracle Database 10g (10.2.0). The Hearings Database (12.6 MB), Events Database (256 MB), Vehicle Database (7 MB) and the Medallion Database are Access 2007 Databases.

66. Mobile devices are available with the department or bidder need to provide the same?

The TA does not use mobile devices at this time; therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution. Purchase of mobile device hardware is not a requirement of this RFP.

67. As mentioned in the RFP there are 16 companies, how many users per company will be using the system?

The Taxicab Company drivers will only be using the Taxicab Driver web portal to renew their Driver Permits or pay citations. There are an estimated 9,000 taxicab drivers in Clark County. For the Taxicab Company web portal, it is estimated the number of management employees accessing that web portal is 35.

68. Please share the number of users who will be accessing the solution, both for Document management system and Workflow system separately. Newgen provides user licenses in the following formats: Named users; Dedicated users who will be working on the solution with individual login credentials; and Concurrent users: The total number of users who will be logged in the system simultaneously.

The number of users for the RMS system is estimated at 50 users of which 10 would be supervisory staff. Max concurrent users would be 25.

Supervisory staff should have the ability to monitor workflow queues and the TA System Administrator should have the ability to create, modify, delete and manage Workflow and Workflow queues.

69. The RFP states that there are 9000 drivers presently, what is the percentage increase annually?

The number of drivers entering the Taxicab Industry has declined over the past year.

70. For Enforcement/investigations is there a need for case management capabilities in the system to create case files and assign tasks to multiple users for actions, tracking of case file and assigned tasks etc.

The terminology used currently by the Taxicab Authority is an Event # given to each Item handled by the TA Dispatch which includes citations issued, complaints received, assigned and follow-up. Body Camera video files and in-car video files may also be included.

71. We assume there is a huge volume of documents linked to every case file. The system should have a inbuilt Document Management system?

One of the goals of the RFP is to provide document management functionality to reduce the amount of paper based records, and automate workflow tasks that are currently inefficient and/or being performed manually.

72. Finger Print devices are available with the department or bidder need to provide the same?

Finger Print devices are not required in the RFP.

73. Is there a need for High Availability of systems?

The TA is a 24x7 operation. However, most staff works standard business hours, Monday-Friday, 7am – 5 pm. One dispatch person and 4-7 investigators (working in the field) will be on duty at any given time outside normal

business hours. The TA prefers a high availability, however, we are open to other levels of availability as long as there is a low risk of outage for an extended period of time. The TA will consider the costs/benefits of various solutions.

74. Do we need a calendar in the system with capability of case specific and user specific calendar displaying important dates like court hearing?

- ***An Administrative Court calendar is required for the Enforcement Investigators to schedule Administrative Court dates during the issuance of a citation to a Taxicab Driver.***
- ***In the new RMS system the vendor will need to supply an Administrative Court calendar function that provides update capabilities from hand held devices as well as Dispatch assigned.***
- ***A court docket document is also required to be generated prior to each court date that identifies the Taxicab Drivers Name and Permit Number scheduled for each time slot for that Administrative court day.***

75. We understand that court hearings will be from court however taxi authority will maintain documents and information from the court. Do we need any integration with any court system?

The Taxicab Authority Administrative Court does not interface with any other court system.

76. For drivers to make payment from the portal, TA have a payment gateway or bidder need to propose.

Please see the answers to questions #9 and #59 above.

77. What are the requirements for Mobile application ,please describe? How many mobile users will be accessing the solution through mobile?

Please refer to BR04-01 – BR04-145, and BR05-01 and BR05-42 for mobile device requirements for the TA Enforcement staff and Vehicle Inspection staff.

78. Mobile devices should be with mobile application for users to generate citation, search DB for records etc.?

Yes.

79. List the names of processes to be automated through mobile devices? Please provide the details

Please refer to BR04-01 – BR04-145, and BR05-01 and BR05-42 for mobile device requirements for the TA Enforcement staff and Vehicle Inspection staff.

80. Is there any system for Account receivable presently in use.

Yes, in the LicenseEase application there is an Accounts Receivable module.

81. Do you want to initiate new cases from mobile at the field level or just approvals need to be provided from mobile.

Please refer to BR04-01 – BR04-145, and BR05-01 and BR05-42 for mobile device requirements for the TA Enforcement staff and Vehicle Inspection staff.

82. What are the requirements for smart phone app for Permit Holder payment processing activities.

There is no requirement for a smart phone app at this time, just a web portal.

83. Do you want to integrate system from telephony system. Please provide the details.

Not required for this RFP.

84. Is there any Requirement of Warehouse/Physical Records management System i.e both for physical and electronic record management? How many Record Administrators will be there?

There is no requirement for a physical records management system. There are no positions designated as Record Administrators.

85. Is there any compliance requirement of retention and disposal of the documents based on regulatory mandates (Ex. Agreements to be archived for 7 years). Please share some sample requirements.

Yes, the State of Nevada has a Document Retention Schedule. See embedded document below.

Licensing_Taxicab_RR
.pdf

86. The system shall provide for bar code (or similar) tracking and medallion management, please explain what activities need to be performed within system?

The TA Taxicab Driver Permits include a color photo of the driver, a unique TA Permit #, physical descriptors, expiration dates, additional information, and an electronic signature of the Administrator in blue, with fonts in black and red. A new requirement will be the printing of a barcode (format to be determined) of the Taxicab Drivers Permit Number on the printed permit form for scanning by wireless hand-held devices and/or wired barcode scanners. This barcode when scanned by a wireless device would Auto-populate field with the Taxicab Driver information onto the wireless device.

87. The system shall provide for an Electronic signature acceptance process on the web portal.

There are several forms the TA uses in the Taxicab Driver Permitting process that require the application to sign. The vendor should provide a facility for a Taxicab driver using the web portal to electronically sign documents requiring a signature.

88. Provide clarity on electronic signature requirement"

Refer to answer to Question 87.

89. Are you looking for on premise or cloud deployment?

The TA is open to both types of solutions.

90. Is there also requirement for scanning solution? if yes, How many scanning stations required?

One of the goals of the RMS project is to reduce paper forms with web forms or digitized forms replacing paper documents wherever possible. A Phase 3 requirement for the a Taxicab Company portal will require scanning of specific Taxicab Company historical documents as part of each company's history.

91. How many documents need to be scanned? Are you also looking for scanning activities to be performed by vendor?

- ***Under 100 historical documents.***
- ***No, we are looking for the vendor to scan documents.***

92. Please provide details on the duration and type of training required.

The TA is open to the approach (e.g. train the trainer) and amount of training. The training must be thorough and enable users to effectively utilize the system from go-live. Also, the User Acceptance Testing (UAT) team must be trained to the level where they can effectively perform UAT.

93. The Source code of the Software Product shall be retained by the Licensor . However the Source code of the base product of the Licensed Software Products can be deposited with Escrow Agent, NCC, with a Tri Party Agreement making the Customer as the beneficiary

The TA will accept that approach.

94. Please provide the tenure of support (years) that you require after successful roll out of project.

This can vary depending of the type of solution the vendor is proposing. In general the TA would like to see support for at least one (1) after go-live. The TA understands the will be a cost for ongoing support.

95. Please describe the Account receivable process in detail along with flowchart.

The TA needs the ability to process payments related to permit fees (original and renewals), penalties and fines. Key processes include:

- ***Accept and process payments***
  - ***Apply payment to an individual or company account in the system***
  - ***Track the payment history details***
  - ***Generate customer receipts***
- ***Setup receivable records for individuals or companies for amounts due, with due dates***
- ***Generate delinquency notices***
- ***Generate a receivable aging reports***
- ***Establish payment schedule for fines and penalties***
- ***Generate reconciliation reports***

96. The proposed Newgen solution comes with an environment package which would allow to create up to five non production environment instance (Test, Development, UAT, Staging and DR). Is there requirement of any additional environment beyond these environment?

No.

97. What is the agency's record retention schedule, and what are the business rules associated with that schedule? (BR04.13/BR04.14)

The Taxicab Authority follows the State of Nevada Document Retention Schedule. The vendor solution should provide the ability for the Taxicab Authority System Administer to add, modify, and delete Business Rules within the RMS. See document embedded below Question 85 above.

98. Is the agency wanting the ability to cut and paste information from field to field, or more like a narrative and/or text found in a Word document tied to the event? (BR06.24)

Cut and Paste information ability from field to field.

99. What pertinent information are you wanting to capture from callers, specifically? (BR06.54)

Date, Time, Calling Number, Description of the Complaint, Taxicab Company, Taxicab Number, Taxicab Driver Permit Number, etc.

100. Do you have more than one dispatch position live at any given time? If so how many? Do you want to have the Dispatch software available at more than one seat?

There is only one active Dispatch operator per shift but there are two Dispatch workstations within Dispatch and the Dispatch operator may move locations in the event of PC equipment issues.

101. How many officers will be issuing e-citations using the Brazos solution?

- ***The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution.***
- ***It is anticipated that four Investigators per shift will be utilizing e-citation devices.***

102. Will the mobile units be TC70/75 handhelds, tablets/MDCs, or a combination of both and how many total devices? Is the TA desire to have each officer equipped with their own set of handheld and printer or equip each vehicle? How many vehicles?

The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution.

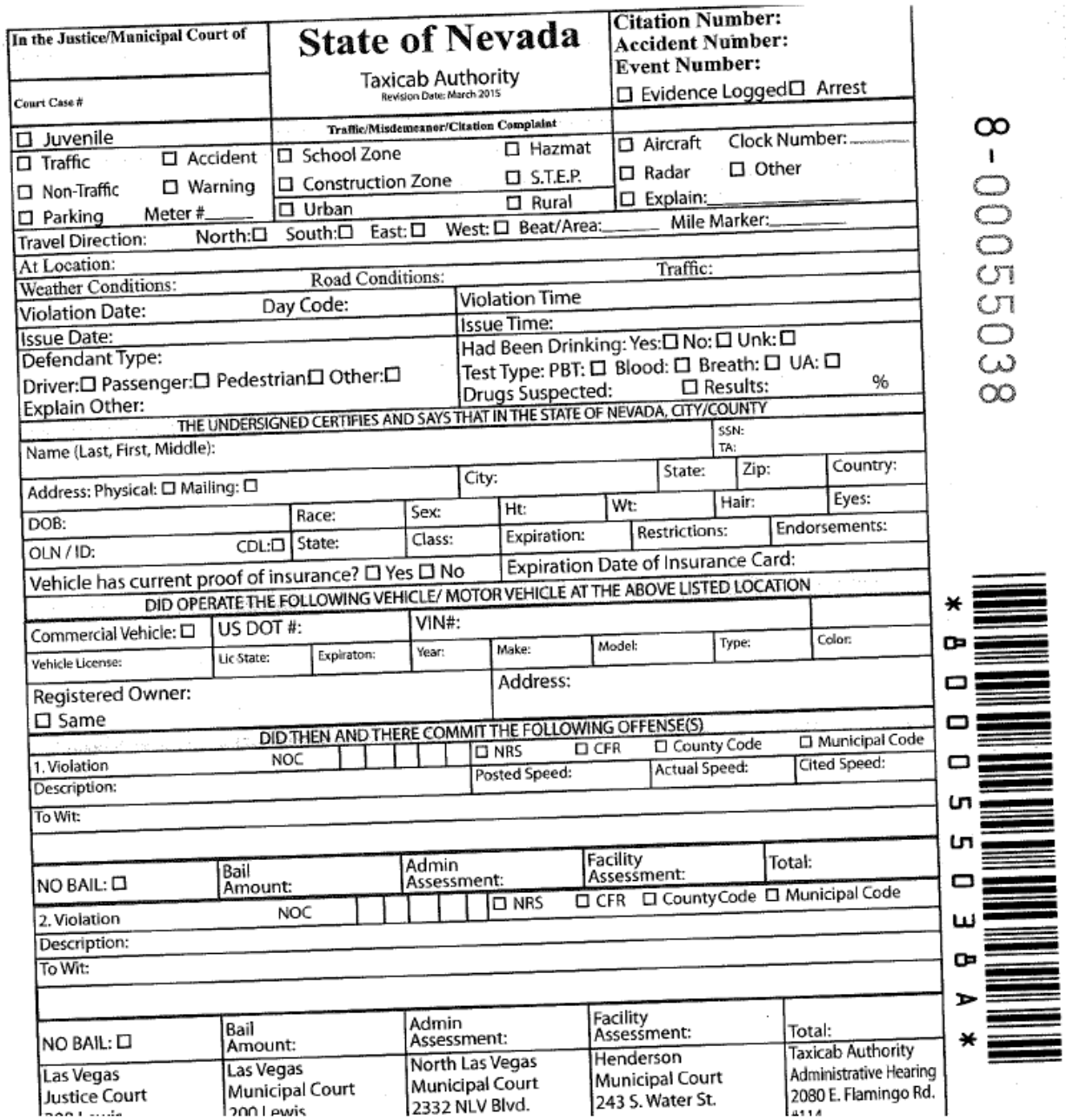
103. Does the Taxicab Authority prefer a 4" printout or 8 1/2x11" for the e-citations and forms?

The TA does not use mobile devices at this time, therefore the vendor must identify which mobile devices and mobile operating system their system fully supports. The vendor should also provide a detailed overview of how their system works with the mobile devices to achieve the TA proposed solution.

104. Can we get a sample of the existing citation layout?

Yes. See sample below.

Current Citation Layout



In the Justice/Municipal Court of

Court Case #

State of Nevada
Taxicab Authority
Revision Date: March 2015

Citation Number:
Accident Number:
Event Number:
☐ Evidence Logged ☐ Arrest

Traffic/Misdemeanor/Citation Complaint

☐ Juvenile
☐ Traffic ☐ Accident
☐ Non-Traffic ☐ Warning
☐ Parking Meter #_____

☐ School Zone ☐ Hazmat
☐ Construction Zone ☐ S.T.E.P.
☐ Urban ☐ Rural

☐ Aircraft Clock Number: _____
☐ Radar ☐ Other
☐ Explain: _____

Travel Direction: North: ☐ South: ☐ East: ☐ West: ☐ Beat/Area: _____ Mile Marker: _____
At Location:
Weather Conditions: Road Conditions: Traffic:
Violation Date: Day Code: Violation Time
Issue Date: Issue Time:
Defendant Type:
Driver: ☐ Passenger: ☐ Pedestrian ☐ Other: ☐
Explain Other:
Had Been Drinking: Yes: ☐ No: ☐ Unk: ☐
Test Type: PBT: ☐ Blood: ☐ Breath: ☐ UA: ☐
Drugs Suspected: ☐ Results: %

THE UNDERSIGNED CERTIFIES AND SAYS THAT IN THE STATE OF NEVADA, CITY/COUNTY

Name (Last, First, Middle): SSN: TA:
Address: Physical: ☐ Mailing: ☐ City: State: Zip: Country:
DOB: Race: Sex: Ht: Wt: Hair: Eyes:
OLN / ID: CDL: ☐ State: Class: Expiration: Restrictions: Endorsements:
Vehicle has current proof of insurance? ☐ Yes ☐ No Expiration Date of Insurance Card:

DID OPERATE THE FOLLOWING VEHICLE/ MOTOR VEHICLE AT THE ABOVE LISTED LOCATION

Commercial Vehicle: ☐ US DOT #: VIN#:
Vehicle License: Lic State: Expiraton: Year: Make: Model: Type: Color:
Registered Owner:
☐ Same
Address:

DID THEN AND THERE COMMIT THE FOLLOWING OFFENSE(S)

1. Violation NOC ☐ NRS ☐ CFR ☐ County Code ☐ Municipal Code
Description: Posted Speed: Actual Speed: Cited Speed:
To Wit:

NO BAIL: ☐ Bail Amount: Admin Assessment: Facility Assessment: Total:

2. Violation NOC ☐ NRS ☐ CFR ☐ County Code ☐ Municipal Code
Description:
To Wit:

NO BAIL: ☐ Bail Amount: Admin Assessment: Facility Assessment: Total:

Las Vegas Justice Court
Las Vegas Municipal Court 200 Lewis
North Las Vegas Municipal Court 2332 NLV Blvd.
Henderson Municipal Court 243 S. Water St.
Taxicab Authority Administrative Hearing 2080 E. Flamingo Rd. #114

8-0005503 8
8 0 0 0 5 5 0 3 8 A

ATTACHMENT A – Additional Information on Wells Fargo Payment Gateway

Below is additional information on the Wells Fargo Payment Gateway (CyberSource) integration methods.

Integration Methods

Each Integration Method features a different way for payment information to enter CyberSource's system. We offer fast and simple methods and more advanced options that provide greater flexibility and control. Determine which Integration Method best matches your business' needs, learn how each method works, its advantages, and the technical skills required.

Secure Acceptance Web / Mobile

Accept payments from any browser – web or mobile, while benefiting from language packs and other easily configurable options. Hosted payment solution, allowing card data to bypass merchant's network and travel directly from end-user consumer to Cybersource, greatly simplifying the PCI compliance process.

http://apps.cybersource.com/library/documentation/dev_guides/Secure_Acceptance_WM/html/wwhelp/wwhimpl/js/html/wwhelp.htm

Secure Acceptance Silent Order POST

Host your own order page and post payment data to CyberSource to process each transaction. Direct post solution, allowing card data to buypass merchant's network and travel directly from end-user consumer to Cybersource, greatly simplifying the PCI compliance process. Support full customization.

http://apps.cybersource.com/library/documentation/dev_guides/Secure_Acceptance_SOP/html/wwhelp/wwhimpl/js/html/wwhelp.htm

SOAP Toolkit API

Scalability, full range of services & more control for developers. You build your own client software to have scalability, rull range of services and great control over buying experience. Access to all Cybersource transaction services. Any code or technology able to build a SOAP message or consume a web-service may be integrated due to the open-source nation of this solution.

http://www.cybersource.com/developers/integration_methods/simple_order_and_soap_toolkit_api/soap_api/html/wwhelp/wwhimpl/js/html/wwhelp.htm

Recurring Billing (Subscription ID/tokenization)

Consolidate one-time and recurring payment processing on a single platform. CyberSource Recurring Billing supports subscription and installment payments, enabling billing via multiple payment options in numerous currencies. Sensitive payment information is stored in secure datacenters, reducing data storage risks.

http://apps.cybersource.com/library/documentation/sbc/SB_Reporting_UG/html/wwhelp/wwhimpl/js/html/wwhelp.htm#href=cover.html

Reporting API

In addition to the pre-defined reports in the previous chapter, the Business Center offers on-demand reports. On-demand means that these reports are not automatically generated every day (or week or month), but that you can request them at any time. You can obtain on-demand reports by downloading in the Business Center, using a Client Application or Query API.

Reporting & Reconciliation Implementation Guides

Reporting Developer Guide

View | Download

Merchant Account Reports Developer Guide

View | Download

Merchant Account Reports User Guide

View | Download

Gateway Developers Guides For Card and eCheck services

Credit Card Services Using the Simple Order API: View | Download

Card-Present Processing Using the Simple Order API (Supplement to *Credit Card Services Using the Simple Order API*): View | Download

Electronic Check Services for the Simple Order API: View | Download

ALL ELSE REMAINS THE SAME FOR RFP 3422.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: GL Suite, Inc. DBA GL Solutions

Authorized Signature:

Title: CEO Date: 6/8/2017

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 3422
RFP TITLE:	Taxicab Authority Records Management Modernization Project (RMS)
DATE OF AMENDMENT:	May 31, 2017
DATE OF RFP RELEASE:	April 12, 2017
OPENING DATE:	June 15, 2017
OPENING TIME:	2:00 PM
CONTACT:	Marti Marsh, Procurement Staff Member

The following shall be a part of RFP 3422**.** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

1. Section 5.3 Phase 3. Will the taxicab company portal be for all taxicab companies?

   Yes, but each taxicab company will require their own unique sign-on and must be secure to prevent another taxicab company from access to their data.

   - ***Although there are 16 taxicab companies there are 8 ownership groups. The taxicab company portal may be divided by Ownership Group or Taxicab Company.***

2. In the RFP Cost Tables, we do not see a tab for COTS software, neither Subscription, nor, Traditional Perpetual License and Maintenance. Would the State please advise as to how they would like Vendors to itemize COTS Software in the Cost proposal?

Vendors can utilize the tab labeled:" 7.1.11 Annual Prod Lic-Main Sch". This is the "Annual Product Licensing and Maintenance Schedule".

Vendors should clearly label cost components (e.g. COTS Licenses, Subscription, Hosting Fees, etc.). Vendors are encourages to add appropriate narrative to the Cost Tables to ensure cost components are clear. Vendors can also provide an "introduction" section to the Cost Proposal to provide additional descriptive information.

3. Does the State distinguish Prime from Subcontractor References? Are 5 total references expected, or are 5 references required from each contractor?

Contractor and subcontractor references will be evaluated as outlined in Section 6.1 of the RFP. Per Section 6.2.1.4, the same information for any proposed subcontractors as outlined in Section 6.1 Vendor Information must be provided. That means a minimum of 5 references each, not combined.

4. Does the State expect a separate pricing attachment – Attachment J – for each hosting/subscription model?

Yes, the vendor should include separate Project Cost sheets for each of their proposed hosting/subscription models. Vendors should also provide a description of each of the models so that the cost, scope and terms are clear to the State. They should all be included in the same cost proposal envelope.

5. How many named back office users and field/mobile users do you expect to use the new system (please identify number of named users by system component)?

Permitting – 6
Medallions – 1
Court – 3
Vehicle Inspectors (Mobile) – 7 (2 Shifts)
Enforcement (Mobile) - 17 (3 Shifts)
Dispatch – 6 (3 Shifts)
Management – 4
IT – 1
Financial - 2

6. In section 5.4.1.9 there is a list of current forms. Can the State provide a hardcopy or link to each of these forms?

The Citation form was included in Amendment #1 (Question #104). Copies of the other forms are contained in the embedded document below.

Amendment 2
RFP3422 - TA_Forms_

7. In Section 5.4 there is a list of Systems that data will be migrated from. Can the state provide a data element dictionary for this data or a sample data set for each system to be migrated?

As indicated there is no documentation for the Microsoft Access databases. The LicenseEase COTS program does not have a data dictionary available and the database schema cannot be published to the general public (due to confidentiality requirement).

LicenseEase COTS Program – Oracle Database 10g
Medallion Database – Microsoft Access 2007 Database
Hearings Database – Microsoft Access 2007 Database
Events Database – Microsoft Access 2007 Database
Vehicle Database – Microsoft Access 2007 Database

8. Section 11.2.3 - Format and Content for Part I A - Technical Proposal of the RFP and Section 14 - Submission Checklist appear to contain conflicting information. Section 11.2.3 outlines a different set and order of required information than Section 14. For the sake of accuracy and to avoid any potential requirements being missed resulting in a non-responsive determination of a proposal, which section should be referenced when compiling the RFP response?

Revised Submission Checklist is embedded below.

Section 14. Revised
Submission Checklist.c

Note: The Revised Submission Checklist shows two tabs not listed in Section 11.2.3 – Tab X Preliminary Project Plan and Tab XI Requirements Matrix. Vendors must include these two tabs in their proposals.

9. Section 4.5.10.1 states that separate environments for development, testing and production must be established on State systems. Typically, even in an agency-hosted scenario, development environments would be maintained on the contractor's system in order to guarantee efficiency in vendor access and work. Would this be an acceptable approach?

Yes. The State is interested in utilizing the most cost effective and efficient approach to meet its requirements. For additional information see the answer to Amendment 1, Question #54.

10. Section 3.1 breaks down 3 different phases that the TA wishes to accomplish within the scope of this project.

(a) Is there any specific expectation for when each phase will be completed, or is the purpose of the 3 phases to place a priority on the desired functionality of the proposed system?

The purpose of the 3 phases to place a priority on the desired functionality of the proposed system. The completion of Phase 1 will also allow the elimination of legacy system licensing fees and other support.

(b) Is the expectation to go live with the completion of each specific phase? Or is the expectation to go live after all 3 phases have been completed?

The expectation to go live with the completion of each specific phase.

(c) Is the expectation that the phases will be priced independently, to allow the TA to pursue them independently based on cost?

The TA's intension is to use the same vendor for all three phases. By pricing each phase independently it allows the TA to prioritize which functionality is implemented first, given current available funding.

11. BR10.45 of the Requirements Matrix indicates "The system shall provide a browser based platform for all functions in this RFP". While GL Suite is a web-based platform, including browsers on mobile devices, the use of wireless handheld technology in may utilize true mobile apps rather than browsers to allow offline functionality. Would it be correct to assume that this functionality would not be included in the requirement to be web-based?

BR10.45 refers to the Workflow Schedulers in part and <u>does not restrict</u> a vendor's wireless handheld technology to that requirement. Vendors can utilize mobile applications for off-line functionality on mobile devices.

12. BR01.01 discusses text message notifications. Please estimate the average number of text messages to be sent in an average day, week, month, or year; or a maximum number of texts to be assumed.

The text message notification process would be used to inform taxicab drivers of scheduled appointments times for the continuation of their permit processing. It may also be used to remind taxicab drivers of pending permit renewals.

13. In question 27 of amendment 1, the TA's response to the functionality of BR06.40 regarding the central email inbox mentioned that "The TA would like this manual process to be incorporated into the RMS solution for tracking, resolution and statistical purposes."

(a) Please elaborate on which components are to be automated.

See response under (b) below.

(b) Does the TA expect for this manual process to become automated?

The TA envisions that incoming e-mail to the Complaints mail box will be visible and readable on the Dispatch Dashboard. The dispatcher would read and interrupt the e-mail and assign the e-mail (as a component to a complaint record) to an investigator or other TA staff member for follow-up and possible action. Each of these steps should be time-stamped and tracked by the system showing the staff members assigned and timeframe of completion.

(c) Or does the TA expect Dispatch staff to continually manually monitor the inbox, manually assign Investigators, and perform other described functions manually?

The TA staff will continue to manually monitor the "complaints" inbox.

14. Assuming the second and final round of questions is answered on May 31, this gives vendors two weeks to submit responses before the response due date. In order to provide vendors sufficient time to create, adjust, and produce fully-informed and quality responses, if any final answers are delayed beyond May 31, will the State adjust the

schedule to provide at least two weeks between these answers and the RFP response due date? (It would be most helpful if this question can be answered as soon as possible, in advance of other questions.)

Yes.

15. Section 4.6 (Requirements Matrix): In this subsection, the RFP lists out all conditions and descriptions as they apply to the different categorizations that vendors can employ to respond to each System Requirement. Please verify that the only category not requiring an explanation or description is that for "W". Workflow or System Configuration Required.

The TA envisions that most Workflow and System Configuration Required can be perform by the TA System Administrator when properly trained. If a Workflow or System Configuration Required feature must be performed by the vendor only that information should be noted.

16. BR01.16: The system shall provide an electronic signature process for applicant signature capture.

a. What is the use case that the State is expecting "electronic signatures" to be employed? We'd like to confirm that the state is interested in electronic signatures and not digital signatures as explained here: https://www.assuresign.com/electronic-signatures-vs- digital-signatures/

The TA is looking to replace paper forms wherever possible but several forms currently require the applicant to sign the paper forms. The State is expecting to capture "electronic signatures", i.e. hand-written on a screen using finger or stylus pen. The primary use cases are:

- ***a. Signature in the field on mobile device***
  - ***i. Citation, including associated forms***
  - ***ii. Inspections, including associated forms***
- ***b. TA front office – front counter and kiosk***
  - ***i. Driver permit applications, including associated forms***
  - ***ii. Driver permit renewals, including associated forms***

b. Similar verbiage is included in requirement BR01.30

See answer to "a." above.

17. BR01.81 The system shall send clearance letter to the customer correspondence management system.

a. Could you please describe what is meant by "the customer correspondence management system"? Is this a 3rd party system in use by the TA that Accela would need to be integrated to or is this a general reference to the proposed solution's inherent capabilities for sending outbound communication via email, print, SMS, online, etc.?

See answer to "b." below.

b. Similar verbiage is included in requirements BR01.87, BR01.92, BR01.93 and BR01.97

The customer correspondence management system is just a general term and not a third party software used by the TA. The Clearance letter is used for notification to a taxicab company when a taxicab driver who was previously suspended due to an FTA (Failure to Appear) is cleared to drive after adjudication. This form can be an e-mail template and added to the taxicab drivers file when sent.

18. With respects to Attachment K, if a requirement is met with 'S – Standard Function', is narrative still required?

No, but the vendor is welcome to add details if their feature adds additional value to the requirement.

ALL ELSE REMAINS THE SAME FOR RFP 3422.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: GL Suite, Inc. DBA GL Solutions

Authorized Signature:

Title: CEO Date: 6/8/2017

Attachment A

As per Technical Proposal response instructions, Attachment A has been completed, signed by an authorized individual and contained within GL Solutions' response, on the following pages.

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 IB 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 IB – Confidential Technical Information			
YES		NO	
Justification for Confidential Status			
N/A			

A Public Records CD/Flash Drive has been included for the Technical and Cost Proposal			
YES		NO (See note below)	
Note: By marking "NO" for Public Record CD/Flash Drive included, you are authorizing the State to use the "Master CD/Flash Drive" for Public Records requests. ***NOTE: GL Solutions understands the instructions in Format and Content 11.1 for this RFP to indicate vendors are to provide a single CD/Flash Drive containing up to four files (including any confidential files). We have complied with those instructions, and have therefore indicated "No" here – this is not a Public Record CD/Flash Drive. We therefore***			

are not authorizing the State to use the entire contents of this single CD/Flash Drive for Public Records requests. Only the files not marked Confidential are to be used for Public Records Requests, as noted in 11.6.3 of the RFP.

Part III – Confidential Financial Information			
YES		NO	
Justification for Confidential Status			
GL Solutions asserts that our financial data contained herein is confidential. ***The financial information is a compilation of financial data. GL Solutions derives economic value from understanding our private financial data by allowing GL Solutions to operate as a business. The information is considered confidential except as required to be disclosed to taxing authorities. Other parties could obtain value from knowing this information in the event GL Solutions or a competitor were acquired or sold because the data provides information about GL Solutions' valuation and capitalization. GL Solutions takes efforts such as this to keep the information provided, such as nondisclosure and confidentiality agreements with third parties such as attorneys and accountants. The data disclosed to the IRS is confidential by law.***			

GL Suite, Inc. DBA GL Solutions

Company Name

Signature

Bill Moseley

Print Name

6/8/2017

Date

Attachment C

As per Technical Proposal response instructions, Attachment C has been completed, signed by an authorized individual and contained within GL Solutions' response, on the following pages.

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.

GL Suite, Inc. DBA GL Solutions

Vendor Company Name

Vendor Signature

Bill Moseley

Print Name

6/8/2017

Date

GL Suite Software Licensing Agreement

GL Solutions provides here our standard software agreement to be discussed in any resulting contract negotiation. This agreement is designed to be all-inclusive to support all our clients, with the provision that some elements will not apply depending on which installation and support option are proposed/selected. For the Nevada Department of Business & Industry, Taxicab Authority, we are proposing a Turnkey software installation.

GL Suite Software Agreement

Date of Agreement: _____, 20__

Parties to this GL Suite Software Agreement ("Agreement"):

GL Suite, Inc., an Oregon corporation ("Company"), and the Taxicab Authority, an agency of the State of Nevada ("Licensee").

Contract Options

Company offers clients two mutually exclusive options for the licensing, installation and support of Company software (the "Software"). A "GL Simple Installation" provides for the Software licensing, installation and support through an all-inclusive monthly fee which begins when the installation begins. A "Turnkey Installation" provides for Software licensing and installation on a deliverable basis with support options following the initial installation. If this contract requires the payment of a named user license fee payable on contract execution in the attached Initial Scope of Work Addendum, this contract is a Turnkey Installation and sections marked "for GL Simple Installations" are not applicable. If this contract requires no payment of a named user license fee payable on contract execution in the attached Initial Scope of Work Addendum, this contract is a GL Simple Installation and sections marked "for Turnkey Installations" are not applicable.

GL Suite Software

1. Contract Term. This Contract shall be effective on the date this Contract has been fully executed by every party, and shall expire on the expiration concurrently with a Software Support Plan purchased in conjunction with Section 9 of this Agreement.

2. Grant of License. For Turnkey Installations, Company grants to Licensee and Licensee accepts from Company a non-exclusive, non-transferrable, perpetual license and right to use the Software on the terms and conditions set forth in this Agreement, exclusively for the following purposes defined in this section. For GL Simple Installations, Company grants to Licensee and Licensee accepts from Company a non-exclusive, non-transferrable, terminable license and right

to use the Software on the terms and conditions set forth in this Agreement, exclusively for the following purposes defined in this section.

(a) For GL Simple Installations, the license granted expires concurrently with the expiration of the Licensee's GL Simple Software Support Service plan.

(b) Licensee may use the Software to support customers, licensees, and other third-parties for the purpose of providing these persons the ability to apply, renew and verify a license, permit, or registration and related information, documents and enforcement actions. Licensee may connect third-party software to the Software through Company provided interfaces to support the use identified in this paragraph.

(c) For the duration of this agreement, Company licenses to Licensee the rights to develop new customized functionality, create and modify database objects, stored procedures, tables, fields and structures, create and modify customized reports and otherwise make customizations to the Software for the exclusive use of Licensee. All such developments by Licensee shall be considered part of the "Software."

(d) The "Software" includes all new releases and versions, and Customizations, provided as a Software Support Service.

3. <u>Certain Limitations</u>. The Software license granted by this agreement is limited.

(a) Licensee may not use, copy, modify, or transfer the Software, or any copy, in whole or in part, except as expressly provided for in this agreement.

(b) Licensee may copy the Software only for backup purposes, provided that Licensee reproduces all copyright and other proprietary notices that are on the original copy of the Software provided to Licensee.

(c) Company retains all rights, title and interest in and to all software, documentation, derivative works and other intellectual property developed, designed, created or contributed by Company pursuant to this Agreement, excluding Licensee's domain name, and excluding the graphics and data supplied by Licensee.

(d) Licensee may transfer the Software and all rights under this agreement to another party together with a copy of this agreement if the other party agrees to accept the terms of this agreement and Licensee receives written authorization directly from Company prior to any such transfer. If Licensee transfers the Software, Licensee must at the same time either transfer all copies whether in printed or machine-readable form to the same party or destroy any copies not transferred. Any attempt to transfer any of the rights, duties, or obligations hereunder except as expressly provided for in this Agreement is void.

(e) Licensee may not rent, lease, loan, resell for profit, distribute, or network the Software except as otherwise provided in this agreement.

(f) Licensee agrees not to disassemble, decompile, translate or convert into human readable form or into another computer language, reconstruct or decrypt, or reverse engineer, all or any part of the Software to develop new software with some or all of the functions of the Software.

(g) In the event Company ceases to exist and fails to assign its rights in the Software to another entity, Licensee shall have the right to make modifications of the Software source code notwithstanding the terms of this Section 3.

(h) Licensee shall not donate, distribute, license, sell or otherwise authorize the use or possession of modifications to any person other than Licensee's employees.

(i) Any software, reports, data structures, and other work product created as a consequence of Software Support Services shall become the exclusive property of Company. Company licenses without additional charge Custom Programs to Licensee. License shall include all rights granted under the Software License and the additional rights to decompile and modify the software, reports, data structures, and other work product created as a consequence of the Customization Services described in this subsection (i).

(j) Software includes the distribution of other licensed software code subject to the limitations noted below:

i. The Alex FTPS Client is distributed under the GNU Library General Public License (LGPL) Version 2.1, February 1999. Therefore, the licensee is entitled to all rights under that license to the Alex FTPS Client software assemblies only.

ii. Json.net Copyright (c) 2007 James Newton-King from Newtonsoft is provided under the MIT Free Software license. Therefore, the licensee is entitled to all rights under that license to Newtonsoft assembly only.

iii. The Sphorium Technologies Webdav.Net is distributed under the GNU Library General Public License (LGPL) Version 2.1, February 1999. Therefore, the licensee is entitled to all rights under that license to the Sphorium Technologies Webdav.Net software assemblies only.

iv. Software redistributes Telerik Rad Controls, Copyright © 2002-2012 Telerik. All rights reserved, for Ajax under license with Telerik. Licensee may not develop new software utilizing Telerik's software libraries without first obtaining a Telerik Developer's License. Licensee may configure and utilize Software features without a Telerik Developer's License.

4. Intellectual Property Protection. This Agreement does not provide Licensee with title to or ownership of the Software, but only a right of limited use. Licensor shall have sole and exclusive ownership of all right, title and interest in and to the Software, all copies thereof, all derivative works, Program Concepts, and all related works and materials (including ownership of all copyrights, trademarks and other intellectual property rights pertaining thereto), in any media now existing or subsequently developed, whether created by Licensor or any other party, subject to the rights of Licensee expressly granted herein. Licensee agrees to protect Company's interest in the Software, as follows.

(a) Licensee agrees to allow access or use of the Software only by employees of Licensee or by contractors under a written agreement, which preserves Company's rights to the Software and that prevents contractors from using, redistributing, disclosing or otherwise violating the rights of Company.

(b) Licensee agrees to maintain the confidentiality of the Software including all concepts, documentation, methods, processes and ideas, and the structure, sequence, and organization, designs, data models, tables and set-ups, and interfaces embodied, or expressed therein (the "Program Concepts") and to use same only as expressly authorized in this License. Licensee shall not disclose, provide, or make the Software or Program Concepts available in any form or medium to any person, in whole or in part, except on a confidential basis to such of Licensee's employees and consultants who need to access the Software to enable Licensee to exercise its rights under this License. Licensee shall take reasonable steps to ensure that such employees and consultants will keep the Software and Program Concepts confidential, and Licensee shall be liable for any breach of this License by such employees or consultants.

(c) Licensee shall include all proprietary, copyright, trademark, design right and trade secret legends, in the same form and location as the legend appearing on the Software on all authorized backup and archival copies of the Software. Further, Licensee shall not remove any proprietary, copyright, trademark, design right or trade secret legend from the Software.

(d) Licensee shall, at its own expense, keep the Software free and clear of all levies, liens and encumbrances. Licensee shall give Company immediate notice of any attachment or other judicial process affecting the Software.

5. No Adequate Remedy. Licensee agrees that should it breach or threaten to breach any provision of this section, Company will suffer irreparable damages and its remedy at law will be inadequate. Upon any breach or threatened breach of this section by Licensee, Company shall be entitled to injunctive relief in addition to any other remedy which it may have at law or in equity.

6. Installation and Migration Services

(a) "Installation and Migration Services" provided by Company to Licensee shall include:

i. Conversion services to transfer data from delimited or fixed length ASCII text files or an ODBC compliant data source to the Software. Transfer of data means the manipulation of data from a data source to the table structure utilized by Software. Currently used software must be intended to perform functionality similar to the functionality of Licensed Software. Conversion Services does not include the identification or correction of data-entry or normalization errors present in legacy systems. Licensee produces legacy data in the Company specified format along with documentation that describes the legacy data structure, relationships, fields and tables in sufficient detail to enable Company to convert the data to a format utilized by Software, and

ii. Deployment, end-user training, gap analysis, and project management services.

iii. For Turnkey Installations, requirements gathering, configuration and development services necessary to meet the requirements of Licensee's RFP #3422 as offered in Company's response. Where public web sites are specifically enumerated and named in the requirements, Company shall provide the public web site functionality. Where the requirements make a general requirement for online functionality, such as "online applications for all license types", Company shall provide the public web site functionality where more than 250 public users will use the specific functionality per year.

iv. For GL Simple Installations, requirements gathering, configuration and development services to replace Licensee's "Legacy Software".

(1) Legacy Software means existing software owned or licensed by Licensee and designed to produce the same business outcomes as the Software being licensed by Company to Licensee.

(2) Legacy Software does not include functionality not yet used in a production capacity by Licensee at the execution of this Software and Support Services Agreement by Licensee.

(3) Software may accomplish the functional outcomes of the Legacy Software using alternate controls, steps and procedures, some of which may be faster or slower for users to execute in the Software than in the Legacy Software.

(4) Functionality beyond the features present in the Legacy Software may be incorporated into the Software through use of a Software Support Service exclusively.

(5) Functionality gaps between the Legacy Software and Company's Software must be reported in detail by Licensee within 10 days of the first

production usage of the Software. Gaps not reported may only be acquired as a Software Support Service.

(b) For GL Simple Installations, Company shall provide Installation and Migration Services upon receipt of a purchase order and payment for a GL Simple Plan Software Support Service and continue until Installation and Migration services are complete or Licensee ceases timely payment for the selected GL Simple Plan. Licensee and Company shall endeavor to accomplish the delivery of all Installation and Migration services in five to seven months from the date of execution of this contract. The project size and performance of both parties may impact the project duration.

(c) For Turnkey Installations, Company shall provide Installation and Migration Services to Licensee in accordance with the Initial Scope of Work Addendum. Company shall invoice for deliverables upon production and Licensee shall pay such invoices within 30 days of receipt of the invoice.

(d) Licensee shall provide all necessary staff and management reasonably necessary and required by Company to accomplish Installation and Migration Services within the planned go-live schedule mutually agreed to by Company and Licensee. An employee of Licensee with direct supervisory authority over Software users shall attend all project management status meetings throughout the project expect for dates when the employee is out of the office.

(e) Licensee shall provide a copy of the Legacy Software database and other files necessary to provide Installation and Migration Services.

(f) Licensee shall conduct UAT testing exclusively by following written process instructions and flow diagrams provided by Company and developed for each business process identified and mutually agreed to at during the project initiation.

(g) At the initiation of installation and migration services, Licensee and Company shall adopt 1) Scope and Goal Plan, 2) Project Schedule and 3) Management Plan documents which shall be incorporated upon their execution as Amendment One to this contract. The documents shall refine and further clarify the scope of work, identify the dates and roles of Company and Licensee and establish the communication, training, UAT, conflict resolution and other project management methodologies.

Software Support Services and Plans

7. <u>Software Support Services and Plans</u>. Company offers Software Support Services to Licensee. As described in Section 8, Software Support Services include Help Desk Support, Training and Documentation, Software Patches and Releases, Customizations, Enhancements and Corrections, Hosting Services, and Mobile Services. The specific Software Support Services to be

provided to Licensee, and the fees therefore, shall be determined by the type of Software Support Plan purchased by Licensee pursuant to Section 9.

(a) For GL Simple Installation, Licensee must purchase a Software Support Service no later than the first day Company provides any Installation and Migration Services.

(b) For Turnkey Installations, Licensee must purchase a Software Support Service plan beginning no later than the first day of production usage of any part of the Software.

8. "**Software Support Services**" means any of the following services:

(a) Help Desk Support

i. 24 X 7 Emergency Support – Company provides access to a technical representative, who can be reached 24 hours a day, seven days a week to resolve critical issues.

ii. End-User Support – Company provides end-user support including telephone support for user-level questions about how to use Software to perform the user's job function.

iii. Configuration Troubleshooting – Licensee may call and get support from Company when Licensee's IT staff need help modifying the configuration of the software. Company will provide guidance, troubleshooting and examples on how to configure screens, fields, rules, reports and correspondence.

iv. Developer-to-Developer Support – Company provides access to Company software developers when Licensee's professional IT staff needs help with web site development, third-party application integration, custom GUIs, etc.

v. Hardware, Network and Security Tips – Company provides technical-level guidance to Licensee's staff to assist with hardware and network and security specifications. Company will offer suggestions on redundancy, load balancing, firewall configuration, etc.

vi. Architecture and Best Practice Guidance – Company will provide assistance to solve complex software design or architectural problems through access to Company's analysts. Company provides comprehensive business analysis and application component support.

vii. Online Remote Desktop Support – Company provides Licensee with Software Support Services that allow Company to view and interact with Licensee's desktop computer to troubleshoot problems and demonstrate functionality.

viii. Account Management – Company will assign an Account Manager who monitors Licensee's issues, coordinates regular service release installation, and tracks

Licensee's business process cycles to help Licensee prepare for renewals and other busy times. The Account Manager is available for periodic reviews on the status of open issues and future goals.

ix. Local User Group Support – Company provides remote support for periodic meetings between Licensee and other local licensees of the Software. Support by Company includes providing existing training documentation, train-the-trainer support, technical support, product guidance, and remote presentations in support of the periodic meetings.

(b) Training and Documentation

i. GL Suite Web Courses – Company offers Licensee opportunities to attend regularly scheduled, live training sessions on the configuration of screens, security, rules, correspondence, reports and more. Courses via remote desktop demonstrations and conference call.

ii. Agency-Specific Process Training – Company provides Licensee's employees with training on the use of the software to perform specific Licensee business processes.

iii. Software Training – Company provides Licensee technical staff with training on the administration, maintenance and configuration of the Software.

iv. Core Software Documentation – Company provides access to application use, administration and configuration manuals via the Company web site.

v. User Conference – Licensee may attend Company's User Conference typically held in Bend, Oregon. The User Conference includes opportunities to: meet and learn from staff at other agencies that are using the Software, attend information and training sessions on new features, and meet directly with Company's staff.

(c) Software Patches and Releases

i. New Software Versions – Company produces and makes available to Licensee an enhanced version of the Software under the same Software license terms of this agreement. An enhanced version of the software contains new or improved functionality not included in a previous version of the software, including but not limited to new releases to support compatibility with new releases of the Microsoft operating systems known as Windows Server and desktop operating systems, Microsoft Internet Explorer and Microsoft Office. Company may elect at Company's sole discretion the features and compatibility of new releases. Company provides access to new versions of the Software on Company's web site, along with documentation on changes, enhancements and installation instructions.

ii. Installation of New Software Versions – Company provides remote installation services for new versions of GL Suite.

iii. Core Software Patches – Company produces and makes available to Licensee a version of the Software that corrects Software defects or errors that prevent the Software from providing the functionality described in the Software documentation. Company provides access to Core Software Patches on Company' web site, along with documentation on changes and installation instructions. Core software refers to the base, pre-configured/customized software application only.

iv. Installation of Core Software Patches – Company provides remote installation services for Core Software Patches of the Software.

(d) Customization, Enhancement and Corrections

i. Company provides services to specify, support, configure, design, program, test, implement, correct and document the Software as required to meet the business needs of the agency (such services collectively "Customizations"), pursuant to a written Scope of Work Addendum as agreed upon by Company and Licensee (the description of a Customization in a Scope of Work Addendum a "Specification").

ii. Customization Projects –

(1) A proposed Customization is a "Customization Project" if it includes a request for a Software Support Service and includes any of the following: 1) functionality requests that require coordination between Company and a third-party; 2) functionality requests with three or more finite deliverables which must be delivered in a specific sequence to meet the Licensee's business requirements; 3) functionality which may impact other aspects of the configured Software and therefore require a system test of an entire business process; or 4) service or functionality which requires the presence of a Company employee onsite at Licensee's place of business.

(2) Company may determine a request is more than one Customization Projects if the activities are designed to produce more than one specific final output, the activities may start and stop independently of one another, an output is being produced for more than one internal or external customer, or the process steps substantially vary to produce the specific final output.

(3) Company may determine a request for a public web site enhancement is more than one Customization Project if the site includes alternate processing steps for ownership or employment changes, address change, names changes, status changes, fees, or License input based on license type or status or other license criteria.

(4) Company may require the use of a project prior to updating a web site or business process already in existence in the Software when Company's software development standards no longer support the specification or development standard because of improvements to the process or evolution of software standards.

(5) Company may require the use of a Customization Task or Customization Project for each deployment of Customization, Enhancement and Corrections where the deployment site is not hosted by Company.

(6) Company designed the Software for the purpose of meeting multiple Licensee needs without modification of software code distributed to all Licensees. Customization Projects may include configuration of the Software, or other modifications to the Software, as determined by Company. Configuration includes making changes to the Software through existing Software interfaces designed for such purposes including, but not limited to, creating screens, fields, reports, business logic and correspondence. Company retains the right to determine whether the functionality requirements shall be provided by configuration of the Software or by other means.

(7) Company shall periodically create a project timeline, which identifies the latest date by which each party must perform specific duties in this contract in order to deliver timely Customization Projects.

iii. Customization Tasks – A "Customization Task" is a single request for a Software Support Service, support for one month for one device under Mobile Services, or modification or defect correction of a customization of the Software except: 1) requests that are a Customization Project; or 2) an enhancement or defect in a Customization Project reported within thirty days following the delivery of a Customization Project or Task.

iv. Defect Correction – Company provides corrections to Customizations for 90 days following delivery of the Customization or Task. A "correction" means causing the functionality to perform in material conformity with an applicable Specification.

v. Installation of Configuration and Customization Corrections – Company provides remote installation services for configuration and customization corrections.

vi. Company may subdivide a Customization or other Software Support Service deliverable into one or more discrete deliverables for acceptance and payment by Licensee, as may be agreed to by Licensee in an applicable Scope of Work Addendum or an accepted Software Support Service request.

vii. Licensee acknowledges that failure to timely review or test scope deliverables or to allocate sufficient and timely staff resources necessary to accomplish the purpose of this contract shall delay the provision of Customization Projects, Tasks or Defect Corrections. The extent of the delay shall be determined by Company after consideration of Company's prior commitments to third parties, available Company resources, and Licensee's business needs.

(e) Hosting Service – Company installs and maintains Software on a server(s) on Company's computer system or an alternate collocation facility chosen by Company; and, the provision by Company of all licenses, services and support required for the Software to be accessed via the Internet and meet performance, functionality and security requirements described in this Software agreement.

i. Company shall be responsible for backing up the following components: application and database servers, application operating system, and configuration databases.

ii. Company shall perform daily incremental backups with weekly full backups. Backup media shall be rotated off-site on a weekly basis. The Company shall test recovery operations on a regular basis. The Company shall recover operations as necessary.

iii. Company may decline to install on Company's computer system any customization not developed by Company based upon the reliability, design and/or resources required by such customization.

iv. Company, in its sole discretion, may secure domain names and assign Internet address space (subject to reasonable availability) for the benefit of Licensee, and Company will route those addresses on Company's network; it being understood and agreed that neither Licensee nor any of its "Users" shall have the right to route these addresses. Licensee shall have no ownership interest in any IP addresses which Company obtains on Licensee's behalf and Company retains ownership of all such IP addresses, and upon termination of the Software Support Service, Licensee's access to and utilization of such IP addresses shall terminate.

v. Company makes reasonable efforts to provide continuous internet access to Software. Company periodically disables access to Software for the purpose of maintenance and repair of Company's computer systems and Software. Company shall attempt to provide 24 hours' notice to users of the Software of planned access outages and such outages shall be scheduled during off-peak hours when possible. Unplanned outages may occur at any time due to failure of the Software, failure of the company's computer systems or failure of another party providing services relating to the Company's Internet access. Such unplanned outages may occur during peak usage times – even during the Licensee's peak renewal periods. Company shall immediately notify Licensee

when an unplanned outage occurs and shall take reasonable efforts to restore Internet access to the Software when an unplanned outage occurs.

vi. Company is responsible for exercising a reasonable standard of care to maintaining the security of sensitive data, regardless of ownership. In event of a breach of the security of the sensitive data the Company will immediately notify the Licensee and work with the Licensee regarding recovery and remediation.

vii. The Licensee may inspect and review vendor operations for potential risks to the Licensee operations or data. The review may include a physical site inspection and an inspection of documentation such as security test results, IT audits, and disaster recovery plans.

viii. Company shall provide: effectively deployed and administered firewalls, intrusion detection with 24x7 alerting capability, incident response support, access controls to enforce restrictions on a need-to-know basis, established and tested policies and procedures, contingency plans and disaster recovery plans, security testing and evaluation process for security controls, to include regularly scheduled, at least annually, vulnerability assessments. Configuration settings required to maintain the system's security on the system itself and other Licensee systems that interface with it.

ix. The cost of SSL Certification for Licensee websites that use a glsuite.us domain is covered by Company. Licensees using custom URLs assume the cost of the corresponding SSL Certification.

x. Company maintains certified partner relationships with credit card processors, hosting providers and independent software vendors for products and services integrated with the Software. Company and certified partners establish beneficial relationships in order to provide a breadth of software and services to Company's clients including Licensee. Licensee may procure integrated products and services from certified partners through this contract.

(f) Mobile Services – Company provides a comprehensive solution for Licensee's employees to complete inspection, complaints and other business process activities from remote locations.

i. Company will provide a mobile kit to enable remote connectivity to the Software. Licensee will utilize a task for each initial and replacement kit provided. The kit remains the property of Company and will be returned to Company by Licensee upon request by Company.

ii. Company will provide technical support for Licensee's employee usage, data synchronization and connectivity, and mobile device management services for each

device. Each device shall be provided as either 1 customization project per year or 1 customization task per month for each mobile kit provided by company. If Licensee uses Company's mobile software on a Licensee supplied and maintained device, Licensee shall use 1 task per year per device plus any additional tasks required to provide software support services as requested by Licensee to support the device and software.

iii. Company shall provide a mobile version of each Software form as requested by Licensee that may be completed by Licensee staff utilizing the mobile kit. Licensee shall utilize a project for each such form.

iv. Company may charge for addition projects for mobile dispatch features and back office business process changes related to the mobile inspection forms.

9. <u>Software Support Plans.</u> If purchasing a GL Simple Installation, Licensee shall purchase a Software Support Services through a GL Simple Plan. For Turnkey Installations, Licensee may alternately purchase Software Support Services through an Hourly Rate Support Plan, at the rates specified in the Pricing Addendum.

(a) General Software Support Plan Terms

i. Licensee's right to purchase Software Support Services from Company expires five years from execution of this agreement, unless otherwise extended by mutual agreement between the parties. Software Support Plans must be purchased for consecutive time periods. Failure by Licensee to purchase a Software Support Plan for any duration period of time terminates Licensee's right to purchase a Software Support Plan under this agreement.

ii. Licensee shall initially purchase a software support plan. Licensee may select another Software Support Plan annually by notifying Company in writing of the desired plan. For GL Simple Installations, Licensee must purchase GL Simple Enterprise SLA for a period beginning with the execution of this Agreement until the first production usage of the Software unless this agreement is terminated earlier by Licensee.

iii. Licensee shall make payments to Company prior to the first day the Software Support Service plan period is effective. Company may, at Company's sole discretion, prorate GL Simple fees to coincide with the end of the Licensees fiscal year.

iv. Software Support Services will only be provided for the most current and immediately prior version of the Software in effect at the time the Software Support Services are requested.

v. Company may increase the cost of any Software Support Service, as set forth on the Pricing Addendum, by a percentage not to exceed the consumer price index of the

most recent twelve-month period reported by the United States Department of Labor. Company shall notify Licensee not less than three months prior to the commencement of the Licensee's fiscal year of any such increases.

(b) "GL Simple Plan" Under the GL Simple Plan Software Support Services are provided by Company to Licensee on an annual basis at a predetermined, fixed annual cost measured by Customization Tasks and Customization Projects. Each instance of a request for a Software Support Service counts as a Customization Project or Task except for items 8(c)(i), 8(c)(iii) and 8(e) which shall be provided to Licensee in addition to the SLA. Company shall provide at least the Minimum Customization Tasks and Minimum Customization Projects specified in the chart below corresponding to the GL Simple SLA level purchased by Licensee. Company may provide up to the Maximum Customization Tasks and Maximum Customization Projects shown below as Company resources and time allow, as determined solely by Company.

i. Licensee shall elect one of the following GL Simple service level agreements ("SLA"). Maximum Customization Tasks/Customization Projects per SLA:

SLA	Minimum Customization Tasks	Maximum Customization Tasks	Minimum Customization Projects	Maximum Customization Projects
Standard	0.25 tasks/user/year or 24 tasks per year, whichever is greater	0.50 tasks/user/year	0.05 projects/user/year; but in no event more than 12 projects per year	0.10 projects/user/year or 12 projects per year, whichever is less
Professional	2 tasks/user/year or 24 tasks per year, whichever is greater	4 tasks/user/year	0.12 projects/user/year or 1 project per year, whichever is greater; but in no event more than 12 projects per year	0.25 projects/user/year or 12 projects per year, whichever is less
Enterprise	4 tasks/user/year or 48 tasks per year, whichever is greater	7 tasks/user/year	0.25 projects/user/year or 1 project per year, whichever is greater; but in no event more than 12 projects per year	0.5 projects/user/year or 12 projects per year, whichever is less

ii. From the date of the execution of this agreement through 90 days following the first production usage of the Software by Licensee, the GL Simple SLA will be fully utilized by Company's provision of Installation and Migration Services and the correction of defects thereof.

iii. All GL Simple Plans shall be purchased for an annual term. Upon the expiration of any annual term, the GL Simple Plan then in effect for Licensee shall be automatically

renewed for an additional annual term, unless Licensee has provided Company written notice of non-renewal or request to change Software Support Plans prior to the date of expiration.

iv. Licensee may elect monthly or quarterly billing for the GL Simple Plan fees. If the Licensee fails to pay a monthly or quarterly invoice, by the first date of the period for which Software Support Services begin, Company may revert to annual billing of the GL Simple plan and all amounts remaining in the current year become due immediately.

v. Fractional numbers of Customization Projects or Tasks will be rounded down to the nearest whole number.

vi. Licensees purchasing a GL Simple Software Support Services must purchase a support plan for the number of actual named users of the Software or three users, whichever is greater. Licensees with 25 or fewer named users may not purchase the Standard SLA. Licensees with 7 or fewer named users may not purchase the Standard or Professional SLA. Licensees with more than 75 named users may purchase GL Simple for a maximum of 75 named users but shall receive Software Patches and Releases and monthly service for Mobile Services for all actual users of the Software.

vii. Licensee may request that Company provide Software Support Services to the Licensee in the order specified by the Licensee.

viii. Company may count requests for hosting services as Customization Projects and Customization Tasks against the SLA if the Hosting service is not already provided to clients hosted by Company. Alternately, Company may charge for Hourly Rate Support for unusual Hosting requests.

ix. If Licensee requests additional Customization Projects or Tasks in excess of the minimum number purchased under Licensee's GL Simple Plan, Licensee may either wait for fulfillment of the request, up to the Maximum Customization Project or Task limit, OR incrementally increase the number of Minimum Customization Projects or Tasks within the SLA by paying an "Escalation Fee" in the amount applicable pursuant to the Pricing Addendum. Company shall endeavor to complete such Customization Projects and Tasks as soon as possible.

x. At the end of each year, if Company completes fewer than the number of Minimum Customization Tasks or Minimum Customization Projects and those projects were timely ordered by Licensee in accordance with the polices established by Company, Company shall continue to furnish effort to complete the Minimum Customization Tasks and Projects. If the Company provided at least the Minimum Customization Tasks and Projects, incomplete projects and tasks in excess of the Minimum Customization Projects

and Tasks shall be rolled over to the next plan year and count towards fulfillment of the next-year SLA.

xi. At the Company's sole discretion, Company may establish and modify reasonable policies affecting the concurrency of project fulfillment, the definition of a Customization Project and Customization Task, and the request timing required to perform requests within a SLA.

xii. GL Simple fees are non-refundable. Licensee's obligation to pay GL Simple fees for the full duration of the annual plan period shall survive the termination of this Agreement for any reason, unless explicitly waived in writing by Company.

xiii. Licensee may elect to exchange unused Customization Project for 8 new Customization Tasks. For 90 days following the initial production usage of the system, Company may convert Customization Projects under the SLA to Customization Tasks. Licensee acknowledges that most Customization Projects and Tasks within the first 90 days of production usage may be utilized to support defect corrections to the system which are common with most new software installations.

(c) "<u>Hourly Rate Support Plan</u>" Under the Hourly Rate Support Plan, Licensee shall purchase Basic Warranty Support and Upgrade Subscription at the rates specified in the Pricing Addendum. Licensee may optionally purchase Hosting at the rates specified in the Pricing Addendum. Licensee may optionally purchase Help Desk Support, Training and Documentation, and Customization, Enhancement and Corrections, on a time and materials basis.

(i) An Hourly Rate Support Plan may not be purchased for fewer than eight users.
(ii) Basic Warranty Support means the provision of Software Support Services 8(a)(i), 8(a)(ii), 8(a)(vii), 8(a)(vii), 8(d)(iv), and 8(d)(v).
(iii) Upgrade Subscription means the provision of Software Support Services 8(c)(i), 8(c)(iii), and 8(c)(iv).
(iv) Hosting means the provision of Software Support Services in section 8(e) and subsections thereof.
(v) Other Software Support Services may be purchased on a time and materials basis, at the option of the Licensee, based on estimated (fixed-priced) or actual effort required to produce a desired result. In both cases, Company renders services on a time and materials basis regardless of the actual work product produced, if any.
(vi) Fixed-priced hourly rate support is rendered at a quoted price based on estimated effort without regard to the time or material actually expended by Company. Fixed-priced estimates include the estimated effort necessary to correct expected defects. Company warrants for 90 days following completion of the Software Support Service, that fixed-priced deliverables will conform to the applicable Specifications in all material respects, and will be free from material defects in operational performance. Company will, at its own expense, promptly correct all such deficiencies reported by Licensee in writing during the warranty period even

if the period to perform such corrective action extends beyond the original warranty period.

(vii) Hourly Rate Support requested based on actual hours expended is rendered based on actual effort necessary to accomplish the request service and includes no warranty by Company on the functionality developed. Company will correct defects based on actual effort necessary to correct defects.

(viii) Upon request by Licensee, Company shall specify and provide a written authorization approval form for each Hourly Rate Software Support Service. The request shall contain a description an estimate of the hours required to complete the Software Support Service. Upon written approval by Licensee, Company shall perform Software Support Services.

(ix) Company shall notify and request additional approval from Licensee to continue providing Hourly Rate Support if the objective of the request is not met and the hours actually expended exceed the approved estimate.

(x) Licensee may decline or revoke initial or subsequent Hourly Rate Support authorizations at any time. In the event of a declined or revoked authorization, Licensee shall pay to Company for all hours expended prior to the refusal or revocation regardless of work product produced.

(xi) Company shall invoice Licensee for Hourly Rate Support on a monthly basis for each hour of Software Support Services rendered in the prior month regardless of the status of each service request.

Other Terms

10. Acceptance. Licensee agrees that any the following conditions constitute acceptance of a specification, sub-deliverable or deliverable by Licensee, in the form delivered by Company, including acceptance of an installation, Customization or other Software Support Service deliverable:

(a) Written acceptance by Licensee;

(b) Production use of the software (or, as applicable, Installation and Migration Services, Customization or other Software Support Service deliverable) in a live environment; or

(c) Failure to test, inspect and report specific defects regarding the Software or any contract deliverable within seven calendar days after delivery notification by Company to Licensee.

11. Warranty After Acceptance. Company shall correct defects during the warranty period which shall commence following Acceptance of the software. A defect is a variation between an Accepted specification and the software functionality. Licensee acknowledges that defects in specifications, including whether the specification fulfills the contract requirement(s) identified by Company, shall be a defect only if reported prior to Acceptance of the specification.

12. Project Management Tools

(a) Company and Licensee agree to use GL Portal, an online, web-based project management system developed by Company to store project deliverables, communicate schedules, provide acceptance of specifications and other deliverables, answer clarifications, report defects, and provide notifications.

(b) Company will issue Licensee a unique login and access to GL Portal for each person authorized by Licensee.

(c) Licensee will authorize Company to grant GL Portal access only to Licensee agents with authority to act on behalf of Licensee.

(d) Company shall utilize Microsoft Word, Excel, PowerPoint and Visio to develop written project documents.

(e) Project management forms for acceptance, deliverable review reporting defects, etc. shall be provided by Company.

(f) No other project management software or forms shall be used.

13. Specification and Document Deliverable Review.

(a) Company shall create specifications and other documentation, such as project management documents, training, and software documentation, to support the Software's implementation and use by Licensee.

(b) Company shall submit specifications and documentation to Licensee for acceptance using GL Portal. Company shall specify which contract requirements are met by the specification or documentation.

(c) Licensee shall review the specification or documentation to determine whether the document, if developed per the specification, fulfills the contract requirement specified by Company.

(d) Licensee shall respond to Company's request for approval by:

i. Accepting the submitted specification or documentation within seven calendar days,

ii. Rejecting the specification or documentation within seven calendar days, or

iii. Not responding to the Acceptance request within seven calendar days. Not responding to the Acceptance request within seven calendar days constitutes Licensee's Acceptance of the specification or documentation.

(e) If the specification or documentation does not conform to the Contract, Licensee shall notify Company using GL Portal and forms provided by Company specifying the specific contract exceptions which cause the specification or documentation to be unacceptable. All such deficiencies within the specification or documentation must be noted during Licensee's initial review of the specification or documentation.

(f) GL Solutions shall correct the deficiencies and resubmit the specification or documentation within seven calendar days from the receipt of the request for Acceptance.

(g) Licensee shall have seven calendar days to re-inspect, test and reevaluate the resubmitted specification or documentation to determine whether deficiencies initially noted are corrected.

(h) Additional cycles may be added until all deficiencies initially noted are corrected.

(i) During any re-inspection by Licensee, the Licensee may not report any new deficiency not reported during the initial rejection of the specification or documentation.

(j) Acceptance of a specification or documentation constitutes acceptance that Company's development and implementation of the software according to the specification or documentation satisfies Company's performance obligations with respect to the corresponding contract requirement identified. Acceptance of a software deliverable constitutes acceptance that the Software performs as specified.

14. Payments. Unless otherwise specified in this contract, payments are due within 30 days of receipt by the Licensee. Irrespective of any language on or accompanying a payment, Company shall apply all payments received to the oldest invoice due unless the Licensee formally rejects acceptance of the software or service corresponding to the oldest invoice in accordance with the terms of this agreement.

15. Additional Licensee Duties.

(a) Licensee shall provide all necessary staff and management reasonably necessary and required by Company to accomplish the purposes of this contract.

(b) Licensee and Company shall adopt and may revise a Project Management Plan and a UAT Plan which describes detailed project management methodologies and timeline expectations of performance for both Company and Licensee.

(c) To allow Company to timely produce deliverables, Licensee shall allocate necessary staff resources including, but not limited to, provide detailed business requirement descriptions, review deliverables, answer clarifying business requirement questions, perform UAT testing, and manage staff and process change within Licensee's organization.

(d) Company shall at reasonable times and in a manner that minimizes disruption of the Licensee's operations have the right to enter into and upon the premises of the Licensee during business hours for the purposes described by this contract, inspecting the software, observing its use or otherwise protecting Company's interest therein. Licensee shall, whenever requested by Company, advise Company of the exact location of the Software. Subject to Licensee's review and approval of data access security precautions, Licensee shall establish a secure method by which Company can perform remote administration and updates to the installed Software.

(e) Licensee agrees that Company's performance is dependent on Licensee's timely and effective cooperation with Company. Accordingly, Licensee acknowledges that any delay by Licensee may result in Company being released from an obligation or scheduled deadline or in Licensee having to pay extra fees for Company's agreement to meet a specific obligation or deadline despite the delay.

(f) Performance by Licensee of the provisions of this section shall be an essential element of this contract. Licensee's failure to provide such services is a material breach of this contract.

16. Software Warranties.

(a) Company warrants Software and Installation and Migration Services for a period of ninety (90) days following Acceptance by Licensee (the "Warranty Period"), the Software and Customization Services will function in material conformity with the description, definition, specification and functional requirements set forth in this Agreement, and will be free from material defects in operational performance. Company will, at its own expense, promptly cure all breaches of the foregoing warranty reported by Licensee in writing during the Warranty Period even if the period to perform such corrective action extends beyond the Warranty Period. If such non-conformity cannot be corrected, worked around, or replaced, then Licensee may terminate this License and all funds previously paid to Company during the current License term shall be refunded immediately to Licensee. These remedies are Licensee's sole and exclusive remedies for any non-conformities, defects or errors and all performance or non-performance problems related to the Software, Software Support Services, this License or this contract, including without limitation any breach of warranty by Company. Licensees with a GL Simple Plan shall utilize plan customization tasks and projects eligible to be delivered during the warranty period in support of this warranty.

(b) Company warrants that Company has the full power and authority to grant the rights granted Licensee hereunder with respect to the Software, and neither the License or use by Licensee of the Software, as permitted under this License, will in any way constitute an infringement or other violation of any copyright, patent, trade secret, trademark or any other intellectual property right of any third party.

(c) In the event Software requires updating due to Federal, State statutory or regulatory requirements affecting Licensee, the Company's Software development department shall give its highest priority to the implementation of such updates, but Company does not warrant that all such updates will be completed, or that any updates will be completed by a certain time.

(d) In the event that the Software is, in the opinion of the Company, likely to or does become the subject of a claim for copyright or other intellectual property rights infringement, Company may, at its option and expense, either (1) procure for Licensee, the right under such third-party rights to use the Software; or (2) replace or modify the Software, or parts thereof, with other suitable and reasonable equivalent technology so that the Software becomes non-

infringing; or (3) if it is not commercially reasonable to take actions specified in (1) and (2) immediately preceding, terminate this License and refund all license fees to Licensee.

(e) Hosting Service Warranty. Licensee assumes total responsibility for Licensee's use and users' use of the Software on any equipment provided by Company, if any, and the Internet. Licensee understands and agrees further that the Internet is accessible by persons who may attempt to breach the security of Company and/or Licensee's networks. Company has no control over and expressly disclaims any liability or responsibility whatsoever for such actions and Licensee and Licensee's end users access the service at Licensee's own risk. Hosting Services provided by Company are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied, including but not limited to warranties of title, merchantability or fitness for a particular purpose. No advice or information given by Company, its affiliates or contractors or their respective employees, create a warranty. Some states do not allow the limitation of implied warranty, and therefore certain provisions may not apply to Licensees located in those states.

(f) EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION 11, COMPANY MAKES NO OTHER WARRANTIES OF ANY KIND, AND EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS AND IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING, WITHOUT LIMITATION, THE SUITABILITY OR THE CONDITION OF THE SOFTWARE, OR ITS FITNESS OR SAFETY FOR ANY PARTICULAR PURPOSE OR USE, OR AS TO ITS MERCHANTABILITY. COMPANY MAKES NO WARRANTY REGARDING THE USABILITY OR CONVERTIBILITY OF ANY OF LICENSEE'S DATA, THE SUITABILITY OF THE SOFTWARE FOR LICENSEE'S NEEDS, OR ANY PERFORMANCE PROBLEM, CLAIM OF INFRINGEMENT OR OTHER MATTER ATTRIBUTABLE TO ANY USE OR MODIFICATION OF THE SOFTWARE, OR COMBINATION OF THE SOFTWARE WITH ANY OTHER SOFTWARE OR COMPUTER PROGRAM OR COMMUNICATIONS DEVICE, NOT EXPRESSLY AUTHORIZED BY COMPANY IN WRITING. COMPANY SHALL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING LIABILITY IN TORT, STRICT OR OTHERWISE) DAMAGES ARISING DIRECTLY OR INDIRECTLY FROM THE SOFTWARE, THE USE, MISUSE, LOSS OF USE OR SALE THEREOF OR THE DELAY OR FAILURE OF DELIVERY OF THE SOFTWARE OR FROM ANY OTHER CAUSE WHATSOEVER EVEN IF IT HAS BEEN ADVISED OF SUCH POSSIBILITY. THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS IN THIS LICENSE SHALL APPLY IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND OR ACTION BY LICENSEE, INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT OR ANY OTHER LEGAL THEORY, AND REGARDLESS OF THE SUCCESS OR EFFECT OF OTHER REMEDIES. IN NO EVENT WILL THE AGGREGATE LIABILITY OF COMPANY TO LICENSEE UNDER THIS LICENSE FOR DAMAGES, COSTS, ATTORNEY'S FEES, EXPENSES OR INDEMNITY EXCEED THE TOTAL FEES PAID BY LICENSEE IN THE LAST TWELEVE MONTHS TO COMPANY HEREUNDER. LICENSEE HEREBY WAIVES ANY CLAIM THAT THESE EXCLUSIONS DEPRIVE IT OF AN ADEQUATE REMEDY OR CAUSE THIS AGREEMENT TO FAIL OF ITS ESSENTIAL PURPOSE.

17. Assignments by Company

(a) Any and all rights and interests of Company under this License may be assigned, either in whole or in part, without notice to Licensee, and Licensee agrees that its rights under this License are expressly subject and subordinate to any and all security interests which may now or hereafter be placed by Company or its assigns upon the Software. All references in this subparagraph to assignment shall be deemed also to include any pledge, mortgage, transfer or other disposition.

(b) Subject always to the foregoing provisions of subparagraph (a) of this section, this License shall inure to the benefit of, and shall be binding upon, the successors and assigns of the parties hereto and, where appropriate, their heirs, legatees and personal representatives.

18. Defaults and Remedies

(a) If (a) Licensee fails to pay any payment provided herein within thirty (30) days after the same is due and payable, or (b) Licensee fails to observe, keep or perform its obligations, covenants and agreements hereunder and does not cure such failure, within thirty (30) days after the sending of notice of such default by Company, or (c) any representation or warranty herein made by Licensee shall be proved to have been false or incorrect in any material respect when made, then and in each such event Company shall have the right, with thirty (30) days' notice or demand, to exercise any one or more of the following remedies:

i. To sue for and recover all payments, then due or thereafter accruing hereunder;

ii. If Licensee fails to surrender the Software and make assurances the Software was completely removed from all storage media controlled by Licensee, to bring an action in a court with jurisdiction over Licensee seeking injunctive relief mandating such removal and surrender of the Software;

iii. To terminate this License as to any or all items of the Software; and

iv. To pursue any other remedy available at law or in equity.

The foregoing remedies are cumulative and not exclusive or sequential.

(b) If Licensee believes Company's performance under this contract is in breach of the contract, Company shall be allowed an opportunity to cure such breach. Licensee shall provide no less than thirty (30) days written notice to Company detailing each instance of breach, including the facts and provisions of the contract breached, and the remedy Licensee seeks. The remedy sought must be reasonably intended to allow the Company to fulfill the material provisions of the contract such that the Licensee would waive the breach and the contract may continue if the remedy is provided by Company. Licensee shall act in good faith and take all reasonable steps to allow Company to cure any such breach. Company and Licensee agree that thirty (30) days written notification, as defined in the "Notices" section of this contract, are a substantive, material and essential to the ability of the parties to perform their respective

responsibilities. The parties intend for this notice and right to cure provision to supersede any other provision in conflict within this contract, whether those provisions be contained in a document with precedence or not.

19. Payment Obligation Absolute. Licensee's obligations under this License, including the obligation to pay license fees unabated, shall continue in full force and effect regardless of any inability of Licensee to use the Software because of war, governmental regulations, or strikes, unless for breach of contract or warranty.

20. Expenses of Company and Interest.

(a) Licensee shall reimburse Company for reasonable costs and expenses, including attorneys' fees, costs and disbursement incurred by Company in exercising any of its rights or remedies in enforcing any of the terms, conditions or provisions hereof.

(b) Licensee payment of invoices to Company are due within 45 days of receipt, unless otherwise specified in this contract. Regardless or other notes and direction made by Licensee, Company shall apply payments to the oldest invoice unless the Licensee has rejected the deliverable for which the invoice was made.

(c) Should Licensee fail to pay any amount required hereunder to be paid by Licensee to Company, within thirty (30) days after the due date thereof, Licensee shall pay unto the Company interest on the unpaid amount of such delinquent payment at the rate of eight percent (8%) per annum from the date such payment was due until it is paid in full, or, in the event such rate exceeds that which is permitted by applicable law, the highest permissible rate.

21. Miscellaneous.

(a) This Agreement creates no liability or responsibility for Company to maintain, setup, troubleshoot or otherwise support computer systems owned by Licensee. Licensee shall provide hardware and support for computer systems owned by Licensee.

(b) Company shall comply with all federal, state, and local laws, regulations, executive orders and ordinances applicable to this Contract.

(c) <u>Termination without Cause.</u> If Licensee terminates this contract for any reason other than breach of contract or the expiration of the contract, Licensee shall pay Company at the company standard hourly rate charged to all other Licensees, currently $132 per hour, for every hour worked prior to termination on incomplete deliverables up to the maximum value of the deliverable.

(d) <u>Workers' Compensation Insurance.</u> Company shall maintain during the term of this Agreement workers' compensation insurance in compliance with applicable State law, which

requires subject employers to provide workers' compensation coverage for all their subject workers.

(e) Professional Liability Insurance. Company shall maintain during the term of this Agreement professional liability insurance with a combined single limit, or the equivalent, of not less than one and one-half (1-1/2) times the total amount payable to Company under this Agreement for each claim, incident or occurrence to cover damages caused by error, omission, or negligent acts related to the professional services to be provided under this Agreement.

(f) General Liability Insurance. Company shall maintain during the term of this Agreement general liability insurance with a combined single limit, or the equivalent, of not less than one and one-half (1-1/2) times the total amount payable to Company under this Agreement for each occurrence for bodily injury and property damage. It shall include contractual liability coverage for the indemnities provided under this Agreement and endorsements for products, completed operations and personal injury. It also shall provide that the Licensee and their agencies, subdivisions, officers, employees and agents are additional insured but only with respect to Company's services to be provided under this Agreement.

(g) Automobile Liability Insurance. Company shall maintain during the term of this Agreement automobile liability insurance with a combined single limit, or the equivalent, of not less than the amount required under law for each accident for bodily injury and property damage, including coverage for owned, hired or non-owned vehicles, as applicable.

(h) Notice of Cancellation or Change. Company shall not cancel, cause a material change in, reduce its limits for or omit or intend not to renew the insurance coverage required under this Agreement without thirty (30) calendar days' prior written notice from Company or its insurers to Licensee.

(i) Certificates of Insurance. The certificates shall specify all of the parties who are additional insured and shall indicate all deductible amounts or retentions for all self-insurance. If requested, complete copies of insurance policies shall be provided to Licensee. Company shall be financially responsible for all pertinent deductibles, self-insured retention, and self-insurance.

(j) Notices. Any and all notices ("Notices") which either party hereto may desire to give to the other party hereunder shall be deemed to be duly given if and only if mailed by registered or certified mail, postage prepaid, addressed to the other party at its address as set forth below or at such other address as such party may designate to the other party in writing from time to time. Notification by any other means shall be considered a service request and a waiver of any related breach of contract dispute until such time as the party provides notice in accordance with this paragraph.

If to Company: GL Suite, Inc.

PO Box 591
Bend, Oregon 97709

If to Licensee: Mailing address identified by Licensee on Licensee's public web site.

(k) Waiver. The waiver by either party, or the failure by either party, to claim a breach, or give notice with respect thereto, of any provision of this License shall not be, or be held to be, a waiver of any subsequent breach, or as affecting in any way the effectiveness, of such provision.

(l) Headings. The headings of the sections of this License have been inserted for convenience of reference only and shall in no way restrict or otherwise modify any of the terms or provisions hereof.

(m) This License may be executed in any number of counterparts, each of which shall be deemed to be an original and all of which shall constitute one agreement which is binding upon all the parties hereto, notwithstanding that all parties are not signatories to the same counterpart.

(n) This License and all rights and obligations of the parties hereunder and all rights and obligations of the parties shall be governed by, and construed and interpreted in accordance with, the laws of the State of Oregon applicable to agreements made and to be performed entirely within such State, including all matters of enforcement, validity and performance.

(o) This License may only be amended in a written agreement executed by authorized representatives of both parties hereto.

IN WITNESS WHEREOF, the parties hereto have caused this License to be duly executed the day and year first above written.

GL Suite, Inc.

By_____
Signature, Title *Date*

Licensee

By_____
Signature, Title *Date*

Pricing Addendum

GL Solutions has included all pricing information in our cost proposal, rather than a standard pricing addendum herein.

Initial Scope of Work Addendum: Proposed "Due Upon" Details per Deliverable Type

Software Installation Services

Name	Description	Due
Software Licenses	Perpetual software licenses for up to 50 back-office users of GL Suite software.	Due upon contract execution.
Project Initiation	Initial setup of test system Delivery of legacy data Project Plan delivered	Due upon acceptance of Management Plan, Goals and Scope document, Schedule and Gap Analysis.
Business Process Identification	Business Processes to be include in the project identified	The Goals and Scope document will identify and subdivide the entire project into back office, self-service web site, verification site, or inspection business processes. This deliverables will be evenly divided into sub deliverables for each business process. Payment is due for each of these sub deliverables upon acceptance by the agency that the design, as represented by the cheat sheet, process flow diagram and technical specification, will meet the requirements traceability items for that business process.
System Design	Detailed Design Specification * Workflow Diagrams (Visio) * Detailed Screens Specification (SDS)	Completed and accepted specifications for each business process identified in the Goals and Scope Document. This payment amount will be evenly divided into sub deliverables for each back office business process. Payment is due for each of these sub deliverables upon acceptance by the agency that the configured or developed functionality is delivered to the UAT environment and ready for UAT.
System Configuration	System configured based on accepted specifications	Deployment of configuration to System Testing environment
Data Conversion	Conversion of all legacy data into the GL Suite Application	Completion of two runs of conversion (including two rounds of facilitated screen reviews of converted data). Due upon completion of two runs of conversion (including two rounds of facilitated screen reviews of converted data).
Online License Verification	Implementation of website allowing general public to confirm license status	Completion of related UAT (all Severity 1 & 2 issues corrected). This payment amount will be evenly divided into sub deliverables for each verification website business process. Payment is due for each of these sub deliverables upon acceptance by the agency that the

		configured or developed functionality is delivered to the UAT environment and ready for UAT.
Online License Applications	Implementation of website allowing for applications	Completion of related UAT (all Severity 1 & 2 issues corrected) This payment amount will be evenly divided into sub deliverables for each Application website business process. Payment is due for each of these sub deliverables upon acceptance by the agency that the configured or developed functionality is delivered to the UAT environment and ready for UAT.
Online License Renewals	Implementation of website allowing for online license renewals	Completion of related UAT (all Severity 1 & 2 issues corrected) This payment amount will be evenly divided into sub deliverables for each renewal website business process. Payment is due for each of these sub deliverables upon acceptance by the agency that the configured or developed functionality is delivered to the UAT environment and ready for UAT.
System Testing	GL Suite system tested	Deployment of Quality Assurance tested functionality to UAT environment This payment amount will be evenly divided into sub deliverables for each business process identified in deliverable 3 or sub deliverable thereof. Payment is due for each of these sub deliverables upon acceptance by the agency that all severity 1 and 2 discrepancies between the accepted design and actual functionality are corrected in the UAT environment.
Data Exchange Interfaces	interfaces to exchange data with 3rd Party Software Systems	Completion of related UAT (all Severity 1 & 2 issues corrected) This payment amount will be evenly divided into sub deliverables for each interface identified. Payment is due for each of these sub deliverables upon acceptance by the agency that all severity 1 and 2 discrepancies between the accepted design and actual functionality are corrected in the UAT environment.
Training	Delivery of training prior to User Acceptance Testing	Training delivered Training requirements will be identified in the goal and scope document and broken out by days of training to be delivered. This payment deliverable will be subdivided into deliverables for each type of training proportionate toe the total number of training days. Payment is due upon delivery of the training associated with each sub deliverable.
User Acceptance Testing	User Acceptance Testing complete	UAT exit criteria met, as described in Project Plan This payment amount will be evenly divided into sub deliverables for each business process identified in deliverable 3 or sub deliverable thereof. Payment is due for each of these sub deliverables upon acceptance by the agency that all severity 1 and 2 discrepancies

		between the accepted design and actual functionality are corrected in the UAT environment.
Project Management	GL Solutions project management staff time throughout implementation	Due upon fulfillment of Go-Live entrance criteria, to be defined in accepted goals and scope document.
Go Live	GL Suite software system live in production use	Production use of GL Suite software

Applicable Certifications or Licenses

GL Solutions has no applicable certifications or licenses to provide here.

Tab V Attachment B

GL Solutions has provided the signed and dated attachment below. GL Solutions has removed the reference to Attachment I, per the answer to question #7 of Amendment 1, which indicates the certification Regarding Lobbying should be removed from this RFP as it is no longer required.

ATTACHMENT B – VENDOR CERTIFICATION OF COMPLIANCE

I have read, understand and agree to comply with ***all*** the terms and conditions specified in the attachments noted in the table below.

Vendors must initial next to each noted attachment and then sign with an original signature in the designated space.

Attachment	Attachment Title	Agree to Comply *Initials Required*
A	Confidentiality and Certification of Indemnification	
C	Vendor Certifications	
D	Contract for Services of Independent Contractor	
E	Insurance Schedule for RFP 3422	

GL Suite, Inc. DBA GL Solutions

Company Name

Signature

Bill Moseley

Print Name

6/8/17

Date

GL Solutions has included below a table of exceptions to the language of the RFP. While no place was designated within this RFP to include exceptions, per direction in previous RFP(s) from the State of Nevada, we have included this table with Attachment B. These exceptions can be further discussed during any potential contract negotiations.

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
1	3.5	21	***Replace with:*** ***3.5 PROJECT SOFTWARE Company and Licensee agree to use GL Portal, an online, web-based project management system developed by Company to store project deliverables, communicate schedules, provide acceptance of specifications and other deliverables, answer clarifications, and provide notifications.*** ***3.5.1 Company will issue Licensee a unique login and access to GL Portal for each person authorized by Licensee.*** ***3.5.2 Licensee will authorize Company to grant GL Portal access only to Licensee agents with authority to act on behalf of Licensee.*** ***3.5.3 Company shall utilize Microsoft Word, Excel, PowerPoint and Visio to develop written project documents.*** ***3.5.4 Project management forms for acceptance, deliverable review reporting defects, etc. shall be provided by Company.*** ***3.5.5 No other project management software or forms shall be used.***
2	3.7.4	22	***Add:*** ***3.7.4.5 Licensee shall provide all necessary staff and management reasonably necessary and required by Company to accomplish the purposes of this contract.*** ***3.7.4.6 Licensee and Company shall adopt and may revise a Project***

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
			Management Plan and a UAT Plan which describes detailed project management methodologies and timeline expectations of performance for both Company and Licensee. ***3.7.4.7 To allow Company to timely produce deliverables, Licensee shall allocate necessary staff resources including, but not limited to, provide detailed business requirement descriptions, review deliverables, answer clarifying business requirement questions, perform UAT testing, and manage staff and process change within Licensee's organization.*** ***3.7.4.8 Company shall at reasonable times and in a manner that minimizes disruption of the Licensee's operations have the right to enter into and upon the premises of the Licensee during business hours for the purposes described by this contract, inspecting the software, observing its use or otherwise protecting Company's interest therein. Licensee shall, whenever requested by Company, advise Company of the exact location of the Software. Subject to Licensee's review and approval of data access security precautions, Licensee shall establish a secure method by which Company can perform remote administration and updates to the installed Software.*** ***3.7.4.9 Licensee agrees that Company's performance is dependent on Licensee's timely and effective cooperation with Company. Accordingly, Licensee acknowledges that any delay by Licensee may result in Company being released from an obligation or scheduled deadline or in***

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
			Licensee having to pay extra fees for Company's agreement to meet a specific obligation or deadline despite the delay. ***3.7.4.10 Performance by Licensee of the provisions of this section shall be an essential element of this contract. Licensee's failure to provide such services is a material breach of this contract.***
3	5.6	34	***Negotiate and include with replacement of conflicting terms in section 5.2:*** ***5.6.2 Deliverable Submission*** ***5.6.2.1 Company shall create specifications and other documentation, such as project management documents, training, and software documentation, to support the Software's implementation and use by Licensee.*** ***5.6.2.2 Company shall submit specifications and documentation to Licensee for acceptance using GL Portal. Company shall specify which contract requirements are met by the specification or documentation.*** ***5.6.3 Deliverable Review*** ***5.6.3.1 Licensee shall review the specification or documentation to determine whether the document, if developed per the specification, fulfills the contract requirement specified by Company.*** ***5.6.3.2 Licensee shall respond to Company's request for approval by:*** ***5.6.3.2.1 Accepting the submitted specification or documentation within seven calendar days,***

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
			5.6.3.2.2 Rejecting the specification or documentation within seven calendar days, or ***5.6.3.2.3 Not responding to the Acceptance request within seven calendar days. Not responding to the Acceptance request within seven calendar days constitutes Licensee's Acceptance of the specification or documentation.*** ***5.6.3.3 If the specification or documentation does not conform to the Contract, Licensee shall notify Company using GL Portal and forms provided by Company specifying the specific contract exceptions which cause the specification or documentation to be unacceptable. All such deficiencies within the specification or documentation must be noted during Licensee's initial review of the specification or documentation.*** ***5.6.3.4 GL Solutions shall correct the deficiencies and resubmit the specification or documentation within seven calendar days from the receipt of the request for Acceptance.*** ***5.6.3.5 Licensee shall have seven calendar days to re-inspect, test and reevaluate the resubmitted specification or documentation to determine whether deficiencies initially noted are corrected.*** ***5.6.3.6 Additional cycles may be added until all deficiencies initially noted are corrected.*** ***5.6.3.7 During any re-inspection by Licensee, the Licensee may not report any new deficiency not reported during the initial rejection***

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
			of the specification or documentation. ***5.6.3.8 Acceptance of a specification or documentation constitutes acceptance that Company's development and implementation of the software according to the specification or documentation satisfies Company's performance obligations with respect to the corresponding contract requirement identified. Acceptance of a software deliverable constitutes acceptance that the Software performs as specified.*** ***5.7 Acceptance. Licensee agrees that any the following conditions constitute acceptance of a specification, sub-deliverable or deliverable by Licensee, in the form delivered by Company, including acceptance of an installation, Customization or other Software Support Service deliverable:*** ***(d) Written acceptance by Licensee;*** ***(e) Production use of the software (or, as applicable, Installation and Migration Services, Customization or other Software Support Service deliverable) in a live environment; or*** ***(f) Failure to test, inspect and report specific defects regarding the Software or any contract deliverable within seven calendar days after delivery notification by Company to Licensee.***
4	5.14	45	***Replace the first sentence with: "The objective of this task is to ensure that the system performs in accordance with the Accepted specifications."***

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
5	13.3.4.1	79	***Delete this section.***
6	13.3.5	80	***Delete this section.***
7	13.3.10	82	***Delete this section.***
8	13.3.11.4	83	***Delete this section.***
9	13.3.12.3	85	***Delete this sentence: "Upon receipt of the materials, the escrow agent must verify that the contents of the deposit are in good working order and certify the same to the State."***
10	13.3.14	86	***Delete this section.***
11	13.3.19.1	88	***Delete subsections: F, G, H, and I***

Tab VI Section 3 - Scope of Work

5.5 VENDOR RESPONSE TO SCOPE OF WORK

5.5.1 Within the proposal, vendors must provide information regarding their approach to meeting the requirements described within ***Sections 5.8 through 5.17***.

GL Solutions meets this requirement. We have provided information regarding our approach to meeting the requirements described within sections 5.8 through 5.17.

5.5.2 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.

N/A – GL Solutions does not propose to use subcontractors for any of the tasks.

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

GL Solutions meets this requirement. We have provided less than five (5) pages per task not including appendices, Samples and/or exhibits.

5.6 DELIVERABLE SUBMISSION AND REVIEW PROCESS

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

5.6.1 General

5.6.1.1 The contractor must provide one (1) master (both hard and soft copies) and three (3) additional hard copies of each written deliverable to the appropriate State Project Manager as identified in the contract.

Per the answers to question 25 in 3422 Amendment 1, we understand the TA desires the process to be efficient and effective and is open to alternative methods, tools, and processes. Therefore, GL Solutions proposes to instead provide access to GL Portal, where the TA and the State Project Manager may access soft copies and may print hard copies of each written deliverable identified in the contract. For more information on our management methodology, please see our Sample management plan, Supporting Document 22. For more information on GL Portal, see Supporting Document 19.

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

See response to item 5.6.1.1. GL Solutions will provide access to GL Portal, where the TA may access electronic copies of approved and accepted deliverables.

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

GL Solutions will provide electronic copies of written deliverables in Microsoft Word or occasionally PDF, and/or accessed with a web browser from GL Portal, with a login provided by GL Solutions.

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

GL Solutions meets this requirement. We will work with the state to develop mutually agreeable acceptance/exit criteria. For more information about this, see Sample Management Plan, Supporting Document 22.

5.6.2 Deliverable Submission

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

A. Cover letter;

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

C. Anticipated number of pages; and

D. Identification of appendices/exhibits.

Per the answers to question 25 in 3422 Amendment 1, we understand the TA desires the process to be efficient and effective and is open to alternative methods, tools, and processes. Therefore, since this summary document and its requirements noted above are outside GL Solutions' standard processes, and would therefore add costs to the

implementation which are likely beyond the TA's budget, GL Solutions proposes that we would instead train the TA on what to expect for success with the process and the deliverables, and provide electronic notifications via GL Portal when the deliverables are available for review.

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

See response to item 5.6.2.1. GL Solutions provides an electronic Design Approval Response Form which will be used to provide approval/rejection at the point of design, along with specific feedback about any issues. Upon completion of the deliverable, defects can be reported via GL Portal for correction. For more information, please see our Sample management plan, Supporting Document- 22.

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

See response to item 5.6.2.1. GL Solutions will develop deliverables according to the company's best practices, and according to formats included in the agreed-upon management plan, to be iterated and approved early in the implementation. For more information, please see our Sample management plan, Supporting Document 22.

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

GL Solutions will provide design review walkthroughs of each deliverable at a meeting, as described in the mutually-agreed-to management plan. For more information, please see our Sample Management Plan, Supporting Document 22.

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

See response to item 5.6.2.1. GL Solutions will provide notifications of completion/submission of deliverables via GL Portal, with approval/acceptance criteria and schedule to be defined in the agreed-upon management plan. Deliverables may be rejected with defects reported against approved specifications. For more information, please see our Sample management plan, Supporting Document 22.

5.6.3 Deliverable Review

5.6.3.1 General

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

GL Solutions meets this requirement. We will comply with these guidelines for establishing review times.

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

GL Solutions meets this requirement. We will comply with these guidelines. For more information about the project plan, see Sample Management Plan, Supporting Document 22.

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

GL Solutions meets this requirement. We will comply with these guidelines, with the understanding, based on responses to question 25 in "3422 Amendment 1," that the TA will work with the vendor to establish a mutually agreed upon deliverable acceptance/rejection criteria, along with review turn-around timeframes. For more information, see Sample Management Plan, Supporting Document 22.

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

GL Solutions meets this requirement. We will comply with these guidelines, with the understanding as noted in item 5.6.3.1.C. For more information, see Sample Management Plan, Supporting Document 22.

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

GL Solutions meets this requirement. We will comply with these guidelines, with the understanding as noted in item 5.6.3.1.C. For more information, see Sample Management Plan, Supporting Document 22.

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

Per the answers to question 25 in 3422 Amendment 1, we understand the TA desires the process to be efficient and effective and is open to alternative methods, tools, and processes. Therefore, GL Solutions proposes the use of our custom client communication center, GL Portal, to fulfill this requirement. For further information on GL Portal, see Supporting Document 19.

5.6.3.2 Accepted

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

See response to item 5.6.3.1.F, and item 5.6.3.1.C. GL Solutions proposes the use of our custom client communication center, GL Portal, to fulfill this requirement.

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

See response to item 5.6.3.1.F, and item 5.6.3.1.C. GL Solutions proposes the use of our custom client communication center, GL Portal, and acceptance criteria to be established in an agreed-upon management plan, for the approval, upon which, the State will be invoiced for the deliverable.

5.6.3.3 Comments/Revisions Requested by the State

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

GL Solutions proposes the use of our custom client communication center, GL Portal, to fulfill the above requirements.

Per the answers to question 25 in "3422 Amendment 1," we understand the TA desires the process to be efficient and effective and is open to alternative methods, tools, formats and processes. Therefore, GL Solutions proposes the use of our custom client communication center, GL Portal, and our standard project management methodology to handle the scenario of Comments/Revisions Requested by the State. For more information about GL Solutions' methodologies successfully used on past projects of similar size and scope, see our Sample

Management plan, Supporting Document 22. For more information about GL Portal, see Supporting Document 19.

Regarding 5.6.3.3 M, GL Solutions proposes the use of our custom client communication center, GL Portal, to fulfill this requirement.

5.6.3.4 Rejected, Not Considered Delivered

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

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

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

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

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

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

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

G. Upon resubmission of the completed deliverable, the State will follow the steps outlined in ***Section 5.6.3.2, Accepted,*** or ***Section 5.6.3.3, Comments/Revisions Requested by the State***.

Per the answers to question 25 in "3422 Amendment 1," we understand the TA desires the process to be efficient and effective and is open to alternative methods, tools, formats and processes. Therefore, GL Solutions proposes the use of our custom client communication center, GL Portal, and our standard project management methodology to handle the scenario of Rejected, Not Considered Delivered. For more information about GL Solutions' methodologies successfully used on past projects of similar size and scope, see our Sample Management plan, Supporting Document 22. For more information about GL Portal, see Supporting Document 19.

5.7 PROJECT KICK OFF MEETING

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

5.7.1 Deliverable review process;

5.7.2 Determining format and protocol for project status meetings;

5.7.3 Determining format for project status reports;

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

5.7.5 Defining lines of communication and reporting relationships;

5.7.6 Reviewing the project mission;

5.7.7 Pinpointing high-risk or problem areas; and

5.7.8 Issue resolution process.

GL Solutions will meet these requirements. We will ensure that all of the above items are covered during the kick off meeting. For more information, see our Sample Management Plan, Supporting Document 22.

5.8 PLANNING AND ADMINISTRATION

5.8.1 Objective

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

5.8.2 Activities

The awarded vendor must:

5.8.2.1 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:

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

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

C. Completion date of each task;

D. Project milestones;

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

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

5.8.2.2 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.

5.8.2.3 Provide written semi-monthly project status reports delivered to State project management by the third (3rd) working day following the end of each reporting period. The format must be approved by the State prior to issuance of the first semi-monthly project status report. The first semi-monthly report covers the reporting period from the 1st through the 15th of each month; and the second semi-

monthly report covers the reporting period from the 16th through the end of the month. The status reports must include, but not be limited to the following:

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

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

C. Problems encountered and proposed/actual resolutions;

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

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

F. Quality Assurance status;

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

H. Identification of schedule slippage and strategy for resolution;

I. Contractor staff assigned and their location/schedule;

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

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

5.8.2.4 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.

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

5.8.2.6 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.

5.8.2.7 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.

5.8.2.8 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.

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

GL Solutions has included in our pricing a Post Implementation Evaluation Review. Regarding other requirements noted in this section, Per answer to question 17 and 24 of "3422 Amendment 1" GL Solutions proposes the use of our tested and tried Project Management Methodology (PMM) in response to all items of 5.8.2 above. We have a formal approach to project management based on the PMI's Project Management Body of Knowledge (PMBOK) principles and methods. We also incorporate agile principles and methods into our processes. The iterative planning and feedback loop inherent to the agile development approach reduces risk and ensures quality. It assures that teams are able to align the delivered software with desired business needs, continuously.

Our PMM ensures:

- ***Each key business process is defined and documented***
- ***All parties understand and agree to the Management Plan***
- ***All developed outputs meet or exceed requirements and expectations***
- ***Authority and responsibilities are clearly defined***
- ***Communication between parties is timely and productive***
- ***Your needs are addressed in an organized fashion***
- ***The project adheres to scope and schedule agreements***
- ***Proactive management of risks and issues***
- ***Rigorous quality assurance processes***

GL Solutions' PMM is tightly integrated with all elements of our project implementation process. It wraps a layer of monitoring, directing, advising, and guidance around the project implementation stages. We adhere to tested management procedures that align our efforts at every phase of the implementation with the goals of the project. Primary in our efforts is effective communication, internally and with your staff. Other efforts include tight adherence to the Management Plan, frequent project management meetings, consultation on process improvement and/or change management, ongoing risk and gap assessments, and strict scope maintenance.

We recognize that government offices regularly face a scarcity of resources and time. Our PMM delivers everything necessary for planning, building, and managing a successful implementation while simultaneously maximizing quality and getting the most out of your staff's time and agency's budget. See Supporting Document 22 for a Sample Management Plan.

5.8.3 Deliverables

5.8 PLANNING AND ADMINISTRATION DELIVERABLES			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.8.3.1	Detailed Project Plan	5.8.2.1	15
5.8.3.2	Attendance at all scheduled meetings	5.8.2.2	N/A
5.8.3.3	Written Semi-Monthly Project Status Report	5.8.2.3	5
5.8.3.4	Communication Plan	5.8.2.4	10
5.8.3.5	Risk Management Plan	5.8.2.5	10
5.8.3.6	Quality Assurance Plan	5.8.2.6	10
5.8.3.7	Change Management Plan	5.8.2.7	10
5.8.3.8	Knowledge Transfer Plan	5.8.2.8	10
5.8.3.9	Post Implementation Evaluation Review	5.8.2.9	5

As noted in specific requirements above, GL Solutions will provide all of the required Planning and Administration deliverables.

5.9 REVIEW AND VALIDATE REQUIREMENTS AND GAP/FIT ANALYSIS

5.9.1 Objective:

5.9.1.1 To ensure the vendor has a clear understanding of the TA's requirements, "map" the requirements to their system, identify gaps and identify options to address the gaps. If the vendor proposes a custom solution, this task will focus on the system design.

GL Solutions will meet this requirement. We will map the requirements to our system, identify gaps, and identify options to address the gaps.

5.9.2 Activities:

5.9.2.1 The vendor will review relevant TA artifacts (e.g. documentation, forms, reports, etc.) and interview key TA staff to fully understand the TA's operation and system requirements.

GL Solutions will meet this requirement. We will review TA artifacts and interview key TA staff to fully understand TA's operations, business processes, and system requirements.

5.9.2.2 The vendor will document the gaps between TA's needs and what their software supports. They will also document options (including cost estimates) to address the gaps, including: custom development, process work-arounds, and utilization of 3rd party projects.

GL Solutions will meet this requirement. We will document the gaps between TA's needs and what our software supports. GL Solutions will also document any options we can provide (including cost estimates) to address the gaps, including: custom development, process work-arounds, and utilization of 3rd party projects.

5.9.2.3 The vendor will perform a thorough walk-through demonstration of their system showing how it supports the TA's business processes, and explaining the various options to address the gaps in software functionality. Based on the results of the review, the TA, working with the vendor will make decisions on how the gaps will be addressed. The agreed upon implementation scope will then formally documented.

A demonstration is typically performed during the procurement process, in a proof-of-concept situation to show and describe a specific subset of the many requirements desired to be seen/discussed. Then design review meetings are held for each business processes during the design phases. Design options to overcome any gaps will be offered, and these, as well as solutions will be formally documented, encompassing any agreed-upon changes to the implementation scope.

5.9.3 Deliverables

5.9 REVIEW AND VALIDATE REQUIREMENTS & GAP/FIT ANALYSIS			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.9.3.1	Gap Analysis Report, which includes description of gaps and options to address the gaps, including costs (one-time and ongoing). If a custom system, then focus will be on the Design Report below.	5.9.2.2	15
5.9.3.2	Implementation Scope Document (That documents how each of the TA's core business processes will be supported and how the gaps will be addressed).	5.9.2.3	10

See response to item 5.5.2.3.

5.10 SYSTEM DESIGN/IMPLEMENTATION CONFIGURATION

5.10.1 Objective:

5.10.1.1 The objective of this task is to develop a design document that describes the system architecture, the software and hardware components. The design documentation should be to a level of detail that all project stakeholders can understand what will be developed/implemented. Note: For COTS solutions, this does not need to be an extensive document.

GL Suite software is a highly-configurable COTS solution, so we have provided brief responses to the items below.

5.10.2 Activities:

5.10.2.1 Based on requirements and gap analysis, the vendor will develop system design specifications. This includes, but not limited to:

A. Overall system architecture, including technology that will be used (hardware & software), including any third-party products that will be used;

GL Suite employs an n-tiered architecture that separates presentation, business logic, and data access into logically distinct components, which can be optionally deployed to physically separate tiers. This configuration provides significant architectural flexibility, including scalability to support future growth, the option to select different platforms to meet potential changes in technology standards and directions, and insurance against technological obsolescence. A key benefit of n-tiered architecture is the isolation of roles and responsibilities within the application. Utilizing this architecture's object-oriented design principles, we can extend or enhance the system with minimal risk of damaging working components that can often benefit from new service components.

GL Suite uses .NET and IIS7 to support a widely accepted application platform. Some .NET and IIS7 standards used by the GL Suite application include POP3 support and eXtensible Markup Language (XML) for transaction data formatting. We also support the open, non-proprietary XPath, SQL, and SOAP standards. We use XML messages as the format for messages between the Presentation, Business, and Database tiers.

The Database tier uses .NET data providers to access SQL Server. This is Microsoft's preferred technology for accessing SQL Server.

GL Suite requires IIS, which is included with Microsoft Windows Server and Microsoft SQL Server. If the TA decides to host its system rather than hosting with GL Solutions, we suggest contacting your Microsoft software representative to analyze licensing requirements. Use of SQL server to support a public website typically requires the purchase of Windows and SQL Server per processor.

For more information about system architecture, and hardware and software requirements, see Technical Architecture Design, Supporting Document 15. For more information about the technology utilized for hosting our hosting solution, see GLS Hosting Overview, Supporting Document 12.

B. Configuration parameters, including, but not limited to: lookup values, event triggers, key data fields, user roles, user interface and screen navigation, list of key reports and description on how they will be developed, etc. ;

The GL Suite software is configurable throughout, but is not made up of specific components or modules in the sense that any more "canned" application might

be. GL Suite provides a user interface and some core functionality with menu structure and general layout structure, but the product itself is at its core a configurable business rules engine. Configuration covers reports, queries, correspondence, search views, display sub-forms, menu items, commands, entities, objects/screens, properties/fields, folders/collections, associations, user groups, security, workflows and rules.

GL Suite includes the ability to define and maintain lookup values. Termed "List Value" in GL Suite, lookup values can be used for a variety of pre-defined, standardized lists, including but not limited to values for: States, Counties, Countries, Statuses, Violations Statutes, etc.

GL Suite's Control Panel enables either GL Solutions' staff or authorized agency staff or administrators to quickly set up or modify all screens, menus, and business rules to reflect changes in your workflow. This flexibility ensures that your system continues to reflect your agency's workflow and to enhance your efficiency and effectiveness while enabling TA to easily implement statutory, policy and operational changes.

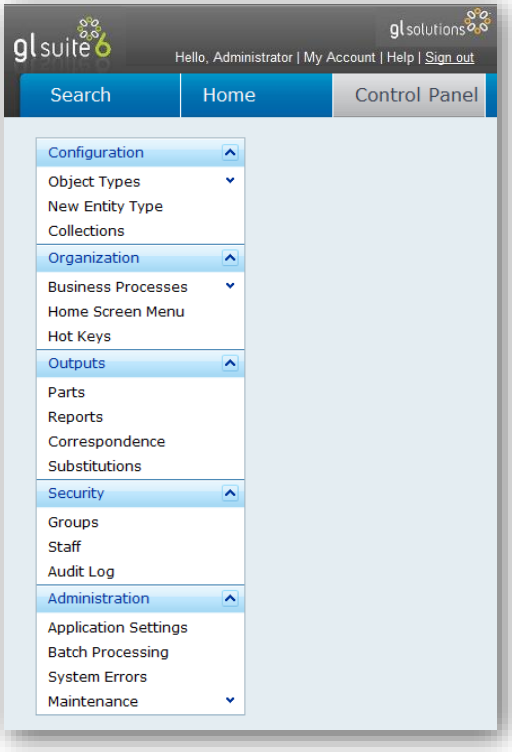
Both GL Suite's application and configuration manager are simply accessed via the top standard web browsers (Internet Explorer / Edge / Firefox / Chrome / Safari) so all operation of the solution and most of the maintenance (and even configuration of enhancements) can be handled via this simple web access.

For more information about GL Suite Configuration, see Configuration, Supporting Document 11.

For more information about Reporting, see Reporting and Output Samples, Supporting Document 6.

One feature that distinguishes GL Suite from other software solutions and one of its greatest strengths is the extent to which it can be configured to any business process without custom coding. GL Suite succeeds where others falter because we configure it to meet your processes rather than pushing you to adapt to a system built on our assumptions about your business.

GL Suite configurations are implemented using an integrated Control Panel, a highly flexible tool that GL Solutions and your staff use for the setup, maintenance, and enhancement of your system. GL Solutions will use the Control Panel to design and implement your agency's GL Suite system to meet your requirements. We use it to establish entities (e.g. Department, Division, Regulatory Board, Professional Profile, etc.), and we tailor each of these entities with screens, fields, menus, reports, letters, spreadsheets, user security, business rules, online help file link locations, and dropdown list values according to your needs. Your agency's administrators will also utilize the Control Panel. With it, they will be able to perform most additions or modifications to the User Interface. The degree to which your own administrators make changes to your system is up to you. If you prefer, GL Solutions will happily execute any desired modifications for you.



Control Panel

The Control Panel enables instantaneous addition, alteration, and removal of fields, forms, and menus. Authorized users can add, modify, and delete user profiles, passwords, business rules, modify security settings, and more. They can even create an entirely new license type using the Control Panel. To do so, administrators will not have to start from scratch. Instead, they capture the license specifications of a similar license type, then port and update it to create a different license type. This helps safeguard system stability and performance because each license type uses the same core design specifications.

With GL Suite's Control Panel, users with adequate security permissions can easily modify most aspects of the system, including but not limited to:

- ***Field order and screen layout***
- ***Field label text and format***
- ***Field data types (e.g. text box, dropdown list, or checkbox)***
- ***Available and default field values***
- ***Field attributes (e.g. required, read-only, hidden)***
- ***Keyboard shortcuts and tab order***
- ***Associations between entities***
- ***Custom Graphical User Interfaces (GUIs)***

- ***Menu items and structure***
- ***Search parameters***
- ***Saved searches and queries***
- ***Letter templates***
- ***Reports***
- ***Custom workflows***
- ***Online functionality***
- ***Interfaces with other systems***
- ***Scheduled jobs (e.g. updating license status and emailing affected licensees)***
- ***System maintenance and data cleanup***
- ***Security for each screen, field, workflow, letter, report, and more***
- ***Users, groups, and permissions***

C. Description of administrative functions (technical and non-technical) the TA will need to perform for the ongoing support of the system; and

Non-technical administrative functions include setup, updating (if necessary) and disabling Staff user accounts. Updating Staff user accounts may be necessary if a staff member changes roles, such as from being an individual team member to a supervisor. GL Suite includes integrated Staff user account control that allows Administration Staff to easily modify a user's security group when staff role changes occur. Staff role changes will take effect the next time a Staff user logs into the GL Suite system.

Technical administrative functions including promotion of updates to the Production environment (after go-live). GL Suite includes an integrated "task promotion" system which tracks and promotes all meta-data configuration from one environment to the next. When tested and approved on the UAT (User Acceptance Testing) environment, Agency administrators will use this system to promote the approved work, and only the approved work, to the Production environment.

For GL Solutions' hosted clients, a full suite of server administration services, including backups, disaster recovery, security audits, and regular maintenance are included. For clients wishing to how their own GL Suite application, these server administration functions are the responsibility of Agency I.T. staff and are subject to the agency's internal policies and procedures.

For more information about Technical Administrative Functions, see Hosting Overview, Supporting Document 12.

D. Description of security and backup and recovery methods and technology.

On systems hosted by GL Solutions, we create backup data in the evenings, every 24 hours. The backup process encompasses data stored in every location in the system, including: Transactional Data, Report Data, Document Repository, Correspondence Templates, Reports, Persisted Customizations, Automated Database Jobs, Interface Applications, Files.

Moreover, GL Solutions maintains a secure, offsite backup facility connected via a private network. We backup data to this facility every 24 hours and retain 21 days of backups at all times. Daily monitoring of jobs and tasks to confirm restorability ensures continuous protection of data from unnecessary loss. GL Solutions maintains redundant, replacement failover equipment to monitor and minimize downtime caused by any hardware failure. In the event of a disaster or hardware failure, data can be recovered within minutes.

Your data is safeguarded in an environment that virtually eliminates the risk of irretrievable loss of data and/or configuration settings. The following are GL Solutions' most common strategies for data protection:

- ***Replication of data to an off-site location overcomes the need to restore the data (only the systems need to be restored or synched).***
- ***High availability systems keep the data and the system replicated off-site, enabling continuous access to systems and data.***
- ***Wide Area Network Optimization technology improves disaster recovery capabilities and increases network response times. This technology also ensures that data continues to move through the network even when it is down.***

GL Solutions maintains offsite backup and disaster recovery environments for every agency's GL Suite system, ensuring absolute security for all of the clients we host. Application backup data is typically created in the evenings, every 24 hours. The backup process encompasses data stored in every location in the system, including: Transactional Data, Report Data, Document Repository, Correspondence Templates, Reports, Persisted Customizations, Automated Database Jobs, Interface Applications, Files. GL Solutions will perform daily backup of data from the servers at onsite and offsite locations, enabling fast, painless data restoration if needed. GL Solutions maintains its backup data at a secure colocation data center. This colocation data center is an offsite, Tier III certified data center and exceeds the highest standards for operational security and stability, as set by the Uptime Institute, the world's authority on data security. The facility features a 24/7 live security staff, biometric access, more than 50 high-definition closed-circuit cameras and real-time tracking of staff and visitors.

For more information about Security, Backups and Recovery, see Hosting Overview, Supporting Document 12.

5.10.3 Deliverables

5.10 SYSTEM DESIGN/IMPLEMENTATION CONFIGURATION			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.10.3.1	System Design/Implementation Configuration	5.10.2.1 (A-D)	10

As noted in specific requirements above, GL Solutions will provide the required deliverables for System Design/Implementation Configuration.

5.11 SETUP AND CONFIGURE/BUILD SYSTEM

5.11.1 Objective:

5.11.1.1 The objective of this task is to configure/customize/develop, test, and deliver a fully functional system that meets the TA's requirements. Throughout this task, the vendor must work closely with TA staff to verify the system will meet their requirements in an intuitive and efficient manner.

GL Solutions meets this requirement. Our standard practices ensure that we work closely with TA staff to verify the system will meet their requirements in an intuitive and efficient manner. For more information about setup and configuration of the system see the Sample Management Plan, Supporting Document 22.

5.11.2 Activities:

5.11.2.1 Establish System Environments

A. Setup development & test environment;
B. Setup UAT/training environment; and
C. Setup production environment.

GL Solutions meets this requirement. Our standard practices establish development, system test, UAT/training and production environments.

5.11.2.2 Configure/Customize/Develop System

A. Configure/develop system components according to specifications.

GL Solutions will specify and then configure GL Suite according to specifications. For more information see the Sample Management Plan, Supporting Document 22.

B. Perform structured demonstrations/pilots/walk-throughs of system components to users at various stages this task to ensure the end product is on target. Prior to UAT, users need to see how the system will provide end-to-end support for all their business processes.

GL Solutions meets this requirement. Our standard practice is for a Business Analyst to facilitate the demonstration of the design documents during meetings to the designated staff and client contact responsible for Design Approval. For more information see Sample Management Plan, Supporting Document 22.

C. Adjust/modify system based on user feedback. If necessary, re-demonstrate system after making the changes.

GL Solutions meets this requirement. Our standard practices ensure the TA team to offer feedback during the review with the business analysts. For more information see Sample Management Plan, Supporting Document 22.

D. The vendor will conduct thorough quality assurance testing of system and correct defects prior to delivering it for User Acceptance Testing (UAT) and production. The vendor will also ensure the system meets appropriate performance and throughput requirements.

GL Solutions meets this requirement. GL Solutions conducts system testing to validate that developed functionality meets the expected outcomes documented by the accepted project specification(s). System testing occurs in the UAT environment, where the client may conduct its own business process system test to meet the requirements stated herein.

E. Conduct walkthrough of entire system with users prior to UAT.

GL Solutions will meet this requirement. Though it is not our standard practice, and may be found to be unnecessary, or not worth the cost, GL Solutions will provide an on-site system walkthrough prior to UAT as required. If the TA wishes to save the cost of this item, this should be discussed during contract negotiation.

F. Deliver fully functional system that has been thoroughly tested by the vendor (ready for the TA UAT team to test).

GL Solutions will meet this requirement. All aspects of each business process are thoroughly tested individually as the work is completed, and then tested together through a system test prior to the start of UAT.

5.11.3 Deliverables

5.11 SET UP AND CONFIGURE/BUILD SYSTEM			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.11.3.1	Establish development & test, UAT/training and production environments	5.11.2.1 (A-C)	10
5.11.3.2	Configure/develop working system; vendor to conduct demonstrations/ pilot/walk-throughs of system components.	5.11.2.2 (A-D and F)	TBD
5.11.3.3	Walk-through of entire system prior to UAT.	5.11.2.2 (E)	10

As noted in specific requirements above, GL Solutions will provide the required deliverables to Build and Implement System.

5.12 DATA MIGRATION

5.12.1 Objective:

5.12.1.1 The objective of this task is to migrate historical data from the existing legacy systems to the new system.

5.12.2 Activities:

5.12.2.1 The vendor shall work with the TA to develop a comprehensive data migration plan. The TA will work with the vendor to develop a plan that is feasible, given limited funds. The TA wishes to focus on converting data that add value. The plan must include at a minimum:

A. Map legacy data to the new system. The TA will provide staff knowledgeable of the existing systems.

B. Document business rules and program specifications for extracting legacy data, performing data cleansing, and loading it to the new system and validating it.

GL Solutions meets this requirement. Our standard practices ensure that we will develop a comprehensive data migration plan. We are happy to work in conjunction with client SME's (subject matter experts) for the legacy databases to help ensure that we fully understand the source data. We have vast experience migrating data from many different types of source databases, including LicenseEase, FoxPro and Access as listed in this section, and also including SQL Server, Oracle, DB2 and other proprietary sources.

Our data migration specification document includes all of the "source" and "target" database mappings, business rules for data extraction and population in the new GL Suite database, all data cleansing rules, and validating data migrated to the new GL Suite database.

For more information about Data Migration, see Data Conversion Methodology, Supporting Document 16.

1. The legacy systems will include the following databases:

a. Licensing Database, LicenseEase –COTS (Oracle database)
b. Inspections Database (Access)
c. Events/Dispatch Database (Access)
d. Hearings Database (Access)

GL Solutions understands the scope of data to be converted into the new RMS will be migrated from the four (4) databases listed above.

5.12.2.2 The vendor will work with the TA to define test cases for validating the migrated data.

GL Solutions meets this requirement. Our standard practices include working with agency staff to define test cases that will help in validating the migrated data. We normally include three data conversion "runs" as part of an installation. After the first and second run, GL Solutions staff will work directly with TA staff in reviewing and validating migrated data, as well as providing TA staff with information about test cases to review independently. TA staff will be able to submit defects against the first and second data conversion run results, and GL Solutions will review and resolve each issue reported prior to go-live.

Prior to final conversion, GL Solutions performs two test conversion runs: 1) an initial run and 2) a run using specification/code revisions stemming from the initial run. Tests will first be run in GL Solutions' test environment then in the User Acceptance Testing (UAT) environment. Test systems will be configured to sufficiently simulate the production environment and provide accurate predictors of the time required for the final data conversion run.

For more information about Data Migration, see Data Conversion Methodology, Supporting Document 16.

5.12.2.3 Migrate legacy data to the test environment for demonstrations and UAT.

GL Solutions meets this requirement. Our standard practices ensure that we must migrate legacy data into GL Suite through four standard environments: Development, System Test, UAT and Production. TA Staff will have the opportunity to review migrated data on the UAT environment.

GL Solutions will migrate legacy data to the test environment for demonstrations (user training) and User Acceptance Testing. Prior to final conversion, GL Solutions performs two test conversion runs: 1) an initial run and 2) a run using specification/code revisions stemming from the initial run. Tests will first be run in GL Solutions' test environment then in the User Acceptance Testing (UAT) environment.

Test systems will be configured to sufficiently simulate the production environment and provide accurate predictors of the time required for the final data conversion run.

For more information about Data Migration, see Data Conversion Methodology, Supporting Document 16.

5.12.2.4 Migrate legacy data to the production environment prior to go-live.

GL Solutions meets this requirement. Our standard practices ensure that we migrate legacy data into GL Suite through four standard environments: Development, System Test, UAT and Production. The migration to Production will occur prior to go-live.

For more information about Data Migration, see Data Conversion Methodology, Supporting Document 16.

5.12.3 Deliverables

5.12 DATA MIGRATION			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.12.3.1	Develop comprehensive data migration plan.	5.12.2.1 5.12.2.2	10
5.12.3.2	Define test cases for validating converted data (ensure accuracy of data migration).	5.12.2.3	10
5.12.3.3	Migrate data to test environment.	5.12.2.4	10
5.12.3.4	Migrate data to production environment.	5.12.2.5	10

As noted in specific requirements above, GL Solutions will provide - the required Data Migration deliverables.

5.13 USER ACCEPTANCE TESTING

5.13.1 Objective:

5.13.1.1 The objective of this task is to ensure the system meets The TA's functional requirements. The TA, with the assistance of the vendor will develop a User Acceptance Test (UAT) Plan and test cases. The vendor will need to provide a fully functional system for UAT.

GL Solutions meets this requirement. User Acceptance Testing (UAT) is a narrowly-defined testing process conducted primarily by identified client users as part of the final implementation steps and at the conclusion of system testing. For more information about setup and configuration the system see the Sample Management Plan, Supporting Document 22.

5.13.2 Activities:

5.13.2.1 The vendor will provide a fully functional test environment and system prior to the start of UAT. This includes ensuring the database tables are properly populated to support all test cases, including daily, weekly, monthly, quarterly and annual processes.

GL Solutions meets this requirement. Completion of system testing is one of the primary prerequisites for beginning User Acceptance testing. For more information about setup and configuring the system see the Sample Management Plan, Supporting Document 22.

5.13.2.2 The vendor will provide training to the TA UAT team that so that they understand how to use the system prior to testing.

GL Solutions meets this requirement. GL Solutions will provide training and guidance to designated client staff prior to beginning UAT, to teach them how to use and test the system. GL Solutions will dedicate ample resources to resolving any identified issues quickly, per a mutually-agreed-upon management plan similar to the sample found in Supporting Document 22.

5.13.2.3 The vendor will review the TA's UAT plan and test cases and provide constructive feedback on the approach and testing coverage.

GL Solutions meets this requirement. It is within our standard practices to review the UAT plan and test cases and provide constructive feedback on the approach and testing coverage.

5.13.2.4 Vendor will provide technical support throughout the UAT task and correct software defects, data issues, and other system issues in an expedient manner to keep testing on schedule.

GL Solutions meets this requirement. Our standard practices ensure technical support throughout the UAT period to correct software defects, data issues, and other system issues in an expedient manger to keep testing on schedule. This will be facilitated, in part, by use of GL Portal. For more information, see the GL Portal Supporting Document 19.

5.13.3 Deliverables

5.13 USER ACCEPTANCE TESTING			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.13.3.1	Provide test environment and fully functioning system, including test data (vendor to have performed comprehensive system testing).	5.13.2.1	NA
5.13.3.2	Provide training of TA UAT team so that they understand the system to a level necessary to effectively complete UAT.	5.13.2.2	5
5.13.3.3	Review of TA's UAT plan and cases.	5.13.2.3	NA

As noted in specific requirements above, GL Solutions will provide the required User Acceptance Testing deliverables.

5.14 DOCUMENTATION

5.14.1 Objective:

5.14.1.1 The objective of this task is to develop user and system documentation that will allow the TA to effectively utilize, operate and maintain the system.

5.14.2 Activities:

5.14.2.1 Vendor will develop user manual for system users, tailored to the TA's terminology and business processes.

GL Solutions will provide your agency a User Manual which includes step-by-step instructions with screenshots. Content will be tailored to Agency's terminology and business process.

5.14.2.2 Vendor will provide online user help that tie to the context of the specific area of the system (or function) that is in use.

GL Portal can provide links to process guides to assist staff members in learning to perform specific job functions, manage work flows, and leverage the capability of the system to maximize their efficiency.

GL Suite's process guides and help systems, including validation messages and screen-specific help content, are situation specific, providing information relative to the task at hand, configured to meet specific agency needs. For more information on Process Guides, see Supporting Document 20.

5.14.2.3 Vendor will develop system administration/operations guide for the TA and state technical staff to operate and maintain the system. The includes, but not limited to: maintenance of user accounts and roles, configuring system parameters and business rules, security features, running of jobs, backup and recovery, building and running reports, setup of letter templates, etc.

GL Solutions will include documentation for the system administrator and support for end users, available via GL Portal. These will encompass documentation for users at all levels – from end-user to manager, and specific to business processes and categories of use. GL Portal can provide links to user guides and/or process guides to assist staff members in learning to perform specific job functions, manage work flows, and leverage the capability of the system to maximize their efficiency.

5.14.3 Deliverables

5.14 DOCUMENTATION			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.14.3.1	Develop user manual for system users.	5.14.2.1	15
5.14.3.2	Provide online help functionality and content.	5.14.2.2	NA
5.14.3.3	Develop system administration/operations guide.	5.14.2.3	10

As noted in specific requirements above, GL Solutions will provide required Documentation deliverables.

5.15 TRAINING

5.15.1 Objective:

Develop and execute training for users, trainers and technical staff. Training will need to cover all key aspects of the system and presented in the context of how TA staff performs their business processes.

GL Solutions will conduct a training "needs analysis" for business and technical staff, addressing staff's knowledge, existing skills, job roles and responsibilities to ensure training is geared toward the correct audience. These needs will be documented and incorporated into the training plan and approach to equip TA users of GL Suite with the necessary knowledge and skills.

GL Solutions will be responsible for training State staff on the new system, including classroom, instructor-led training, train-the-trainer, administrator training, and remote/computer-based training. The intensive on-site training typically occurs immediately prior to User Acceptance Testing, to train staff and then allow them to apply their training, so the training "sticks" and to see any areas where additional training is needed.

The training shall be designed to provide the State staff trainees with sufficient knowledge to perform the activity for which training is being delivered using a variety

of demonstration and hands-on practice. The training sessions and provided documentation will help the State staff trainees perform necessary support functions for their GL Suite system.

For more detailed information on training, see Supporting Document 17 Training Overview.

5.15.2 Activities:

5.15.2.1 The vendor and the TA will work together to develop a training plan that describes the objectives, content and duration for each topic/module, as well as the delivery approach.

GL Solutions will coordinate with the TA in order to create a Training Plan, which will detail all of the training expectations, role and responsibilities well in advance of any on-site activities. Training will include daily check-ins, designed to monitor and track progress as well as provide feedback to the trainer as to specific needs of the end-users being trained.

5.15.2.2 The vendor, working with the TA will develop training materials and scenarios. The training must cover the core business functions performed within the TA.

GL Solutions will develop and provide training materials for the core business functions. For further information see Supporting Document 17 Training Overview.

5.15.2.3 The vendor will provide a training environment with a fully functional system that is populated with data necessary to cover the subject matter described in the training plan and materials.

GL Solutions will provide a UAT environment to be used by staff for training. This environment will contain needed functionality and data to perform testing. It is our understanding that the TA will provide a designated space, computers with internet access, and any other physical materials required for training. For more information, see Training Overview, Supporting Document 17.

5.15.2.4 The vendor will conduct training which is tailored to the TA's business processes. The TA is open to the train-the-trainer approach.

GL Solutions provides thoughtful and versatile training systems. Our approach to training can be applied to both "train-the-trainer" and end-user systems. GL Solutions will collaborate with the TA to provide a flexible training plan to best suit your requirements and processes.

5.15.3 Deliverables

5.15 TRAINING			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.15.3.1	Develop training plan, and training materials	5.15.2.1 5.15.2.2	5
5.15.3.2	Provide a fully functional training environment with data.	5.15.2.3	5
5.15.3.3	Conduct user training.	5.15.2.4	5

As noted in specific requirements above, GL Solutions will provide the required Training deliverables.

5.16 TRANSITION TO PRODUCTION

5.16.1 Objective:

The objective of this task is to migrate to the new production system and ensure a smooth transition for the TA's operations.

5.16.2 Activities:

5.16.2.1 The vendor and the TA will work together to develop a transition plan that will insure system availability to all users and minimize the impact to the TA's operations.

GL Solutions will work with TA to develop a transition plan that will ensure system availability to all users and minimize the impact to TA's operations. Typically, this is conducted a week prior to the agreed upon Go Live date. GL Solutions will request the final legacy data from the TA, at which point GL Solutions will ask the TA to cease use of the legacy system. The final data will be converted, the data will be tested and

verified, at which point GL Suite will go live. From this point, the TA will begin using the Live environment.

5.16.2.2 The vendor performs a final conversion from the legacy systems just prior to go live. The final data conversion will be scheduled to minimize the impact to the TA's operations.

GL Solutions will meet this requirement. We will perform a final conversion from the legacy systems immediately prior to go live. The final data conversion will be scheduled at a time to minimize impact to TA's operations.

For more information, see Data Conversion Methodology, Supporting Document 16.

5.16.2.3 The vendor will provide immediate technical support at least the first four weeks of production to address any critical issues that may arise. Vendor will have staff available to monitor system and communicate with TA staff.

GL Solutions will meet this requirement. We will have staff available to address any critical issues that arise. GL Solutions staff will communicate with TA staff regularly, and as-needed. We call this period immediately following go-live, "stabilization," and we apply resources and quick-turn scheduling to critical issues during this stage at even higher resource allocation levels than during the ongoing support agreement.

5.16.3 Deliverables

5.16 TRANSITION TO PRODUCTION			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.16.3.1	Provide technical support after go-live for at least four weeks.	5.16.2.3	N/A

GL Solutions will provide the required deliverables for Transition to Production.

5.17 POST IMPLEMENTATION REVIEW

5.17.1 Objective:

5.17.1.1 The objective of this task is to evaluate the new system from a functional and performance perspective approximately eight to ten weeks after completion of the production rollout.

5.17.2 Activities:

5.17.2.1 The vendor and the TA will work together to develop a Post Implementation Review Plan (PIRP).

GL Solutions agrees and will work with the TA to develop a Post Implementation Review Plan (PIRP).

5.17.2.2 The TA, working closely with the vendor, will execute the PIPR to validate that the production system meets the TA's requirements and that the vendor is meeting their service level requirements.

GL Solutions agrees and will work closely with TA to execute the PIPR to validate the production system meets TA's requirements and that GL Solutions is meeting their service level requirements.

5.17.2.3 The vendor will resolve reported deficiencies in a timely manner.

GL Solutions will meet this requirement. We will work with TA to resolve reported deficiencies in a timely manner.

5.17.3 Deliverables

5.17 POST IMPLEMENTATION REVIEW			
DELIVERABLE NUMBER	DESCRIPTION OF DELIVERABLE	ACTIVITY	STATE'S ESTIMATED REVIEW TIME (WORKING DAYS)
5.17.3.1	Vendor and the TA work together to develop a Post Implementation Review Plan	5.17.2.1	N/A

5.17 POST IMPLEMENTATION REVIEW			
5.17.3.2	Resolution of system and vendor operational issues.	5.17.2.3	N/A

GL Solutions will provide the required deliverables for Post Implementation Review.

Tab VII Section 4 – Company Background and References

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:	***GL Solutions is a DBA for GL Suite, Inc.***
Ownership (sole proprietor, partnership, etc.):	***GL Suite, Inc. is a privately-owned corporation.***
State of incorporation:	***Oregon***
Date of incorporation:	***1999***
# of years in business:	***18***
List of top officers:	***Bill Moseley (President & CEO)*** ***Eric Staley (VP for Administration)*** ***Adam Ridlon (VP for Strategy)***
Location of company headquarters:	***856 NW Bond Street, Suite 200 Bend, OR 97703***
Location(s) of the company offices:	***GL Solutions has only one location: 856 NW Bond Street, Suite 200 Bend, OR 97703***
Location(s) of the office that will provide the services described in this RFP:	***All services described in this RFP (except those to be performed onsite at the TA) will be performed at GL Solutions' single-office location in Bend, Oregon.***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***GL Solutions has approximately 57 staff members, all of whom will help support the requirements identified in this RFP. This support***

Question	Response
	could take the form of a wide range of activities, including: system design, development, configuration, testing, client account management, administration, software best practice documentation and implementation, and many more. Each staff member at GL Solutions plays an important role in creating and maintaining an agency's system and supporting their partnership with GL Solutions for years to come.
Number of employees nationally with the expertise to support the requirements in this RFP:	***GL Solutions is comprised of 57 employees with one location in Bend, Oregon.***
Location(s) from which employees will be assigned for this project:	***As noted above, all of GL Solutions' approximately 57 employees work out of our single-office location in Bend, Oregon.***

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.

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:	***NV20101523765***
Legal Entity Name:	***GL Suite, LLC.***

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

Yes		No	X

If "No", provide explanation.

GL Solutions is a trademarked and registered DBA for GL Suite, Inc.

From 1997 to 1999, the company existed as C2MS Productivity Solutions. GL Suite, Inc. was incorporated in 1999 in the state of Oregon. GL Solutions does not have any parent organization. GL Solutions has two wholly owned subsidiaries, both called "GL Suite, LLC," registered in Virginia and Nevada. The subsidiaries' address is the same as GL Solutions.

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.

GL Solutions understands and will meet this requirement.

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.

GL Solutions has many long-term, existing contracts with State of Nevada agencies. In addition to the specific agencies and contacts listed below, the information provided includes initial installation contract dates and corresponding dollar value amounts. Since go-live, ongoing technical support services, enhancements and corresponding revenue are not reflected as they continue to grow over time. Furthermore, for those agencies utilizing our GL Simple Software-as-a-Service ("SaaS") model, in which initial system replacement installation is included, the monthly subscription rate is reflected.

Question	Response
Name of State agency:	***Nevada State Board of Accountancy (NVBOA)***
State agency contact name:	***Viki A. Windfeldt, Executive Director***
Dates when services were performed:	***June 2000 - present***

Question	Response
Type of duties performed:	***The scope of GL Suite for NVBOA was to track information to support the licensing and renewal process, investigations and complaints, accounting business processes and reporting capabilities. Users have online access to GL Suite through their PCs. Users can query to print reports on licensees, fees, renewals, late renewals, complaints, and for those with permissions - enforcement actions.***
Total dollar value of the contract:	***$340,126***

Question	Response
Name of State agency:	***Nevada Dept. of Public Safety – State Fire Marshal – Fire Protection Licensing (NVFM)***
State agency contact name:	***Danny Brennan, Program Chief***
Dates when services were performed:	***April 2003 - present***
Type of duties performed:	***The scope of GL Suite for NVFM was to track information to support the licensing and renewal process and accounting business processes and reporting capabilities. Users have online access to GL Suite through their PCs. Users can query to print reports on licensees, fees, renewals and late renewals.***
Total dollar value of the contract:	***$180,382***

Question	Response
Name of State agency:	***Chiropractic Physicians' Board of Nevada***
State agency contact name:	***Jennifer Pedigo, Licensing Specialist***
Dates when services were performed:	***November 2003 - present***
Type of duties performed:	***The scope of GL Suite for the***

Question	Response
	Chiropractic Physicians' Board of Nevada was to track information in order to support the licensing and renewal process (as well as accounting business processes and reporting capabilities), track information for the agency's Continuing Education process, and provide a public verification portal.
Total dollar value of the contract:	***$186,285***

Question	Response
Name of State agency:	***Nevada State Board of Veterinarian Examiners (NVBOV)***
State agency contact name:	***Debbie Machen, Executive Director***
Dates when services were performed:	***May 2001 – present***
Type of duties performed:	***The scope of GL Suite for NVBOV was to track information to support the licensing and renewal process, investigations and complaints, accounting business processes and reporting capabilities. Users have online access to GL Suite through their PCs. Users can query to print reports on licensees, fees, renewals, late renewals, complaints, and for those with permissions - enforcement actions.***
Total dollar value of the contract:	***$168,625***

Question	Response
Name of State agency:	***State of Nevada Private Investigators Licensing Board (NVPI)***
State agency contact name:	***Kevin Ingram, Executive Director***
Dates when services were performed:	***January 2007 - present***

Question	Response
Type of duties performed:	***Implemented a system for NVPI including licensing, enforcement, online Web renewals and applications, exam administering and tracking***
Total dollar value of the contract:	***$499,599***

Question	Response
Name of State agency:	***Nevada State Board of Occupational Therapy (NVBOT)***
State agency contact name:	***Loretta Ponton, Executive Director***
Dates when services were performed:	***March 2009 - present***
Type of duties performed:	***The scope of GL Suite for NVBOT was to track information to support the licensing and renewal process, investigations and complaints, accounting business processes and reporting capabilities. Users have online access to GL Suite through their PCs. Users can query to print reports on licensees, fees, renewals, late renewals, complaints, and for those with permissions - enforcement actions.***
Total dollar value of the contract:	***$98,327***

Question	Response
Name of State agency:	***Nevada State Board of Examiners for Alcohol, Drug & Gambling Counselors (NVADG)***
State agency contact name:	***Agata Gawronski, Executive Director***
Dates when services were performed:	***August 2013 - present***
Type of duties performed:	***The scope of GL Suite for NVADG was to track information to support the licensing and renewal process, continuing education services, accounting business***

Question	Response
	processes and reporting capabilities. GL Suite also created a public verification website as well as websites for online applications and renewals.
Total dollar value of the contract:	***$838.67 / month (SaaS support contract)***

Question	Response
Name of State agency:	***Nevada State Bar (NVBAR)***
State agency contact name:	***Marc Mersol, CIO***
Dates when services were performed:	***April 2014 - present***
Type of duties performed:	***The scope of GL Suite for NVBAR was to track information to support the licensing and renewal process, continuing education services, TIP program, accounting business processes and reporting capabilities.*** ***GL Suite also created websites for online renewals, section membership application, and more. GL Solutions also implemented multiple third-party interfaces.***
Total dollar value of the contract:	***$9,440.45 / month (SaaS support contract)***

Question	Response
Name of State agency:	***Nevada State Board of Cosmetology (NVBOC)***
State agency contact name:	***Gary Landry, Executive Director***
Dates when services were performed:	***March 2014 - present***
Type of duties performed:	***Implemented a system for NVBOC including licensing, enforcement, online Web renewals and applications, exam administering and tracking, inspections***

Question	Response
	(including mobile forms), continuing education, and a license verification website.
Total dollar value of the contract:	***$7,967.46 / month (SaaS support contract)***

Question	Response
Name of State agency:	***Nevada State Board of Audiology & Speech Pathology (NVAUD)***
State agency contact name:	***Loretta Ponton, Executive Director***
Dates when services were performed:	***April 2013 - current***
Type of duties performed:	***Implemented a system for NVAUD including licensing, continuing education (including CE audits), an online license verification website, accounting business processes and reporting capabilities.***
Total dollar value of the contract:	***$930.42 / month (SaaS support contract)***

Question	Response
Name of State agency:	***Nevada State Board of Dental Examiners (NVBOD)***
State agency contact name:	***Debra Shaffer-Kugel, Executive Director***
Dates when services were performed:	***January 2006 – present***
Type of duties performed:	***The scope of GL Suite for NVBOD was to track information to support the licensing and renewal process, create online application and renewal sites for dentists and dental hygienists, and provide accounting business processes and reporting capabilities. Agency staff can***

Question	Response
	query to print reports on licensees, fees, renewals, late renewals, and more.
Total dollar value of the contract:	***$391,788***

Question	Response
Name of State agency:	***Nevada State Board of Architecture, Interior Design and Residential Design***
State agency contact name:	***Monica Harrison, Deputy Director***
Dates when services were performed:	***April 2013 - present***
Type of duties performed:	***Implemented GL Suite to replace their aging ACCESS-based back-office system via our GL Simple service to be the foundation for the launch of online services, including online renewals for individual registrants.***
Total dollar value of the contract:	***$2,935.36 / month (SaaS support contract)***

Question	Response
Name of State agency:	***Nevada State Contractors' Board (NSCB)***
State agency contact name:	***Brian Hayashi, IT Manager***
Dates when services were performed:	***May 2015 - present***
Type of duties performed:	***GL Solutions is specifying and configuring a new GL Suite system to support NSCB's extensive licensing, enforcement, regulatory and cash management processes.***
Total dollar value of the contract:	***$497,218***

Question	Response
Name of State agency:	***Nevada Manufactured Housing Division (NVMHD)***
State agency contact name:	***Jim De Prosse, Administrator***
Dates when services were performed:	***July 2016 - present***
Type of duties performed:	***GL Solutions is specifying and configuring a new GL Suite system to support TA's extensive licensing, enforcement, regulatory and cash management processes.***
Total dollar value of the contract:	***$210,360***

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?

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

6.1.7 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	X	No	

In the last six years, GL Solutions had three contracts terminate where the legislature merged the agency with another agency during the installation. The original licensee went on to use the new parent agency's software. The contract terminations do not adversely affect the vendor's ability to perform or fulfill the obligations of the contract. GL Solutions also terminated a fourth contract during an installation where the agency insisted on material, adverse changes to the contract to which GL Solutions would not agree.

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:	***2016***	
Parties involved:	***Indiana Secretary of State Auto Dealer Services Division***	
Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved:	***Agency insisted on a change request that allowed unlimited change requests without cost. GL Solutions would not agree and the agency cancelled the contract.***	
Amount in controversy:	***$0 or unknown***	
Resolution or current status of the dispute:	***Resolved***	
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:	***No litigation or settlements proposed.***	

Question	Response
Date of alleged contract failure or breach:	***2015***
Parties involved:	***North Carolina Department of Justice***
Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved:	***Client terminated contract after the legislature merged the agency with another agency during installation.***
Amount in controversy:	***$0 or unknown***

Question	Response	
Resolution or current status of the dispute:	***Resolved***	
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:	***No litigation. Agency proposed settlement favorable to GL Solutions and is being refined.***	

Question	Response	
Date of alleged contract failure or breach:	***2017***	
Parties involved:	***Kentucky Real Estate Commission***	
Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved:	***Client terminated contract after the legislature merged the agency with another agency during installation.***	
Amount in controversy:	***$0 or unknown***	
Resolution or current status of the dispute:	***Resolved***	
If the matter has resulted in a court case:	Court	Case Number
Status of the litigation:	***No litigation or settlements proposed.***	

6.1.8 Vendors must review the insurance requirements specified in ***Attachment E, Insurance Schedule for RFP 3422.*** Does your organization currently have or will your organization be able to provide the insurance requirements as specified in ***Attachment E.***

Yes	X	No	

Upon contract award, the successful vendor ***must*** provide the Certificate of Insurance identifying the coverages as specified in ***Attachment E, Insurance Schedule for RFP 3422.***

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.

Founded in 1997 by former government licensing administrators, GL Solutions is built on a solid bedrock of government regulatory expertise and an unwavering commitment to improving the productivity of government organizations. GL Solutions has over 18 years of experience in providing the software, support and services identified as required by the NV Taxicab Authority in this RFP. GL Suite, our vastly adaptable, configurable, web-based Commercial Off-the-Shelf (COTS) software solution, is utilized by over 60 agencies to support their various state regulatory requirements and business processes. GL Solutions' clients regulate a wide variety of industries and professions, including, but not limited to, the following regulatory areas (in alphabetical order):

- ***Accountancy***
- ***Alcohol Beverage Commission***
- ***Architecture***
- ***Asbestos***
- ***Audiology***
- ***Banking***
- ***Barber***
- ***Cemeteries***
- ***Chiropractic***
- ***Construction***
- ***Cosmetology***
- ***Counseling***
- ***Dentistry***
- ***Emergency Medical Services***
- ***Environmental Quality***
- ***Firearms***
- ***Fire Marshal***
- ***Healing Arts***
- ***Health***
- ***Gaming***
- ***Geology***
- ***Medical***
- ***Nursing***
- ***Occupational Therapy***
- ***Osteopathy***
- ***Pest Control***
- ***Pharmacy***
- ***Plumbing***
- ***Private Investigators***
- ***Psychology***
- ***Public Health***
- ***Real Estate***
- ***Private Protective Services***
- ***Veterinary***

From the beginning, GL Suite has been developed with Microsoft technology. It has developed into an industry-best COTS software system built on the latest version of Microsoft SQL and .NET technology. GL Suite supports a high level of vertical and horizontal scaling necessary to accommodate the great volume of transactions participating licensing agencies handle as well as all future growth and development. Our carefully-structured training program has helped familiarize new users with the GL Suite system for over 70 ongoing system implementations. The comprehensive history of the various versions of our GL Suite product is described below:

- ***GL Suite Versions 1-3 were developed and deployed from 1997 throughout 2001. These versions were built as a client-server application using Microsoft Access as the client application and Microsoft SQL Server as the server relational database. The client application used custom forms, reports and queries and VBA procedures. A compiled VB module deployed on the server was used to process business rule logic submitted by the client application.***
- ***GL Suite Version 4 (V4) was developed and deployed mid-2002. V4 was a complete rewrite/re-architecture from previous versions. This version employed a web-based interface using Microsoft Internet Explorer, a multi-tiered logic component on the IIS application server, and Microsoft SQL Server as the relational database. Having the business logic processed on the application server provided significant performance improvements for the application and the user. This version also provided greater capability for complex user and group security requirements. V4 was far easier to deploy and maintain as it replaced the need to service individual user machines for version upgrades.***
- ***GL Suite Version 5 was developed and deployed in 2006. V5 was not a complete rewrite of V4. It was a "guts" overhaul with significant performance improvements and some new functionality. Its look and feel was largely the same as V4. V5 employed an enhanced ad-hoc reporting capability allowing users to define their own search criteria, display parameters, and output formats.***
- ***GLSuite6 completed development in mid-2013, and we began migrating clients over to it in the third quarter of 2013. GLSuite6 offers a new User Interface with greater flexibility to configure the home screen for each user, and more robust built-in search functionality. GLSuite6 was developed using Ajax and Microsoft's latest technologies including its most recent software, server, and database releases. GLSuite6 is also a cross-browser compatible, Web 2.0 application, reflecting the newest changes in how software developers and end users use the internet.***

In 2014, GL Solutions also added the full integration of a mobile app, utilized specifically for collection of form data, to meet the needs of organizations doing mobile inspections and field investigations. The app is integrated with the GL Suite back-office system, to submit data into records, to be processed by the business rules engine, and to take full advantage of the data, images, signatures, etc. collected, without paper, manual entry, or technical processes by staff.

GL Solutions continually seeks to enrich our approach to new client implementations as well. In so doing, we have researched and incorporated industry best-practices and tools into our internal processes. Our refined approach leads to successful projects and solid, long-term relationships. Various support options allow our clients access to a dedicated Agency Partner, as well as the technical resources required to resolve any issues and enhance the systems to accomplish goals. A client portal provides customers visibility of requests in-progress and allows direct interaction related to

requests and system documentation. In addition, integrated Process Guides allow our shared documentation of agency-specific processes to guide users through efficient, real-time use of the application to accomplish specific business processes and objectives.

Over the years, GL Solutions has experienced both fulfilling and difficult moments, and one thing that we are most proud of is our ability to rise to challenges and grow because of them. One way we have sought continued growth, is by developing an internal process to identify pain points and intentionally resolve them. Using this process, we have: developed hiring and on-boarding processes that allow us to attract and hire ideal candidates and set them up for success at GL Solutions; reorganized our Operations department to produce quality work more efficiently and on schedule; and, completely overhauled our support offering to provide all-inclusive proactive services at a fixed cost. We also take great pride in our ability to help our clients run more efficiently and effectively.

GL Solutions is the most qualified company to develop and implement the replacement of the Nevada Taxicab Authority's core systems. We have the state government regulatory experience and expertise necessary to build a system specifically tailored to support your day to day operations, as well as satisfy any ongoing desire for improving, automating and enhancing the system. In previous discussions, the original RFP, onsite demonstration, and review/response to this RFP, it is clear to GL Solutions that the versatility of our COTS software and the guidance of our services will provide the solutions and support necessary for success in meeting the TA's various needs and requirements.

In today's world of regulatory software company acquisitions, as an employee-owned company, GL Solutions has stayed true to its original passion and mission to help state regulatory agencies protect the public. We are excited for the potential opportunity to pursue this shared mission with the TA on this important project.

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.

We have been providing the services described in this RFP to the public (State) sector for 20 years, as noted above, early-on as C2MS Productivity Solutions, and then as GL Suite, Inc. for the past 18 years. We serve our clientele of state government regulatory entities with our software, GL Suite. GL Suite is designed to streamline processes and manage every aspect of licensing, permitting, registrations, compliance, inspection, credentialing, and more.

Since GL Solutions is not solely focused on one industry, we are able to incorporate the perspectives of subject matter experts across a multitude of different regulatory industries. We have researched and incorporated software best-practices that add

value across all industries, which are completely configurable to your needs. By creating a feedback loop that incorporates the viewpoints and expertise of leaders and innovators in many different types of industries, we have created a stable, cohesive product that is certain to lead to successful projects and a solid, long-term relationship.

GL Solutions has a proven record of accomplishment for meeting project goals and delivering all agreed upon components of an organization's software implementation. Specializing in creating systems for government regulatory agencies, GL Solutions will use our configurable business rules engine to automate the various activities associated with NV Taxicab Authority's specific processes. Our solution is user-friendly, highly-flexible and able to meet the rigorous system and technical requirements, configuration specifications, and analytical reporting needs described within this RFP.

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***.

6.1.11.1 Dun and Bradstreet Number

GL Solutions' Dun & Bradstreet number is: 04-180-1809

6.1.11.2 Federal Tax Identification Number

GL Solutions' Federal Tax Identification number is: 43-1797439

6.1.11.3 The last two (2) years and current year interim:

A. Profit and Loss Statement
B. Balance Statement

Per RFP instructions, GL Solutions' financial statements are included in a separate sealed envelope, Part III – Confidential Financial Information and Documentation.

6.2 SUBCONTRACTOR INFORMATION

6.2.1 Does this proposal include the use of subcontractors?

Yes		No	X

(Questions related to subcontractors have been removed, based on "No" answer above.)

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.

For the purposes of this RFP, GL Solutions has provided five (5) business references from state regulatory agencies which have had projects providing similar regulatory solutions (all utilizing GL Suite software) completed within the last five years as requested (See item 6.3.3).

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;

GL Solutions meets this requirement. GL Solutions brings to this relationship experience from our thousands of projects (large and small) during and following the implementations of over 60 public sector agencies and divisions in 24 states. Our largest clients feature over 100 back -office users and hundreds of thousands of public website users.

GL Solutions will design, configure, test, and deploy the solution for TA. The contract resulting from this RFP, Goal and Scope document, and Management Plan (Samples located in Sample Management Plan, Supporting Document 22) documents how GL Solutions and TA will work together. They will be used as the working foundation for our partnership.

The Management Plan documents the necessary implementation steps to achieve these goals. It defines the roles and responsibilities for both you and for us, sets clear expectations for all work to be done on both sides of our partnership, and provides a functional framework for the relationship moving forward. It includes an outline for how the project will be analyzed, designed, configured, integrated, tested, accepted, and deployed.

GL Solutions takes an iterative approach to software development. New processes and features are first developed on a Development site before being deployed (and subsequently tested) to a System Test environment. The changes are then exhaustively tested by GL Solutions' QA Team before being deployed to the agency's User Acceptance Testing system (UAT) environment. At this point, the agency staff members will have the opportunity to test and approve the updates themselves. Finally, after the agency has

formally accepted the changes, the functionality is deployed to the agency's live Production environment.

GL Suite is a highly-scalable software application, able to meet the increasing demands of your agency over time. Scalability has proven to be a core competency and benefit of the GL Suite application. GL Suite will certainly be able to accommodate your needs as your agency grows or increases its scope of work.

6.3.2.2 Implementing systems that support business functions similar to those performed by the TA;

GL Solutions meets this requirement. GL Suite is a stable and mature, browser-based, COTS software solution designed to handle every aspect of government regulatory business processes. GL Suite is easy-to-use, requires minimal IT involvement, can be configured or adjusted by your own administrators, and is delivered as tailored for TA's needs. GL Suite can provide the TA's licensees, permit holders, applicants, inspectors, staff and the public with comprehensive functionality. While providing the stability of a COTS solution, GL Suite does not contain "canned" modules to force agencies away from their business functions. It instead offers at its core a configurable business rules engine to support business functions that work the way each agency works.

GL Suite is a fully integrated system, completely configurable to produce the full spectrum of solutions required by the TA. The major components are the back-office system and the public website. Within these are configured entities, objects (screens), properties (fields), and the rules and associations related to each which produce the desired relationships and automation for managing data and workflow, tying records together, collecting inputs and producing outputs, etc. Functions within GL Suite to support TA's unique business processes for regulation of licenses, permits, seals, inspections, titles, parks, etc. are met within the robust framework of its configurable business rules engine, control panel, application interface, search functionality, ad-hoc reporting, screen layout, entity association, etc., paired with our best practices to meet all regulatory agency needs.

GL Suite provides a user-friendly graphical user interface (GUI) that provides consistent presentation throughout the system. This consistency throughout the interface is one more advantage of our configurable COTS solution over custom software systems. The GL Suite system provides stability as well as standards such as familiar navigation, bold fonts to call attention to required fields, default values and default focus on records, links, look-up systems, sub-forms with summary data, intuitive links, associations between records, and more.

6.3.2.3 Developing and executing a comprehensive application test plan;

GL Solutions will meet this requirement. GL Solutions will develop and execute according to detailed testing plans which will be outlined at the beginning of the project and documented within the installation Management Plan. GL Solutions will coordinate with TA in order to create testing plans, including training, expectations, role and responsibilities well in advance of any testing activities. Additionally, GL Solutions offers Process Guides for every business process. Process Guides provide step by step instructions to guide users through every part of a process, allowing agency staff to navigate directly to the screen they need next with the click of a button. Process Guides are a truly useful tool in testing, as they are directly connected to the functionality of GL Suite, configured per agency business process. For information and samples of test plans, see Sample Management Plan, Supporting Document 22.

GL Solutions conducts System Testing on each business process from end to end. The primary goal of System Testing is to validate that the developed functionality meets specified business objectives. System Testing ensures that all functional deliverables execute without defect in the client's actual business process. This level of testing validates that all rules function correctly as part of the larger process and not in isolation. System Testing covers database, functional, and security testing.

System Tests occur iteratively between GL Solutions' Development and Quality Assurance (QA) teams. We perform a separate set of tests for each business process. If QA identifies any issues, they report them to Development.

6.3.2.4 Developing and implementing a comprehensive training plan;

GL Solutions will meet this requirement. GL Solutions standard practice is to provide detailed training to end users and system administrators prior to deployment. Specific training plans will be outlined at the beginning of the project and documented within the installation Management Plan. GL Solutions will coordinate with TA in order to create a UAT Plan, which will detail all of the training expectations, role and responsibilities well in advance of any on-site activities. For further information and sample training plans from GL Solutions, see Sample Management Plan, Supporting Document 22.

Training typically takes place on-site for 3-5 days at the start of User Acceptance Testing (UAT), when the Agency Partner trains your users. This is typically training sessions, training your super-users, and often sitting with some end-users, teaching them to both use the software and teaching them to follow the steps necessary to confirm they can use the software as expected, to meet their business processes.

GL Solutions provides all documentation necessary. GL Solutions will prepare and distribute documentation for TA's GL Suite system, including business process walkthroughs for each business process (which guide individuals through each process step-by-step) and an administrator manual. Full documentation of not only the software configuration but also the business processes will also be easily accessible to the technical

support personnel and to TA (including detailed specifications, requirements, business process walkthroughs, etc.) via GL Portal. Resource training tools include Process Guides and Self-Documenting Specifications (SDS).

The Agency Partner is usually on-site for 2-3 days around system go-live, to ensure users are getting into the new system and getting comfortable using it to handle their daily software functions. Training will include daily check-ins, designed to monitor and track progress as well as provide feedback to the trainer as to specific needs of the end-users being trained. For more information on GL Solutions' training methodology, see Training Overview, Supporting Document 17.

6.3.2.5 Experience with comprehensive project management;

GL Solutions meets this requirement. GL Solutions utilizes a comprehensive and effective Project Management Methodology (PMM) that guides the integration of the TA's business processes and data into the new GL Suite system. We have a formal approach to project management and incorporate agile principles and methods into our processes. The iterative planning and feedback loop inherent to the agile development approach reduces risk and ensures quality. It assures that teams are able to align the delivered software with desired business needs, continuously.

GL Solutions utilizes members of our "Agency Partner" team as clients' primary point of contact throughout the implementation and the life of the contract. This escalated level of resources applied to the project by GL Solutions is one more indication of our top level of commitment to the success of the project.

For further information on GL Solutions' project management methodology, see Sample Management Plan, Supporting Document 22.

6.3.2.6 Experience with user training and organizational change management;

GL Solutions meets this requirement. The company was founded out of change and improvement at the Oregon Department of Justice when Bill Moseley saw an extreme need for technology to improve the Charitable Gaming's processes. Change is a constant in government, with changes after each election and every legislative session, and often more frequently. Even faster than the changing expectations of government is the progression of technology. In our 20 years, the company has progressed from deploying onsite instances of GL Suite (V1, V2, V3) in Microsoft Access to many years and three improved major versions (V4, V5, V6) of web-based GL Suite software requiring both high-security architecture and high-security hosting "in the cloud" on our equipment in a Tier 3 data center. Along the way, we have coached over 60 government agencies (in 24 of the fifty states of the US) through implementations and process changes.

GL Solutions has invested heavily in our own organizational change management, ranging from strategy and process improvement, training, and rollout, to systems for coaching and emotional intelligence at all levels (executive, management, and team members). We strongly believe in the ability of executive leadership at our agencies and the guidance, coaching, and training that can be provided to individuals at every level of an agency to embrace changing organization, changing systems, and changing technology. Our software and services truly improve the lives of agency staff members, and provide the ability for their agencies to better protect the public. At the same time, change is difficult for many people, and we are equipped to help agency leadership guide staff to embrace the organizational changes brought about by a major software implementation.

GL Solutions also has extensive experience providing training to agencies in the use of GL Suite. We provide both onsite and remote training, and we tailor our training to the needs of your agency, using practical examples to ensure your staff receive training that is relevant to their daily duties. For more information, see Training Overview, Supporting Document 17.

6.3.2.7 Experience with data migration;

GL Solutions meets this requirement. Well-executed data migration and conversion is essential for project success. We have examined, optimized, and successfully utilized our data conversion strategies in implementations for 20 years and can replace virtually any legacy system and migrate any volume of legacy data. We strive to provide accuracy while minimizing the resources required of your team.

Regarding data migration, at a high level, GL Solutions collects a copy of your data early in the implementation, studies it, and iterates with you to determine the structure required to support your business processes, and to convert that data into GL Suite. GL Solutions will test the conversion and will then ask you to test to confirm your data exists where you expect it. Once conversion defects are resolved, we will be ready to use the same conversion scripts with the TA's final data set.

For more information about GL Solutions' data migration practices, see Data Conversion Methodology, Supporting Document 16.

6.3.2.8 Experience maintaining effective backup and recovery infrastructure;

GL Solutions meets this requirement. GL Solutions also has significant experience hosting systems on our equipment at a colocation, Tier III certified data center, including an effective backup and recovery infrastructure. We maintain a collection of high-speed, state-of-the-art servers, and replace equipment on a two-year cycle to ensure that our clients have fast application performance. Our hosting services include installation, setup,

maintenance, licenses, patches, and service release installations for Windows, SQL Server, and GL Suite.

Scheduled maintenance, performance assessments, and implementation of advancements in technology ensure the security, stability, and optimal performance of every hosted solution. Our hosted solution delivers 99% business availability—virtually uninterrupted access to network and application resources, as well as secure back-ups, disaster recovery and more.

When you host with GL Solutions, we supply, maintain, and upgrade all of the hardware and software required to support your application.

For more information about GL Solutions' hosting, backup and recovery infrastructure, see Hosting Overview, Supporting Document 12.

6.3.2.9 Experience with managing subcontractors; and

GL Solutions will not utilize any subcontractors on this project.

6.3.2.10 Development and execution of a comprehensive project management plan.

GL Solutions meets this requirement. Please see Project Management Plan in Tab X of this RFP. As a COTS solution provider specifically for the state regulatory software market, we have been refining our project management methodology and matching it to specific agency needs for the past two decades.

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

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

Reference #:	***1***		
Company Name:	***GL Suite, Inc. (dba GL Solutions)***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***

Project Name:	***North Carolina Medical Board (NCBOM)***
Primary Contact Information	
Name:	***Hari Gupta***
Street Address:	***1203 Front Street***
City, State, Zip:	***Raleigh, NC 27609***
Phone, including area code:	***919-326-1100 x223***
Facsimile, including area code:	***N/A***
Email address:	Hari.Gupta@ncmedboard.org
Alternate Contact Information	
Name:	N/A
Street Address:	N/A
City, State, Zip:	N/A
Phone, including area code:	N/A
Facsimile, including area code:	N/A
Email address:	N/A
Project Information	
Brief description of the project/contract and description of services performed:	***The NCMB installation comprehensively addresses all of NCMB's regulatory requirements—licensure, financial management, and compliance management. The one-stop website we designed with them provides extensive public services—application submission, renewals, verifications, information updates, and public document accessibility. We implemented a GL Suite system that provides the following capabilities:*** • ***Member & Public Website – Online Applications, Renewals, License Verifications, Contact Updates, App/Renewal Status Check, Public Document Accessibility*** • ***Comprehensive Licensure functionality*** • ***Compliance Management*** • ***System Interfaces***

Original Project/Contract Start Date:	***2/2005***
Original Project/Contract End Date:	***N/A (Significant enhancements have been made since initial installation and continue to date.)***
Original Project/Contract Value:	***$131,005***
Final Project/Contract Date:	***N/A (Significant enhancements have been made since initial installation and continue to date.)***
Was project/contract completed in time originally allotted, and if not, why not?	***Initial system implementation project completed within budget and project goals.***
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	***Initial system implementation project completed within budget and project goals.***

Reference #:	***2***		
Company Name:	***GL Suite, Inc. (dba GL Solutions)***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Virginia Department of Criminal Justice Services (VADCJS)***		
Primary Contact Information			
Name:	***Dennis Harrell***		
Street Address:	***1100 Bank Street, 12 Floor***		
City, State, Zip:	***Richmond, VA 23219***		
Phone, including area code:	***814-225-4865***		
Facsimile, including area code:	***N/A***		
Email address:	***Dennis.harrell@dcjs.virginia.gov***		
Alternate Contact Information			
Name:	***N/A***		
Street Address:	***N/A***		

City, State, Zip:	***N/A***
Phone, including area code:	***N/A***
Facsimile, including area code:	***N/A***
Email address:	***N/A***
Project Information	
Brief description of the project/contract and description of services performed:	***GL Solutions implemented a system to assist VADCJS in processing various types of applications and renewals, as well as provide an online website for applications and renewals. In working with GL Solutions, VADCJS has consolidated their legacy systems into a single GL Suite implementation. Where they used to use multiple systems for each process, all of their office's licensing functions are now performed through GL Suite.***
Original Project/Contract Start Date:	***06/2014***
Original Project/Contract End Date:	***N/A (Significant enhancements have been made since initial installation and continue to date.)***
Original Project/Contract Value:	***$14,676/month (SaaS support contract)***
Final Project/Contract Date:	***N/A (Significant enhancements have been made since initial installation and continue to date.)***
Was project/contract completed in time originally allotted, and if not, why not?	***Initial system implementation project completed within budget and project goals.***
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	***Initial system implementation project completed within budget and project goals.***

Reference #:	***3***		
Company Name:	***GL Suite, Inc. (dba GL Solutions)***		
Identify role company will have for this RFP project ***(Check appropriate role below):***			
X	***VENDOR***		***SUBCONTRACTOR***

Project Name:	***New Mexico Environment Department (NMED)***
Primary Contact Information	
Name:	***Johnathan Gerhardt***
Street Address:	***5500 San Antonio DR NE***
City, State, Zip:	***Albuquerque, NM 87109***
Phone, including area code:	***505-515-5674***
Facsimile, including area code:	***N/A***
Email address:	***Johnathan.gerhardt@state.nm.us***
Alternate Contact Information	
Name:	***N/A***
Street Address:	***N/A***
City, State, Zip:	***N/A***
Phone, including area code:	***N/A***
Facsimile, including area code:	***N/A***
Email address:	***N/A***
Project Information	
Brief description of the project/contract and description of services performed:	***GL Solutions implemented a system to address various components of NMEDs operations, such as licensing and renewals, investigations, and enforcement. The system was also designed to track employee data such as certifications and continuing education. We implemented a GL Suite system that provides the following capabilities:*** • ***Comprehensive Licensure functionality*** • ***Compliance and investigation management*** • ***Continuing Education tracking***
Original Project/Contract Start Date:	***1/2016***
Original Project/Contract End Date:	***2/2017***
Original Project/Contract Value:	***$780,084***

Final Project/Contract Date:	***2/2017***
Was project/contract completed in time originally allotted, and if not, why not?	***Initial system implementation project completed within budget and project goals.***
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	***Initial system implementation project completed within budget and project goals.***

Reference #:	***4***		
Company Name:	***GL Suite, Inc. (dba GL Solutions)***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Alabama Board of Cosmetology (ALBOC)***		
Primary Contact Information			
Name:	***Sabrina Hines***		
Street Address:	***100 N. Union St., Suite 324***		
City, State, Zip:	***Montgomery, AL 36130***		
Phone, including area code:	***334-353-7256***		
Facsimile, including area code:	***N/A***		
Email address:	***Sabrina.hines@aboc.alabama.gov***		
Alternate Contact Information			
Name:	***N/A***		
Street Address:	***N/A***		
City, State, Zip:	***N/A***		
Phone, including area code:	***N/A***		
Facsimile, including area code:	***N/A***		
Email address:	***N/A***		
Project Information			

Brief description of the project/contract and description of services performed:	***GL Solutions implemented a system that facilitates and encompasses all of ALBOC's regulatory needs, including: license applications, renewals, disciplinary case tracking, license certificates, and statistics reporting. The system was also built with interfaces to support online renewals, online verifications, and testing. We implemented a GL Suite system that provides the following capabilities:*** • ***Comprehensive Licensure functionality*** • ***Disciplinary Case Tracking*** • ***Statistics Reporting*** • ***Significant 3rd Party Interfaces***
Original Project/Contract Start Date:	***10/2004***
Original Project/Contract End Date:	***N/A (Significant enhancements have been made since initial installation and continue to date.)***
Original Project/Contract Value:	***$819,762***
Final Project/Contract Date:	***N/A (Significant enhancements have been made since initial installation and continue to date.)***
Was project/contract completed in time originally allotted, and if not, why not?	***Initial system implementation project completed within budget and project goals.***
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	***Initial system implementation project completed within budget and project goals.***

Reference #:	***5***		
Company Name:	***GL Suite, Inc. (dba GL Solutions)***		
Identify role company will have for this RFP project ***(Check appropriate role below):***			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Alabama Home Builders Licensure Board (ALHOB)***		
Primary Contact Information			
Name:	***Suanne Parnell***		

Street Address:	***445 Herron Street***
City, State, Zip:	***Montgomery, AL 36104***
Phone, including area code:	***334-242-2230 x225***
Facsimile, including area code:	***N/A***
Email address:	***suanne.parnell@hblb.alabama.gov***
Alternate Contact Information	
Name:	***N/A***
Street Address:	***N/A***
City, State, Zip:	***N/A***
Phone, including area code:	***N/A***
Facsimile, including area code:	***N/A***
Email address:	***N/A***
Project Information	
Brief description of the project/contract and description of services performed:	***The scope of GL Suite for ALHOB was to track information to support the licensing and renewal process, investigations and complaints, accounting business processes and reporting capabilities. Users have online access to GL Suite through their PCs. Users can query to print reports on licensees, fees, renewals, late renewals, complaints, and for those with permissions - enforcement actions. The comprehensive licensure functionality, financial management, license verification, compliance management, and online public services provided by their GL Suite systems helps the board and board staff enforce the provision of the Home Building and Home Improvement Industries Act. (The law provides for the licensure of persons engaged in residential construction in the State of Alabama.)***
Original Project/Contract Start Date:	***09/2010***
Original Project/Contract End Date:	***N/A (Significant enhancements have been made since initial installation and continue to date.)***

Original Project/Contract Value:	***$261,411***
Final Project/Contract Date:	***N/A (Significant enhancements have been made since initial installation and continue to date.)***
Was project/contract completed in time originally allotted, and if not, why not?	***Initial system implementation project completed within budget and project goals.***
Was project/contract completed within or under the original budget / cost proposal, and if not, why not?	***Initial system implementation project completed within budget and project goals.***

6.3.4 Vendors must also submit ***Attachment F, Reference Questionnaire*** to the business references that are identified in ***Section 6.3.3***.

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.

GL Solutions understands and will comply with the business reference requirements outlined in 6.3.4 – 6.3.7 above.

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.

6.4.1 Project Manager Qualifications

The Project Manager assigned by the awarded vendor to the engagement must have:

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

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

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

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

6.4.1.5 Completed at least one (1) project within the past three (3) years that involved designing business processes and procedures and developing new systems to support the new business processes; and

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

GL Solutions' Project Manager exceeds these requirements. Please see Tab VIII, Proposed Staff Resumes for details.

6.4.2. Technical Lead Qualifications

The technical lead assigned by the awarded vendor must have:

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

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

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

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

6.4.2.5 Completed at least (1) project within the past five (5) years that involved conducting a pilot implementation and determining the readiness of the system production.

GL Solutions' Technical Lead exceeds these requirements. Please see Tab VIII, Proposed Staff Resumes for details.

6.4.3 Implementation Lead Qualifications

The implementation lead assigned by the awarded vendor must have:

6.4.3.1 A minimum of three (3) years of experience managing the implementation of new business processes and procedures and new automated systems to support the new business processes;

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

6.4.3.3 Completed at least one (1) project within the past five (5) years that involved the procurement, receipt and make ready of computer equipment and software; and

6.4.3.4 Completed at least one (1) project within the past five (5) years that involved a phased implementation where systems activities were coordinated between the old and new system environments.

GL Solutions' Implementation Lead exceeds these requirements. Please see Tab VIII, Proposed Staff Resumes for details.

6.4.4 Individual Team Member Qualifications

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

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

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

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

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

6.4.4.5 Three (3) years of experience within the last five (5) years developing secure Internet applications using the tools proposed for this project; and

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

GL Solutions' Team Members exceeds these requirements. Please see Tab VIII, Proposed Staff Resumes for details.

6.5 VENDOR STAFF RESUMES

A resume must be completed for each proposed individual on the State format provided in ***Attachment I, Proposed Staff Resume,*** including identification of key personnel per ***Section 13.3.19, Key Personnel.***

GL Solutions meets this requirement and has included completed resumes for the key personnel required and specified within section 6.4 of the RFP, including Project Manager, Technical Lead and Implementation Lead, within Tab VIII - Attachment G, Proposed Staff Resumes of GL Solutions' response.

6.6 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;

GL Solutions has provided the requested Gantt chart in Tab X – Preliminary Project Plan.

6.6.1.2 Planning methodologies;

At the start of an implementation project, GL Solutions reviews the contract (RFP documents, proposal, negotiated contract terms, etc.) and assembles a Goal and Scope Document as well as a Management Plan. These documents are iterated until agreement is established for how the scope of the implementation will be handled. Please see Supporting Document 22 for a Sample Management Plan.

6.6.1.3 Milestones;

Please see Gantt chart provided in Tab X – Preliminary Project Plan, in response to item 6.6.1.1 above, as well as GL Solutions' cost proposal for all deliverable/payment milestones.

6.6.1.4 Task conflicts and/or interdependencies;

The Tasks (1-9, Phases 1-3) noted in this RFP are understood to be sequential and interdependent, and therefore would conflict if we attempt to proceed on these out of

order. In addition, the planning documents described in item 6.6.1.2 above must be approved before design work may begin. Designs must be approved before configuration can begin. Configuration must be complete before testing can begin. Testing will result in defect reporting. Defects will be reported which must be resolved (or an agreed-upon subset must be resolved) before the work may be deployed to Production.

GL Solutions provides our time-tested, process-oriented implementation that is aligned with the plan proposed in this RFP, and provides scheduling systems, work-routing systems, approval processes, environments, and deployment processes integrated with the process. Tasks and interdependencies are managed by consistency of process, to ensure success. For more information, please see our Sample Management Plan in Supporting Document 22.

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

Please see the durations noted in the Gantt chart above in item 6.6.1.1 for the estimated time frames for specific tasks identified in Section 5, Scope of Work. Based on the descriptions/requirements of the tasks, the longest duration items are Task 2 Phase 1 (System Design/Implementation Configuration for Phase 1) and Task 2 Phase 2 (System Design/Implementation Configuration for Phase 2).

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.

GL Solutions estimates approximately 11 months for implementation, followed by 4 weeks of intensive/escalated warranty support/defect correction for the first phase. Schedule slippage is encountered mostly in cycles of review and approval, so we encourage the TA to take as aggressive a turnaround time as palatable for the agency to review/approve specifications, and for testing, and to minimize the number of review cycles. Additional direction to avoid schedule slippage is noted in our Sample Management Plan provided in Supporting Document 22. Phases 2 and 3 of the installation can be done concurrently with Phase 1 if desired, with the caveat that back-office business processes must be created before the corresponding web processes can begin. Therefore, the three phases can all be completed within the timeframe noted above, or can be handled consecutively if that approach is deemed to be better allocation of resources (agency funding and time).

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).

GL Solutions will not utilize any subcontractors on this project.

6.6.3 The preliminary project plan will be incorporated into the contract.

GL Solutions understands and agrees to incorporate the preliminary project plan 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.

GL Solutions will meet this requirement to amend the contract with a State approved project plan, noting schedule dependencies on agency turnaround times.

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.

GL Solutions' standard practice is to conduct periodic risk assessments to identify all project risks and their potential impacts on project timelines, deliverables, and overall project success. Mitigation strategies, including individual or team responsibilities, action plans and escalation procedures, will be developed for each risk in order to minimize and (where possible) eliminate the risk. All risks will be recorded and tracked throughout the project and will be carried forward to subsequent months as appropriate. Identified risks and mitigation plans will be communicated during regular status meetings. Status Meetings will occur regularly (specifications of meeting schedule to be determined in the Management Plan).

To see the details of our full approach to risk management, see Supporting Document 22 Sample Management Plan and Supporting Document 18 Risk Management Plan.

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.

GL Solutions proposes to have no staff located on-site in Carson City, in order to execute the project in the most efficient manner possible and ensure a quality system is delivered, per response to question 24 in "3422 Amendment 1." We plan to primarily use Skype for Business software for remote meetings, and will use GL Portal to support our collaboration throughout the project. The following describes our typical plan for onsite visits, assuming such plans will be refined and agreed upon in the Management Plan.

GL Solutions' standard practices ensure that we will have a staff on-site towards the beginning of the project to begin the requirements gathering process, to explore, research and analyze the TA system functionalities, and to begin to describe the solutions required. We will look at the database, business rules, forms, data entry/inquiry screens and reports. We will follow this time with any necessary phone calls and online meetings to answer follow-up questions and to review design specifications and map them into the system. GL Solutions' staff will conduct interviews during the design of each business process, gathering understanding and details per business process, to specify all solutions. GL Solutions' staff will also request approval of each completed specification, iterating as necessary for additional clarification or alignment prior to approval and subsequent configuration/development of the system.

GL Solutions will provide detailed training to end users and system administrators prior to deployment. On-site training typically takes 3-5 days at the start of User Acceptance Testing (UAT), when GL Solutions' staff trains your users. This is typically training sessions, training your super-users, and often sitting with some end-users, teaching them to both use the software and teaching them to follow the steps necessary to confirm they can use the software as expected, to meet their business processes.

GL Solutions' staff is usually on-site for 2-3 days around system go-live, to ensure users are getting into the new system and getting comfortable using it to handle their daily software functions. GL Solutions will coordinate with TA in order to create a UAT Plan, which will detail all of the training expectations, role and responsibilities well in advance of any on-site activities. Training will include daily check-ins, designed to monitor and track progress as well as provide feedback to the trainer as to specific needs of the end-users being trained.

See Supporting Document 22 Sample Management Plan and Supporting Document 17 Training Overview for more information on GL Solutions' training methodology.

6.7 **PROJECT MANAGEMENT**

Vendors must describe the project management methodology and processes utilized for:

6.7.1 Project integration to ensure that the various elements of the project are properly coordinated;

GL Solutions meets this requirement. GL Solutions proposes the use of our tested and proven Project Management Methodology (PMM). Our standard practices ensure that GL Solutions' PMM is tightly integrated with all elements of our project implementation process. It wraps a layer of monitoring, directing, advising, and guidance around the project implementation stages. We adhere to tested management procedures that align our efforts at every phase of the implementation with the goals of the project. Primary in our efforts is effective communication, internally and with your staff. Other efforts include tight adherence to the Management Plan, frequent project management meetings, consultation on process improvement and/or change management, ongoing risk and gap assessments, and strict scope maintenance.

GL Solutions will start with the wealth of data in your RFP and our response to build the overall structure for the project and to direct our requirements-gathering efforts. The Project Manager will work with designated TA personnel to confirm the scope of the project and the business processes. Based on this over-arching scope, we will structure the project and begin to set up requirements traceability systems and firm up the project schedules.

We will ask for a copy of your data early on, so we can begin evaluating the conversion necessary and so we can utilize your data to guide our understanding of what you need to track, and how it needs to fit together. We will also ask for your output Samples and to begin working with any designated subject matter experts (SMEs) to detail process steps and required activities for each.

After we have done sufficient interviews on each business process to create clarity of how GL Suite will best be configured to meet your needs, the particular business processes proceed into design in the form of tasks, grouped into projects by business process. As business processes proceed into the design phase, GL Solutions will create a workflow diagram that describes how a user would accomplish the business process.

We will work with you to gain your approval for the specifications, and then move into detailed design, including specifications of screens, fields, rules for automation, and even for output formats such as reports, correspondence, and forms.

To see the details of our full approach to project integration, see Sample Management Plan, Supporting Document 22.

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;

GL Solutions meets this requirement. Our standard practices ensure that throughout the whole process, GL Solutions and your agency will communicate regularly, and exchange/approve increasingly detailed documents detailing "all the work required and only the work required" to ensure that both parties are in agreement about the project requirements, refining the clarity as we go through implementation.

To see the details of our full approach to project scope and management, see Sample Management Plan, Supporting Document 22.

6.7.3 Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule;

GL Solutions meets this requirement. Our standard practices ensure that throughout the whole process, GL Solutions and your agency will communicate regularly to ensure that both parties are in agreement about the project timing, activities and schedule.

Throughout the implementation, GL Solutions' staff will hold regular scheduled meetings with designated contact(s) at TA, including top-level leadership – working to keep the top-level of both organizations involved in this important project and driving the project and teams ahead for success. GL Solutions will also work with the TA to create a Communication Plan within our Management Plan detailing the full communication strategy.

Another important element of our communication strategy is GL Portal, streamlining our technical and tactical communications about the work in progress and providing updates throughout the process. Notifications in GL Portal will help to keep the communication flowing.

To see the details of our full approach to project scope and management, see Sample Management Plan, Supporting Document 22. See Supporting Document 19 for more information on GL Portal.

6.7.4 Management of contractor and/or subcontractor issues and resolution process;

GL Solutions will not utilize any subcontractors on this project.

6.7.5 Responding to and covering requested changes in the project time frames;

As TA's needs change at any time from previous agreements, GL Solutions will work with TA to determine any additional resources required, and will then work to get approval, prioritization, and resource allocation in line to ensure both organizations are aligned in timeline and approach for successful implementation.

To request schedule-changes during implementation, TA will make a request of the assigned Agency Partner who will make a schedule change request in order to analyze the project time frame to accommodate the change, and to determine any further impacts or resources required for such changes, iterating for approval of these if necessary.

To see the details of our full approach to project scope and management, see Sample Management Plan, Supporting Document 22. GL Solutions will support change management activities using our innovative GL Portal service. For more information on GL Portal, see Supporting Document 19.

6.7.6 Responding to State generated issues;

GL Solutions will meet this requirement. Our standard practices ensure that TA will have access to GL Portal. GL Portal is available 24/7 for reporting and tracking issues for authorized staff

members can report issues, monitor the status of all defects from identification through correction and testing, as well as to verify the resolution of completed items.

GL Solutions will provide first-level diagnostics when an issue is reported via GL Portal, with our Quality Assurance team reviewing to confirm (a) what was being attempted, (b) what happened, (c) what was expected, and (d) the functionality is not operating per specification. If there is confusion at this point, the Quality Assurance Specialist will respond by calling or sending a notification in GL Portal, iterating with the agency contact who reported the issue until it is clearly documented and ready to be fixed. Once these initial diagnostics have been completed to confirm the issue, the defect will be routed forward for configuration or development assistance, where second-level diagnostics will be performed to validate and fix the cause of the defect. Upon resolution, the request will route to our Quality Assurance team to review the request and the updates, to make sure the issue has been resolved. Notification will be sent to the TA upon GL Solutions' successful testing of the issue, in order for client confirmation of the issue's resolution.
For high-priority issues, response time is immediate, as phone calls initiate the 24 x 7, immediate and continuous attention until the issues have been resolved.

See Supporting Document 19 for more information on GL Portal.

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;

GL Solutions meets this requirement. We recognize that government offices regularly face a scarcity of resources and time. Our PMM delivers everything necessary for planning, building, and managing a successful implementation while simultaneously maximizing quality and getting the most out of your staff's time and agency's budget. The project is proposed on a fixed-price basis to meet the requirements as noted in our response throughout, so any change to requirements which requires additional cost estimating, budgeting, or cost control, will trigger change requests which need approval prior to proceeding with additional resource allocation.

See Supporting Document 22 for a Sample Management Plan.

6.7.8 Resource management to ensure the most effective use of people involved in the project including subcontractors;

GL Solutions meets this requirement. We recognize that government offices regularly face a scarcity of resources and time. Our PMM delivers everything necessary for planning, building, and managing a successful implementation while simultaneously maximizing quality and getting the most out of your staff's time and agency's budget. GL Solutions constantly pursues continuous improvement opportunities to make our processes more efficient, to ensure the most effective use of our people and other resources, for the benefit of our clients. GL Solutions does not propose to use subcontractors on this project.

See Supporting Document 22 for a Sample Management Plan.

6.7.9 Communications management to ensure effective information generation, documentation, storage, transmission and disposal of project information; and

GL Solutions meets this requirement. Our standard practices ensure that GL Solutions will work with the TA to create a Communication Plan within our Management Plan detailing the full communication strategy, including regularly scheduled meetings throughout the implementation. Secondary communication will come from the Business Analysts, who will conduct interviews during the design of each business process, gathering understanding and details per business process, to specify all solutions. The Business Analysts will also request approval of each completed specification, iterating as necessary for additional clarification or alignment prior to approval.

Another important element of our communication strategy is GL Portal, which provides continuous access (far more than monthly views/reports), including summary views of all work orders (break/fix or enhancements) completed, the status of work in progress, and system documentation.

To see the details of our full approach to project scope and management, see Sample Management Plan, Supporting Document 22. See Supporting Document 19 for more information on GL Portal.

6.7.10 Risk management to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

GL Solutions meets this requirement. Our standard practice is to use a formal process to manage risks. We proactively identify and address them before they affect performance or quality. We have defined processes for reporting, confirming, evaluating, planning, executing, and tracking risks and issues. Our risk process builds on standard risk assessment systems, and is incorporated into the methods we use to route work through our teams. Standards such as risk probability, risk severity, and risk value are employed, as well as a documentation of common risks and mitigation steps.

For projects similar to the implementation described by this RFP, GL Solutions' experience illuminates the following challenges and resulting risk categories: scope, schedule, quality, budget and relationship. Our risk management methodology combines thoughtful foresight and process-orientation to identify and mitigate risks before they become problems.

To see the details of our full approach to risk management, see Supporting Document 22 Sample Management Plan and Supporting Document 18 Risk Management Plan.

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.

GL Solutions meets this requirement. Our standard practices ensure that GL Solutions performs comprehensive testing of the database software to ensure proper performance and compliance with specifications.

GL Solutions' testing strategy consists of three types of testing—Preliminary Testing (Static, Unit, and Development), Integration Testing, and System Testing—each aimed at helping us meet our clients' functional and deliverable requirements. Our focus on requirements traceability throughout your system implementation ensures that your business needs are met. Finally, when GL Solutions' testing is done, we deploy the functionality to the UAT environment where we support clients in their execution of User Acceptance Testing.

- ***Preliminary Testing: GL Solutions' Quality Assurance (QA) team executes various preliminary tests in the early stages of your project design and development.***

- ***Static Testing: Before programming even begins, GL Solutions tests the documents that will be used to develop your GL Suite system. The purpose of Static Testing is to identify defects early on, before starting development. Our QA Specialists perform Static Tests on the Workflow Diagrams, Process Guides, and Self-Documenting Specification documents. Our preliminary testing and defect correction of these documents ensures the development of a superior product in a shorter amount of time.***

- ***Unit Testing (Functional Testing): GL Solutions Developers and QA Specialists conduct Unit Tests throughout the development process to confirm that the configured and developed functionality performs according to specifications.***

  Unit Tests occur iteratively between GL Solutions' Development and QA teams. Once all rules required by a business process are developed, the Developer informs QA and a Specialist is assigned. GL Solutions' Developers Unit Test programming code in isolation from the integrated system, to verify that the software works according to specifications. GL Solutions' QA Specialists use the specification documents as models for developing test plans and verifying that functionality meets your system requirements. They perform a separate set of tests for each business process to verify low-level details of the screens, fields, and automation. GL Solutions will update specifications (if needed) and code to resolve defects and re-execute testing until any and all issues are resolved.

- ***Development Testing: GL Solutions' QA team conducts Development Testing to confirm that developed or configured software functions according to requirements and properly interfaces with already programmed functionality. The intention of the Development Test is to "break" the software using standard industry testing techniques.***

Integration Testing: GL Solutions works with our clients' technical staff to conduct Integration Testing. Integration Testing determines if the GL Suite software properly interfaces with other systems and/or confirms that the website we have developed properly supports your business process needs. Integration Testing ensures that all inputs and outputs to your application are in place and functioning according to business process standards.

System Testing: GL Solutions conducts System Testing on each business process from end to end. The primary goal of System Testing is to validate that the developed functionality meets specified business objectives. System Testing ensures that all functional deliverables execute without defect in the client's actual business process. This level of testing validates that all rules function correctly as part of the larger process and not in isolation. System Testing covers database, functional, and security testing.

System Tests occur iteratively between GL Solutions' Development and Quality Assurance (QA) teams. We perform a separate set of tests for each business process. If QA identifies any issues, they report them to Development.

User Acceptance Testing: The objective of User Acceptance Testing (UAT) is for the client to validate that the system works as intended. UAT allows agency users to confirm that they are able to use the GL Suite system to perform their job functions and that the system will meet their business requirements. To perform UAT effectively and ensure that the required functionality has been created, it is important that clients allocate sufficient staff resources and time to the endeavor.

For more information about GL Solutions' Quality Assurance methodology and processes, see Sample Management Plan, Supporting Document 22.

6.9 METRICS MANAGEMENT

Vendors must describe the metrics management methodology and processes utilized to satisfy State requirements as outlined in ***Section 5, Scope of Work*** of this RFP. The methodology must include the metrics captured and how they are tracked and measured.

GL Solutions will meet this requirement. Every business process, project, task, and work assignment is tracked to the tenth of an hour within GL Solutions' internal work routing and scheduling system. This includes the timeframes for each stage of every piece of work, including client review/approval times. Business process/project deadlines are tracked on a weekly basis, with each manager accountable for their team to complete their stages of work on a weekly basis. In addition, every task is tracked to the team and individual assignment level on a daily basis with color-coding based on whether task assignments are due in the future, due immediately, or overdue.

GL Portal provides visibility of the work in progress, including notifications of work in-queue for our clients, and service management dashboards to show hosting uptime and service plan utilization rates. For more information on GL Portal, please see Supporting Document 19.

6.10 DESIGN AND DEVELOPMENT PROCESSES

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

6.10.1 Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State;

GL Solutions will meet this requirement. Our standard practices ensure that a Design Review meeting will occur between the Business Analyst and the TA during the design of the system. This meeting will be conducted to review the needs of the TA, and review the proposed solution. If we are unsure of the appropriate route to take to address a requirement, a Product Solution meeting, referenced as "Architecture Review" in GL Solutions documentation, should be called to resolve technical uncertainty. Product Solution meetings confirm that proposed (or in some cases, partially implemented) solutions reflect our best practices (enhancing reliability and maintainability), address the client's specified requirements, and analyze potential solutions, including all alternatives suggested, for evaluation. These meetings are usually conducted internally, however the solution that is reached will be reviewed with the TA before being implemented.

6.10.2 Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need;

GL Solutions will meet this requirement by working with the TA to define and specify operational needs and concepts, and specify how GL Suite will be configured to support TA's users, needs and environment. GL Suite's internal Self-Documenting Specification (SDS) utility tool can be used to provide detailed configuration information.

From the Configuration Manager or for any screen in the User Interface, users can generate an SDS that describes, in detail, any screen or an object such as a permit type, including a mock-up of the screens during the design phase. Each SDS provides low-level details about a screen's fields and functionality and includes visual representations of screens with approximate field layout. It provides a report of real-time configuration settings in plain English, providing a strong basis for planning, communicating, and making system enhancements. Self-specifying functionalities include screens, fields, security, business rules, record relationships (associations), menus and more. In GL Suite, the SDS is created directly from the Configuration Manager, so it is always accurate.

GL Solutions designs each system with a Process Guide, a tool that guides your staff through each process step by step. The Process Guide is integrated directly into GL Suite, and provides instructions to complete a process from start to finish. Each step directly links to the screen and field that requires attention with the click of a button, and saving any data entered into a screen will automatically take you to the next step.

6.10.3 Identifying the key design issues that must be resolved to support successful development of the system; and

GL Solutions will meet this requirement. We will conduct Product Solution meetings for identifying and resolving key design issues for supporting successful development of the system. While Product Solution meetings are commonly conducted to resolve technological uncertainty, they may also provide guidance for requests for new products or services, and decisions involving risks. Uncertainty arises when no best practices or other Product Catalog content exists to meet a client's business need; current network or hardware infrastructure does not meet a client need; or an existing solution is unreliable.

In some cases, it also may be appropriate to conduct a Product Solution meeting for an especially complex task or set of tasks. Product Solution meetings need not always cover the entire design of a project or task, but can focus on a specific functional solution that could be too large to fairly discuss during a regularly scheduled status meeting.

6.10.4 Integrating the disciplines that are essential to system functional requirements definition.

GL Solutions will meet this requirement. We will integrate disciplines essential to system functional requirements definition, including applying our best practices of how GL Suite software is configured to meet system functional requirements as specified. One of the benefits of working with a company exclusively dedicated to state regulatory software with its own proven COTS solution is that the various disciplines and layers of expertise necessary for success are embedded into our products, systems, and teams – we're not consultants advising on the use of another company's product, nor are we in the field of custom, one-off solutions to be built from scratch, or to be modified from one industry to (hopefully) fit another industry. GL Solutions' entire business hinges on the integration of our regulatory expertise and software expertise, combining all essential disciplines into the design, configuration and testing with the requirements of our clients' various stakeholders across all departments in the regulation of all types of industries.

6.11 CONFIGURATION MANAGEMENT

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

6.11.1 Control of changes to requirements, design and code;

GL Solutions meets this requirement. Our standard practices ensure that changes to requirements, design and code are identified, managed and tracked.

Despite the best planning, project changes may arise when an agency identifies new needs or finds opportunities available in GL Suite beyond the original scope of the implementation. Therefore, it is important that a change management process is in place. GL Solutions' change management process involves the following procedures:

- ***Changes can be requested by either your agency or GL Solutions via submission of a Change Request form.***
- ***Review of Change Request by authorized representatives of agency and GL Solutions.***
- ***Mutual approval to move Request forward for further analysis or rejection.***
- ***Analysis of Request to determine the effect the change will have on the Scope of Work.***
- ***If Change Request is approved, a written Change Order will be signed, detailing all modifications to the scope, price, Delivery Schedule or other terms.***

Changes to requirements, design, and code are all managed and tracked through GL Portal, and are deployed from environment to environment, systematically progressing form Development to System Testing to User Acceptance Testing to Production.

For more information on GL Portal, see Supporting Document 19. To see the details of our full approach to managing changes to system requirements, design and code, see Sample Management Plan, Supporting Document 22.

6.11.2 Control of interface changes;

Changes to the GL Suite user interface may be handled by the agency through the Configuration Control Panel, or by GL Solutions' specified and configured changes, or by core code software patches and releases over time. Documentation for all changes can be shared via GL Portal. If the nature of this interface is for third party data exchanges, GL Solutions will handle these like other changes, via change request, project analysis, quoting, cost approval, specification, design approval, configuration, internal testing, user acceptance testing, and then deployment to production. Third party data exchange interfaces are especially sensitive, requiring all parties to be very specific and planned about the nature and timing of any changes on either end.

6.11.3 Traceability of requirements, design and code;

GL Solutions meets this requirement. GL Solutions' standard practice is to use requirements traceability tools including our internal task and project management tracking tool, which updates GL Portal. To ensure requirements traceability we create a cross-reference matrix between the business process and system specifications (especially workflow diagrams) and the functional requirements specified in your RFP.

- ***GL Solutions analyzes the functional requirements specified in your RFP, and categorizes them into distinct Business Processes.***

- ***Each Business Processes is assigned a set of the functional requirements from your RFP that the implementation of the Business Process will meet.***
- ***As the design of each Business Process is analyzed by our Business Analysts, we account for every functional requirement in the design and how the design meets it.***
- ***A requirements traceability matrix is produced for each Business Process, which indicates specifically how each requirement has been met by the design. This document is posted for client review and approval, which allows for client confirmation that all requirements are indeed met.***
- ***After the design is approved, all necessary business rule and report code is completed to meet the design.***
- ***The GL Solutions' Quality Assurance team tests the functional design, confirming that the design functions per the approved specifications.***

To learn more about our approach to traceability of requirements, design and code, see Supporting Document 22 - Sample Management Plan.

6.11.4 Tools to help control versions and builds;

GL Solutions meets this requirement. GL Solutions provides patches and releases to the core code of the GL Suite software system approximately monthly. For the systems hosted at our data center, GL Solutions deploys the updates without interrupting client workflow. Clients are informed via GL Portal when there is an upgrade available for their GL Suite system.

Our standard practices ensure that TA will have access to GL Portal. GL Portal is available 24/7 for authorized staff members to be notified of available builds and versions, track upgrades, and promote updates forward from Development, to System Testing, to User Acceptance Testing, and finally to Production, thereby isolating each activity in support of Production-environment stability.

See Supporting Document 19 for more information on GL Portal.

6.11.5 Parameters established for regression testing;

GL Solutions meets this requirement. As a standard practice, GL Solutions sets up and performs testing as specified in GL Solutions' contractual agreements. This includes test preparation, test execution, defect tracking and resolution, regression, and maintaining test artifacts for the agreed upon GL Suite tests.

GL Solutions' Quality Assurance team performs testing on GL Suite (static requirements, development, system, and performance) including defect validation, defect tracking and resolution, development testing of fixes, regression testing, and maintaining test artifacts.

See Supporting Document 22 Sample Management Plan for more information about our approach to establishing test parameters and regression testing.

6.11.6 Baselines established for tools, change log and modules;

GL Solutions will meet this requirement. We will establish baselines for tools, change logs and modules, including any specific required information to be approved in the Management Plan.

6.11.7 Documentation of the change request process including check in/out, review and regular testing;

GL Solutions will meet this requirement. Our standard practices to document, agree and follow a change request process. In addition, the use of GL Portal supports thorough documentation, review, approval, and testing of requests.

See Supporting Document 22 Sample Management Plan and Supporting Document 19 GL Portal for more information.

6.11.8 Documentation of the change control board and change proposal process; and

GL Solutions will meet this requirement. Our standard practices ensure our change process is documented and agreed upon between GL Solutions and TA within the Management Plan, and then followed throughout the implementation, to avoid surprises.

For more information, see Sample Management Plan, Supporting Document 22.

6.11.9 Change log that tracks open/closed change requests.

GL Solutions meets this requirement. Our standard practices ensure that TA will have access to GL Portal. GL Portal is available 24/7 for reporting and tracking all requests, for authorized staff members to initiate and monitor the status of all requests from identification through configuration and testing, as well as to verify the resolution of completed items. Specification documentation integrates change logs, and GL Portal in itself acts as a change log and system documentation repository.

See Supporting Document 19 for more information on GL Portal.

6.12 PEER REVIEW MANAGEMENT

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

6.12.1 Peer reviews conducted for design, code and test cases;

GL Solutions uses various methods of peer review. Our work-routing systems ensure the Quality Assurance Team review the initial design documents (Solutions Analysis Specifications) to ensure high-level design meets GL Solutions' standards. After development/configuration, a quality assurance specialist reviews every task to ensure it meets the specified design. And every business process is tested to ensure the various elements (tasks) work together to accomplish the specified business process. Random Samples of work are reviewed by managers to ensure process consistency, and can also be assigned to other team members for true peer review. Anytime work does not pass quality assurance, or is returned from a client with a defect reported, the work can be assigned to a different member of the team where the work originated, for peer review and resolution.

In addition, if a requirement does not align with GL Solutions' best practices, it is escalated for architecture review, where rather than relying on an individual's judgement, the Strategy team (where all the company's products and services are defined) evaluates and documents the solution to the need. This documentation then serves as the standard by which the task/project is designed, configured, reviewed, and tested.

6.12.2 Number of types of people normally involved in peer reviews;

At least four classifications of people are normally involved in peer reviews, as noted above.

6.12.3 Types of procedures and checklists utilized;

GL Solutions primarily utilizes Visio workflows for our internal and client processes, process guide checklists, wikis, specifications, and our GL Suite configuration systems' proprietary Self-Documenting Specifications (SDS).

6.12.4 Types of statistics compiled on the type, severity and location of errors; and

GL Solutions meets this requirement. TA users will be able to login to GL Portal and submit new issue / error reports, monitor the status of previously reported errors, and verify the resolution of completed items. The issue report form records the user's name, date the issue was found, and severity level of the issue (including guidelines and definitions to help the user determine the severity level). In addition, the report form will document a brief summary of the issue, a detailed account of the defect and how it was found (including references to user or entity records, location in the application or website, etc.), the user's expected result, any relevant screenshots, the business process where the issue was found and, if applicable, the training material(s) being utilized when the issue occurred.

Regarding severity, if an issue is escalated and is determined to be a high priority, the issue will receive constant, all-hours attention and will typically be resolved in a matter of hours. High priority requests always get immediately escalated for continuous effort until resolved, throughout our relationship during and post-installation, while any noncritical issues/enhancements can be handled according to the TA's service level agreement and/or software technical support plan.

See Supporting Document 22 Sample Management Plan and Supporting Document 22 GL Portal for more information.

6.12.5 How errors are tracked to closure.

GL Solutions meets this requirement. Our standard practices ensure that TA will have access to GL Portal. GL Portal is available 24/7 for reporting and tracking issues for authorized staff members can report issues and errors, monitor the status of all defects from identification through correction and testing, as well as to verify the resolution and closure of items.

See Supporting Document 19 for more information on GL Portal.

6.13 PROJECT SOFTWARE TOOLS

6.13.1 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 as described in ***Section 3.4, Current Computing Environment***.

GL Solutions will meet this requirement. We maintain industry-standard software engineering methodology. The goal is to create reproducible, high-quality software versions that can be tested and deployed. GL Solutions will use the following tools during development:

- ***Microsoft SQL Server 2014***
- ***TSQL***
- ***Subversion***
- ***Visual Studio 2010***

GL Suite has been developed based on secure coding guidelines to prevent common coding vulnerabilities.

- ***In-house clean code coding standards for all languages developed***
- ***Waterfall development model***

The core software is continuous development with releases as fully tested branches with development continuing on the tip of the trunk. There are full builds on both branches and trunks, and the branches are fully tested.

GL Suite's user interface consists of web pages displayed by a web browser. We developed our web-browser interface to be compatible with the top 97% of browsers currently used.

Standard Microsoft Office applications, such as Word or Excel, are required for viewing and printing correspondence and reports. GL Solutions suggests utilizing a PDF file viewer, such as Adobe.

If TA chooses to host the GL Suite system with GL Solutions, we will provide all of the network and hosting equipment. TA staff and constituents access the application using nothing more than a web browser. If the TA chooses to host the system elsewhere, the system requirements may be found in System Requirements, Supporting Document 14.

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

GL Solutions will meet this requirement. All costs associated with the project are included within Attachment J – Project Costs.

Tab VIII Attachment G – Proposed Staff Resumes

GL Solutions provides here the resumes of key personnel proposed for this project, including Project Manager, Implementation Lead, and Technical Lead. Key personnel proposed for this project have management responsibilities for key operating activities at GL Solutions. GL Solutions operates by process and scales to meet demand by growing staff to expand the capacity of the functions the key personnel supervise. Supervision provided by key staff and the capacity provided by supporting teams allows GL Solutions to rapidly meet the needs of new projects without losing expertise.

The key personnel project management team:

- ***Marcy Merlot – Project Manager (Service Delivery Manager)***
- ***Adam Ridlon – Implementation Lead (VP of Strategy)***
- ***Ryan Pedersen – Technical Lead (Operations VP and Development Manager)***

GL Solutions is a highly organized company that is, at the same time, highly fluid. To ensure that your new GL Suite system meets your requirements, in addition to the core project team, GL Solutions will enlist the talents and passion of our entire staff of more than 55 to manage all aspects of your project. Each core team member will have support and backup from various GL Solutions teams: Business Analysis, Development, Configuration, Quality Assurance, and Client Engagement. Furthermore, each team at GL Solutions can count on support from other teams, if necessary. Our staff is cross-trained and can provide backup on demand. This helps us avoid project bottlenecks and assures efficient workflow.

Agency Partner - Provides project management and training for GL Solutions installation clients, and manages daily project activity, tracking, reporting, and communications. Monitors and reports on-time delivery of project task deliverables. The Agency Partner will work with designated personnel at the agency to confirm the scope of the project. Provides on-going support and services to existing customers. The Agency Partner coordinates with you regarding any change requests, risks, and/or possible adjustments to the delivery/implementation schedule. Your GL Solutions Agency Partner will hold regular status meeting to review project status and schedule.

Business Analysis Manager - Leads the Business Analysis team and responsible for individual development and all operational duties of the Analysis team: data collection, specification production, and system configuration. Your GL Solutions Business Analyst team will gather all required supporting materials including copies of reports, correspondence and forms. GL Solutions' Business Analyst(s) will specify and document the project deliverables in such a manner that meets the business requirements as noted in the Goals and Scope Document.

Developer Manager- Oversees all software development-related tasks including validation of requirements, gap/fit analysis, implementation design, system configuration and implementation, data conversion, system testing, and User Acceptance Testing. GL Solutions' Configuration Specialist and Developer(s) will develop all customized functionality as well as business rules, conversion, interfaces and GUIs.

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	GL Solutions Inc.		
✓ **Contractor**		☐ **Subcontractor**	
Name:	Marcy Merlot	✓ **Key Personnel**	
Classification:	Project Manager	**# of Years in Classification:**	6
Brief Summary of Experience:	Marcy Merlot is dedicated to addressing the project needs of Agencies and works with appointed project staff to discuss, document, and gain agreement on the project approach, scope and schedule, and effective participation throughout the implementation. Marcy manages a team of Agency Partners who are our client account managers. Marcy possesses years of extensive project management and GL Suite software implementation experience with GL Solutions, and has helped a variety of agencies through the software implementations and maintains key post-implementation relationships with GL Solutions clients.		
# of Years with Firm:	9		

RELEVANT PROFESSIONAL EXPERIENCE

Required Information:	
MMYYYY to Present:	06/2014 to 07/2015
Vendor Name:	GL Solutions Inc.
Client Name:	Virginia Department of Criminal Justice Services
Client Contact Name:	Dennis Harrell
Client Address, Phone Number, Email:	1100 Bank Street, Richmond, VA 23219 804.225.4865 dennis.harrell@dcjs.virginia.gov
Role in Project:	Project Manager
Details and Duration of Project:	The project was the initial installation of the GL Suite Software to meet the regulatory (licensing and enforcement) needs of the agency.
Software/hardware used in engagement:	GL Suite

Required Information:	
MMYYYY to MMYYYY:	06/2015 to Present
Vendor Name:	GL Solutions Inc.
Client Name:	Nevada State Contractors Board
Client Contact Name:	Nancy Mathias
Client Address, Phone Number, Email:	9670 Gateway Dr. Suite 100, Reno, NV 89521 775.688.1141 nmathias@nscb.state.nv.us
Role in Project:	Project Manager
Details and Duration of Project:	The project was the initial installation of the GL Suite Software to meet the regulatory (licensing and enforcement) needs of the agency.
Software/hardware used in engagement:	GL Suite

EDUCATION	
Institution Name:	Central Oregon Community College
City:	Bend
State:	Oregon
Degree/Achievement:	Associate of Applied Science Business Administration/Accounting
Certifications:	

HARDWARE/SOFTWARE SUMMARY (Be Specific)		
	Description	***# of Year's Experience***
Environments:		
Hardware:		
Software:	GL Suite, MS Word, MS Excel, MS Visio, MS Publisher, MS Project, Adobe InDesign, Quick Books	8
Tools:		
Databases:		

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Hari Gupta, Operations VP North Carolina Medical Board Phone: 919.326.1109 Email: Hari.Gupta@ncmedboard.org
	Dave Kinney, Project Manager North Carolina Medicaid Management Information System Phone: 919.609.5404 Email: davidk.kinney@gmail.com

	Nancy Mathias, Licensing Administrator Nevada State Contractors Board Phone: 775.688.1141 Fax: 775.688.1271 Email: nmathias@nscb.state.nv.us

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	GL Solutions Inc.		
✓ **Contractor**		☐ **Subcontractor**	
Name:	Ryan Pedersen	✓ **Key Personnel**	
Classification:	Technical Lead	**# of Years in Classification:**	7
Brief Summary of Experience:	Ryan has worked in a development position for GL Solutions for over 7 years. Ryan has provided development management for over 40 client project implementations and manages the team responsible for configuring and developing the system and associated functionality based on the specification documents generated by the Business Analysts. The primary function of his team is to configure the system to meet the agency's needs. GL Suite's configurable nature makes it extremely efficient and intuitive to maintain and support, by both Ryan's team and clients as well.		
# of Years with Firm:	7		

RELEVANT PROFESSIONAL EXPERIENCE

Required Information:	
MMYYYY to Present:	06/2011 to 08/2011
Vendor Name:	GL Solutions Inc.
Client Name:	Illinois Department of Health
Client Contact Name:	Ken McCann
Client Address, Phone Number, Email:	525-535 West Jefferson Street, Springfield, IL 62761 217.785.2043 ken.mccann@illinois.gov
Role in Project:	Developer
Details and Duration of Project:	Developed online renewal website for plumbing licenses. Project included interfacing with a third party payment processor for online payments.
Software/hardware used in engagement:	GL Suite, Visual Studio, Stylus Studio, MS SQL Server

Required Information:	
MMYYYY to MMYYYY:	04/2014 to 12/2014
Vendor Name:	GL Solutions Inc.
Client Name:	Arizona Board of Chiropractic Examiners
Client Contact Name:	Justin Bohall
Client Address, Phone Number, Email:	1951 West Camelback Road Suite 330, Phoenix, AZ 85015 602.542.9101 JBohall@chiroboard.az.gov
Role in Project:	Development Manager
Details and Duration of Project:	Lead development effort to migrate to GLSuite6. Included customization of the GL Suite application, building and set-up of servers and databases, and conversion of data from legacy system
Software/hardware used in engagement:	GL Suite, MS SQL Server

EDUCATION	
Institution Name:	Oregon Institute of Technology
City:	Klamath Falls
State:	Oregon
Degree/Achievement:	Bachelor of Arts Computer Software Engineering Minor Business Management
Certifications:	

HARDWARE/SOFTWARE SUMMARY (Be Specific)		
	Description	***# of Year's Experience***
Environments:	Windows Desktop OS, Windows 3.1-7, Windows Server OS, Windows NT-08	7
Hardware:	Intel-Based Desktop/Server	7
Software:	GL Suite (XML Based), .NET Framework, C++, C#, VB, XML, XPath, XSLT, XML, Ruby, SQL, TSQL, MySQL, DevX, ASP, ASPX, HTML, Visual Studio 2kX, SQL Server Studio, Team Foundation Server, MS Visual Source Safe, Crystal Reports, MS Reporting, MS Office Suite	7
Tools:		
Databases:		

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	Ken McCann, Environmental Health Manager Illinois Department of Health Phone: 317.785.2043 Fax: 334.263.1397 Email: ken.mccann@illinois.gov

	Sameer Teni, Lead (Interfaces and Frameworks) EDS Government Services Phone: 309.533.0055
	Mark Levy, Database Analyst/Systems Administrator Oregon Medical Board Phone: 503.970.5857 Email: mark.levy.state.or.us

PROPOSED STAFF RESUME

A resume must be completed for all proposed contractor staff and proposed subcontractor staff.

COMPANY NAME:	GL Solutions Inc.		
✓ **Contractor**		☐ **Subcontractor**	
Name:	Adam Ridlon		✓ **Key Personnel**
Classification:	Implementation Lead	**# of Years in Classification:**	11
Brief Summary of Experience:	Adam has been providing his technical expertise to GL Solutions clients for over 12 years. Adam manages the Strategy team, which is responsible for defining and managing the implementation of GL Suite product features and enhancements. The team also plans and executes reengineering efforts to create efficiency in organizational workflow, and is responsible for scheduling and managing every client installation.		
# of Years with Firm:	12		

RELEVANT PROFESSIONAL EXPERIENCE	
Required Information:	
MMYYYY to Present:	06/2014 to 07/2015
Vendor Name:	GL Solutions Inc.
Client Name:	Virginia Department of Criminal Justice Services
Client Contact Name:	Dennis Harrell
Client Address, Phone Number, Email:	1100 Bank Street, Richmond, VA 23219 804.225.4865 dennis.harrell@dcjs.virginia.gov
Role in Project:	Project Manager
Details and Duration of Project:	The project was the initial installation of the GL Suite Software to meet the regulatory (licensing and enforcement) needs of the agency.
Software/hardware used in engagement:	GL Suite

Required Information:	
MMYYYY to MMYYYY:	2014 – Present
Vendor Name:	GL Solutions Inc.
Client Name:	North Carolina Medical Board
Client Contact Name:	Hari Gupta
Client Address, Phone Number, Email:	919-326-1109 x248
Role in Project:	Project Manager
Details and Duration of Project:	Ongoing management and support from the initial implementation of the North Carolina Medical Board in 2004 through present technical support (13 years).
Software/hardware used in engagement:	GL Suite, MS SQL Server

EDUCATION	
Institution Name:	Rochester Institute of Technology
City:	Rochester
State:	New York
Degree/Achievement:	Bachelor of Science in Information Technology
Certifications:	Cisco Certified Network Associate (CCNA) Certification

HARDWARE/SOFTWARE SUMMARY (Be Specific)		
Description		***# of Year's Experience***
Environments:	Sun Solaris, Linux and Microsoft desktop and server	12
Hardware:	IBM, Sun, Cisco, SonicWALL	12

Software:	GL Suite Software (XML based), SQL; TSQL; VB all versions; VBA; XPATH, VB Script; Java Script; ASP, ASPX, HTML, Visual FoxPro; dBase 3, 4, Visual; XSLT, XML, Stylus Studio; MS IDEs including: Visual Interdev Visual Studio 6 and Visual Studio .Net; MS Exchange; MS SQL Server all versions, MS IIS all versions, MS .Net Framework, all versions; MS Active Directory, MS DNS Manager, BIND, MS Visual Source Safe, MS IE all versions, Crystal Reports, Adobe Reader, Capture, Writer; Various other RDBMS, PostFix, Sendmail	12
Tools:		
Databases:		

REFERENCES	
Minimum of three (3) required, including name, title, organization, phone number, fax number and email address	• **Hari Gupta,** Operations Manager, *North Carolina Medical Board*, 919-326-1109 x248, Hari.Gupta@ncmedboard.org • **Laura Boehme,** Director ITS Infrastructure, *Central Oregon Community College*, 541-383-7791 x7791, lboehme@cocc.edu • **Bill Moseley,** CEO, *GL Solutions*, 541.312.3662, moseley@glsolutions.com

Tab IX Other Informational Material

In order to sufficiently detail the capabilities of the products and services offered by GL Solutions, and where details serve to answer multiple questions or requirements, rather than duplicate our in-line responses, we have included additional supporting documents here. These have been referenced throughout our responses to the TA's various stated Requirements above.

Supporting Documents – Contents

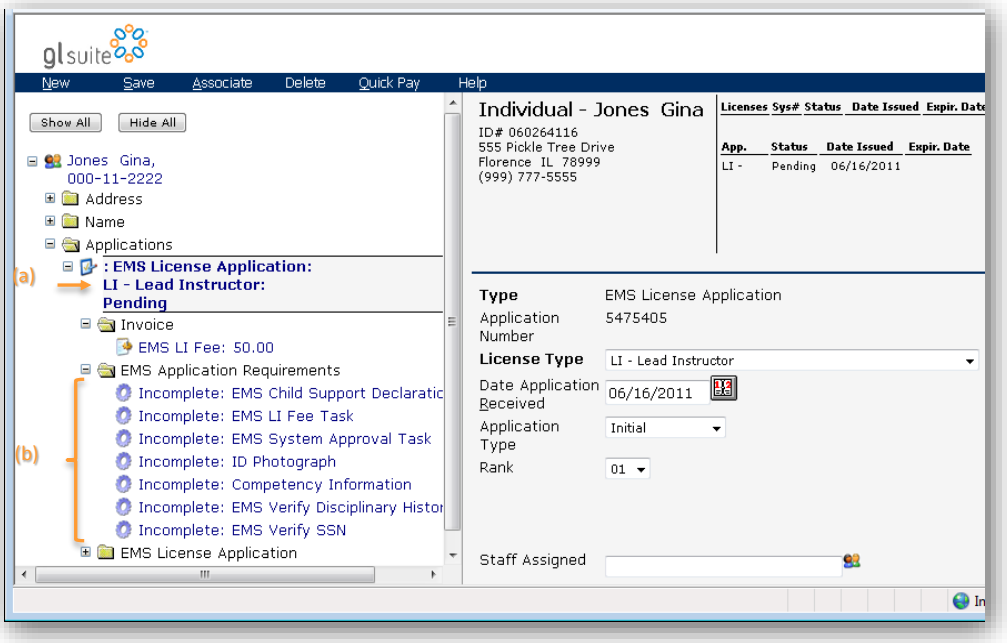
Supporting Document 1 – Requirements Tracking....174
Supporting Document 2 - History Tracking and Audit Trails....176
Supporting Document 3 – Alerts and Notifications....180
Supporting Document 4 – Complaints, Compliance, and Case Management....182
Supporting Document 5 – Financial Management....186
Supporting Document 6 – Reporting and Output Samples....188
Supporting Document 7 – Document Storage....195
Supporting Document 8 – Self-Service Website....197
Supporting Document 9 – Third-Party Interfaces....201
Supporting Document 10 – GL Suite Mobile Inspections....203
Supporting Document 11 - Configuration....206
Supporting Document 12 – Hosting Overview....208
Supporting Document 13 – Security....213
Supporting Document 14 – System Requirements....217
Supporting Document 15 – Technical Architecture Design....218
Supporting Document 16 - Data Conversion Methodology....226
Supporting Document 17 - Training Overview....231
Supporting Document 18 – Risk Management Plan....239
Supporting Document 19 – GL Portal....242
Supporting Document 20 – Process Guide....244
Supporting Document 21 – Workflow Automation....245
Supporting Document 22 – Sample Management Plan....247

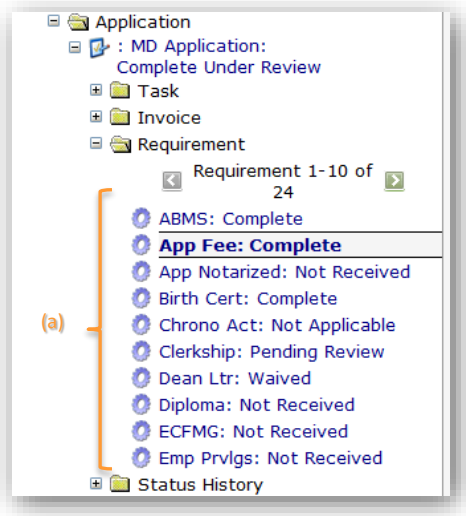
Supporting Document 1 – Requirements Tracking

Permits, licenses, certifications, registrations, and endorsements are all handled similarly in GL Suite, but each instance varies in name and in process, based on your business requirements and configured business rules. The process typically dictates that when an entity (individual, corporation, etc.) applies, the existing entity is used, or a new entity is added to the database if the entity does not exist. Then the application is added to the entity's record, complete with a checklist of fee(s) and requirements which must be met. These requirements may include background checks, education requirements, examination scores, and more. Once all requirements are met and the fee(s) are paid (if your process requires), the rules fire and the application is automatically approved and the registration, certification, or license is created, complete with a certificate in queue to be printed. In the case of a renewal, a new version of the permit or license (often with the same number) is added to the entity's record, a new correspondence is placed in the queue to be sent to inform the entity that it is time to renew, and new requirements and fee(s) are placed on the record, to be met and paid before the renewal due date, to activate and thereby extend the expiration date.

GL Suite can handle any volume of application and renewal processing. From creating a new individual in the system, to the submission of an application, the issuing of a license, and the renewal process, each step is simplified, automated, and intuitive.

When users append an application to an individual's record, GL Suite automatically adds to the record the various tasks that must be completed before the application can be accepted. The tasks generated will be based on and tailored to your agency's requirements. In the image below, Gina Jones has submitted a license application and her application is *Pending* (a). It also lists the series of requirements that must be satisfied before her application can be accepted (b). By looking at this list, the user can see that Ms. Jones has not yet paid her license fee, submitted a photo ID, etc.



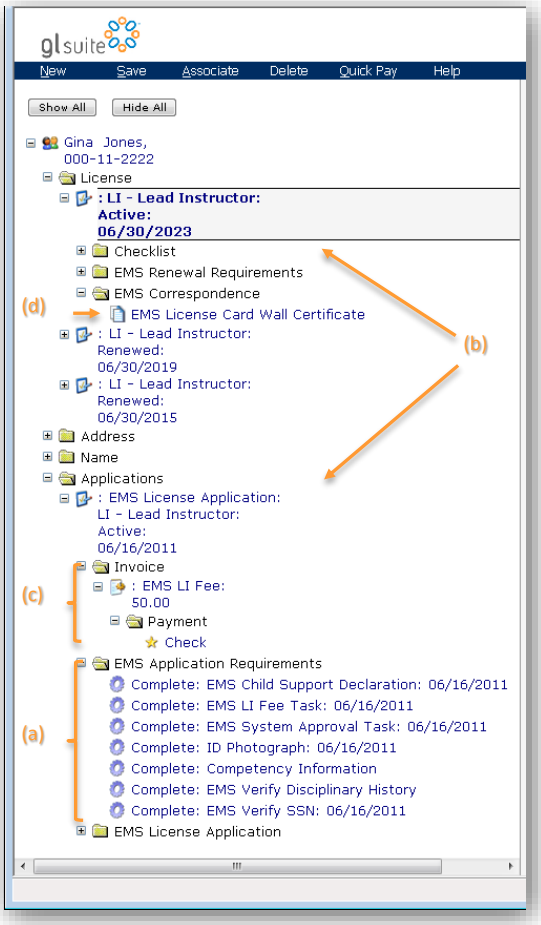


One of GL Suite's primary and standard functions is to track application and renewal requirements. As the image below demonstrates, GL Suite maintains a record of each requirement and of the requirement's status.

GL Suite can be configured to ensure that applicants are not licensed and/or that renewals are not activated until all requirements (fees, verification of registration, identification, transcripts, etc.) are completed. When documents are uploaded, GL Suite will auto-set the requirement it fulfills to *Complete*. We can also create Master Tasks for your system that will set all tasks to *Complete* at once, if your business process determines that to be appropriate.

With your GL Suite system, your staff will not have to input and upload all required data and documentation at once. Instead, they can update records as information is obtained over the course of a few days or several months. With this feature, staff members need not fear losing information and having to start over after all required information is received.
After all application tasks have been completed, GL Suite automatically reclassifies the application as Active and adds a license to the record, listing its status as Active (see image to the right). Multiple status options are possible including, but not limited to: Renewal, Withdrawn, Pending, Refused, Lapsed, and Surrendered.

Looking at the record displayed above, users can quickly and easily gather information about the application's status. They can see that an invoice was issued and that the license fee was paid with a check (c). In addition, they can learn that GL Suite automatically appended a Wall Certificate to the record (d), which can be emailed or printed and mailed to the licensee. (Staff can print and mail items such as certificates, badges, or licenses to a single licensee or print and mail them in batches [automatically or manually] to multiple individuals.)



Supporting Document 2 - History Tracking and Audit Trails

GL Suite tracks all information and supporting records related to an entity (such as individuals, businesses, buildings, items, exams, and transactions) and organizes the information into a customizable Navigation Tree. It also tracks the associations between entities. For example, accountants and accounting firms are tracked as separate entities, but GL Suite also allows you to track bi-directionally which accountants work at which accounting firms. It will also track the history of these relationships and will enable you to see every firm that an accountant has worked with and/or all accountants who have ever worked for a specific firm.

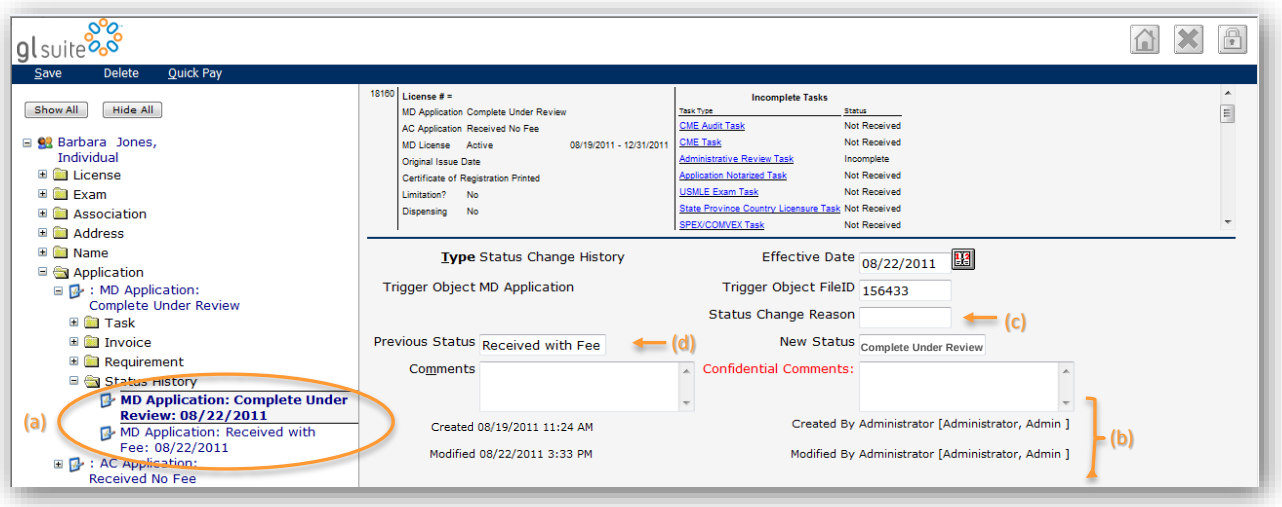
GL Suite will enable your agency to track every notification, task, correspondence, meeting, complaint, and any other information and supporting records related to an entity with ease. GL Suite saves the final version (as well as any modifications) of each correspondence with its related record for future use, referencing, or reprinting. GL Suite maintains historical information in perpetuity, so any type of correspondence can be easily retrieved, tracked, audited, and/or re-sent at any time.

Historical information can be sorted chronologically or in ascending or descending alphabetical order by default, and users can choose to re-sort using a menu of predefined sort orders. When users pull up a record, they can quickly view historical information, including but not limited to:

- Activities related to each application and renewal
- Information related to licenses, permits, and certificates
- Address changes and other updates to contact information
- Status changes
- Complaints, inspections, investigations, and compliance
- Fees, fines, invoices, and payments
- Changes to attached files

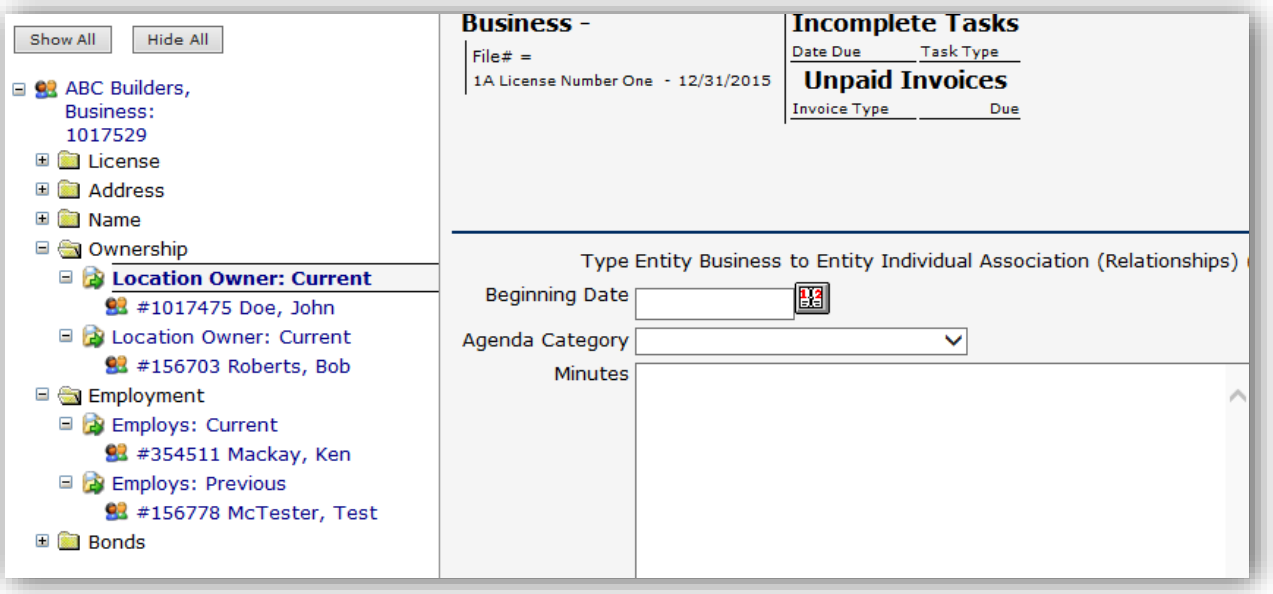
GL Suite maintains historical information in perpetuity, so any type of correspondence can be easily retrieved, tracked, audited, and/or re-sent at any time.

GL Suite can log all transactions to provide an audit trail of system access and activity. It will track all system changes, capturing information about the user who made the change, the nature of the change, and the date and time of the change. It can even record a full snapshot of an entire record before modification and the proposed value of fields on the record after the change is committed, along with the user ID, date, and time of the change. When viewing the details associated with *MD Application* in the record shown in "Audit Detail", the user can see both the previous and current status of the application (a, d), who created the record and when, who modified it and when (b), why the status was changed (c), and various other details about the application's history.

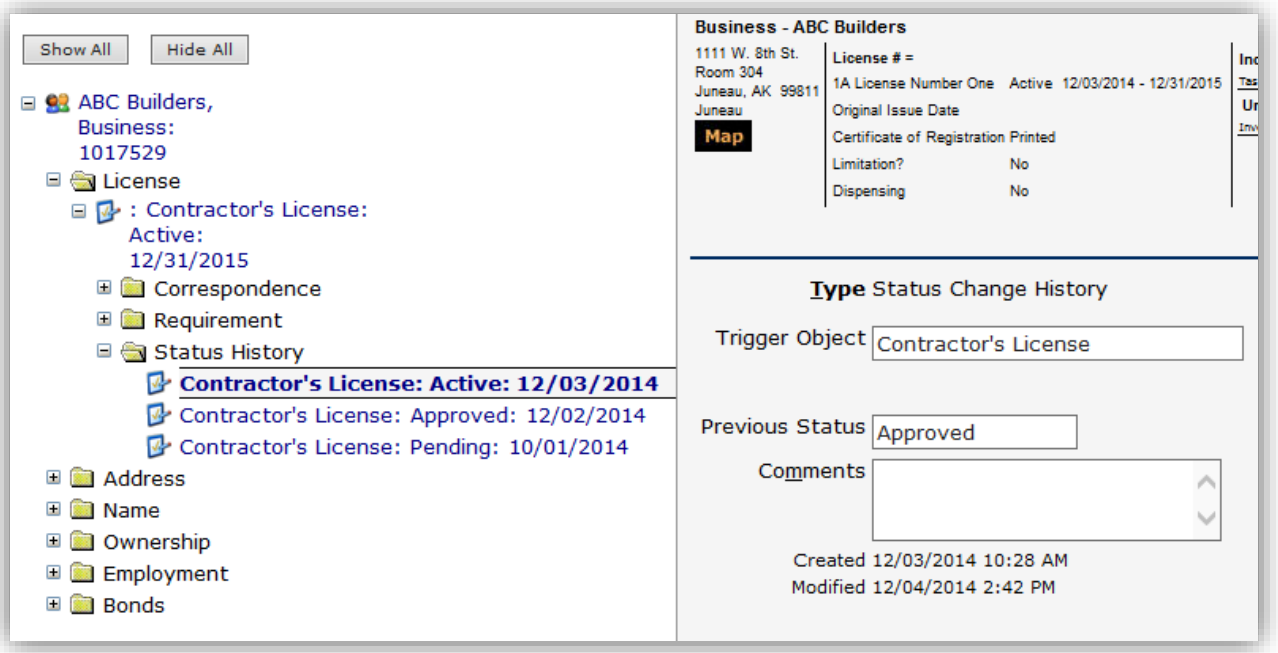


Audit Detail

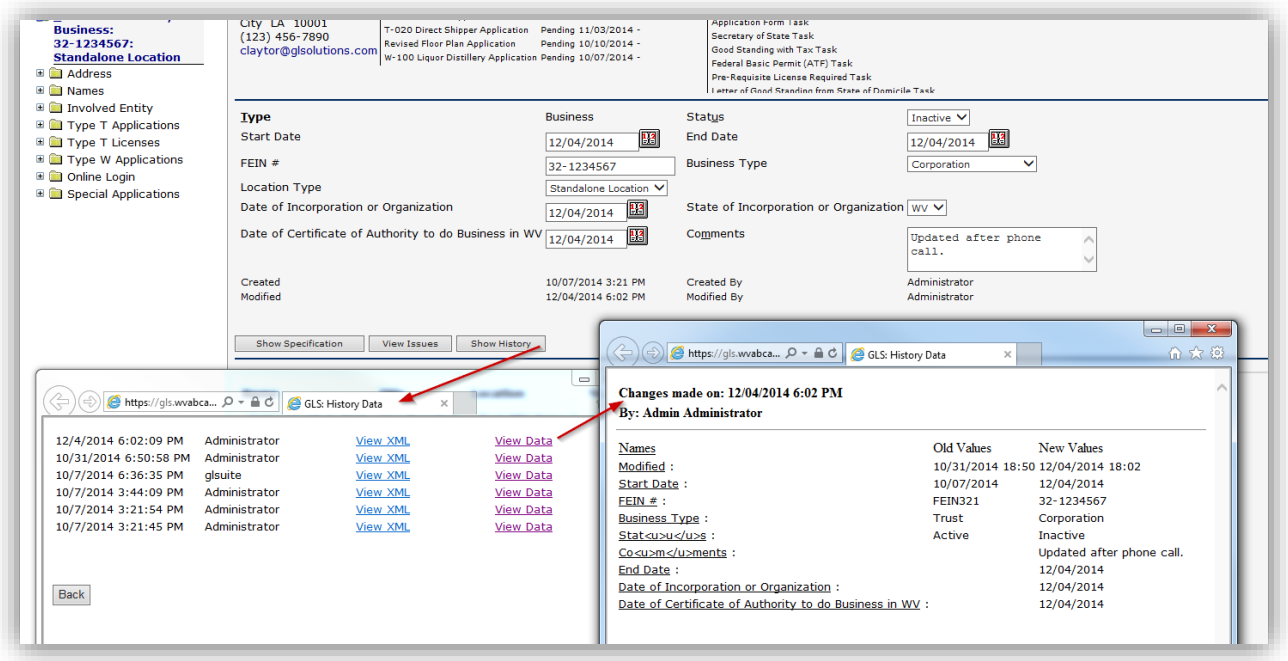
Names, addresses, and relationships often need history tracking, in which case GL Suite is configured to track the status, with plenty of drill-down capability:



When a license status changes, a rule causes a Status History to be appended for easy future tracking of the status changes over time.



For the full audit, the “Show History” button is provided to give a time-stamped and user-stamped before-and-after view of the data.



Ranging from simple history tracking to full audit trail functionality, GL Suite leaves no question as to the details of any record’s timeline.

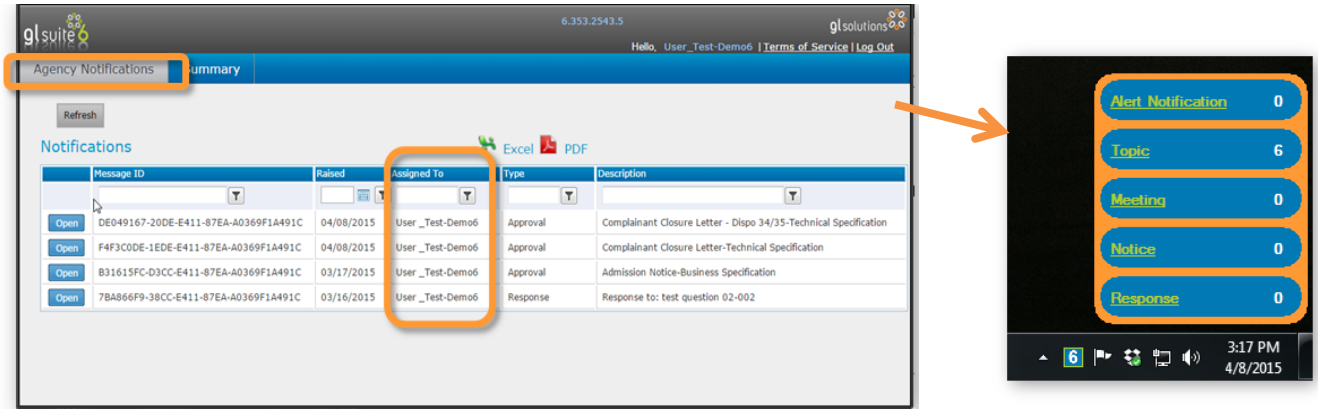
Supporting Document 3 – Alerts and Notifications

Staff Alert Notifications

GL Suite offers alert and notification capabilities that can be configured to suit your needs. GL Suite can display any number of notifications at any time, each having its own information and business rules defined by your agency's needs. Common examples of alerts include the following, which can be triggered manually or automatically:

- Alert internal and external users of the need for renewal
- Alert users that a renewal notice must be sent through onscreen alerts, assign follow-up tasks, or email reports that catalog outstanding renewals
- Alert internal and/or external stakeholders that requirements are complete, approve the renewal, and generate the license, permit, certificate, etc.

GL Suite can display a list for internal users in each section or department of your agency as soon as a user logs in, and each can have unique notification types, information, timing, and more. Notifications can automatically be added to a user's Home Screen view, included in reports, included in an email to identified staff members, and even received by users in real-time on their local desktop using the notification tray tool application.

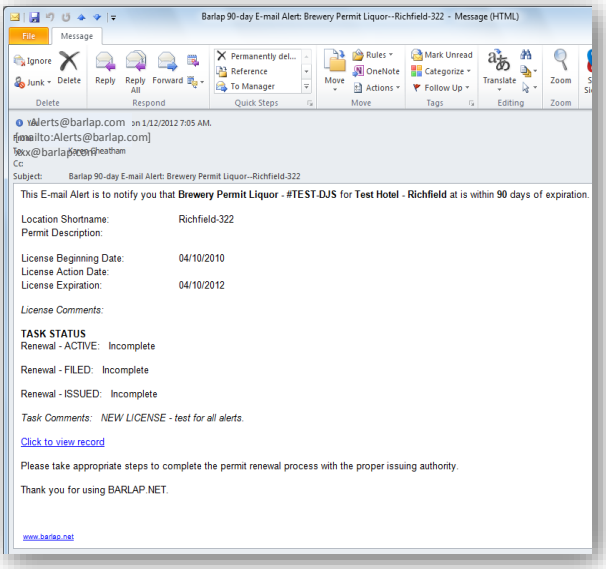


GL Suite offers significant notification capabilities that can be customized to suit your needs.

- Can be triggered based on any user defined criteria (e.g. status, due date, priority)
- Can be generated on a case-by-case basis or in batches
- Can be delivered as emails, paper notifications, warning messages, or in dashboards with a pop-up window
- GL Suite can return a variety of notification messages to assist users when data entered is incomplete, incorrect, etc.

Licensee Alert Notifications

In addition to staff notifications, certain manual and automated correspondence types can be used to notify applicants, licensees, complainants, etc. of action required, or to provide status updates. These can be in the form of emails or mailed letters generated by users in the system triggering them, or from scheduled jobs as warnings at certain times of year, or upon status changes. Rules on append or update of any data in the system can be used to trigger notifications to add correspondence to a queue to be sent out.



GL Suite's notifications and alerts will keep TA personnel, applicants, and businesses informed with relevant and timely information.

Supporting Document 4 – Complaints, Compliance, and Case Management

Complaints, compliance, and case management are fully integrated capabilities of the GL Suite software application. GL Suite can create, maintain, and track all events related to complaints and their associated cases. It allows users to enter cases, record penalties at the conclusion of an investigation, and track all complaint, investigation, hearing, and compliance actions pertaining to a license. It also automates case handling among staff members by establishing automated rules and notifications.

GL Suite can be configured to execute the following actions:

- Generate letters and notifications to complainant, registrant, and other persons associated with an enforcement action (e.g. investigation officers or lawyers)
- Send batches of correspondence to notify complainants of complaint status
- Record disciplinary orders issued as a result of an enforcement action (e.g. administrative fines and penalties)
- Produce and store notices, subpoenas, investigation materials and other documents with relevant records
- Generate complaint and case numbers according to configured business rules

We designed GL Suite's complaint and case management features to leverage the efficiencies of the relational database:

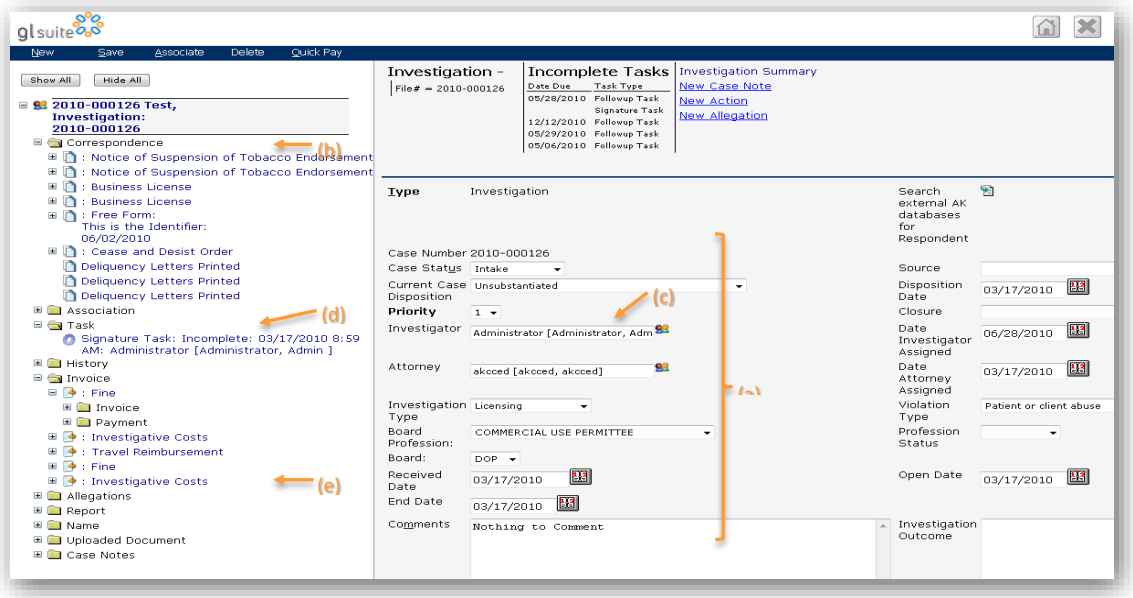
- A read-only complaint number is automatically assigned to new complaints, ensuring that every complaint is unique in the system
- A wide variety of information can be tracked with a complaint, including but not limited to status, priority, allegation-type, staff assigned, relevant dates, comments
- Individual, company, employer, complaint, and case record are stored as separate entities in the system, enabling fully-flexible associations between them
- Complaint records can have a bi-directional association to the records of any number of individuals or organizations to identify the respondents, complainants, attorneys involved, etc.
- Data is stored in only one location for each individual, ensuring that users and generated reports access the correct information (e.g. names, addresses, phone numbers)
- The system can be tailored to track all previous information related to an individual (e.g. previous name, previous address)
- Over time, an individual or business might be associated to multiple complaints and cases as a respondent, a complainant, or both. Each association can have a status, such as *Open*, *Closed*, and *Pending*
- The applicable complaints are visible and accessible from the associated individual or business record, for any users who have security rights to view them

Complaint Submission

Depending on the volume of complaints, and how easy you desire to make your complaint submission, GL Solutions can provide an online complaint submission system ranging from a form which emails complaint data to one of your staff members, to a full online interface where the outside user looks up a licensee and submits a complaint against that licensee. In most interfaces, rather than desiring the outside user to add data to the database in an unmonitored way, our clients desire to have a staff member review the incoming complaint to determine whether it is legitimate data to be added to the GL Suite database. At the point that the complaint data is approved, the interface would conclude with automatically adding the data for further tracking of the formalized complaint.

Complaint Correspondence

Correspondence is essential to complaint and case management. In GL Suite, users can generate predesigned correspondence with a single click. GL Suite populates data pulled from specified locations in the database into preformatted text fields and merges it with static text and graphics. Then the appropriate user can update the correspondence in Microsoft Word if any custom text is required to describe the specifics of the case beyond the data stored in data fields in GL Suite. The final version of the correspondence is stored directly in the system for review, revisions, or reprinting at any time (b).



GLS Report, GL Suite's ad-hoc reporting tool, allows staff to generate lists, logs, and audits quickly. Input parameters on these reports will allow your staff to filter the returned information based on any information stored in GL Suite, including dates, priority, investigator, and more.

Routing

Once a basic complaint is established, it can be routed to an investigator (c). This can be done manually or automatically based on client-defined criteria (e.g. existing cases, balanced workload, region, area of specialty).

GL Suite also allows complaints to be reassigned to another investigator or to a supervisor if required. The date on which the complaint was assigned and every subsequent assignment can also be captured and viewed.

Task Management

With GL Suite, tasks for units of work that must be completed (such as reviews and communications) can be automatically appended to the complaint (d). These tasks can be tailored to include a wide variety of fields. Business rules can ensure that required fields are correctly populated (or set to a specific value) before the task can be marked/accepted as complete.

Upon completing a complaint investigation, the user can update the complaint's status. Business rules can be designed to require users to complete specific activities prior to updating the status of the complaint. The status update can also automatically initiate other actions, such as appending a specific correspondence, sending a notification, and more.

Case Creation

When complaints warrant litigation, agencies will need to create cases. In GL Suite, cases are typically created in much the same way as complaints. They can also be automatically created by a status change on the complaint. After a status change, an association is automatically established between the complaint and the case. Multiple complaints can be associated to a single case. Just as an investigator can be assigned to a complaint, an attorney can be assigned to a case. Cases can be marked as *Public* or *Private* (cases have a status of *Private* by default).

Tracking Expenses

With GL Suite, users can also track the actual costs associated with a case, enabling you to recoup funds for successfully litigated cases. Costs can include travel expenses, itemized expenses, costs associated with staff time, and more (e). For staff time, you can establish hourly billing rates by individual staff or position, multiplied by the actual hours recorded. GL Suite can generate an invoice for hourly billing and with it, track payments and history.

Managing, Tracking, & Scheduling Groups

GL Suite can also enable your staff to track, manage, and schedule the group of people who might be involved in a case. Among the tools it can provide, are the ability to:

- Schedule and manage the groups activities
- Review assignments
- Assign an individual and a lead to enforcement cases
- Track a group member's activity on a case or meeting agenda item

GL Suite can create agendas, case summaries, supporting documentation, and other information. Group members can receive all meeting documentation electronically (via CD, thumb drive, and/or over your secure website).

Compliance and case management are a critical part of effective regulatory and licensing processes and, with GL Suite, your staff has all of the tools necessary to perform those functions effectively and efficiently.

Supporting Document 5 – Financial Management

GL Suite is well equipped to help the TA manage financial resources, including fee collection and management, invoicing and tracking, payment processing, collections, and reconciliations and audits.

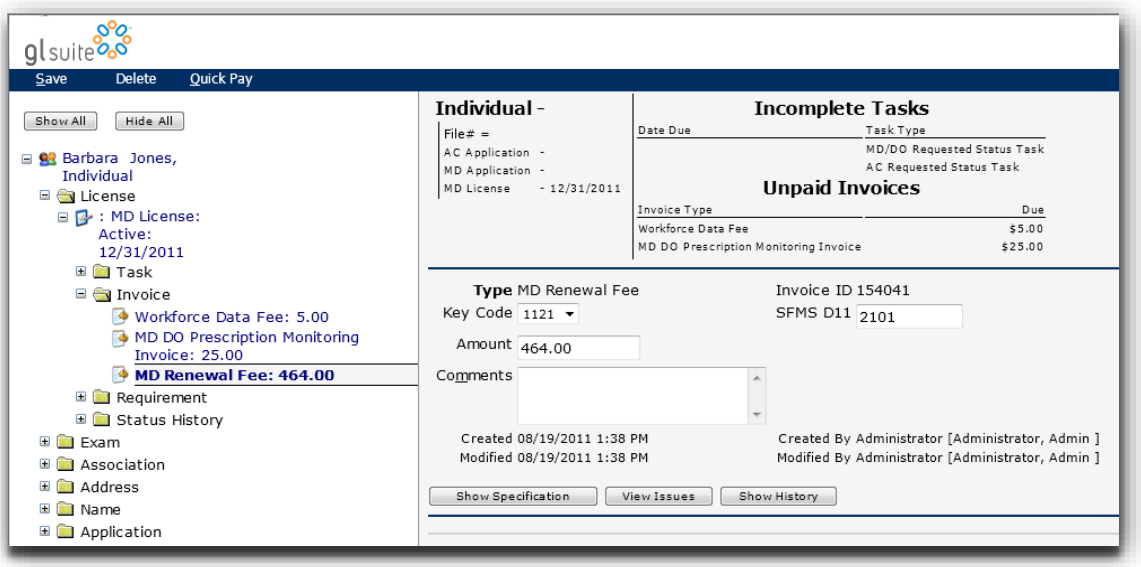
Fees

Set fee amounts, increase fees, determine when fees are increased, and what records to apply increases to, all by using our interface for configuring GL Suite software, the Control Panel. Because the fees are unique to each invoice type (see below), your organization has complete control and flexibility as fees change from year to year.

Invoicing

GL Suite creates invoices for all monetary events that happen within your database. It automatically generates an invoice as part of the application or renewal process. It automatically links every payment with the member, employer, license, etc. to which it is related. The invoice creates a clear link between the fee and the payment.

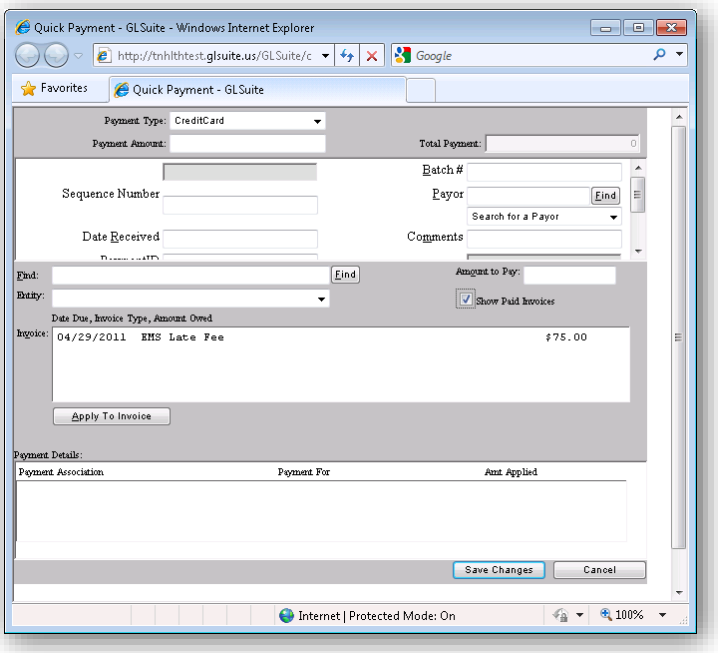
Invoices are highly configurable and can be used to track any additional information your agency desires (e.g. account codes, batch numbers). We have numerous clients that utilize unique validation numbers for each payment or batch of payments. Others use source codes to track revenue by departments or license types. We can also incorporate payment-problem report codes and use them to generate custom reports.



Quick Pay & Online Payments

GL Solutions has integrated a Quick Pay feature into GL Suite for applying payments to invoices. With Quick Pay, staff can enter payment information for numerous licenses, events, exams, and more, all from one screen. Staff can also search for multiple licenses and apply payments, all from one screen. GL Suite supports any payment type and will accommodate partial or split payments.

GL Suite automatically links completed online payments to the related invoice and maintains a clear payment history for each entity.



Quick Pay

GL Solutions is PCI compliant, and we will integrate with most third-party payment processors. We recommend Payscape Advisors as our payment processor of choice, but we interface with many others as well. GL Suite retains credit card confirmation number responses from the payment processor but does not store credit card numbers. The payment processor will handle the actual online financial transactions.

Supporting Document 6 – Reporting and Output Samples

This supporting document is dedicated to reporting and report examples. GL Suite will meet the all the TA's reporting needs.

A solid database is needed for storing all the data the TA requires, however, one of the most important aspects of a database system is the ability to retrieve the data when it is needed, and in the format required. GL Suite enables agency staff with appropriate permissions to run all needed reports, both ad-hoc and predefined, to report on any data stored in the system.

GL Suite contains multiple reporting capabilities:

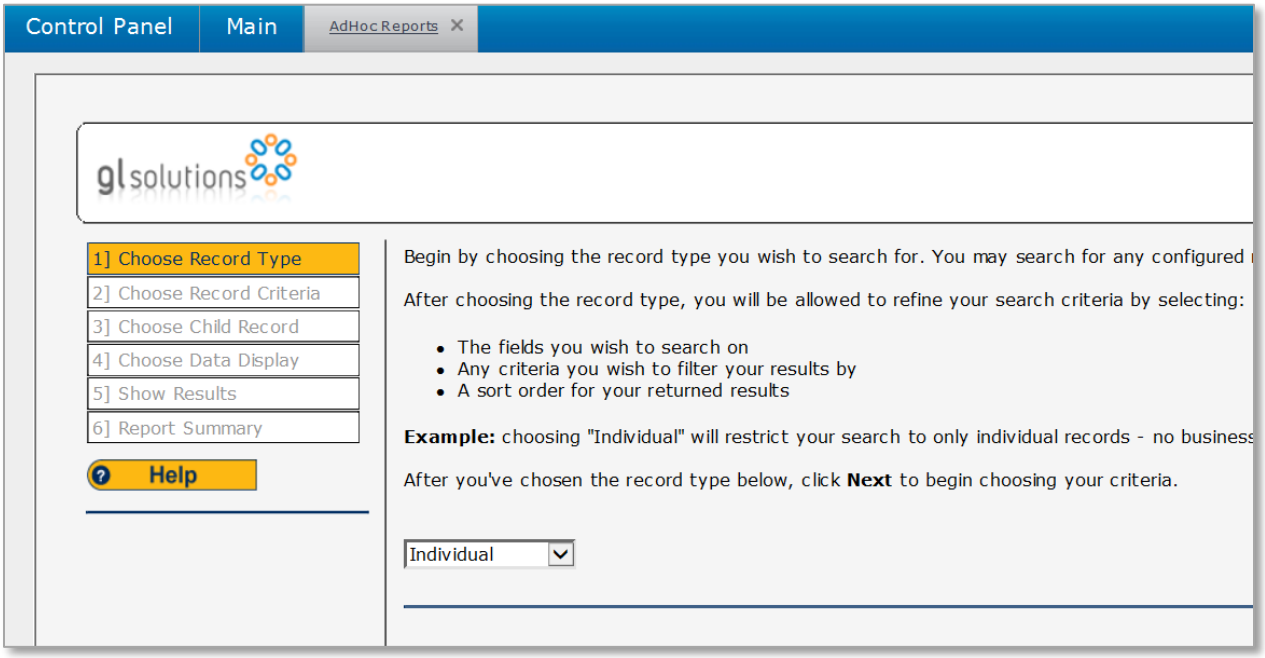
- Export to Excel: Specified queries with data to be sorted, reviewed, and calculated
- Export to PDF: Specified reports where data is formatted for clean review, summary, and printing
- Export to Word: Specified correspondence where staff can make additions before sharing
- GLS Report: Ad-hoc reporting tool for querying data as needed, returning data linked to records

GL Suite does not contain built-in reports for all clients, as each client system is different, matched to client business processes, and the parts are not modular. However, an initial GL Simple implementation would include all the outputs of current automated systems, and most software implementations would typically require at least the following management reports, named according to organization's process and requirements:

- Financial Summary Report: Transaction totals within a period or batch, by accounting code
- Financial Detail Query: Transaction details, showing every transaction within a period or batch
- Status Summary Report: Summary data showing the current totals of each status by license type
- Status Detail Query: Data export showing the current status of every licensee
- Enforcement Actions: Detailed list of the enforcement actions within a time period
- Inspection Activity: Summary counting all inspection data by inspector and county within a time period

Accuracy:

GL Suite provides accurate, real-time reporting. GL Suite is a relational database, optimal for keeping data appropriately linked and synchronized. GL Suite maintains any given piece of information in only one location and only requires additions and updates to be inputted once. Information is always up-to-date and consistent—there is no chance of conflicting instances of the same data fields making reporting incorrect and of little worth. With GL Suite, you can trust your reports to be accurate, reliable, and reflective of the most current system information.



Ad-hoc Reports (GLS Report)

GL Suite's ad-hoc reporting tool, GLS Report, allows users to create on-the-fly reports in a user-friendly interface. Authorized users can generate reports based on any field or combination of fields they desire. Users can choose precisely the type of data they want to see, and sort and manipulate the returned results. GLS Report respects the system's role-based security so users only see data appropriate to their roles. Users can export the click-through results of these reports to a variety of formats to share the information with others. "Click-through" means the results are linked, so if a user is logged into GL Suite, they can click the results, and go not only to the entity's record, but the exact piece of data in the query. If the data is for individuals' continuing education records stored last year, a user can click on the link and go right to the appropriate data to gather additional details. If an ad-hoc report proves useful it can be saved to be re-run later, then applying the same criteria to gather the most current information.

GLS Report requires no updating or maintenance. Any changes made to the system through the Control Panel are instantly reflected in GLS Report; therefore, ad-hoc reports dynamically display the latest configuration and data in real time.

Predefined Reports & Queries

During implementation, GL Solutions reviews your reporting needs and matches those needs with our experience and expertise to specify and develop reports tailored for you. Agency staff with sufficient knowledge can also design and create custom reports or correspondence from any data maintained in the system using Crystal Reports and/or Microsoft SQL Reporting Services.

Predefined reports and queries dynamically display the latest applicable data.

Predefined Reports:

Reports are useful when generating pre-formatted documents. Our reports are designed to output to Adobe PDF and can be completely self-contained or output to preprinted stock (e.g. Wall Certificate, Wallet Card). The PDF format gives users the option to send/email the document or save it to its related record for later review or re-printing.

Queries:

Queries are most useful when a flexible output is required for further analysis. Queries can be exported to Excel and modified as desired. Less complex queries such as counts, small data queries, or single record retrieval can be generated to a screen within GL Suite.

Parameterized Queries and Reports:

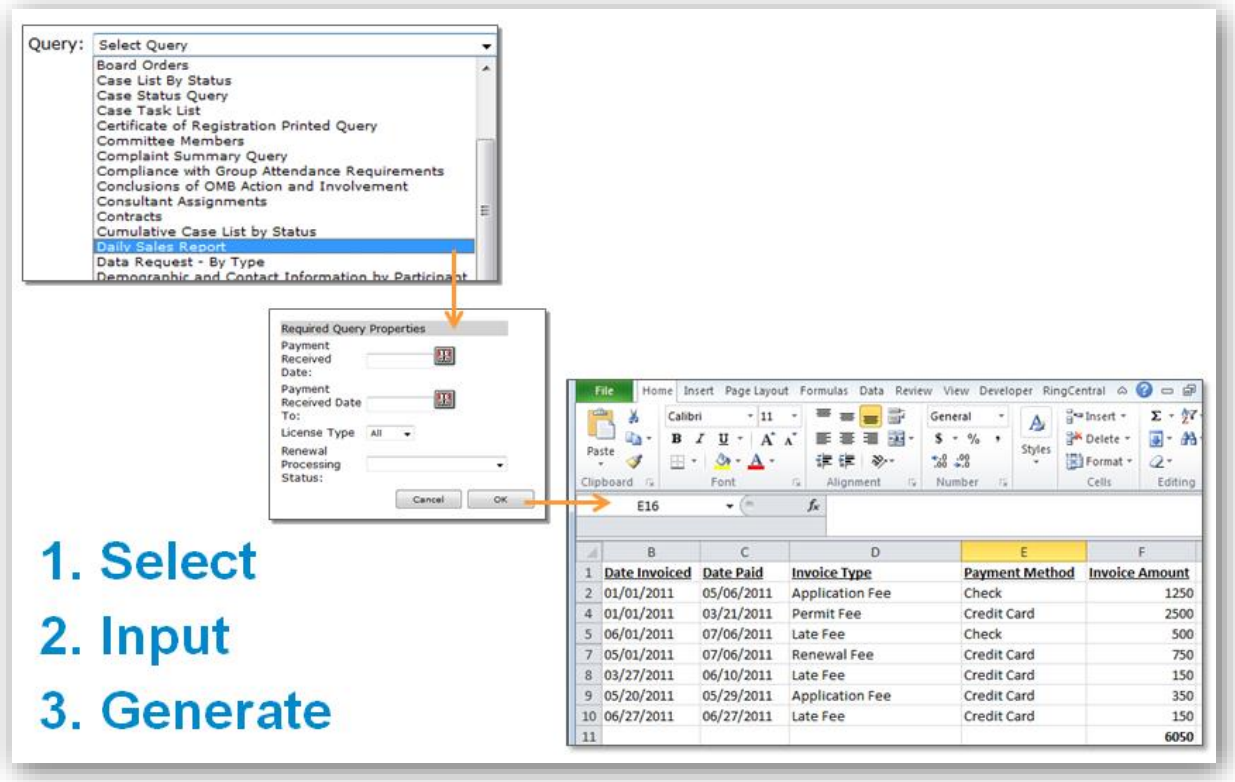
Queries and reports can be designed to offer input parameters (e.g. date range, specific license type, status of application) that allow users to refine or limit the data retrieved. Parameterized queries and reports (PQs) automatically prompt users to set limits. For example, a PQ prompt might be, “Pending Licenses as of…” When selected, GL Suite prompts the user for a date range. Prompts will match the data type, so for instance, date fields have a calendar date-picker, true/false statements have checkboxes, and license types have drop-down list-values to choose from. These parameters allow a single defined query or report to meet multiple objectives.

Secure Access:

Using GL Suite’s role-based security options, agency system administrators can restrict rights to reports and queries, controlling who can view, read, and/or edit each report.

GL Suite will give users the tools to retrieve the data they need, and the confidence of knowing the information retrieved is accurate.

Report and Query Samples



Parameterized Reports & Queries

f715ec8a-5179-4e45-9878-e8b295ba9fa6.xml [Read-Only] - Microsoft Excel

B11 Smith, Bob

App #	Name	App Type	Staff Assigned	Received	Processed	Days to Process	App Status	Status Date	Days in Status	Tasks Due
156429	Mass, Ron	MD Application	Cook				Complete	08/25/2011	189	19
156432	Stout, Barbara	MD Application	Officer				Approved	08/19/2011	195	24
156434	Bridges, Stepford	MD Application	Miles				Received No Fee			24
156438	Stucco, Clay Mica	PA Application	Provinsal				Received No Fee			18
156439	Porter, Black Butte	MD Visiting Professor	Hertel				Approved	08/24/2011	190	8
123456789012	Davisson, Marcene	DO Application	Coye				Received No Fee			23
156449	Shore, Sandy Sea	MD Application	Coye				Received No Fee			24
156461	Vgudu22, Vgudu22	AC Visiting Acupuncturist					Received No Fee	08/25/2011	189	6
156481	Davisson, Marcene	MD Application	Coye				Received No Fee			23
156485	Smith, Bob	MD Application	Coye				Received No Fee			24
156487	Smith, Bob	PA Application	Provinsal				Received No Fee			18
123456789012	Davisson, Marcene	PA Application	Provinsal		08/28/2011		Received No Fee			18
156501	TEst, Test	DO Application	Baburek				Received No Fee			23
156511	Johnson, Jimmy	MD Application	Hertel				Received No Fee			24
156512	Tester, John	DO Application	Baburek				Received No Fee			22
156529	Knox, Marcy	DO Application	Hertel				Received No Fee			23
156531	Thomas, Bob	MD Application	Baburek				Approved	10/26/2011	127	25
156540	Smith, Bob	MD Application	Coye				In Process Online	10/28/2011	125	24
156545	Spock, Mister	MD Application	Coye				In Process Online	11/04/2011	118	25
156552	Staley, Eric	PA Application	Provinsal				In Process Online	11/10/2011	112	19
156561	Spock, Mister	DO Application	Coye				Added to Approval List	11/21/2011	101	23
354416	Hardy, Trevor	Wastewater System Operator		08/24/2011			Pending			4
354417	Travis, Tina	Wastewater System Operator		08/24/2011			Pending			4
354418	Thompson, Chad	Wastewater System Operator		08/25/2011			Pending			4
354419	Smith, Alan	Wastewater System Operator		08/25/2011			Pending			4
354420	Shepard, Alan	Wastewater System Operator		08/26/2011			Pending			4
354421	Stewart, Jeff	Wastewater System Operator		08/26/2011			Pending			4
354422	Stewart, Jeff	Professional Application		08/26/2011			Pending			4
354423	Stew, Sam	Professional Application		08/26/2011			Pending			4
354424	Smith, Bubba	Professional Application		08/30/2011			Pending			4
354425	Spearhead, Tommy	Professional Application		09/27/2011			Pending			4
354426	Taylor, John	Professional Application		10/20/2011			Pending			4
354427	Van Gogh, Mike	Professional Application		12/27/2011			Pending			3
354428	Bennett, Brian	Professional Application		12/27/2011			Pending			4
354429	Rogers, Mark	Professional Application		02/16/2012			Pending			4

2012-03-01T09.59.58.90

Select destination and press ENTER or choose Paste

Sample Query, Application Status

df3add6d-5135-4043-a19a-62b4d3b7d33a.xml [Read-Only] - Microsoft Excel

F11 6050

Revenue Type	Date Invoiced	Date Paid	Invoice Type	Payment Method	Invoice Amount
Department of Education	01/01/2011	05/06/2011	Tuition Fee	Check	1250
Department of Education	01/01/2011	02/17/2011	Materials Fee	Cash	150
Department of Education	01/01/2011	03/21/2011	Tuition Fee	Credit Card	2500
Environmental Health	06/01/2011	07/06/2011	Inspection Fee	Check	500
Environmental Health	04/01/2011	08/23/2011	Application Fee	Cash	250
Environmental Health	05/01/2011	07/06/2011	Renewal Fee	Credit Card	750
State Board of Medicine	03/27/2011	06/10/2011	PA Renewal Fee	Credit Card	150
State Board of Medicine	05/20/2011	05/29/2011	Physician Renewal Fee	Credit Card	350
State Board of Medicine	06/27/2011	06/27/2011	Resident Application Fee	Credit Card	150
Total					6050

Sample Query, Revenue Report

Case Status Report

Report Date: 3/1/2012

Investigator	Licensee	Complaint Number	Case Open Date	Overdue Tasks	Current Status	Date of Status	Days in Status	Attorney Name	Consultant	License Status
Administrator				No		12/22/2011	70 days	None	None	
Administrator		#1	08/19/2011	Yes	Complaint Received	08/19/2011	195 days	None	None	
Administrator			08/22/2011	Yes	Under Review	08/22/2011	192 days	None	None	
Administrator			12/21/2011	Yes		12/21/2011	71 days	None	None	
Administrator	Stewart, Jeff, AC	#1	01/11/2012	Yes	Refer to Investigation	01/11/2012	50 days	None	None	
Assistant				No		08/22/2011	192 days	None	None	
Assistant	Davisson, Marcene,	#1	08/22/2011	Yes	Refer to hearing	08/22/2011	192 days	None	None	Active
Assistant			08/22/2011	Yes	Complaint Received	08/22/2011	192 days	None	None	
Assistant			08/22/2011	Yes	Complaint Received	08/22/2011	192 days	None	None	
Assistant			08/22/2011	Yes	Complaint Received	08/22/2011	192 days	None	None	
Assistant	Smith, Bob,	#1	08/22/2011	Yes	Ready for IC	08/22/2011	192 days	None	None	
Assistant	Bridges, Stepford,	#1	08/25/2011	Yes	Refer to hearing	08/25/2011	189 days	None	None	
Assistant	Jordan, Michael, AC	#1	09/22/2011	Yes	Open - In Investigatior	09/22/2011	161 days	None	None	
Bennett	Bennett, Brian, AC	#2	05/05/2008	Yes	Refer to hearing	01/24/2012	37 days	None	None	
Bennett			02/08/2012	Yes	Refer to Investigation	02/08/2012	22 days	None	None	
Complaints			08/26/2011	Yes	Active Investigation	08/26/2011	188 days	None	None	
Cook				No		08/26/2011	188 days	None	None	
Cook	Smith, Heather,	#1	11/10/2011	Yes		11/10/2011	112 days	None	None	Pending Renewal
Cook	Trip, Ed, DO	#1	11/11/2011	Yes	Refer to Investigation	11/11/2011	111 days	None	None	
Director		#1	08/22/2011	Yes	Refer to hearing	09/28/2011	155 days	None	None	
Director	Tester, Test, AC	#1	08/22/2011	Yes	Complaint Received	08/22/2011	192 days	None	None	
Director	Davisson, Marcene,	#3	08/26/2011	Yes	Refer to hearing	08/26/2011	188 days	None	None	Active
Director		#2	08/30/2011	Yes	Refer to hearing	08/30/2011	184 days	None	None	
Director			09/26/2011	Yes	Complaint Received	09/26/2011	157 days	None	None	
Director	Hooper, Janet,	#1	09/28/2011	Yes	Refer to hearing	09/28/2011	155 days	None	None	Active
Director	Thompson, Jim, AC	#1	09/29/2011	Yes	Scheduling hearing	09/29/2011	154 days	None	None	Active
Director	Trisch, Glenn, AC	#1	09/29/2011	Yes	Scheduling hearing	09/29/2011	154 days	None	None	Active
Investigation			02/01/2012	Yes	Open - In Investigatior	02/01/2012	29 days	None	None	
Officer				No		08/22/2011	192 days	None	None	

Sample Report, Case Status

State of Oregon
OREGON MEDICAL BOARD

This certifies that having fulfilled all the requirements of the Laws of the State of Oregon and possessing the prescribed qualifications the following person is hereby licensed as a RN in the State of Oregon.

Woody Allen
AC156637
02/17/2012

OREGON MEDICAL BOARD
1500 S.W. 1st Avenue, Suite 620
Portland, Oregon 97201-5847
(971) 673-2700

WALLET LICENSE CARD

- Furnish your OREGON license number when contacting the Board.
- BIENNIAL registration fees required to maintain Oregon license.
- Reactivation is required to change from INACTIVE or LOCUM TENENS status to ACTIVE status
- ALWAYS keep us informed of your correct MAILING ADDRESS. Failure to do so may result in suspension of your license

Woody Allen
123 Main Street
Washington, DC

Sample Report, Wallet Cards

Some data outputs are best for on-screen analysis in Microsoft Excel, and others are optimized for printing. In GL Suite, the outputs specifically for printing are best implemented as Reports, outputting as PDF files,

formatted to look good on screen and on your printer. The process even for printing large batches, such as a weekly batch of license certificates, is simple.

When licenses are activated, a rule fires to automatically flag the records for printing. Then a user follows the standard three-step process:

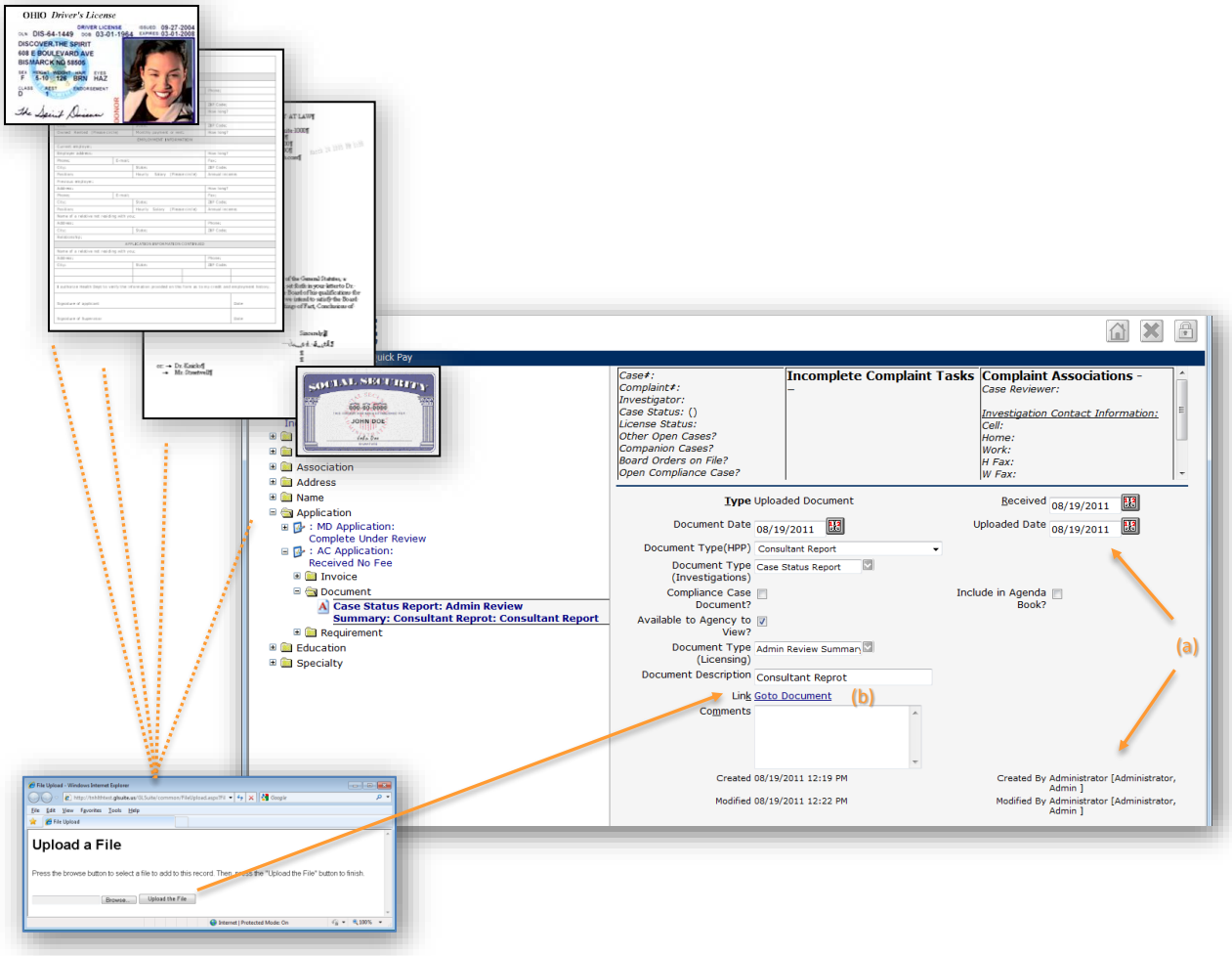
1. *Run the report*…Whenever a staff member is ready to print a batch of licenses, he/she runs the batch license report from the menu on the home screen. When the batch license report is run, it finds all the licenses with a flag for printing which has not yet been marked as printed, and includes their licenses in the report, generating a multi-page PDF file.
2. *Print the report*…The staff member prints the file.
3. *Mark as printed*…The staff member runs a command from the menu on the home screen to mark all flags as printed so they won't again be included in the batch.

If a licensee needs another copy of their license printed later (if your business process allows staff to issue a copy without a fee), the flag can be unmarked to include it in the batch again, or it license can be printed one-off from the license itself.

License reports are typically formatted for window-envelopes, to be quickly folded, stuffed, stamped, and mailed.

Supporting Document 7 – Document Storage

GL Suite will reduce your administrative load by eliminating the need to file, retrieve, copy, route, and re-file paper documents. It enables your staff to capture, manage, and share documents electronically, which saves you money and time, increases productivity, and leaves you with more time to serve your public.



Uploaded Documents

GL Suite offers powerful document management capabilities. It allows any type of document to be uploaded and stored with a record. Documents that might be uploaded and stored include original applications, correspondence, support documentation (such as a photo of the applicant or a fingerprint card), scans of past records, and scans of certificates. GL Suite will accept virtually any file format including Adobe PDF files, text documents of any format, scanned records in any standard format, Microsoft Office, and even audio and video files.

When agency users upload documents into GL Suite, the user or automation can populate the document record with any information you require, including when the document was received, when it was uploaded, and by whom (see image above, and note item "(a)").

GL Suite automatically links uploaded documents to the record with which they are associated (b), making them accessible to authorized staff immediately or at any time in the future. Clicking the hyperlink will take the user directly to the document. With GL Suite, authorized users can retrieve and re-send uploaded documents as needed, and only authorized users can delete or re-index them. GL Suite's security determines who can and cannot access these documents and what permissions they have, just as it controls who has access to the record itself.

Based on the needs of the TA, documents can be uploaded at certain points in applicants' online processes, from an online dashboard. Documents can also be scanned for Optical Character Recognition (OCR) for indexing and searching, or to ease the data entry. However, in many instances, directly capturing specific data elements from end-users through online application fields is more dependable to collect accurate data than is OCR. This requirement can be implemented where desired, and will be discussed further during the requirements gathering and system design.

If certain documents are public records, they can be flagged in GL Suite and online verification systems can be set up to display those.

GL Suite's robust and integrated electronic file-handling capabilities will meet the document storage needs of the TA.

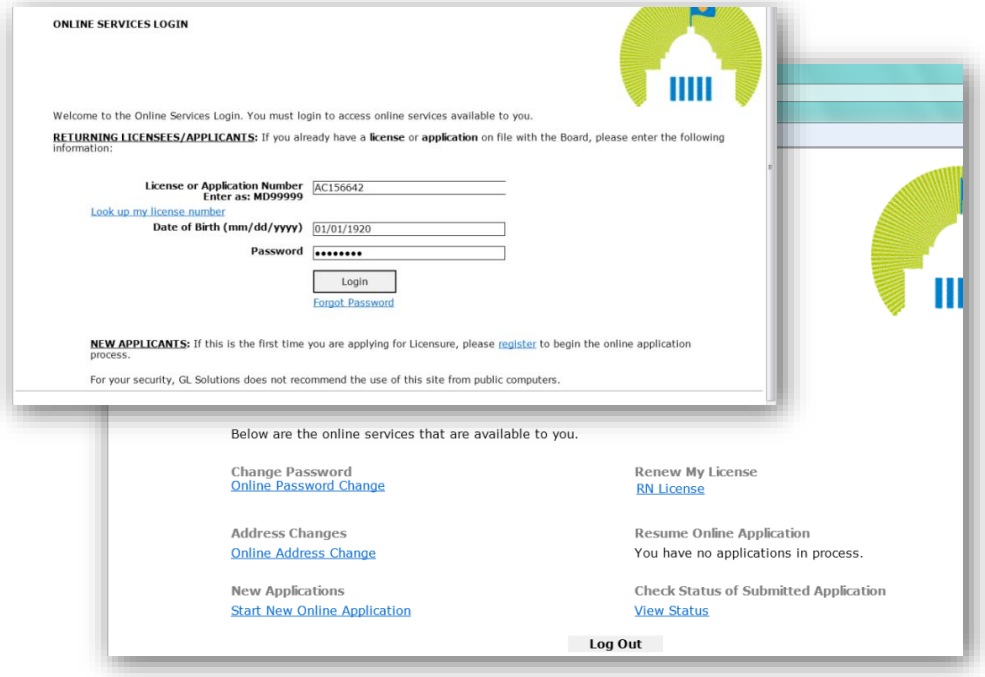
Supporting Document 8 – Self-Service Website

GL Solutions can design and implement the public-facing web functionality for the TA. GL Solutions has many years of experience designing public-facing websites—we have developed sites for most of our clients. We will build your website to meet your particular needs.

GL Solutions will create a public-facing website that provides all of the self-service functionality your agency requires. At the same time, it will be designed with checks and balances to ensure that members do not submit duplicate applications, that information inputted is correct and consistent, etc. We will design your website with Style Sheets for the look and feel, validations, and self-service tools your agency requires.

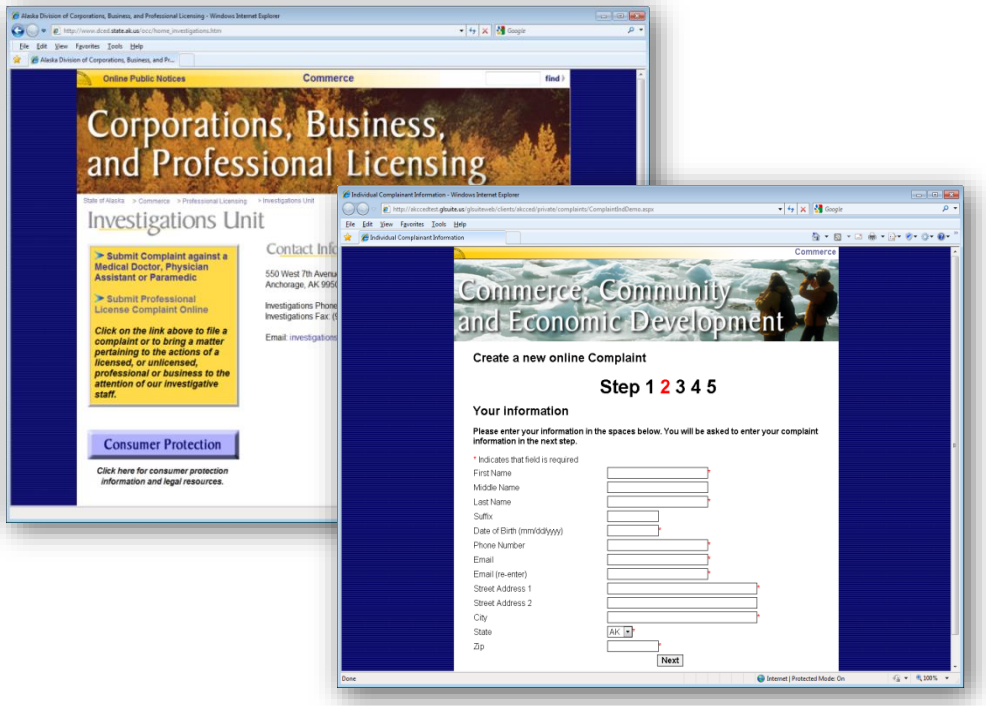
Websites will be cross-browser compatible, to be accessed by all the most popular browsers and devices in-use today. Your public-facing website can provide members and the public with 24x7 access to online services including, but not limited to:

- Online applications and renewals
- Online approvals
- Application/renewal status checks
- Updates to contact information
- License verifications
- Integration with third-party payment processors

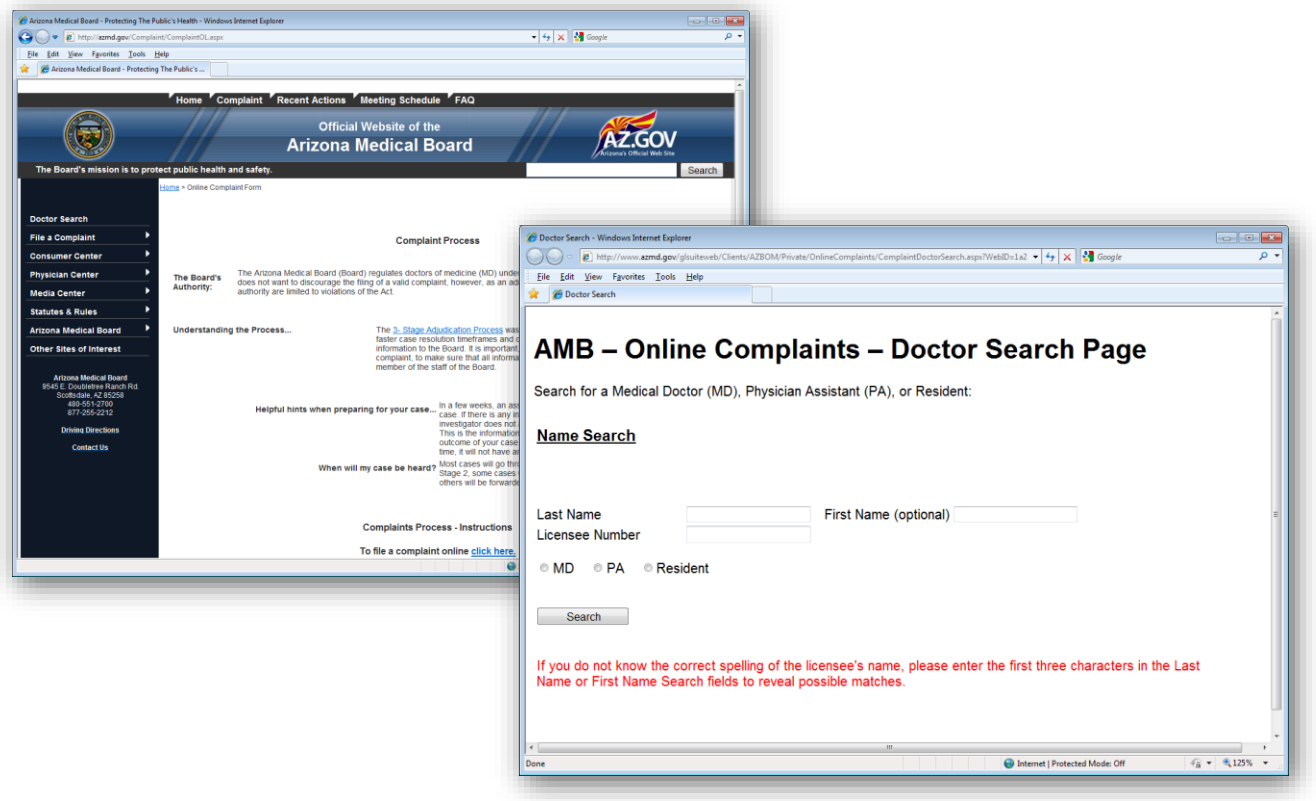


Sample, Member Self Service Screen

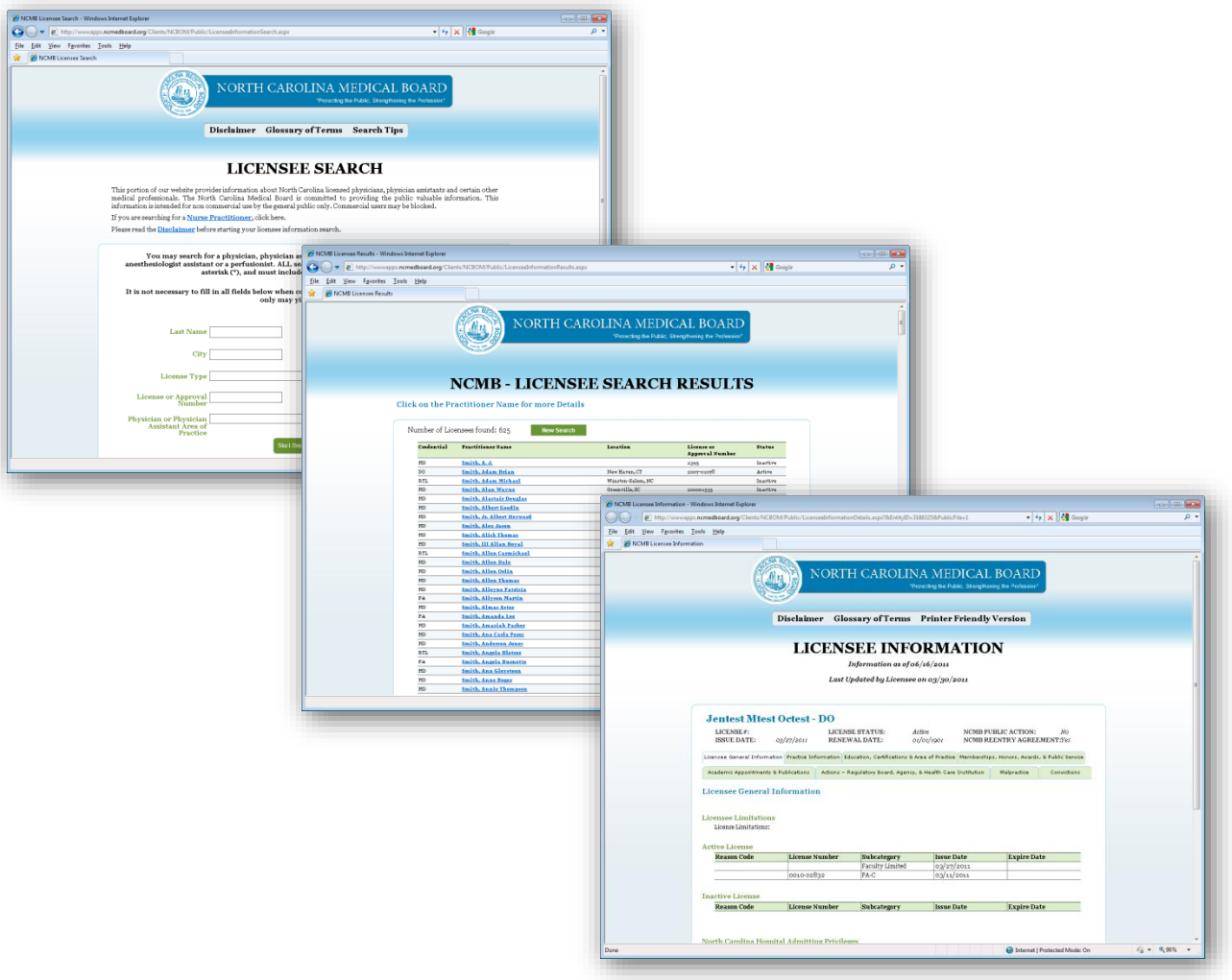
Self-Service Website



Public Complaint Site



Licensee Verification Site



Public Search Portal

Examples:

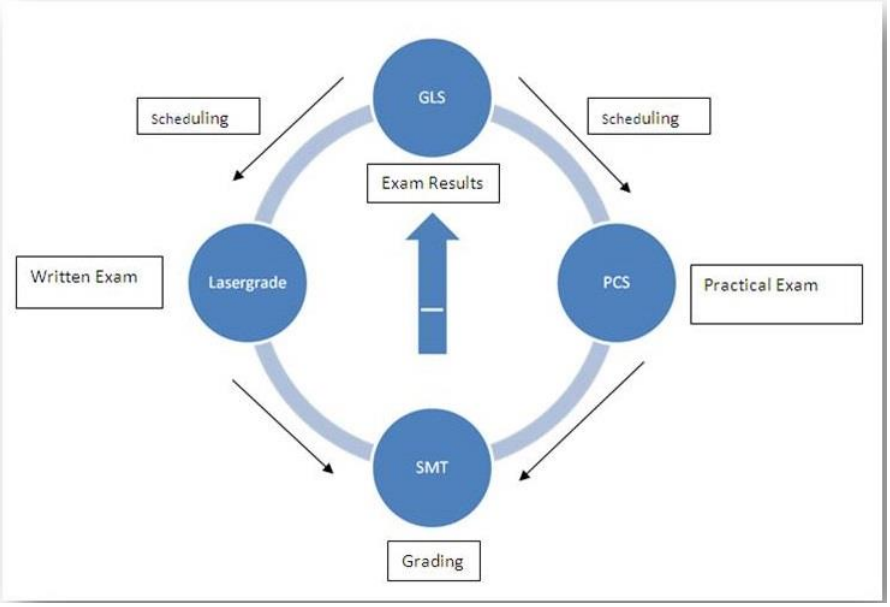
- The self-service website will remove stress from staff—members and the public will be able to complete low-risk activities on their own, freeing up staff for other vital agency business.
- GL Solutions delivers helpful, intuitive, and efficient web functionality for our clients and their stakeholders, and we look forward to delivering the same for you.

Supporting Document 9 – Third-Party Interfaces

GL Solutions regularly creates custom interfaces, which allow for all manner of data exchange between our clients and third parties. GL Suite will interface with any system that has an API, and/or transfer files via secure FTP site. We build interfaces to support online credit card payments, criminal record checks, information updates, exam scheduling/scoring/administration, and more. Custom interfaces can provide nearly real-time or delayed transactions (whichever you choose).

GL Solutions uses various methods of integration to create customized third-party interfaces:

- GL Suite integrates with other applications and exchanges transactional data using XML, other .Net Web Services, and SSIS packages as long as a documented API is available.
- Business requirements that merely call a third-party application but do not exchange transactional data can be instantiated by configuring simple business rules using the Control Panel.
- For integration in which data flows from a third-party application to GL Suite and latency is not an issue, GL Solutions will work with the third-party application vendor to export data to a text file or database format on a regular schedule. GL Suite will monitor the folder destination of the export or the database table for changes. When a change is detected, GL Suite activates a custom application written by GL Solutions, which takes the third-party information, requests the corresponding GL Suite XML file from the business tier, and modifies the file based on the imported information. The modified XML file is then resubmitted to the business tier where business rules are applied and submitted to the data tier to update the Relational Database Management System (RDBMS).
- For integration where data flows from GL Suite to a third-party application and latency is an issue, GL Solutions builds custom export programs. The export programs store data from the data warehouse in a format specified by the third-party application. The third-party application must provide either an API to activate the upload of the information or a self-contained mechanism for uploading the file.
- For integration requiring data exchange via secure FTP, GL Solutions builds commands and/or scheduled jobs to create and post or to retrieve and process the specified file.



While GL Solutions is capable of designing a third-party interface for virtually any flat file or web service data exchange, below are the most common types of data interfaces we implement for clients.

- Exam scores / test results / Scantron data
- Payment processing information
- Renewal data import/export
- Continuing Education data (Hours, Courses, Providers, etc.)
- Accounting information / financial data
- Corporation data
- Facility information
- Medical data
- Scanned documents (images, PDFs, etc.)
- Audio files import

Supporting Document 10 – GL Suite Mobile Inspections

GL Solutions provides an easy to use, all-inclusive mobile inspection solution that is compatible with most Android or iOS devices. The GL Suite mobile app solves problems found in most agencies' inspection processes and systems, including:

- No incomplete or illegible paper forms
- No complex setup procedures for your IT staff
- No wondering about Licensing Specialist productivity or data security

Effective, Successful Inspections

Inspection forms are easy to use. Using the iPad Mini, the user finds a familiar, touch-screen form interface. The inspection form supports an intuitive questionnaire format with required fields, default values, and advanced data validation all guide the inspector to collect critical information. Inspection scores can be tallied on the fly, along with other real-time calculations. The inspection forms ask for only (and for all) the appropriate data. If a violation is found, the inspector can be prompted for the code violation or to take a picture of the violation. Signatures can be required or collected and stored with the inspection.

Efficient Inspection

- Each of your inspection forms is converted into a touch-friendly form
- Take photos during the inspection of violations which are attached to the form and stored in GL Suite
- Collect signatures out in the field
- Form data is saved on device in offline mode, to be automatically and securely transmitted and loaded into the back-office GL Suite application and database when connectivity is restored
- Inspections may be performed whether or not LTE or wireless service is available
- Integrated mapping helps inspectors get to the inspection location in the most efficient route

Streamlined Results

- Send the licensee an inspection report via email with the completed form in PDF format, including pictures, signatures, and all inspection results
- Inspection assignment results flow seamlessly between the agency office and the devices with no inspector effort or manual synchronization

Inspection Automation

- Stores a copy of every inspection form in GL Suite where rules can be set up to trigger follow-up notices, re-inspections, urgent investigative activity, etc.
- Devices are constantly refreshed with updates
- Inspection form templates are deployed automatically to devices

Peace of Mind

Managing an inspection process that occurs throughout the state can be a challenge, so we include end-to-end, lifecycle inspection management. You can see, track and monitor the status of every inspector real-time, including recording the geo-codes for the location every inspection performed. When an urgent violation is reported, the main agency office can push out a notice to the appropriate inspector to conduct an inspection immediately!

Dispatch Functionality

GL Solutions' Dispatch feature is the pre-scheduling component of our mobile inspections solution. This feature sends customized inspection forms directly to a device based on a pre-determined schedule, providing agencies with an additional element to maximize the efficiency and effectiveness of planning, scheduling and performing inspections in the field. Dispatch enables agencies to ensure their field inspectors have the information they need on their mobile device to perform the required inspections on time. In addition, GL Suite's reporting capabilities allow agencies to monitor which inspections were dispatched to each inspector on particular days or weeks, providing an accurate and up-to-date summary of the scheduled inspections that have been performed. Dispatch provides your agency with increased scheduling flexibility:

- Pre-schedule inspections by last-inspection date, location, prior-inspection results

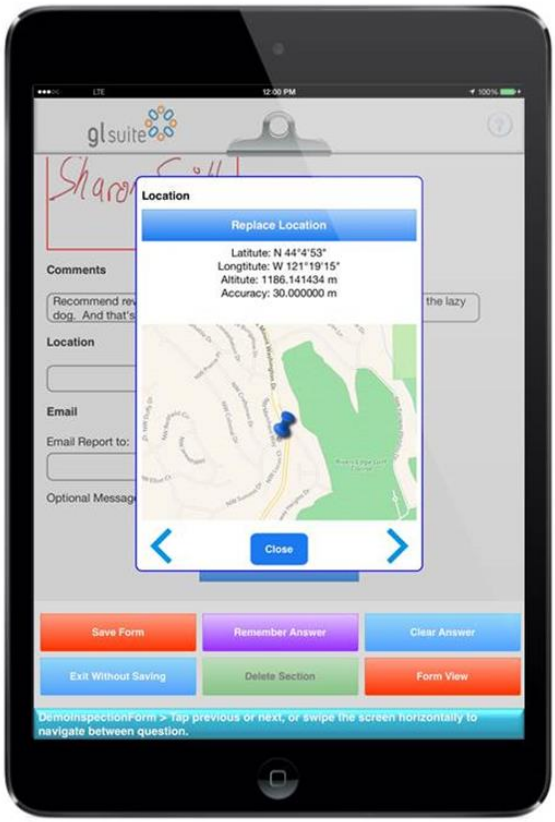
- Inspector devices receive inspection directions pushed out to their device from the home office
- Supports both pre-scheduled and ad-hoc, unscheduled inspections

Personnel Management

Many agencies with field inspectors struggle with managing inspector productivity. In fact, there have been several high-profile incidents, related in the media, where inspectors filled out inspection forms from home without ever conducting an inspection.

Provides:

- Dispatch inspection orders (push to mobile device)



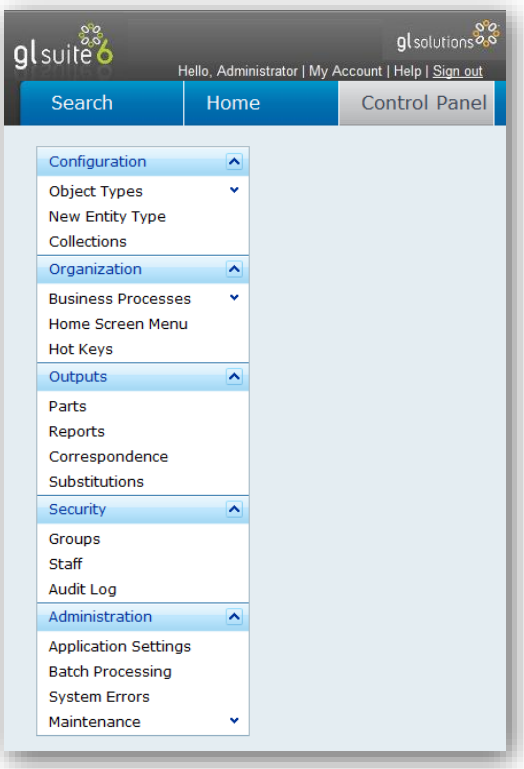
This system is targeted towards remote/mobile users who need to fill out forms and upload data to the GL Suite back-office system. These users are typically inspectors, but the solution may also be applied for investigations, interviews, and other remote activities.

While the GL Suite back-office software supports and stores inspection data and forms with all your other data and business processes, the GL Suite mobile inspection system simply provides the all-inclusive, integrated technologies, services, and support needed to maximize your inspectors' efficiency and effectiveness in the field.

Supporting Document 11 - Configuration

One feature that distinguishes GL Suite from other software solutions and one of its greatest strengths is the extent to which it can be configured to any business process without custom coding. GL Suite succeeds where others falter because we configure it to meet your processes rather than pushing you to adapt to a system built on our assumptions about your business.

GL Suite configurations are implemented using an integrated Control Panel, a highly flexible tool that GL Solutions and your staff use for the setup, maintenance, and enhancement of your system. GL Solutions will use the Control Panel to design and implement your agency's GL Suite system to meet your requirements. We use it to establish entities (e.g. Department, Division, Regulatory Board, Professional Profile, etc.), and we tailor each of these entities with screens, fields, menus, reports, letters, spreadsheets, user security, business rules, online help file link locations, and dropdown list values according to your needs. Your agency's administrators will also utilize the Control Panel. With it, they will be able to perform most additions or modifications to the User Interface. The degree to which your own administrators make changes to your system is up to you. If you prefer, GL Solutions will happily execute any desired modifications for you.



Control Panel

The Control Panel enables instantaneous addition, alteration, and removal of fields, forms, and menus. Authorized users can add, modify, and delete user profiles, passwords, business rules, modify security settings, and more. They can even create an entirely new license type using the Control Panel. To do so, administrators will not have to start from scratch. Instead, they capture the license specifications of a similar license type, then port and update it to create a different license type. This helps safeguard system stability and performance because each license type uses the same core design specifications.

With GL Suite's Control Panel, users with adequate security permissions can easily modify most aspects of the system, including but not limited to:

- Field order and screen layout
- Field label text and format
- Field data types (e.g. text box, dropdown list, or checkbox)
- Available and default field values
- Field attributes (e.g. required, read-only, hidden)
- Keyboard shortcuts and tab order
- Associations between entities
- Custom Graphical User Interfaces (GUIs)
- Menu items and structure
- Search parameters
- Saved searches and queries
- Letter templates
- Reports
- Custom workflows
- Online functionality
- Interfaces with other systems
- Scheduled jobs (e.g. updating license status and emailing affected licensees)
- System maintenance and data cleanup
- Security for each screen, field, workflow, letter, report, and more
- Users, groups, and permissions

Security

GL Suite's Control Panel is protected with stringent security. Its sophisticated data encryption layer lets you easily define different access levels for each staff member and group while keeping your database well protected. Your agency will have complete control over which users or groups can configure which aspects of the system. Multi-level security establishes secure connections between application, clients, and web servers using Secure Sockets Layer (SSL) certificates. GL Solutions will design and configure your system security, or we can support your administrators with setting it up internally. Once your security is in place, fine-tuning it to meet changing needs is straightforward.

GL Solutions will configure GL Suite specifically to meet your requirements. Your agency will not have to alter procedures to suit our software; our software will be configured and configurable to your needs and processes. Because we tailor GL Suite to fulfill your requirements and because your administrators will be able to make their own modifications, GL Suite will have the functionality you desire and will follow your workflow.

Supporting Document 12 – Hosting Overview

Hosting Services

GL Solutions has extensive experience working with agencies that choose to host our solution on their own hardware. You can run your GL Suite system on your own secure servers and access the application using nothing more than a web browser. If you choose to host the system, we will happily provide technical advice on the hardware that best meets your needs.

GL Solutions also has significant experience hosting systems at our own data center. When you host with GL Solutions, we supply, maintain, and upgrade all of the hardware and software required to support your application. Moreover, if you choose GL Simple as your support plan, you receive GL Solutions hosting at no additional cost.

GL Solutions maintains a collection of high-speed, state-of-the-art servers, and we replace equipment on a two-year cycle to ensure that our clients have fast application performance. GL Solutions' hosting services include the installation, setup, maintenance, licenses, patches, and service release installations for Windows, SQL Server, and GL Suite. Scheduled maintenance, performance assessments, and implementation of advancements in technology ensure the security, stability, and optimal performance of every hosted solution. A GL Solutions hosted solution delivers 99% business availability—virtually uninterrupted access to network and application resources.

Hosting Environment

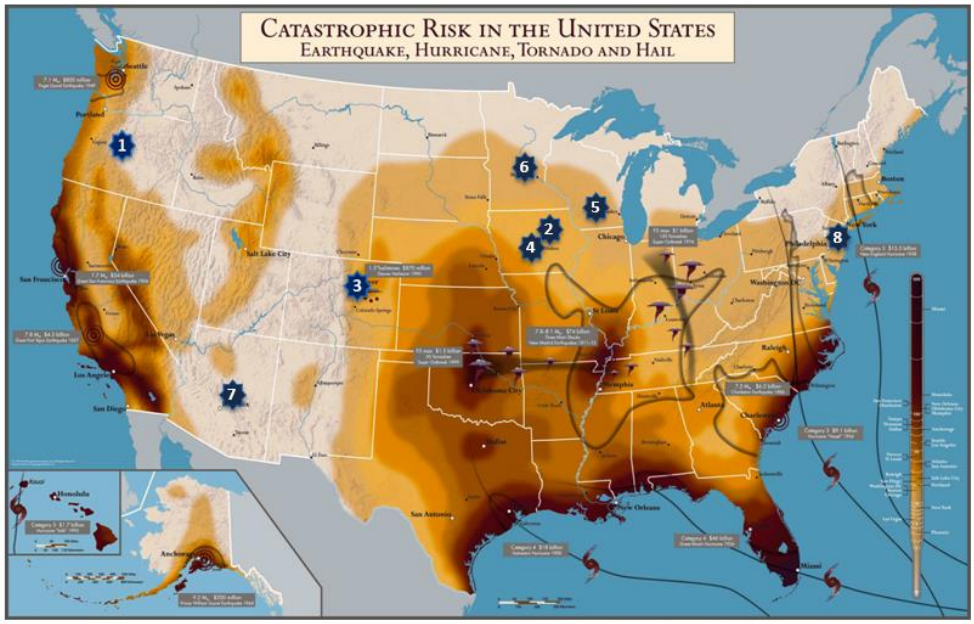
GL Solutions' servers are located at the Bend, Oregon data center, OneNeck. This location, within a few miles of our office, is not only convenient for timely support if issues are not able to be resolved remotely; it is in one of the safest zones in the United States. Our colocation facility offers significant measures to ensure the security and safety of your data:

- Built-in redundancy with multiple diverse feeds to the internet backbone
- Facilities are monitored with external and internal security systems
- Generator back-up system to assure uninterrupted power
- Prevention of a single point of failure in connectivity, power, fire, or climate control
- Secure 24x7 card access
- Inergen fire suppression (a clean agent fire suppression system, free of residues and corrosive by-products that may produce further property damage)
- Flood monitoring sensors
- UPS backup circuits in the event of a power outage (circuits are on the generator as well to maintain uptime during power outage)

OneNeck's Bend, Oregon data center is Tier III certified and has received the prestigious Leadership in Energy and Environmental Design (LEED) Gold certification from the U.S. Green Building Council (USBGC). Features of

the new Tier III certified data center include multiple, independent power and cooling distribution paths serving the IT equipment, dual-powered IT equipment, and concurrently maintainable site infrastructure that guarantees 99.982% availability.

Our colocation hosting in Bend, Oregon was selected by GL Solutions for its convenience and many benefits for our clients. The location of this facility was selected by OneNeck (as one of their eight data centers) because it sits in one of the safest zones in the United States.



Locations

1. Bend, OR
2. Cedar Falls, IA
3. Denver, CO
4. Des Moines, IA
5. Madison, WI
6. Minneapolis, MN
7. Phoenix, AZ
8. Somerset, NJ

Network Security Controls

We employed network security specialists at Redhawk Network Engineering, to help design and implement our network security appliances.

We recently completed a Redhawk security audit. They reported our security controls to be "adequate to protect customer information." We have continuous improvement projects which continually test our security controls and advance and increase our security.

GL Suite's infrastructure provides a firewall with two secure network zones: a private network and a DMZ. GL Suite utilizes public key encryption technology to ensure data security. Access to the internal network is available only through a secure VPN connection. Communication protocols require a minimum 128 bit Secure Socket Layer (SSL).

Specific security precautions include:

- Retention of an independent internet security firm to audit, analyze, and monitor network security needs
- Installation upgrades on security hardware and software as soon as they are available
- Installation of security patches from Microsoft on a daily basis or as soon as they are released
- Utilization of physical network hardware including a combination of firewalls to limit potential avenues of attack
- Isolation of the database server, where your real data exists, to further protect client data
- Adherence to Microsoft best-practice guidelines for implementing application security
- Daily backup of data from the servers at both onsite and offsite locations to enable rapid data restoration if necessary
- Monitoring servers for unusual activity that would indicate a possible security breach

Data Security

We have effective network security solutions in place to protect client data internally and externally, and we continually update our solutions to improve and enhance security. See above "Hosting Environment" and "Network Security Controls" and below "Backup & Recovery" for details about data security.

Backup & Recovery

Backups of all client data are performed with redundancy in multiple locations. The GL Suite application creates backups in the evenings, every 24 hours and retains 21 days of backups at all times. The backup process includes data stored in every location within the system, including:

- Transactional Data
- Report Data
- Document Repository
- Correspondence Templates
- Reports
- Persisted Customizations
- Automated Database Jobs
- Interface Applications
- Files

In addition, GL Solutions maintains an offsite backup facility connected via a private network. We backup data to this colocation every 24 hours and retain 21 days of backups at all times. Daily monitoring of jobs and tasks to confirm restorability ensures continuous protection of data from unnecessary loss. GL Solutions maintains

redundant, replacement failover equipment to monitor and minimize downtime caused by any hardware failure. In the event of a disaster or hardware failure, data can be recovered within minutes.

The following are GL Solutions' most common strategies for data protection:

- Replication of data to an offsite location overcomes the need to restore data (only the systems would need to be restored or synched).
- High availability systems keep the data and the system replicated offsite, enabling continuous access to systems and data.
- Wide Area Network Optimization technology improves disaster recovery capabilities and increases network response times. This technology also ensures that data continues to move through the network even when it is down.

Disaster Recovery Plan

Self-Hosted

If your agency or the State hosts your software solution, GL Solutions recommends that you develop a thorough disaster recovery plan in consultation with disaster recovery experts. Our staff will also be happy to make recommendations.

When you self-host your system, GL Suite provides you with system backup capabilities that ensure you do not experience catastrophic loss of data. GL Suite enables you to push changed files from your live environment to a backup server. You can schedule system backups to run on any cycle—from real time, to every 5 minutes, every 3 hours, every 24 hours, or the frequency of your choosing. Maintaining a mirrored server in a physically separate location from your live environment ensures the safeguarding of your data.

GL Solutions Hosted

GL Solutions maintains a meticulously designed and planned Disaster Recovery Plan. Because our Disaster Recovery Plan contains information that could compromise our network security if disclosed, we do not make it available to outside entities other than our security consultants.

Monitoring, Detection, and Alert Protocols

We utilize DOT-COM Monitoring (http://www.dotcom-monitor.com/) to monitor our hosted client sites. This monitoring system performs a license search on the sites every 10 minutes and alerts our tech support team via email and telephone if there is an outage or extreme delay in response for the site.

Policies, Procedures, & Protocol on Data Security Breach

GL Solutions maintains a documented standard operating procedure that takes effect in the event of a data security breach. In the event of a breach, GL Solutions will immediately notify agencies and customers. Additionally, we will provide identity theft monitoring to all affected individuals.

Staffing Security

All access to client data from within our network is restricted. GL Solutions' staff is required to maintain compliance with internal security protocols to ensure data and equipment security. Upon employment, staff must sign a confidentiality agreement. In it, staff members agree to adhere to established procedures and policies related to working with sensitive information. To develop these procedures and policies, GL Solutions consulted:

- Microsoft Security Essentials (see, http://www.microsoft.com/security/pc-security/mse.aspx)
- Internet Engineering Task Force (see, www.IETF.org)

Certifications/Audits

GL Solutions conducts required PCI compliance audits and annual independent security audits. GL Solutions currently contracts with Redhawk Network Engineering for independent security assessments and audits, which are executed annually (at a minimum). (For Redhawk certifications, see www.redhawksecurity.com.)

Redhawk independent security audits are based on ISO/IEC 27001 and ISO/IEC 27002 standards, with guidance from the National Institute of Standards. ISO/IEC 27001 mandates specific requirements intended to help establish and maintain an effective information management system within the context of an organization's overall business risks. Products of this assessment include specific requirements for implementing security controls customized to GL Solutions' needs. ISO/IEC 27002 provides best practice recommendations on information security management for use by those who are responsible for initiating, implementing, or maintaining Information Security Management Systems.

Hosting reports (examples)

Our monitoring agency, DOT-COM Monitoring, supplies GL Solutions with monthly reports. Our average uptime for the last three months is 99.84%.

dotcom-monitor.com
website monitoring you can trust

Overall Summary Report
Date Range: 11/01/2011 00:00:00-11/30/2011 23:59:59
Run Date: 12/1/2011
Report ID: 79BD1A3FC9BA4C39A23485106666EA38

Table of Contents

UserView	Page 2
Downtime Periods	Page 2
Uptime by devices	Page 3
Response time by devices	Page 4
Number of Successes and Failures responses	Page 5
Summary table	Page 6

Supporting Document 13 – Security

GL Suite Security

GL Suite has been designed with high-security standards to protect your data and applications. GL Suite incorporates leading-edge security that ensures the privacy and integrity of your data.

Control Access

GL Suite provides security at all levels within the system. It allows your agency to easily define system access for staff, so that users see only the information necessary. It enables your administrators to set the rights for different groups of employees to view, create, and/or delete records as well as view and modify specific fields. GL Suite supports role-based rights to run reports, create letters, run batch functions, etc. Changing or granting an employee permissions is as simple as adding a new role to their user profile.

Every screen and field in the system can be configured to one of the following security permission types:

- Hidden: Screen or field is not displayed in the application. The user cannot view or edit this data.
- Read-Only: Screen or field is displayed in the application, but the user cannot edit the data.
- Read-Write: Screen or field is displayed in the application and the user can enter, edit, and/or delete the data.

Using GL Suite security, you can easily control which cases employees can view or who can change a license status.

Set permissions on reports, correspondence, queries, batch functions and literally every other functionality of the system, including business rules. For example, a license status cannot be changed if the licensee has not fulfilled the requirements for the license. Exceptions can be handled, so that such a rule applies only to specific users or groups but not licensing managers.

Groups can be configured to represent organizational sections or specific responsibilities in your agency. Common user groups include licensing managers, licensing employees, cash processors, cash manager, enforcement staff, etc. You can assign a particular employee to one or more user groups, and they will be granted permissions for all the groups to which they belong.

Confirm User Identity

User authentication occurs via a login, integrated Microsoft Windows authentication, or LDAP directory authentication. Your agency can choose the authentication method that is best for your network environment.

Secure the Perimeter

GL Suite supports robust network and database security settings that protect against unauthorized intrusion. Once authenticated, GL Suite uses a system account to allow the web/application server to

communicate to your database. You need not grant access to the database to any user other than the web server's system account.

GL Suite's n-tier, XML, web services architecture allows network administrators to completely isolate user requests from the database server.

Application Security

Security was our paramount concern when we designed GL Suite. Its 3-tiered architecture provides elevated security because it allows physical separation of tiers into sub-networks. This enables each tier to be isolated behind different firewalls and creates a robust defense against SQL injection and other common attack scenarios. Notably, our Database tier is the only access method to SQL Server. This permits SQL Server to be physically isolated from the Business and Presentation tiers—an ideal feature for security.

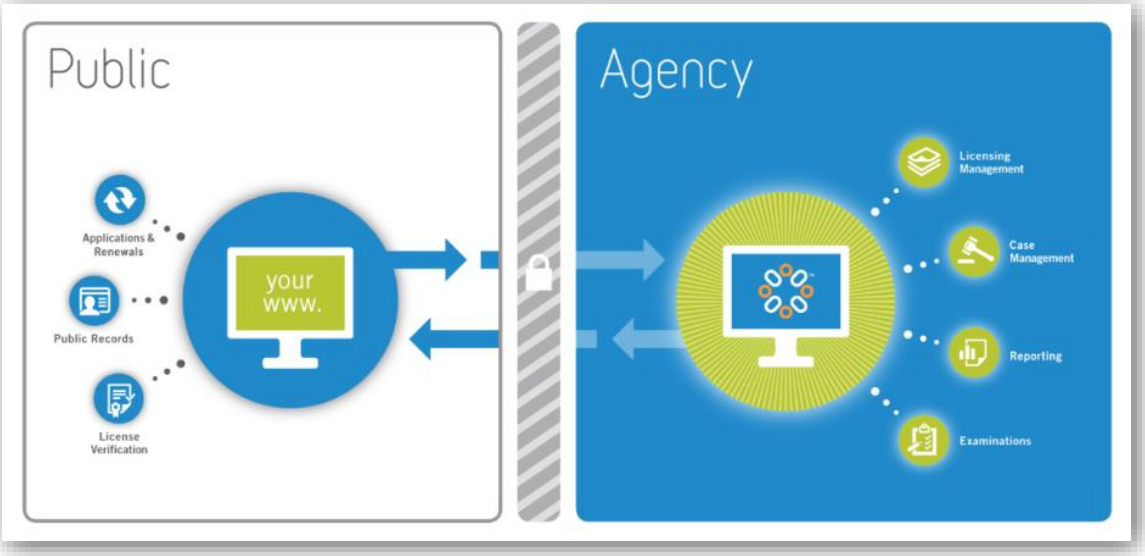
GL Suite security features include:

- User Authentication options such as LDAP, SQL Server Database, and ADS.
- Extremely granular system security, to the extent that changes can be made to every component on a page. For example, agencies can set different security to access or change each license type that they manage.
- Token-based authentication methods, which enhance user security by circumventing the need to send user names and passwords over the internet.
- Maintains encrypted data in the database itself (e.g. encrypted Social Security Numbers).
- Each tier— Presentation, Business, and Data—has its own layer of security and each is separated from the other with a firewall.
- HIPAA compliant to ensure the confidentiality and security of protected health information when it is transferred, received, handled, or shared.
- GL Suite application components access the RDBMS using best-practices for MS SQL Server security.
- Third party tested and certified against SQL injection attacks.
- Multi-level security establishes secure connections between the application, clients, and web servers using Secure Sockets Layer (SSL) certificates.
- Both the GL Suite application and any public-facing websites that access your data use Hypertext Transfer Protocol Secure (HTTPS), ensuring that all data sent between a user and your organization is encrypted and secure.
- All documents saved, uploaded, and/or created in GL Suite are obfuscated and do not allow directory browsing, preventing intruders from accessing non-public documents.

Server Security (for Environments Hosted by GL Solutions)

Your data's security is critical to your operations. GL Solutions takes the responsibility of hosting your data seriously, and invests ample resources to protect your agency. GL Solutions contracts with internet security experts—the same experts that secure financial transactions for many commercial lending institutions—and

uses the most robust security tools available in the technology market today. Regular security audits assess all systems for potential vulnerability, too.



Website Security

GL Suite's server environment was designed and configured after consultation with network security specialists. GL Solutions' infrastructure provides a firewall with two secure network zones: a private network and a DMZ. GL Suite utilizes public key encryption technology to ensure data security. Access to the internal network is available only through a secure VPN connection. Communication protocols require a minimum 128 bit Secure Socket Layer (SSL).

Specific security precautions include:

- Retention of an independent internet security firm to audit, analyze, and monitor network security needs.
- Installation upgrades on security hardware and software as soon as they are available.
- Installation of security patches from Microsoft on a daily basis or as soon as they are released.
- Utilization of physical network hardware including a combination of firewalls to limit potential avenues of attack.
- Isolation of the database server, where your real data exists, to further protect your agency's data.
- Adherence to Microsoft best-practice guidelines for implementing application security.
- Daily backup of data from the servers at onsite and offsite locations, enabling fast, painless data restoration if needed.
- Monitoring servers for unusual activity that would indicate a possible security breach.

Physical Security

GL Solutions maintains its backup data at OneNeck, Bend Broadband's ultra-secure data center. OneNeck is an offsite, Tier III certified data center and exceeds the highest standards for operational security and stability, as set by the Uptime Institute, the world's authority on data security. OneNeck features a 24/7 live security staff, biometric access, more than 50 high-definition closed-circuit cameras and real-time tracking of staff and visitors.

Staffing Security

All access to client data from within our network is restricted. GL Solutions' staff is required to maintain compliance with internal security protocols to ensure data and equipment security. Upon employment, staff must sign a confidentiality agreement. In it, staff members agree to adhere to established procedures and policies related to working with sensitive information. To develop these procedures and policies, GL Solutions consulted:

- Microsoft Security Essentials (see, http://www.microsoft.com/security/pc-security/mse.aspx)
- Internet Engineering Task Force (see, www.IETF.org)

Supporting Document 14 – System Requirements

GL Solutions has provided here our system requirements to support the TA in the case that the State determines not to host with GL Solutions. Our requirements and recommendations are as follows.

Large Installation (3 servers)

A large installation is recommended for an organization that has more than fifty licensed users and an external-facing website with standard and complex functionality (such as verifications, renewals, applications, and other licensee and public functionality).

One server dedicated to SQL Server, one dedicated to the GL Suite IIS application, and one dedicated to the public IIS website, as outlined below:
One Server Dedicated to SQL Server

- 4x Intel Xeon Quad-Core, 3GHz w/1MB Cache/Core CPUs or better
- 24 GB RAM or better
- Windows Server 2012 64-bit
- SQL Server 2012 (or later)
- 2 X 146 GB SCSI/SATA HD in RAID 1 Configuration (allocated to Windows, SQL log files, and swap files)
- External or Internal Storage for 10 X 146 GB SCSI/SATA HD in RAID 10 Configuration (allocated to SQL data files)

Two Servers Dedicated to IIS

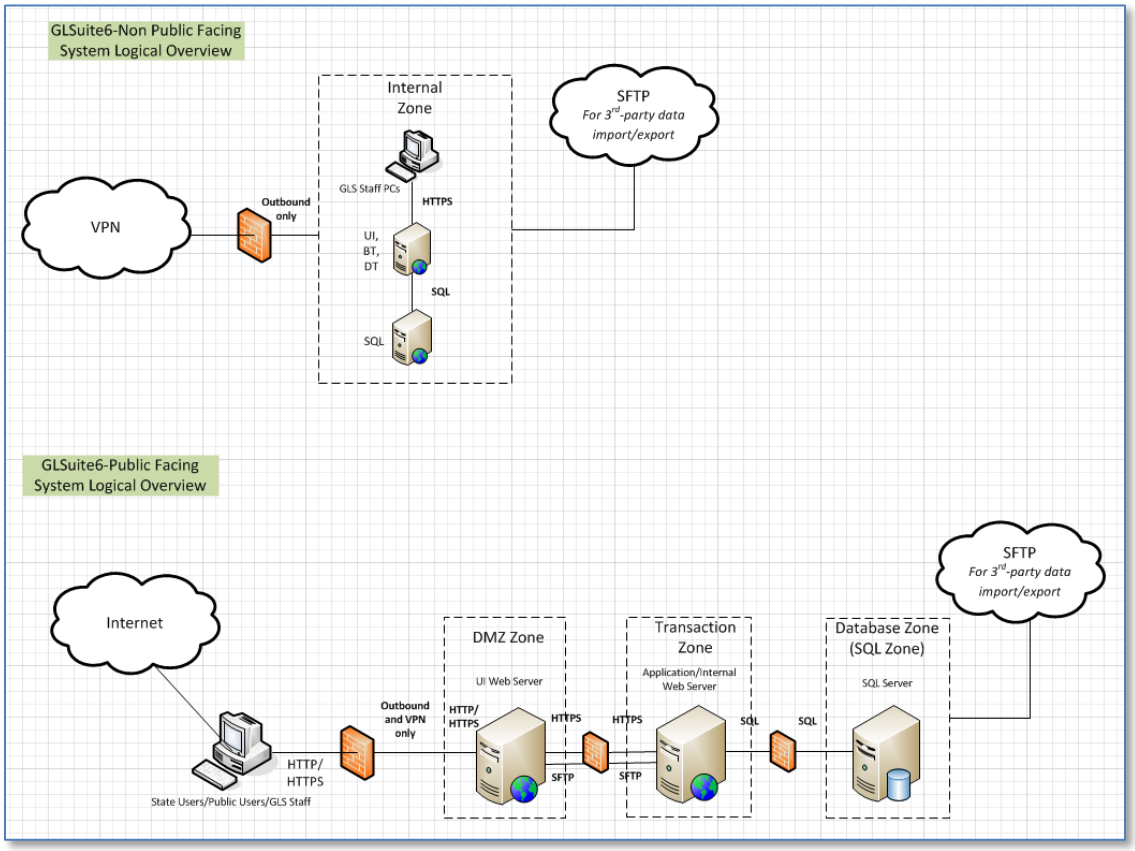
- 2x Intel Xeon Quad-Core, 2.8GHz w/1MB Cache/Core CPUs or better
- 4 GB RAM or better
- Windows Server 2012 64-bit
- Internet Information Server 7.0 or 8.0 (included with Windows)
- 6 X 146 GB SCSI/SATA HD in RAID 5 Configuration
- .NET 4.5

* Additional IIS and SQL Servers can be added to scale the installation.

Supporting Document 15 – Technical Architecture Design

Overview of Tiered Application Architectures

GL Suite employs an n-tiered architecture that separates presentation, business logic, and data access into logically distinct components, which can be optionally deployed to physically separate tiers. This configuration provides significant architectural flexibility, including scalability to support future growth, the option to select different platforms to meet potential changes in technology standards and directions, and insurance against technological obsolescence. A key benefit of n-tiered architecture is the isolation of roles and responsibilities within the application. Utilizing this architecture's object-oriented design principles, we can extend or enhance the system with minimal risk of damaging working components that can often benefit from new service components.



Overview of the Application Hosting Network Layers

N-tier architectures provide several benefits:

- Increased flexibility – ability to swap out or upgrade components within a layer with ease, and
- Increased scalability – components in each tier may be added to increase capacity, and

- Increased security – allows physical separation of tiers into sub-networks enabling specific tiers to be isolated behind different firewalls. This creates a robust defense against SQL injection and other common attack scenarios.

Our n-tiered architecture is server-centric. Web browsers (the Client tier) communicate with the server components through Hypertext Transfer Protocol Secure Sockets (HTTPS—secured sockets layer [SSL] for encryption support). The environment consists of three logical server tiers—Presentation, Business, and Database. The following paragraphs describe our multi-tiered approach.

Client Tier

GL Suite's Client tier consists of web pages securely displayed by a web browser. This browser-based architecture provides maximum flexibility and requires no client software distribution. It also minimizes the impact on the network as compared with client-centric models. GL Suite's Client tier is only responsible for rendering HTML and JavaScript (both web-browser standards) as Ajax. The Client tier's only responsibility is to send user requests to the Presentation tier and display user request results. As a result, end users can click around in their browsers without having to send data back and forth to the server as often as they would without the Ajax. This translates into a superior user experience because responses to clicks are immediate.

Technologies used in this tier support any compliant web browser. We developed our web-browser interface according to the Internet Explorer standard. It is also compatible with most browsers currently in use including, but not limited to, Firefox, Chrome, and Safari. Moreover, to ensure that our software remains highly compatible, we monitor public usage statistics 1-2 times a year. To facilitate advanced browser-independent UI features—such as dynamic dependent select lists, real-time data validations and computations—GL Suite employs a combination of Web 2.0 technologies, specifically Ajax, which include ECMAScript (a.k.a. Jscript or Java Script) and JQuery.

Presentation Tier

GL Suite's Presentation tier is responsible for presentation services including page navigation, session management, and transaction request management. In GL Suite, the web server provides only a User Interface layer UI, which hands off user requests from the Client tier to the Business tier.

The application server is responsible for processing requests. These requests are expressed in standard ASP.NET to provide well-articulated control structures and flexible User Interface layout management. The results of the completed request are passed back to the Client tier for rendering. The ASP.NET pages are served as HTML through HTTPS.

GL Suite does not process business logic from the Presentation tier. It delegates the implementation of business rules entirely to our Business tier with our Data Rule Queue. The Data Rule Queue acts as the "traffic cop" that executes the business rules that have been triggered by a user request.

Our Presentation tier works with the Business tier to provide a customizable User Interface. The presentation is a configuration of GL Suite; it is not determined by the ASP.NET application. We have only one ASP page—everything comes from the ASP page from the Business tier and tells the Presentation tier what to present.

The Presentation tier is completely configurable by the client. Every user in an agency can see a different User Interface, customized just for them. Clients can also add custom components to the User Interface that they can configure by themselves. GL Suite includes a number of User Interface components—such as calendars and charts—that clients can customize into their User Interface.

Technologies used in this tier include IIS7 application server and .NET Framework 4.0.

Business Tier

The Business tier maintains the business logic and core application processes of GL Suite. GL Suite adheres to a true n-tiered architecture and was built using a service-oriented architecture (SOA). The Business tier is responsible for processing requests by invoking the appropriate business rules. The Business tier is a persistent layer provided through a Web Service.

The Web Service architecture enables a separate physical deployment of the Business tier with separate load balancing. The Business tier, in turn, accesses data through another tier that is kept completely separate.

GL Suite uses .NET and IIS7 to support a widely accepted application platform. Some .NET and IIS7 standards used by the GL Suite application include POP3 support and eXtensible Markup Language (XML) for transaction data formatting. We also support the open, non-proprietary XPath, SQL, and SOAP standards.

Our SOA has the advantage of HTTP only, so there are a limited number of ports opened through firewalls for the servers that support our various layers. We use XML messages as the format for messages between the Presentation, Business, and Database tiers.

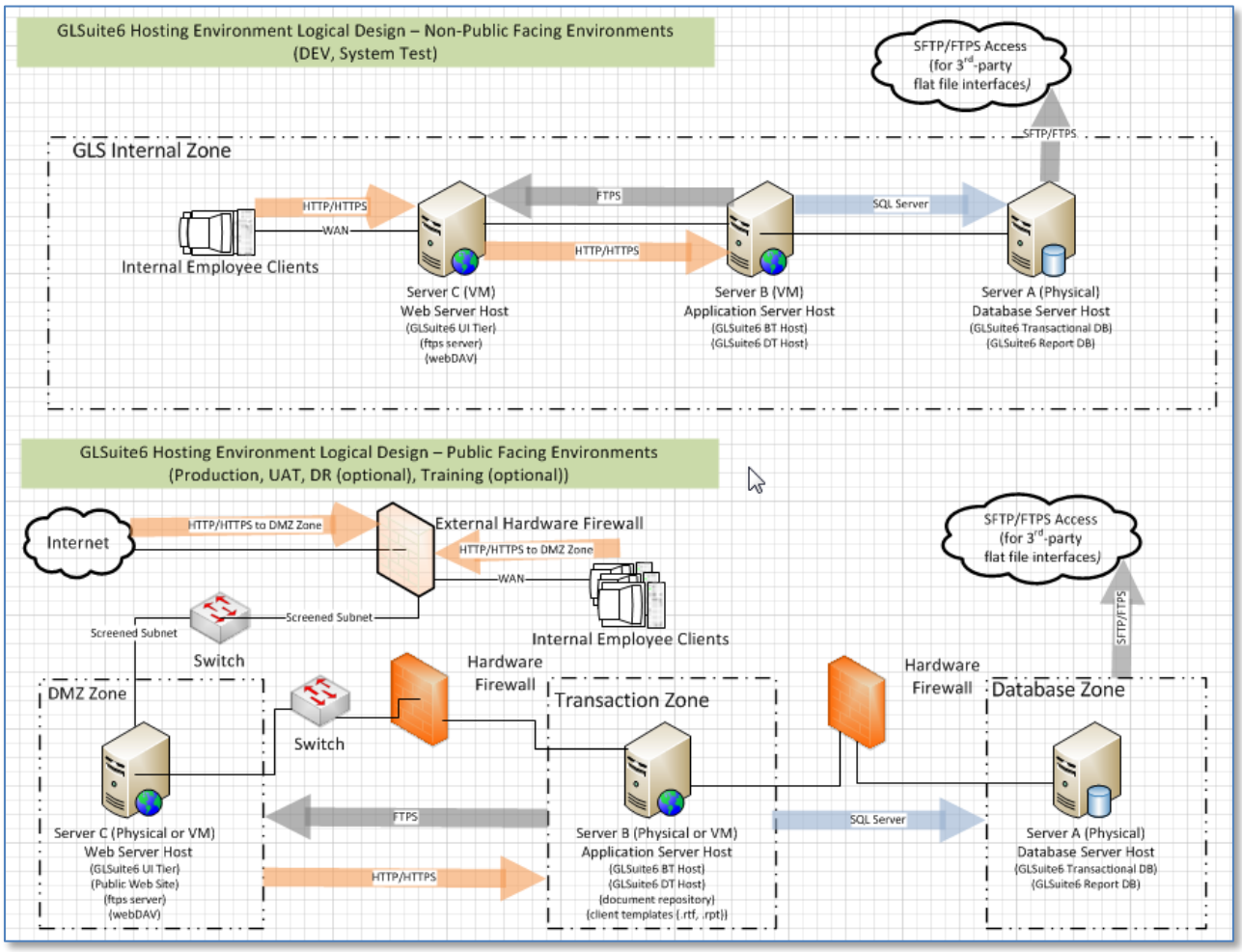
Database Tier

The Database tier is responsible for the persistence of data. The Database tier performs the data storage functions and transactional updates to data and is implemented using industry-leading relational database management systems (RDBMS). The Database tier uses .NET data providers to access SQL Server. This is Microsoft's preferred technology for accessing SQL Server.

The GL Suite application components access the RDBMS using best practices for MS SQL Server security. We use a third party to test and certify our site and application against SQL injection attacks. Notably, our Database tier is the only access point to SQL Server; therefore, SQL Server can be physically isolated from the Business and Presentation tiers. This is an ideal feature for security.

Enterprise Patterns – Three Tier Applications (Internal/External)

Below is a logical view of the three-tier application architecture pattern. This pattern includes access paths from internal and external end-points as well as the use of LDAP environments, as needed, service for application authentication.



GL Suite Basic Application Architecture Patterns

The basic application architecture patterns described below are designed to support multi-tier application architectures. Figure III.1, below, depicts the architecture patterns supporting three-tier applications. These patterns form the foundation of most application architectures.

Three-Tier Application Architecture Pattern

Three-tier applications are applications relay on the User Interface, Business, and Data Layers that exist on physically separate servers and where each server is protected by a firewall or other access control mechanism. The three-tier application architecture style is often used by applications where application performance and reliability is important.

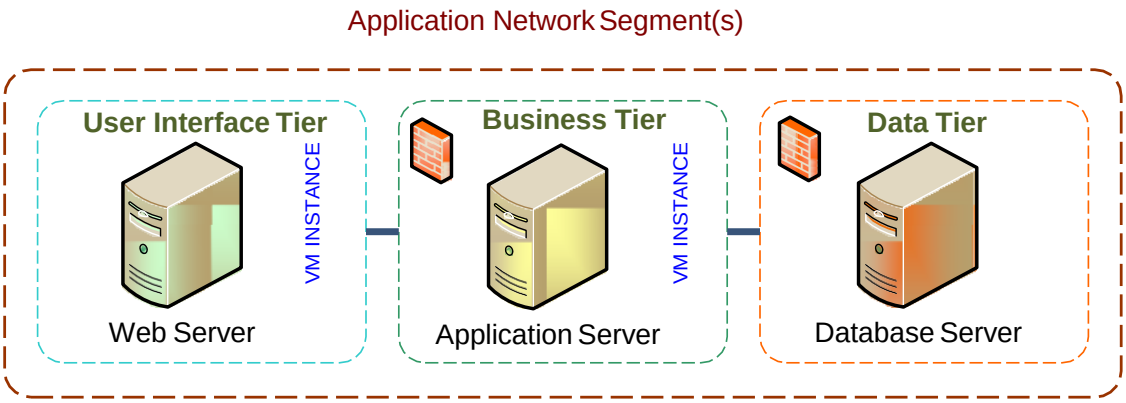


FIGURE III.1 – Basic Three Tier (B3T) Architecture Pattern

Platform Instances

This section and "server software requirements" are provided in case the State decides to host. If hosting with GL Solutions, we take care of hardware and licensing.

If TA decides not to host with GL Solutions, we would suggest a 3 server installation for your new system (based on our current understanding of TA and system requirements). For more information on our minimum server requirements for an installation similar to the size of the system we would implement for TA, see System Requirements, Supporting Document 14.

Application Software

GL Suite uses a Microsoft platform utilizing the Microsoft .NET Framework. We chose to write our software program for the .NET Framework for various reasons:

- .NET provides a high level of interoperability with programs that execute outside the .NET environment
- .NET is commonly understood and easily learned
- .NET uses industry-standard protocols such as TCP/IP, XML, SOAP, and HTTP to facilitate distributed application communications which makes distributed computing more secure

- The .NET Framework design addresses some of the vulnerabilities, such as buffer overflows, that have been exploited by malicious software
- .NET provides a common security model for all applications

Our tiered application patterns include a number of server-based software products, to support your application's requirements across each tier.

Web Servers	Application Servers	Database Servers
Microsoft Windows IIS	Microsoft .NET Framework	Microsoft SQL Server
Microsoft .NET Framework	Microsoft Windows IIS	
	WebDav	
	Microsoft SSRS[1]	

[1] Enterprise Microsoft SQL Server Reporting

Application Security Options

GL Suite database security is ensured by a single point of access through the data tier, which enforces end-to-end security protocols. Native database security-use of the internal security of the database connection-is also used.

The database is highly normalized, so the association table enforces data integrity. The design of our schema requires function association between keys that also enforces data integrity. GL Suite's database structure is static—neither our clients nor GL Solutions modify tables of the core database. In addition, data integrity is ensured in run-time; if the date entered is invalid, the system will prompt the user with an alert and prevent the data from entering the database. This is important because it allows for consistent and accurate data mining/reporting.

GL Suite provides security at all levels within the system. Using the Control Panel, agency administrators can regulate who can and cannot access data and make changes to your system, and they can define different access levels for different groups (roles) within your agency and for individual staff members. Your administrators can set the rights for different groups to view, create, and/or delete records and to view and modify specific fields.

Every screen and field in the system can be configured to one of the following security permission types:

- Hidden—Screen or field is not displayed in the application—the user cannot view or edit this data.
- Read-only—Screen or field is displayed in the application, but the user cannot edit the data.
- Read-Write—Screen or field is displayed in the application; and the user can enter, edit, and/or delete the data.

Groups can be configured to represent organizational sections or specific responsibilities in your agency. Common user groups include licensing managers, licensing employees, cash processors, cash manager, claims staff, etc. You can assign a particular employee to one or more group, and s/he will be granted permissions for all the groups to which s/he belongs.

GL Suite system security is extremely granular such that security can be set differently for every component on a User Interface screen. Administrators at your agency can set different security to access or change each license type that they manage—you can assign rights permitting different people to configure different components of the system. GL Suite allows you to set permissions on reports, correspondence, queries, batch functions, business rules, and literally every other functionality of the system. For example, permissions can be set to restrict users from altering a registration's status if registration requirements have not been fulfilled. Exceptions can be handled in such a way that such rules apply only to specific users or roles but not managers.

Authentication

User authentication options include LDAP, SQL Server Database, and ADS. You can choose the authentication method that best suits your network environment.

Secure the Perimeter

GL Suite supports robust network and database security settings that protect against unauthorized intrusion. Once authenticated, GL Suite uses a system account to allow the web/application server to communicate with your database. You need not grant database access to any user other than the web server's system account. GL Suite's n-tier XML web-services architecture allows network administrators to isolate user requests from the database server completely.

Backup & Recovery

For systems hosted by GL Solutions, the GL Suite application creates backup data in the evenings, every 24 hours. The backup process encompasses data stored in every location in the system, including: Transactional Data, Report Data, Document Repository, Correspondence Templates, Reports, Persisted Customizations, Automated Database Jobs, Interface Applications, Files. For agency-hosted systems, we will provide support.

Moreover, when GL Solutions hosts a system, we maintain a secure, offsite backup facility connected via a private network. We backup data to this facility every 24 hours and retain 21 days of backups at all times. Daily monitoring of jobs and tasks to confirm restorability ensures continuous protection of data from unnecessary loss. GL Solutions maintains redundant, replacement failover equipment to monitor and minimize downtime caused by any hardware failure. In the event of a disaster or hardware failure, data can be recovered within minutes.

When hosting with GL Solutions, your data is safeguarded in an environment that virtually eliminates the risk of irretrievable loss of data and/or configuration settings. The following are GL Solutions' most common strategies for data protection:

- Replication of data to an off-site location overcomes the need to restore the data (only the systems need to be restored or synched).
- High availability systems keep the data and the system replicated off-site, enabling continuous access to systems and data.
- Wide Area Network Optimization technology improves disaster recovery capabilities and increases network response times. This technology also ensures that data continues to move through the network even when it is down.

Disaster Recovery Plan

GL Solutions maintains a meticulously designed and planned Disaster Recovery Plan for the system we host, and maintains the internal resources to implement it. Because our Disaster Recovery Plan contains information that could compromise our network security if disclosed, we do not make it available to outside entities other than our security consultants. Our Disaster Recovery Plan addresses Continuity of Operations.

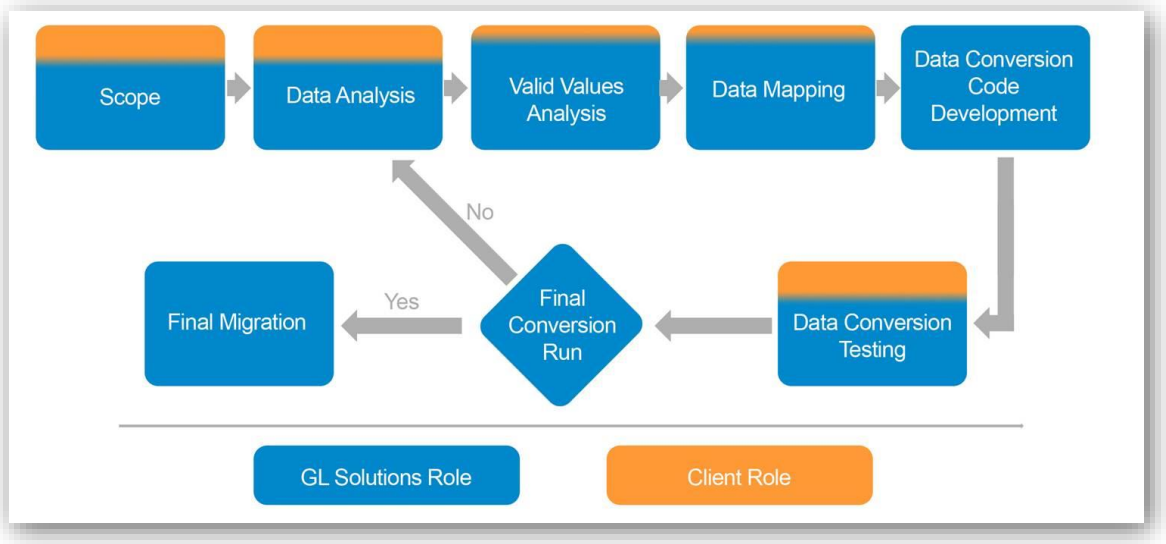
In addition to preparing for the need to recover systems, GL Solutions seeks to prevent disasters from occurring in the first place by implementing precautionary measures in our hosting environment. These measures include but are not limited to:

- Local mirrors of systems and/or data and use of disk protection technology such as RAID
- Surge protectors — to minimize the effect of power surges on delicate electronic equipment
- Uninterruptible power supply (UPS) and/or backup generator to keep systems going in the event of a power failure
- Fire preventions — alarms, fire extinguishers
- Anti-virus software and other security measures
- Redundant hardware – GL Solutions' hardware contains redundant power, disks, etc. to prevent an outage of a server. In the event of a hardware failure, GL Solutions maintains duplicate server hardware to replace the primary server hardware
- Site Monitoring – GL Solutions monitors your application and website from a remote location for events that violate the performance levels at least every 5 minutes
- Server Health Monitoring – GL Solutions monitors the operating system, services, hardware, disk space and other component of the server, which may indicate action, is required to prevent a future outage
- Automated Response – GL Solutions' remote monitoring service automatically pages an on call engineer who will respond to any noted issues
- GL Solutions' colocation facility has internet connections directly to three different cities. If one fiber connection goes down, traffic automatically resumes over another route.

Supporting Document 16 - Data Conversion Methodology

Well-executed data conversion is essential for project success. We have examined, optimized, and successfully utilized our data conversion strategies in implementations for 14 years and can replace any legacy system and migrate any volume of legacy data. We strive to provide accuracy while minimizing the resources required of your team. To do so, we employ deep analysis, intelligent planning, strong collaboration, clear design, logical automation, careful manual manipulation, and meticulous testing.

Conversion & Migration Events



Key Conversion Events

GL Solutions and your team will follow carefully mapped out steps to complete conversion and migration:

1. Identify the scope of data conversion for each business area and the source databases GL Solutions will be converting
2. Client provides legacy data (in native format) and any related documentation
3. Plan approach to data conversion
    a. Client produces legacy reports that list key data measures and scenarios to validate the conversion (e.g. hash totals, row counts, legacy reports)
    b. Identify the quantity and nature of data to be converted and plan appropriately
        i. Define and document data extraction standards and procedures
        ii. Identify and understand the data to be converted
        iii. Identify data source for the identified data
        iv. Develop and document approach (approaches include automatic [scripted procedures], manual [user-entered data], or a combination of both)
4. Load data into source SQL server database
5. Valid value analysis

   a. Identify valid values and redundancies including reference tables and list values that were established in configuration
6. Specification
   a. GL Solutions develops workflow diagram database schema based on input from client Project Team that identifies all tables and fields in the source system and the tables/fields that are and are not being converted
   b. Map data from existing system to proposed system (documented in the data conversion crosswalk Excel file)
7. Perform data conversion development
   a. Design error and logging framework for analysis and generation of exception reports
   b. Develop data migration programs to extract source data into the new database schema
   c. Develop and test migration scripts
   d. Generate exception reports
   e. Identify exception data to be fixed
8. Perform data conversion testing
   a. GL Solutions tests conversion results of migrated data
   b. Client Project Team performs data testing
9. Test phase
   a. Set up test environment
   b. Client Project Team provides source data
   c. Run extraction and loading routines in the test environment
   d. Run conversion procedures in test environment
   e. Set up User Acceptance Testing (UAT) environment
   f. Provide data to a staging area for UAT environment
   g. Run extraction and loading routines in the UAT environment
   h. Run conversion procedures in UAT environment
10. Post conversion
   a. Identify correction modes for nonstandard data (manual and/or automatic)
   b. Write and test programs to correct corrupted data automatically
11. Perform final migration
   a. Client Project Team provides a final set of source data
   b. GL Solutions and the client Team collaborate to provide a listing of data fields for which incremental numbering is specified (e.g. license numbers, invoice numbers, and file numbers) including starting values

The following provides more information about the conversion and migration processes.

Source Data Preparation

The client Project Team provides legacy data in ODCB format if possible. If it is not possible, GL Solutions will work with your technical staff to determine an alternate format. Data should be cleansed to minimize data

complications. This enables GL Solutions to provide simpler conversion code with fewer exceptions and errors. The client Team verifies the accuracy of source data prior to packaging.

GL Solutions converts legacy data in accordance with the specification and mapping documents and the exception handling process described below. GL Solutions analyzes source data, including the quantity and nature of data to be converted and converts the data in the state in which it is received. GL Solutions will provide an exception report to assist client Team in resolving errors.

SECURE DATA TRANSFER: To ensure data integrity and security, the client Project Team packages source data as an encrypted, compressed file and places the file on a Secure FTP site (SFTP). GL Solutions stores the data on a secure server inside GL Solutions' firewall. Once converted, data is migrated into the GL Solutions Test environment—access requires login credentials that provide adequate security permissions. GL Solutions only stores the data as long as is necessary to support development of your system.

Data Analysis & Data Conversion Planning
Together, the client team and GL Solutions identify the quantity and nature of data to be converted and plan appropriately. The teams work together to determine what conditions constitute an exception and/or manual processing. The decide whether to convert data automatically or manually on a case-by-case basis. The client produces legacy reports that list key data measures and scenarios that will be used to validate the conversion.

Data Importing and Staging
GL Solutions creates, documents, and executes programs to import all source data into SQL Server to be used for data conversion staging. GL Solutions then performs checks against the original data sources to ensure that all data has been imported.

Valid Value Analysis
After importing source data, GL Solutions performs valid value analysis, which includes identifying redundancies, valid and invalid values, data inconsistencies, and business validity checks.

Specification & Mapping
In order to clarify and formalize the approach to converting data and to provide direction to data conversion coding, GL Solutions creates a detailed data conversion specification (workflow diagram and crosswalk) for each stage including every data source. GL Solutions first generates a workflow diagram noting physical data structure of the source data along with:

- Tables that will and will not be converted
- Fields that will not be converted from tables being converted
- General relationships between the source data tables

GL Solutions works with client team to facilitate an informal review of the data schema at the beginning of each stage. GL Solutions then creates the data conversion crosswalk, mapping each source data table/element to a

new client table/element, noting specific business rule logic and fields that will not be converted. GL Solutions works with you to identify and resolve issues with data conversion and gain approval of the data schema and crosswalk.

Exceptions & Manual Processes
GL Solutions will query the source data to locate normalization problems and provide information to assist the client team in efficient data cleanup. If necessary, we will define manual conversion routines to be executed by the client team.

Coding
Using the data schema and crosswalk, GL Solutions writes the data conversion code to match the specification to create client entities and their related records. Data conversion code will include the logging of exceptions, which will be compiled into an Exception Report.

Test Conversion Runs
Prior to final conversion, GL Solutions performs two test conversion runs: 1) an initial run and 2) a run using specification/code revisions stemming from the initial run. Tests will first be run in GL Solutions' test environment then in the User Acceptance Testing (UAT) environment. Test systems will be configured to sufficiently simulate the production environment and provide accurate predictors of the time required for the final data conversion run.

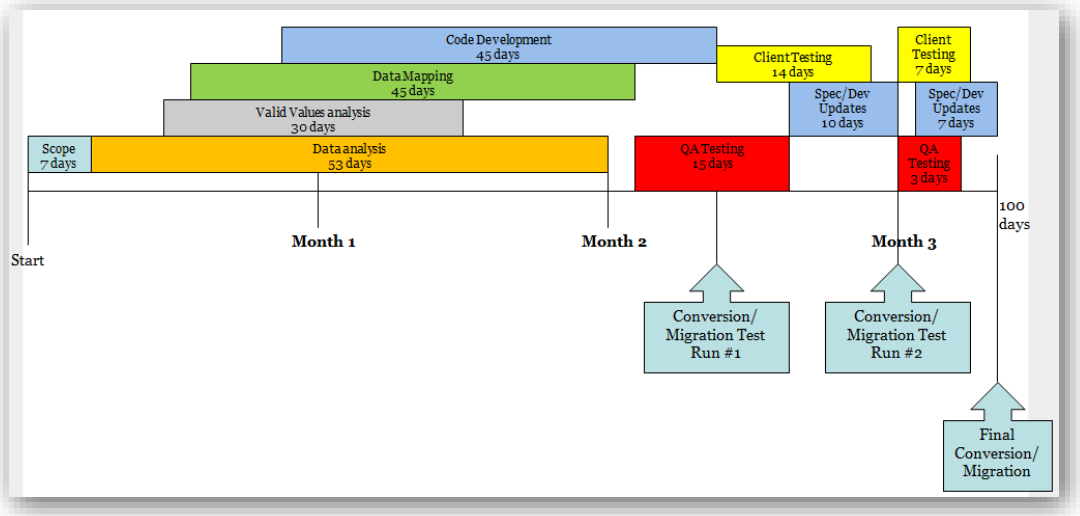
Final Data Conversion Run
The final data conversion process implements the data conversion approach defined in the data schema and data conversion specification. The final data conversion will be run in two environments: first in the GL Solutions' test environment then in the production environment.

Exception Handling
The data conversion code logs source records that do not convert into the exceptions table with explanations as to why the exception took place. After each data conversion run, GL Solutions and the client team review the Exception Report to determine the appropriate action for each exception, such as:

- The mutual decision for the client team to cleanse the data prior to extraction
- Manual post-data conversion clean up
- An update to the Crosswalk Specification and code to automatically handle the exception
- The decision by the client team to tolerate the exception and do nothing

Data Conversion Process Timeline

Below is a sample timeline for the data conversion process—timing will vary depending on the specifics of your system.



Sample Date Conversion Timeline

Data conversion requires a high level of quality assurance—it is the foundation of a successful installation. Our Quality Assurance Specialists are involved from the early stages of conversion design through the final conversion at go-live.

Supporting Document 17 - Training Overview

Early-on, GL Solutions will initially train the key staff members at the TA who will be involved with the implementation to orient the agency to GL Suite and to the project implementation, design, and testing processes. And as the implementation wraps up – after go-live – training will be delivered via specific documentation, cheat-sheets, and conference-call walkthroughs (for large projects) related to new or updated systems being deployed. Training can also be ordered and provided on an as-needed basis at quoted hourly rates on various topics ranging from end-user training to in-depth configuration and administrator training.

The descriptions of training services below detail the large-scale training sessions to be included in the implementation just prior to User Acceptance Testing (UAT), but any or all components could be requested and incorporated into the scope of post-go-live trainings described in the introductory paragraph above.

GL Solutions' training objectives are to provide client staff with the knowledge and materials necessary to use and administer the system effectively and to increase end-user ability to perform essential business functions. To achieve these aims, we "show," "tell," "practice" and repeat these steps until trainees gain mastery. This proven training strategy is executed by a seasoned trainer, who is well versed in the GL Suite software, the intricacies of your new system and your needs.

GL Solutions will work with your staff to develop a customized training plan and outline for all training activities associated with your project. Training courses cover basic skills, issues, assessment tasks, and learner outcomes.

Training is designed around practical examples, allowing users to increase their confidence and gain feedback related to their learning of the GL Suite system. While GL Solutions generally recommends a "train-the-trainer" approach to end-user training, we are flexible in our approach and committed to spending time with groups of key users during the User Acceptance Testing period. This approach allows our clients to harness the subject matter expertise of their own staff and direct their internal power-users in mentoring, coaching, and offering support to other staff members, in addition to obtaining the necessary support from GL Solutions' subject matter experts. GL Solutions is a partner in the effective training and development of your staff.

We create our training plans with the end users in mind—trainees will work with concrete examples, allowing them to practice, gain confidence and receive feedback on processes they will use on a day-to-day basis. GL Solutions provides training to trainers on the following topics: system use and application functionality, system configuration (Configuration Manager), all features of the system tool set (reporting, etc.), report generation.

Onsite training typically takes 2-3 days at the start of User Acceptance Testing. Additional onsite training may be provided at go-live, depending on your agency's needs. We will collaborate with your agency in order to create a UAT Plan, which will detail all of the training expectations well in advance of any onsite activities.

As a supplement to our onsite training, we also offer remote training. If clients are short on time, we can conduct the Pre-Navigation training remotely. We can also do remote follow up trainings if desired/needed.

Process for Evaluating Training Effectiveness

Evaluation
Training evaluation is to determine the quality of the training experience. Summative evaluations will be conducted verbally with end users and leads (via course debriefs and meetings) and on paper (at the end of the program) to determine learner satisfaction and engagement in the courses and with the materials.

Assessment
Training assessments ensure that the learner has mastered the set of skills required to achieve work performance efficacy. Training assessments include verbal questioning, post-tests, and practical, hands-on exercises. These self-assessments will allow the learner and the trainer to know where training is still required or sufficient training information was not provided. Daily "lead" check-ins while onsite training is occurring will also provide feedback to the trainer as to specific needs of learners.

Relationship to Outcomes
Specific learner outcomes are outlined at the course and overall training program level. From both perspectives, the learners will be gauged on their ability to perform essential job tasks (within the scope of training) such that the agency can carry out all required business functions using GL Suite.

Documenting User Training

- Trainees will be given a training record document to report on all training received as part of the system training
- Trainees will assess their level of learning and describe what areas they need additional support or help

Assessments

- Trainees will be given "exercises" to complete during the training. Trainees will document the process followed (as a personal reference) and any follow up or questions needed to solidify their learning.

Applying the Learning

- The last day of training each user group will work through the most basic functions of their business process. For example, by the end of training a licensing end user should be able to process a basic application, using the training documentation and the notes taken from the exercises.

Sample Training Outline & Schedule

What follows is an example of a training outline and schedule.

Sample Training Outline & Schedule **GL Suite System – Application Training**			
Date	**Time**	**Attendees**	**Session**
Day 1	9:00 - 9:45am	*All Groups*	Training Kickoff - Introduction & General Overview - GL Suite Concepts and Terms; Tree View Home Screen Functions (Search, Query, Quick Pay) - Reports, queries, correspondences, subforms
	9:45 -10:00am		Break
	10:00am - 12:00pm	*Cash Receipts Group*	Business Process: *Cash Receipts Business Process* - Demonstrate workflow - Hands on exercises - Q & A
	12:00 - 1:00pm		Lunch
	1:00 - 3:00pm	*Investigations Group*	Business Process: *Complaints Business Process (Complaints, Compliance, Orders)* - Demonstrate workflow - Hands on exercises - Q & A
	3:00 - 5:00pm	*Licensing Group* *Administration Group*	Business Process: *Applications Business Process* - Demonstrate workflow - Hands on exercises - Q & A
	5:00 - 5:30pm	*SME(s)/Super User(s) (from each group)*	Review and Debrief Instructions for future days training Q & A
Day 2	9:00 - 10:30am	*Licensing Group* *Administration Group*	Business Process: *Reactivations Business Process* - Demonstrate workflow - Hands on exercises - Q & A
	10:30 - 10:45am		Break
	10:45am - 12:00pm	*Administration Group*	Business Process: *Online Verifications Business Process* - Demonstrate workflow - Hands on exercises - Q & A
	12:00 - 1:00pm		Lunch
	1:00 - 3:00pm	*Licensing Group* *Administration Group*	Business Process: *Registrations Business Process* - Demonstrate workflow - Hands on exercises - Q & A
	2:30 - 2:45pm		Break
	2:45 - 4:30pm	*Investigations Group*	Business Process: *Complaints Business Process (Malpractice Reports, Meetings)* - Demonstrate workflow - Hands on exercises - Q & A
	4:30 - 5:00pm	*SME(s)/Super User(s) (from each group)*	Review and Debrief Instructions for future days training Q & A

Sample Training Outline & Schedule **GL Suite System – Application Training**			
Date	**Time**	**Attendees**	**Session**
Day 3	9:00 - 10:00am	*Licensing Group*	"Test Exercises" – Applications
	10:00 - 11:00am	*Cash Receipts Group*	"Test Exercises" – Cash Receipts
	11:00am - 12:00pm	*Investigations Group*	"Test Exercises" – Complaints, Compliance, Orders, Queries, Reports
	12:00 - 1:00pm		Lunch
	1:00 - 2:00pm	*Licensing Group*	Applying the Learning – Registrations
	2:00 - 3:00pm	*Licensing Group*	Applying the Learning – Reactivations
	3:00 - 4:00pm	*Administration Group*	Applying the Learning – Cash Receipts
	4:00 - 4:30pm	*SME(s)/Super User(s) (from each group)*	Review and Debrief Instructions for future days training Q & A
Day 4	9:00 - 10:00am	*TBD*	Small group or individual help/training
	10:00 - 11:00am	*TBD*	Small group or individual help/training
	11:00am - 12:00pm	*TBD*	Small group or individual help/training
	12:00 - 1:00pm		Lunch
	1:00 - 2:00pm	*Project Team*	Training Debrief Issues Planning for remaining go-live
	3:00 - 3:30pm	*SME(s)/Super User(s) (from each group)*	Check in and review Debrief Issues Identification of specific needs

Sample Process Guide

Process Guide

Client: BUILD

Name of Business Process: Compliance Agent Application

Business Process Notes:

Typical Process Steps:

Process Starts when: The agency receives a new Compliance Agent Application packet from an applicant.

1 Manual Step - Search for Record. Go to the Main Screen and Search by File Number.

1.1 Search Main Screen Search - type in the application number or SSN in the File Number field and click the Search button. Alternatively, you may also enter a name into the First or Last Name fields to perform the search. The asterisk (*) may be used as a wildcard in the search fields.

1.2 Run Command Address Labels

2 Decision Step - Record Found?

2.1 If 940 Go To Step 3

2.2 If 939 Go To Step 4

3 Manual Step - Go to Main Screen. Create New Individual.

3.1 Choose item from menu Record / New Individual

3.2 Enter Information Last Name:

3.3 Enter Information First Name:

3.4 Enter Information SSN:

3.5 Enter Information Date of Birth:

3.6 Enter Information Street 1:

3.7 Enter Information Street 2:

3.8 Enter Information City:

3.9 Enter Information State:

3.10 Enter Information Zip:

3.11 Note - Enter information for any remaining optional fields.

3.12 Click Save Button: New Individual.

4 Manual Step - Open Record. Append New Compliance Agent Application.

4.1 Choose item from menu Compliance Agent Certification Applications / Compliance Agent Certification Application

5 Automated Step - Application Requirements and Invoice Appended.

5.1 The System Will On append, append the following objects - application requirement tasks, work experience history, criminal history and Compliance Agent Initial Certification Fee.

6 Manual Step - Process Application Fee

6.1 Click Button Payment Checkout Screen

6.2 Update Compliance Agent Initial Certification Fee - process the payment. See the Payment Processing cheat sheet for details about processing payments.

7 Manual Step - Upload Fingerprint Form

7.1 Click on Screen in the Tree Compliance Agent Certification Application
7.2 Choose item from menu Fingerprint Forms / Uploaded Document
7.3 Upload Document Link - Click the Upload button and select the path to the fingerprint form. Click Save in the menu to complete the upload.

8 Manual Step - Data Entry. Enter Application Requirements

8.1 Click on Screen in the Tree 12E Compliance Agent Training Entry Level Task
8.2 Update Status - Verify 12E Compliance Agent Training Entry level is met. If confirmed set status to Complete.
8.3 Click on Screen in the Tree Age Requirement Task
8.4 Update Status - Verify the applicant age requirement is met. If so set status to Complete.
8.5 Click on Screen in the Tree Fingerprint Card Task
8.6 Update Status - Verify the Fingerprint Card has been submitted. If so set status to Complete.
8.7 Click on Screen in the Tree Work Experience
8.8 Update Status - Verify that work experience meets application requirements. If so set status to Complete.
8.9 Click on Screen in the Tree Criminal History
8.10 Update Law Enforcement - Update all of the criminal history information that applies and click Save.
8.11 Click on Screen in the Tree Criminal History Task
8.12 Update Status - Verify that criminal history does not disqualify applicant. If so set status to Complete.

9 Decision Step - Application Approved?

9.1 If 948 Go To Step 10
9.2 If 945 Go To Step 12

10 Manual Step - Set Application Status to Denied

10.1 Click on Screen in the Tree Compliance Agent Certification Application
10.2 Update Status to Denied.
10.3 Click Save Button: Compliance Agent Certification Application

11 Manual Step - Application Denied. Send Application Denied Letter.

11.1 Click on Screen in the Tree Compliance Agent Certification Application
11.2 Choose item from menu Correspondence / Application Denied Letter
11.3 Send Standard Mail Application Denied Letter

12 Manual Step - Set Application Status to Approved.

12.1 Click on Screen in the Tree Compliance Agent Certification Application
12.2 Update Status to Approved.
12.3 Click Save Button: Compliance Agent Certification Application

13 Automated Step - License Appended to Record

13.1 The System Will On update to Approved append a License.Compliance Agent Certification

14 Manual Step - Application Complete. Send Letter and Issue License.

14.1 Note - Go to the Main tab to complete the following instructions.
14.2 Choose item from menu Report / Application Approval Notice-Compliance Agent
14.3 Choose item from menu Command / Mark Application Approval Notice-Compliance Agent as Printed
14.4 Choose item from menu Report / Individual Wall Certificate
14.5 Choose item from menu Command / Mark Individual Wall Certificate as Printed
14.6 Choose item from menu Report / Wallet Cards
14.7 Choose item from menu Command / Mark Wallet Card as Printed

Exceptions	
Item	**This is what happens when exception occurs**

The process is complete when:

- The status of the Application is set to Denied and the Application Denied Letter is sent, or
- The application is Approved and the approval letters and license cards are sent.

Supporting Document 18 – Risk Management Plan

Risk Management Methodology

GL Solutions uses a formal process to manage risk. We proactively identify and address them before they affect performance or quality. We have defined processes for reporting, confirming, evaluating, planning, executing, and tracking risks and issues. Our risk process builds on standard risk assessment systems, and is incorporated into the methods we use to route work through our teams. Standards such as risk probability, risk severity, and risk value are employed, as well as a documentation of common risks and mitigation steps.

Potential Project Risks

Typical risks for this type of project fall into the areas of scope, schedule, quality, budget and relationship.

Scope: The determination of scope can be handled in multiple ways. In a traditional procurement process, the scope can be understood to be defined by the specific language of the RFP and then further understood and agreed to within a formal specification and approval process. The risk is encountered when sufficient details are not included originally or at the appropriate time in the iterative specification process, and where the scope can grow beyond what was originally planned. Project meetings between GL Solutions and the Division will be conducted regularly to ensure that project requirements are not misinterpreted or misunderstood.

Schedule: Delays on either end can put the schedule at risk, whether during requirements gathering, specification, approval, development, network setup, hardware setup, testing, acceptance, or if there are scheduling conflicts such as renewal seasons, legislative sessions, board meetings, vacations, etc.

Quality: During the iterative process wherein we clearly define the need and the solution to meet the need, quality can be a risk. The quality of the input affects the quality of the output, and clear communication from both parties at critical points in the process ensures the outcome of a request is aligned with expectations, thereby resulting in quality. GL Solutions will perform exhaustive testing on every business process and core functionality during the various implementation stages. Data from the Division's legacy system will be converted, migrated and tested according to the methodology and steps provided in Data Conversion and Migration Plan.

Budget: Budget can be a risk anytime billable change orders are required, to achieve something beyond the original scope, or beyond approved specifications.

Relationship: In a project of this size and importance, the relationship is critical. We desire positive, productive, and enduring relationships with our clients where each side is able and willing to share any concerns, to work through issues, and to advocate for one another, to find the best solutions and most reasonable outcomes. We try to be sensitive to any relationship risks and hope our clients would be similarly inclined. Our training

overview, including information on our methodology and samples of training material, has been included in Supporting Document 16. A GL Solutions representative will be available 8am to 8pm Eastern Time Monday through Friday, with emergency issue support available 24 hours per day, 21 days per week.

Our GL Simple model helps to mitigate many of these risks itself. In GL Simple, we limit the scope of the free installation to initially deliver only the functionality to meet the needs met by the legacy system, giving a simpler and smaller definition of the project scope. In GL Simple, we typically deliver the initial system in five months or less, with a simpler process to define and design the system, reducing the schedule risk since implementing all the new functions is scheduled to happen after go-live. The quality concern is handled within GL Simple since we meet the initial needs and then expect enhancements to the system for the foreseeable future – the system will continue improving, so it's not a big deal if we and our clients only determine 95% of the "end-all" solution the first time through – we can request further enhancements to get the rest of the way, without seeking additional funding. The budget within GL Simple is set at a fixed monthly rate, so we have greatly reduced the chance of any surprises in this area, thereby reducing this risk. And the relationship can thrive since the initial installation is not the same marathon as in a traditional implementation, and we plan to work together for a long time to continue growing the systems to meet our clients' ever-changing needs.

Risk Management Process

GL Solutions uses a defined risk management process to manage risks by identifying and addressing them before they affect performance or quality.

Any GL Solutions client or employee who identifies a possible risk communicates the risk to the Agency Partner (AP) to validate, assesses, and handle or escalate the risk for documenting and mitigating if necessary. The APs are responsible for analyzing and tracking the identified risks and keeping the Client and the GL Solutions team apprised of the status of all risks.

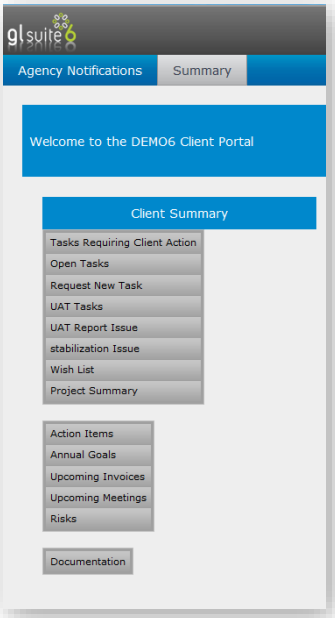
GL Solutions employs Risk Reports and a Risk Register to document and track risks. When a risk has been identified, reported, and logged, our APs create Risk tasks to document the risk and to employ an appropriate mitigation plan based on past documented experience, or based on management direction. Depending on the mitigation plan, the risk task or various other mitigation tasks are routed through our sophisticated project management software system, to be addressed by our various teams. Within each task, we keep careful record of the progress toward completion and any delays.

For each identified risk, the APs assign a risk value based on the severity of the risk's impact and the probability of the risk occurring. APs then prioritize risks according to risk value to ensure that focus is maintained on risks that are most critical. Weekly meetings with the Client Relationship Manager (CRM), who manages the APs, ensure progress on appropriate risks, and daily meetings between team managers allow the CRM to escalate and raise visibility throughout GL Solutions for any risks requiring discussion, coordination, or immediate focus.

Risk mitigation is an essential process, and GL Solutions has developed a system designed to attend to risks before they develop into problems.

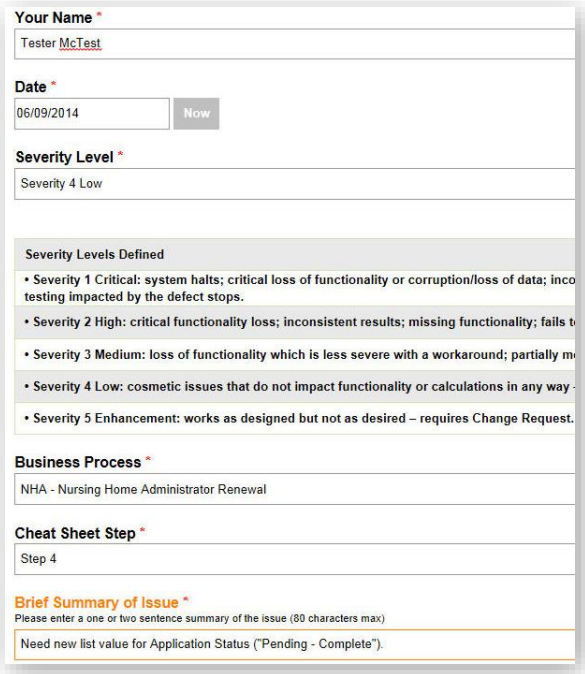
Supporting Document 19 – GL Portal

GL Solutions will support change management activities using our innovative GL Portal service, which provides a foundation for project communication and a framework for maintaining all documentation related to the project, including specifications, uses cases, our Administration Guide, information related to outstanding tasks that we are working on for the TA (for instance, defects, requested enhancements, new license types or business processes, etc.). Agency staff (with authorized security permissions) will be able to log in and have access to project documents, as well a list of tasks and their status (including task progress, expected delivery date, notes about the issue resolution or enhancement implementation, etc.).



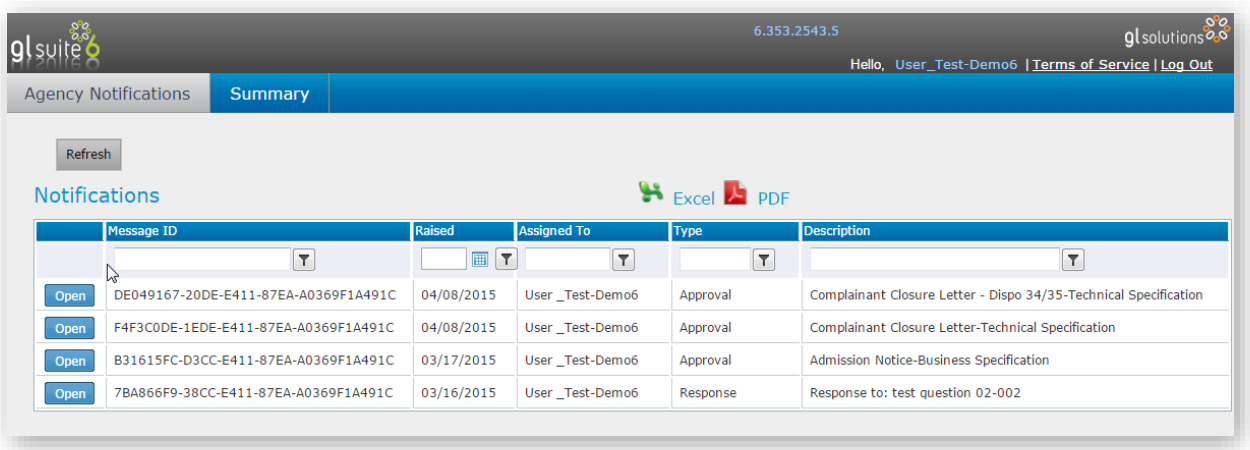
GL Portal helps provide agencies with a high-level look at the progress of all their ongoing tasks and projects. This dedicated approach to project management helps reduce overhead costs while keeping agencies informed on the status of the work we are performing for them (including expected delivery dates). GL Portal provides a way for staff to track and monitor the status/progress of individual defects reported or requested enhancements, to review specification documents or business process walkthroughs, or to report new issues as they come up.

GL Solutions' GL Portal service provides an efficient and effective tool for monitoring service delivery. GL Portal is more than a service evaluation device – it is an advanced communication tool that perpetually keeps the lines of dialogue open and encourages consistent interaction between client and software vendor.



GL Suite users will have access to GL Portal, where they can login and submit new issue reports, monitor the status of previously reported defects, and verify the resolution of completed items. The issue report form records the user's name, date the issue was found, and severity level of the issue (including guidelines and definitions to help the user determine the severity level). In addition, the report form will document a brief summary of the issue, a detailed account of the defect and how it was found (including references to user or entity records, location in the application or website, etc.), the user's expected result, any relevant screenshots, the business process where the issue was found and, if applicable, the training material(s) being utilized when the issue occurred.

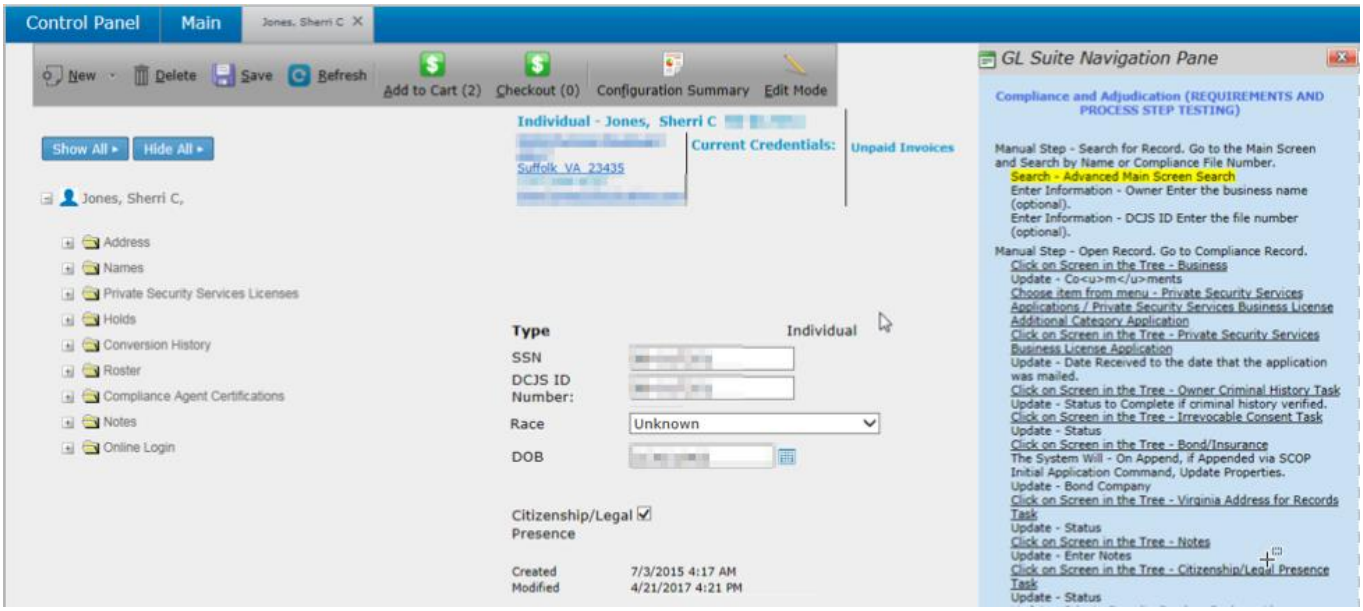
GL Portal helps GL Solutions to deliver a simple, easy software experience for agencies throughout the software implementation process and beyond, further strengthening the foundation for continuous improvement required to keep up with changing regulatory needs and rapidly-advancing technologies.



Supporting Document 20 – Process Guide

GL Suite can help staff navigate through a complex business process with ease through the use of the Process Guide. The Process Guide is custom tailored to each business process designed in GL Suite, and provides step by step instructions to complete a process from beginning to end. This eliminates any guesswork and helps maintain track of where your staff are in a process, so each requirement is met.

GL Suite's Process Guide is designed along with the process, so each step is accurate. The step your staff is currently on stays highlighted, making it easy to keep track of where you are. Each step indicates whether it requires manual interaction, or if it will be automated. Underlined steps will automatically navigate your staff to the screen they need with a simple click of the mouse. Clicking Save on a screen to save any changes will automatically go to the next step in the Process Guide. Some actions, such as creating an application on a licensee record, can even automatically be performed by simply clicking on the step.



Supporting Document 21 – Workflow Automation

Automation

Using GL Suite's Configuration Utility, your system can be configured to automate every step in agency processes from reviewing new applications, to license approvals, requirements tracking, generating notices, and managing and tracking complaints.

With GL Suite, processing license applications is efficient and highly automated. GL Suite tracks the overall application status, plus all related requirements, checklists, deadlines, fees, and so on using automated features. It also automatically prevents licenses from being issued until all requirements are met.

GL Suite's automation of all your business processes ensures that your workflow follows a consistent path and no detail falls through the cracks.

> ***"Once requirements are met, workflow actions are automatic: the 'CE requirement has not been met' message disappears; continuing Education Requirement is marked complete; the License automatically changes the status to Active; a License Card is ready to be printed."***
>
> -- Arkansas State Board of Public Accountancy

Increased Efficiency

One Screens

GL Suite eliminates the need for redundant data entry with its One Screen feature. One Screens enable users to enter large quantities of data on a single screen. When the user inputs information, GL Suite automatically populates the data into the correct locations in the database and displays it, as usual, in the User Interface's Navigation Tree.

This feature makes creating a record for a new individual simple and efficient. Without a One Screen, the user would be first required to create a record for the individual and then append separate name and address records. With a One Screen, the whole process is automated and enables users to enter all data in one place. GL Suite automatically creates a record for that individual from inputted information. One Screens can be created for any number of data-entry processes that regularly occupy licensing agency staff.

Batch/Triggered Actions

GL Suite allows for batch processing licenses, certificates, permits, form letters, notifications, and reports, all of which can be auto-filled with pertinent information. GL Suite also allows for batch upload of files to the system (for example, if your staff wants to scan and upload multiple license applications). It also allows for batch update of data.

GL Suite enables the scheduling, manual initiation, prioritization, and control of all batch processes. Any canned report or letter in your system can be printed or emailed in batches. Users can also create batches for printing or emailing based on user-defined parameters (e.g. data ranges, license statuses, application types, etc.). Before

printing or emailing them, generated batches can be reviewed and manually modified by authorized users. Batches can be generated manually or automatically and GL Suite can exclude notices, etc. from batch jobs based on any criteria you delineate (e.g. the previous submission of an application for review).

Dashboards

GL Suite also provides dashboards that will alert staff of deadlines and assigned tasks. Each staff member can have a dashboard that appears on his or her screen upon log in. Dashboards can be assigned to a user, position type, and/or group. Tasks can be color-coded to inform users instantly of their status (e.g. currently due, past due, no due date). Moreover, records, individuals, tasks, and cases listed in the dashboard are hyperlinked directly to the associated record. During the design process, GL Solutions will consult with your team to determine all of the dashboard functionality you desire.

Flexibility

GL Suite's Configuration utility enables your managers or administrators to quickly set up or modify all screens, menus, and business rules to reflect changes in your workflow. This flexibility ensures that your system continues to reflect your agencies workflow and to enhance your efficiency and effectiveness.

Supporting Document 22 – Sample Management Plan

GL Solutions provides here a Sample management plan – the template from which we will draft an agreement for management of the implementation, to establish shared expectations for how we will succeed together. Individual details within this Sample/template document which are in direct conflict with RFP requirements should be disregarded – the RFP, GL Solutions' response, and the resulting contract, will hold an established order of precedence over the management plan. The management plan will be written, iterated, adjusted, and agreed upon early in the implementation, to support previously established agreements.

Management Plan - Installation

Prepared for <Client>

Submitted by GL Solutions

Document Revisions

Version	Date	Revised By	Comments

Management Plan Contents

1.1. Purpose....249
1.2. Related Documents....249
1.3. Project Priorities....249
1.4. Project Participants....253
2. Project Lifecycle.... 254
2.1. Project Milestones....254
2.2. Project Initiation....255
2.3. Design....256
2.4 Development and Testing....264
2.5 User Acceptance Testing....265
2.6 Go Live....266
3. Data Conversion.... 269
3.1 Conversion Design....269
3.2 Conversion Development....270
3.3 Conversion Testing....270
3.4 Final Conversion....271
4. Project Management Methodology.... 271
4.1 Risk Management....272
4.2 Communication Management....273
4.3 Schedule Monitoring....275
4.4 Acceptance....275
4.5 Change Management....276
5. Glossary....278

Introduction

1.1. Purpose

<Client> and GL Solutions ("the parties") intend for this Management Plan to completely describe the software project methodology that will be used to implement a software system defined by the project requirements in the Goals and Scope Document. The project will be managed by the two documents, the Management Plan and the Goals and Scope document. Neither of these documents intends to break the contract, only to define the contract requirements. This plan identifies roles and allocates responsibilities among the parties.

The Management Plan includes:

- Project management activities
- Software training activities
- Software testing activities
- Software implementation activities
- Software deployment activities

1.2. Related Documents

The agreement between the parties consists of a set of contract documents. The Management Plan and the Goals and Scope Document are intended to help each party understand and agree on the meaning of the contract terms. As the project proceeds, the parties will develop and accept increasingly specific project documents that define contract performance requirements.

The Goals and Scope document further refines the contract's meaning related to software functionality requirements. The Management Plan further refines the way the parties will work together to complete the contract. When there are conflicts between the contract and the Management Plan or the contract and the Goals and Scope Document, the parties agree that the contract prevails. If there is ambiguity or if the Management Plan or Goals and Scope documents can be understood to be consistent with the contract, the parties intend for the terms of the Goals and Scope document and/or the Management Plan to prevail as the definition of performance under the contract.

The overall intent of this process is to memorialize the meaning of the contract, down to the smallest details, beginning with the Goals and Scope and Management Plan documents through design, development, and testing processes. If all requirements are properly elicited and processes followed, there should be no need to question whether a contract requirement has been fulfilled, because the parties made sure the contract was defined and fulfilled along the way.

1.3. Project Priorities

Software projects require balancing of schedule, functionality, quality, and cost to achieve the overall objectives of the project. This document describes the parties' prioritization of these factors for this project. The parties agree to the following project priorities in order of importance for the resolution of conflicts among the priorities: Schedule, Functionality, and Quality. The parties agree to make decisions about the implementation methodology that reflects this prioritization, knowing that tradeoffs must be made to accomplish the project.

1.3.1. Schedule

The project schedule estimates when the project will be ready for use by the agency in a production capacity ("Go-Live date"). The project schedule will be updated, as necessary, during the acceptance process for the initial project documents.

GL Solutions has developed an online portal (GL Portal) for clients to use to monitor project schedules, action items, risks, upcoming payment milestones, and issue tracking. The project schedule will be monitored online through GL Portal. GL Portal will allow the parties to see schedule changes immediately.

Project schedules are impacted by various factors and specific task dates may move during the implementation. Changes to the initial Go-Live date shall be accomplished through the automatic rescheduling of work required by GL Solutions as the project progresses in addition to the Change Management Process.

Critical project dates have fixed-dates of activity around which the project must be scheduled. The parties declare the following critical project dates:

Party	Event	Schedule Impact	Date(s)

The parties acknowledge that when either party misses a deadline, the project schedule, including the overall Go-Live date, will move. Because both parties have other, concurrent workplace activities, the length of delay caused by schedule slippage may not correlate to the length of delay. Both parties will make reasonable efforts to accommodate schedule slippage by the other party to accomplish the project with the least impact on the project duration.

The following activities drive the project schedule and require the project to be rescheduled when missed:

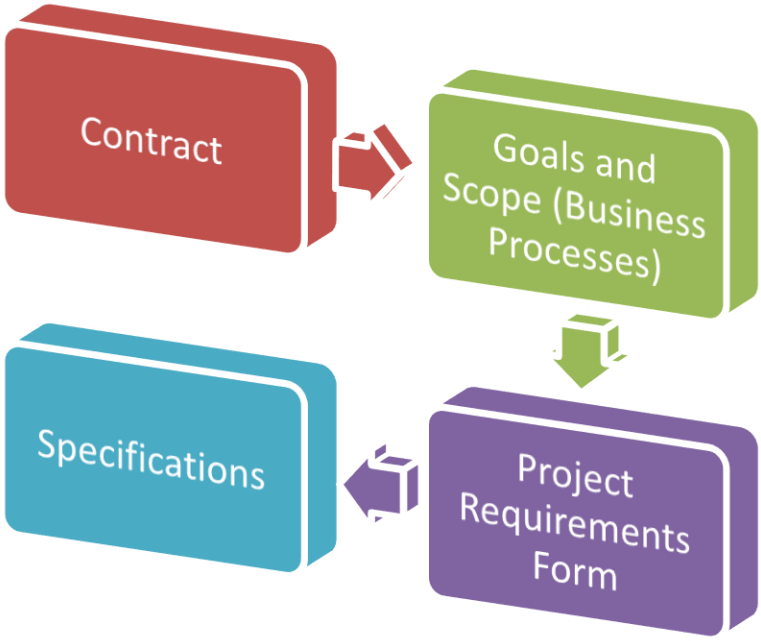
Party	Activity	Timeframe Days = Business days	Comments
Agency	Review and accept/reject specifications	5 days from the date delivered by GL Solutions	GL Solutions will return specifications 5 days after specifications are rejected by Agency.
Agency	Attendance of Subject Matter Expert (SME) at design review meetings	2 meetings twice per week until specifications have been accepted	Parties will agree to standard date/time for solutions analysis meetings. Parties agree to meet every _____, _____ and _____ for two hours from ____ to _____ throughout the Solutions Analysis process. GL Solutions will send an agenda of subject areas to be addressed and Agency will ensure that SMEs attend the meeting. GL Solutions will automatically reschedule the meeting along with the rest of the project, including the Go-Live date, as necessary, to accommodate missed meetings or lack of attendance by SMEs.
Agency	Respond to design questions	1 day follow question being asked by GL Solutions	
Agency	Provide output and interface Samples	1 day following the initial interview where the output or interface was identified	
Agency	User Acceptance Testing (UAT) testing complete and reporting of issues	25 days from start to finish; 2-4 hours a day is dedicated by end users to UAT	

		testing during the 25 day time frame
GL Solutions	Resolve severity 1 and 2 issues from reported UAT items	Prior to Go-Live
Agency	Test to confirm severity 1 and 2 issues are corrected	2 days from the date GL Solutions reports that the issue is resolved
Agency	Provide final data to GL Solutions	2 days prior to Go-Live

*Note – reference to days in this document assume Business Days.

1.3.2. Functionality

Functionality is defined in the Goals and Scope document. The Goals and Scope document identifies the areas of functionality to be designed and specified. The Project Requirements Forms (PRF) are created from the Goals and Scope document, and then the specifications are created, using the PRF and the Goals and Scope. Once accepted by the Agency, the specification documents become the sole definition of the project functionality. The parties agree that the specifications define the acceptable functionality of the software. Changes to accepted specifications shall be accomplished exclusively through the change management process.



1.3.3. Quality

The everyday understanding of quality typically means that the software functions in a way that allows the Agency to operate. That definition of quality does not apply to a software project. In a software project, quality means that the software performs as specified. More than half of all effort in a software project is consumed creating mutually understood and accepted specifications which define what quality means exactly. GL Solutions' software implementation and project management methodology are designed to derive quality from the contract requirements, and then to reduce those requirements to ever more specific requirements until the level of specificity can be implemented as instructions (configuration settings) to a computer application.

For this reason, project quality begins with a generalized project goal as defined by the contract. If the contract is incomplete, poor quality will result because the contract did not procure software with the functionality necessary to allow the agency to operate. Because the functional requirements in the contract are subject to many interpretations and understandings, more detailed business specifications must be written to comprehensively understand what the contract intended. These business specifications are intended to entirely describe the contract requirements in detail. If the business specifications are incomplete, inaccurate, or conflict with the contract, poor quality will result because GL Solutions will rely on those details to describe the general contract. Business specifications are still too general to enable developers to build software or test to determine whether or not software functions properly. So, technical specifications are created to define quality at a quasi-technical level of detail that may be developed and tested. The technical specifications are intended to entirely describe the business requirements at a detailed level. If the technical requirement captures the business requirements and the business requirements capture the contract, the software will meet the contract when the technical requirements are met. The Agency, project staff, developers, and testers will all rely upon these technical requirements as the most comprehensive and definitive definition of quality. While Agency employees may have an idea or unspoken expectation of quality, these expectations must be reduced to a written and testable form – namely accepted technical specifications. So, in this project, GL Solutions and the Agency define quality as software that functions according to accepted technical specifications.

Very often, software users are unprepared to describe the contract requirements, business requirements, or the functional requirements of the software. Contract requirements almost always incompletely describe the actual business needs of the Agency. Many Agencies lack a detailed understanding of how work flows within the Agency. The business specifications will very likely reflect some incomplete or incorrect understanding of workflow within an Agency. Furthermore, Agency employees lack experience and skills necessary to ensure that technical specifications describe the business requirements. This deficit is compounded by the fact that such specifications can include thousands of pages of detailed descriptions being reviewed by employees with other demanding work commitments. All of these factors may result in a final accepted specification of quality which does not correspond to the Agency's actual business needs.

GL Solutions attempts to mitigate these problems in a number of ways including utilizing best practices and lessons learned from other similar agencies, establishing quality control checkpoints for specification writing processes, demonstrating software prototypes, and writing specifications as clearly as possible. Even so, discrepancies will occur and change requests may follow.

Even if Agency needs could be perfectly reduced to an accepted technical specifications, Agencies and software firms face challenges actually testing the software to confirm the functionality. The average GL Suite installation includes more than 500 screens, thousands of fields, and tens of thousands of business rules and security settings. At times, rules may conflict with one another. Some defects emerge only with unusual combinations of data. Technical specifications may be misinterpreted even when highly detailed. Confirming that the software functions exactly in accordance with functional specifications is almost impossible.

For all of these reasons, acceptable project quality should maximize the ability of the Agency to operate, in the shortest time possible, with an optimal level of effort. The level of effort necessary by the Agency and GL Solutions to identify all defects exceeds the value of a defect free system to the agency. The UAT exit criteria define this blend of factors determining acceptable quality. The UAT exit criteria are intended to allow the system to Go-Live even when some functional variation

exists between the software and accepted technical specifications. Systems successfully Go-Live with functional specifications that do not entirely meet the needs of the Agency. Knowing the inevitability of software outcomes, GL Solutions has created GL Suite with frequent incremental changes in mind, so that users could create and enhance the system easily, even after Go-Live and having experienced the software. Hands-on experience and incremental correction is the most efficient and effective means of producing the level of software quality the Agency actually needs.

The parties agree that the UAT exit criteria, as defined in the UAT plan, shall constitute an acceptable level of quality to meet the requirements of this contract. Changes to the acceptable level of quality shall be accomplished exclusively through the change management process.

1.4. Project Participants

During the project, the following roles will be responsible for project execution:

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	CEO	• Resolve contract disagreements • Resolve conflicts • Approve risk mitigation plans
GL Solutions	Project Manager	• Listen and respond to project topics as primary project management contact for GL Solutions • Manage scope, schedule, risk, and billing change processes • Manage change management process • Review and communicate schedule and upcoming events • Prepare, facilitate, and memorialize status meetings • Resolve conflicts • Escalate issues • Identify project risks • Provide all necessary training
GL Solutions	Agency Partner	• Assist during UAT • Transition to Account Management owner during Stabilization
Agency	Executive Director	• Create a positive project culture and agency-wide support for a successful implementation • Resolve contract disagreements • Resolve conflict
Agency	Project Manager	• Resolve conflict • Attend project status meetings • Provide project leadership
Agency	Business Analyst	• Compile all required supporting materials including Samples of reports, correspondence, and forms
Agency	Subject Matter Experts	• Describe business processes and requirements • Provide Design Approval • Provide Specification Acceptance
Agency	IT	• Produce legacy system data

GL Solutions meticulously plans resources in scheduling implementation, but does not assign any individuals in-full to any projects. Instead, teams of employees with specific expertise are utilized to ensure that bottlenecks are avoided as the work on many concurrent projects progresses.

2. Project Lifecycle

This section of the Management Plan outlines the installation processes required for GL Solutions to implement all project functionality and related services to fulfill the installation requirements, in accordance with the Goals and Scope document. The project will follow GL Solutions' defined project management methodology. By consistently following processes in this and other projects, GL Solutions promotes project efficiency and success among many clients.

2.1. Project Milestones

Project Initiation

- Initiation Meeting
- Project Analysis
- Goals and Scope document
- Management Plan

Design

- Business Process Design
    - Requirements Gathering
    - Design
    - Design Review
    - Design Approval
- Security
- Report, Correspondence, and Subform Designs
- External Interfaces and Customized Functionality Design (if included)
- Public Website Design

Development and Testing

- Configure Rules
- Develop Custom Functionality
- Unit Testing
- System Testing
- Public Websites
    - Development
    - Unit and System Testing
    - User Acceptance Testing

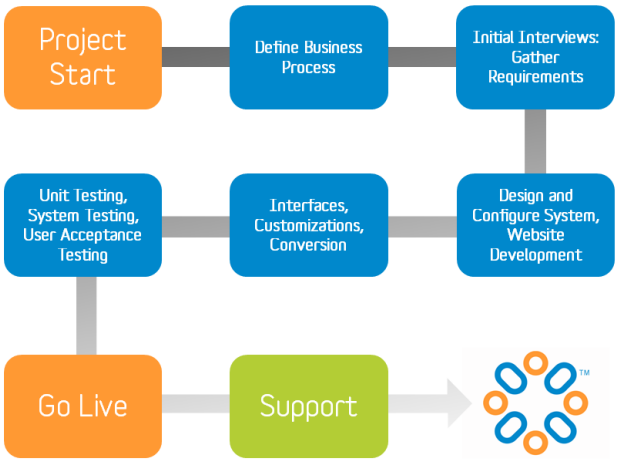
Data Conversion

- Conversion Design
- Conversion Development
- Conversion Testing

User Acceptance Testing

Go-Live

- Final Conversion
- Migrate to Production
- Environment Readiness
- Training



2.2. Project Initiation

Project initiation is intended to identify how the software will be implemented. This phase ensures all parties are in agreement on the methodology and all other areas of the software implementation. Project initiation is the first milestone in the project lifecycle.

2.2.1. Initiation Meeting

The Initiation Meeting includes an introduction of the project team, the project overview, the roles and responsibilities, the top 5 goals for the project, and any next steps. GL Solutions will dedicate a Project Manager to the life of the implementation. Additionally, GL Solutions will assign business analysis, development, configuration, and testing team resources as needed. <Client> will dedicate a primary contact for the project that will be expected to make decisions for the project. <Client> will also assign appropriate SME's for business requirements gathering, design approval, and specification acceptance. Any change in dedicated resources will be communicated between GL Solutions and <Client> in writing.

2.2.2. Project Analysis

Project Analysis includes pre-implementation project activities such as the business process definition interview and creating a project scope of work that will be incorporated into the Goals and Scope document. Products of this process include:

- Breakdown of work in project steps
- Basis for the Goals and Scope document

2.2.3. Goals and Scope Document

The Goals and Scope document will identify a comprehensive list of business processes to be configured as a part of the statement of work necessary to meet the requirements of the project and any other items agreed to within the Goals and Scope document. GL Solutions may subdivide the high level processes into discrete business processes that align with GL

Solutions' software application use and configuration methodology. These business processes may be adjusted if GL Solutions determines certain processes need to be condensed and/or separated.

Software projects require clear, mutually understood objectives in order to produce the expected outcome. The contract, Goals and Scope document, and specifications are created to refine all objectives. Each subsequent document relies on the accuracy of predecessors. The documents are intended to replace the need for reference to predecessor documents. This allows for the parties to be sure that all deliverables are included along the way. Without this progressive refinement of requirements, scope, quality, and timeliness of the project will be lost as the parties struggle to understand vague functional requirements in the contract at the end of the project.

2.2.4. Management Plan

The Management Plan documents how the parties will work together. It will be used as the working foundation for the partnership. The Management Plan documents the necessary implementation steps to achieve these goals. It defines the roles and responsibilities for both the Agency and GL Solutions, sets clear expectations for all work to be done on both sides of the partnership, and provides a functional framework for the relationship moving forward. It includes an outline for how the project will be analyzed, designed, configured, integrated, tested, accepted, and deployed. The Management Plan will identify the initial schedule for the project broken down by work area.

2.3. Design

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Technical Analyst	• Identify and confirm requirements traceability • Identify project business processes and high-level deliverables • Process scope, schedule, risk and billing changes
GL Solutions	Business Analyst	• Gather business requirements • Create business and technical specifications • Configure screens, specify business rules
GL Solutions	Development Team	• Develop all customized functionality such as interfaces and websites • Convert legacy data to GL Suite
GL Solutions	Configuration Specialist Team	• Configure all customized functionality such as business rules • Develop report, correspondence and other outputs
GL Solutions	Quality Assurance Team	• Analyze client reported UAT and stabilization defects, then classify issue severity in accordance with the agreed upon definitions •
Agency	Business Analyst	• Compile all required supporting materials including Samples of reports, correspondence and forms • Attend project status meetings
Agency	Subject Matter Experts	• Describe business processes and requirements • Provide Design Approval • Provide Specification Acceptance
Agency	IT	• Produce legacy system data

2.3.1. Business Process Design

GL Solutions organizes work by business process projects defined in the Goals and Scope document. For every business process identified, GL Solutions will conduct sessions with the Agency in order to understand the software requirements and demonstrate the functional design, produce design documents describing the design of the GL Suite application, and submit the design specifications for <client> approval.

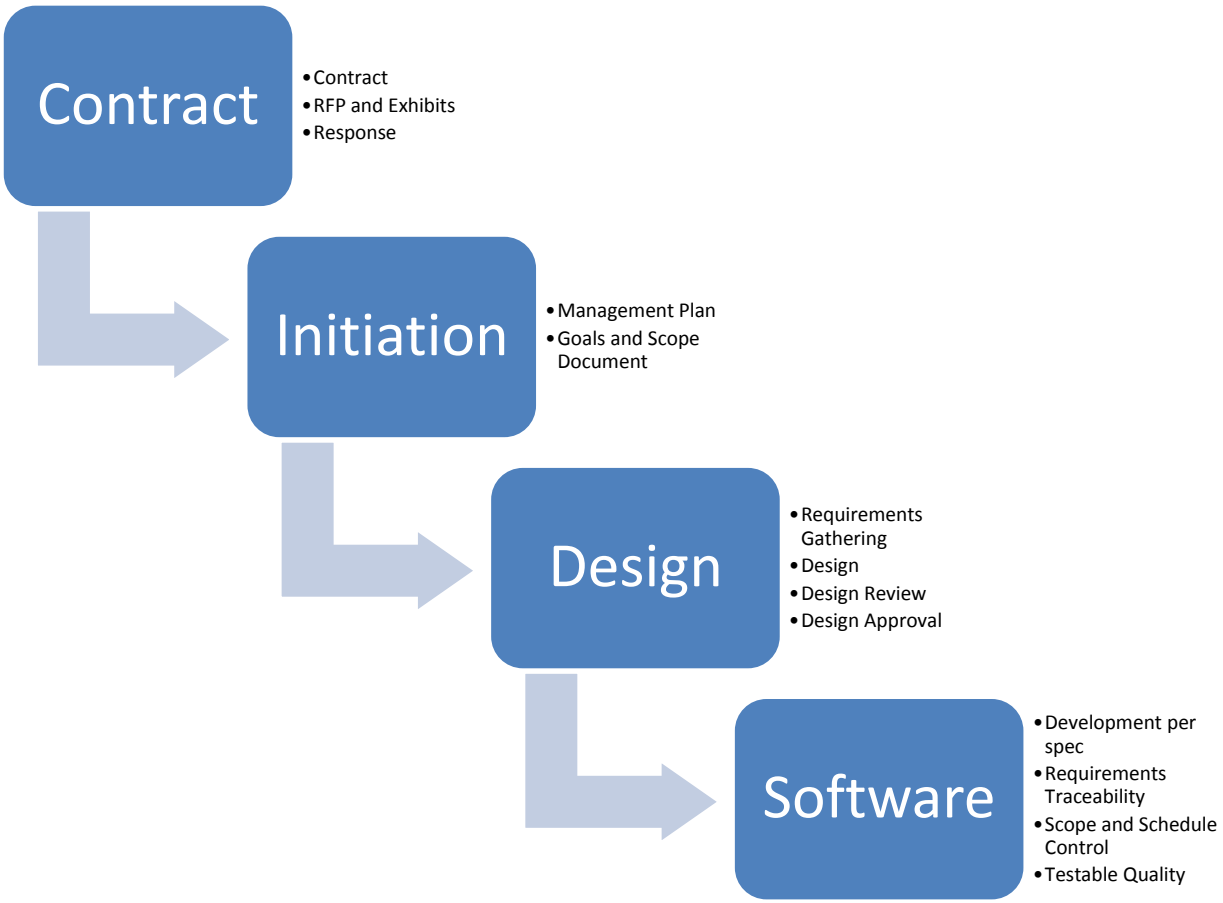
The design process is repeated for each identified business process corresponding to the following general steps:

- Requirements Gathering
- Design
- Design Review
- Design Approval

Key factors that determine the success of the business process design process are as follows:

- Parties communicate openly and promptly whenever new information is identified, recognized as missing or necessary in order for the specification process to proceed.
- Agency provides a timely response to GL Solutions' requests for information or artifact/Samples
- Agency alerts GL Solutions in writing to all missing fields, rules, and other functional requirements in response to GL Solutions' request for Design Approval
- GL Solutions promptly and accurately corrects missing or defective functionality
- GL Solutions and Agency stakeholders ensure that each business process meets and is limited to applicable requirements traceability items from the Goals and Scope document

In order to facilitate an efficient review of a specification, the Agency agrees to report all specification defects in writing following the first review of the specification document. Defects which could have been discovered, but were not raised in the first review, will not be considered defects by the Agency or GL Solutions. Without a careful first review, specification iterations cause project schedules to slip dramatically.



2.3.2. Requirements Gathering

Requirements Gathering is the initial step of the Design process and is used to gather the information necessary for GL Solutions' staff to understand Agency operations, terminology, and software application requirements. Through this process, GL Solutions' Business Analysts obtain the information necessary in order to design a process that will meet the requirements identified in the Goals and Scope document.

Requirements Gathering begins with the completion of a business process questionnaire designed specifically for the type of business process to gather information about the Agency's business process requirements. The questionnaire also includes a section listing all of the requirements for the current business process, and any questions the Business Analyst may have to clarify any requirements. The questionnaire may be provided for the Agency to complete in advance of a requirements gathering meeting, or may be used exclusively by GL Solutions' staff to identify areas of uncertainty in order to focus any specific discussion. During the requirements gathering meeting, which typically lasts approximately 90 minutes, GL Solutions' staff will obtain any additional clarification that is necessary for the design. GL Solutions typically performs all requirements gathering meetings onsite with a client at the beginning of a project.

Additionally, during the Requirements Gathering meeting, the Business Analyst will facilitate a review of the Agency's legacy software screens currently used by the Agency to execute the process. The Agency is required to show GL Solutions all activity included in the process along with all data collected to complete the business process, which enables GL Solutions to identify existing functionality and detailed data requirements, including data fields. The session is recorded so that that the Business Analyst may subsequently refer back as necessary while completing the design. GL Solutions does not necessarily intend to

recreate an Agency's legacy software. Reviewing the legacy screens merely helps the Business Analyst to understand the current needs so that nothing gets overlooked.

During the Requirements Gathering phase of the project, the <Client> Team will provide information and documents that describe the project, including the following material:

- Listing of application and licensing requirements by license type
- Copies of existing/required letters, reports, and forms (need to be in electronic format and identified with a specific business process). These Samples need to be sent to the Business Analyst no later than a day after the initial interview for the project, otherwise the project may require rescheduling
- Samples of existing external interface file format (electronic format)
- Listing of user groups and/or audiences with permissions or responsibilities for each business process

If preliminary information or document Samples are readily available, the <Client> Team will provide those to the Business Analyst.

2.3.3. Design

Design for the business process begins when Requirements Gathering has completed. Using the information obtained, GL Solutions Business Analysts will configure the GL Suite application functionality to 1) meet the requirements of the business process as defined by the accepted Requirements Traceability in the Goals and Scope document, and 2) utilize and conform to GL Solutions' COTS solution architecture and established best practices.

2.3.3.1. Business Process Requirements

The design of the system is directed and constrained by the accepted Requirements Traceability items in the Goals and Scope document. GL Solutions' Business Analysts conform to these documented requirements in the design to ensure that the functionality of the system accounts for each of, but no more than, the written requirements. This ensures a strict adherence to the scope of the project.

2.3.3.2. Adherence to COTS Solution Architecture and Best Practices

As a Commercial Off-The-Shelf (COTS) product, the GL Suite software is differentiated from custom software in that it provides for a wide range of functionality due to its design as a highly-configurable enterprise software product, and does not require customization to the software application itself. Therefore, the design of the application will reflect many of the standard elements of a COTS product, including screen colors, layout, and menu navigation. This will be especially apparent when migrating from much more iteratively-developed, problematic, costly, and error-prone custom software applications, where usually every element is needed to be designed and built.

Additionally, applying best practices is tantamount in the success of all software designs. GL Solutions has gained extensive experience that is compiled in a growing and improving catalog of best practices. GL Solutions continually refines and employs these best practices to create a stable and robust system. Additionally, Business Analysts at GL Solutions' apply these standards consistently in the design of every business process. Adherence to these standards by the Business Analysts is required in order to produce a supportable, well-designed system.

2.3.3.3. Process

GL Solutions' Business Analyst(s) will begin the business process design by creating a business process diagram that documents the specific workflow of the <Client> business process. Based on a documented best practice from GL Solutions' library, this workflow diagram provides a detailed overview of how the manual operations of staff, specific outputs of the system and automated functions of the GL Suite application will perform the business process.

Using the GL Suite configuration application, the Business Analyst(s) will design the system by configuring screens, fields, relationships, and security; identifying and producing documented automation (business rules); and creating a technical specification (also known as the Self-Documenting Specification "SDS"). Additionally, the Business Analyst(s) will create a business process diagram, which further documents detailed field and business rule requirements as well as all security requirements.

Work to be done by GL Solutions for each business process during the Design phase includes:

- Technical specification (Self-Documenting Specification)
- Technical process diagram
- Process Guides – a one or two page step-by-step walkthrough of how to use GL Suite to complete the business process
- Final screen configuration including related data field definitions
- Final configuration of security groups, screen and field based security settings for add, delete, and update permissions
- Final configured menu and tree navigation elements
- Detailed specification of business rules and data validation requirements
- Detailed specification for user interface customizations
- Identification and menu placeholders for reports, correspondence, external interfaces, and custom developed user interfaces

During the Design phase, it may be necessary and most expedient for a Business Analyst to work directly with <Client> staff as questions arise. As such, <Client> staff may expect to be asked to respond to various requests throughout the design of the business process, including:

- Business level definitions for each issue requiring specification during the phase
- Assisting in the identification of detailed functional requirements and custom developed user interfaces
- Assisting in the design and specification detailed functional requirements for custom developed user interfaces

2.3.4. Design Review

Once the Design has been completed, GL Solutions' Business Analysts will meet with the <Client> team in order to review the business process flow and project requirements form interactively, typically utilizing teleconferencing (such as GoToMeeting) and shared screens. This Design Review meeting primarily supports the ability for the <Client> team to offer feedback during the Design Approval activity. As the design is reviewed, limited design feedback and correction may also occur where the design fails to meet the project requirements or requirements traceability.

The typical Design Review meeting lasts for ninety minutes and occurs once for each business process. GL Solutions may choose to hold a single design review meeting for multiple, similar business processes. The meeting can be waived if requested by the client or if there are no substantive differences between the business process and another business process already approved by <Client>. At the discretion of the GL Solutions' Business Analyst(s), additional meetings might be deemed necessary and may be scheduled, though the review can be accomplished during the expected time in nearly all circumstances.

<Client> attendance and participation in the meeting is essential. The Business Analyst will facilitate the demonstration of the design during the meeting to the designated <Client> SME and client contact responsible for Design Approvals (if not the SME). Occasionally, GL Solutions or <Client> project management staff may also attend, as necessary, in order to help facilitate a meeting.

The Business Analyst will invite the appropriate <Client> stakeholders a minimum of 24 hours in advance of the meeting, and will provide copies of the agenda and the business process diagram. Prior to the meeting, <Client> team will review the material to become familiar with the general design in accordance with the project requirements as stated in the Goals and Scope document, Project Requirements Form, and Requirements Traceability.

The scope of the meeting is limited to a structured review of the business process diagram created by the Business Analyst for the business process(es) listed on the agenda, and a review of how every project requirement in the Requirements Traceability table is met by the design. During the meeting, the <Client> team should note exceptions when the flow does not address a specific, written project requirement as stated in the Project Requirements Form and Requirements Traceability, or will not enable the agency to execute the process because of a workflow design error in the business process diagram. This feedback must be received in writing to ensure the requested design updates are incorporated in the design documents.

Additionally, the limited time of the meeting requires that the structure of the meeting be adhered to. Discussion of topics not germane to the design review will make it unlikely that the design will be reviewed in full, but will still result in submission to <Client> team of design documents for formal Design Approval.

In the meeting, the Business Analyst will begin the Design Review by reviewing each step of the workflow diagram. Any output (report, letter, etc.) included in the diagram will be emphasized, along with other additional manual or automated steps.

2.3.5. Design Approval

During the Design Review, the Business Analyst may have taken notes regarding updates necessary for the Design. Any changes deemed necessary will be made in order to finalize the Design for Design Approval by the <Client> team. Once the Design is finalized, the Design documents including the workflow diagram, process guide, technical specification, Project Requirements Form (PRF), and a Design Approval Response Form (DARF) will be uploaded to GL Portal and Design Approval requested from the <Client> team.

The client will have 48 hours in which to reject the entire Design Approval Response Form submission if egregious omissions or errors exist in the design documentation such that a review would not be possible. Reasons to reject an entire design submission are limited to the following:

1. One or more of the design documents has required sections that have been left blank, or template text that has not been updated for the current design.

2. The Project Requirements Form (PRF) submitted for approval does not have its Requirements Traceability matrix filled out, or it is incomplete.

3. The design contains fundamental issues that will not allow for review of the design documents. Allowable reasons for this are:

   3a. More than 50% of the Business Process Visio is incomplete or in error.

   Note: This does NOT include updates to the text within Visio shapes, or Visio shapes that define manual steps for Agency Staff.

   3b. Four or more consecutive GL Suite process steps are missing on the Business Process Visio.

In order to reject the entire design approval submission, please call the Agency Partner.

From the date that the Design Approval has been requested, <Client> will have the number of days specified in the contract in order to review the workflow diagram, process guide, technical specification and updated Project Requirements Form

(PRF), and to either Approve or Reject the Design using the accompanying Design Approval Response Form (DARF). The response form requires the client team to submit the following information:

- The status of the Design Approval – approved or rejected
- The specific area of the rejected design document to which each deficiency relates
- The Project Requirements Form (PRF) contract requirement number to which each deficiency applies
- A description of each deficiency found to be in contrast to the requirement
- A description of the action requested to resolve each deficiency

Any and all deficiencies are required to be included, in writing, within the first response cycle by <Client>. On any subsequent Design Approval cycle, any previously-unreported deficiencies may not be raised. Failure to respond to the request for Design Approval within the required response timeline will result in an automatic approval of the Design, and no further action will be taken by GL Solutions.

If the Design is received within the required timeframe and rejected by the <Client> team, the Business Analyst will review each conforming contract deficiency stated in the Design Approval Response Form and correct the design to meet the stated contract requirement. Within the timeframe allowed in the contract, the Business Analyst will note the changes made to the Design in response to each contract deficiency documented by <Client>, resubmit the Design documents to GL Portal and again request Design Approval. Again, the <Client> team will respond to the Design Approval in writing within the contractual timelines, approving or rejecting the Design and, if necessary, providing any additional feedback to clarify the reason for rejection of the resolution of any previously-reported deficiency. The cycle repeats until the Design is approved.

Once approval is received, no further changes to the design will be accepted within the scope of the project.

Caution! Acceptance of specifications means acceptance "as is" -- that is, as documented in the specification at the time of acceptance. The agency should never accept specifications based on assurances a specification will be updated or provide "conditional acceptance" – which will likely result in the omission of the requirement. Written specifications should be 100% correct when accepted.

Upon approval of each detailed functional specification for each business process, GL Solutions will send the specification(s) to the Development team.

2.3.6. Design Changes

When completing the DARF, the agency will likely uncover a number of problems with the specification. Most agencies find that every review of the design documents uncovers some number of additional defects or enhancements. During the Design Approval process, the client may enter requested enhancements on the Design Enhancements tab of the DARF. For items reported on the Design Defects tab (of the Design Approval Response Form) that do not meet the Definition of a Defect, GL Solutions will move those items to Design Enhancements tab. GL Solutions will categorize on the DARF the following types of enhancements noted by an agency:

- **Not Accepted** – GL Solutions will reject a defect noted by the Agency if the request would prevent the application from functioning correctly or the agency's issue is unclear.
- **No Cost Change Request** – GL Solutions will allow certain, small look-and-feel changes without charge such as label text, field order, security, etc.
- **Acceptance Process Change Request** – Issues that are functionally within the scope of the contract, but were not reported during the first round of defect reporting by the agency on the DARF. These items will be provided as a change request to the Design approval process which required a single and complete defect reporting instance.
- **Requirement Change Request** – Issues that are not within the functional requirements of the contract. These items require a change request to modify the scope of work, PRF, design documents and to provide the new or modified functionality.

All change items segregated during the design approval process require a change request. These changes are typically incorporated into the design immediately following the first acceptance of the design document.

2.3.7. Security

Security in the GL Suite application assigns the level of activity each role can have for the system. GL Solutions configures security during the design of business processes, including all security groups. The Business Analyst will create the security groups and the staff in GL Suite. Staff members will be associated to a security group. The security is then applied by group, for each business process during the design. The agency must review the specifications and walkthroughs from each security group perspective. When the agency approves the design of SDS, the agency is giving final approval to security too.

2.3.8. Report, Correspondence and Subform Designs

Reports, Correspondences, and Subforms are included in each business process phase of the project. The goal of the output design is twofold:

2.3.8.1. Inputs

1) Produce business specifications for <Client> outputs that immediately and intuitively communicate the look and feel of the report/letter/interface screen/custom subform/etc.
2) Produce technical specifications for internal use by GL Solutions. While technical specifications will not require Client approval, the specifications will be used by GL Solutions' Operations Department to develop and maintain the requested outputs. These specifications contain all the technical details necessary for the Development team to create the outputs based on the specification standards communicated by the <Client> Team.

In order to facilitate the creation of both the business and technical specification documents, the <Client> Team scope of work for each report, correspondence, and sub-form during the Business Process phase includes the following:

- Final versions of each report and correspondence required by the business process with descriptions of the information merged into the output

2.3.8.2. Outputs

1) Signed approved technical specification

2.3.9. External Interfaces

GL Solutions will specify and develop the functionality for GL Suite to move data between a third party and the Agency. GL Solutions will produce a technical specification for each interface that includes:

- Interface flow
- Functional requirements
- Data Mapping

In order to facilitate the creation of both the Business Specification and Technical Specification documents, the <Client> Team scope of work for each business process during the External Interfaces phase includes the following:

- Final External Interface Samples with schema or data definition descriptions
- Final versions of each report and correspondence required by the interface with descriptions of the information merged into the output
- Provide access to technical resources

2.3.10. Public Website Design

GL Solutions will specify and develop the website functionalities required per the contract and the Goals and Scope document. GL Solutions shall produce the following design documents and submit those documents to the State for acceptance:

- Website web flow for each site
- Website style sheet
- Page mockup and specification including fields and business logic

2.4 Development and Testing

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Agency Partner	• Assist during UAT • Transition to Account Management owner during Stabilization
GL Solutions	Business Analyst Varies	• Gather business requirements • Create business and technical specifications • Configure screens, specify business rules
GL Solutions	Development Team	• Develop all customized functionality such as interfaces and websites • Convert legacy data to GL Suite
GL Solutions	Configuration Specialist Team	• Configure all customized functionality such as business rules • Develop report, correspondence and other outputs
GL Solutions	Quality Assurance Team	• Analyze client reported UAT and stabilization defects and classify issue severity in accordance with the agreed upon specifications • Complete internal Unit and System Testing
Agency	Business Analyst	• Compile all required supporting materials including Samples of reports, correspondence and forms • Attend project status meetings
Agency	Subject Matter Experts	• Describe business processes and requirements • Provide Design Approval • Provide Specification Acceptance
Agency	IT	• Produce legacy system data • Be available during Go-Live

2.4.1 Configure Rules

After approval of the design, GL Solutions will complete the configuration and development of the system. This includes any business rules, commands, reports, correspondences, etc. described in the detailed functional specifications. This work is completed according to the accepted specification. Development and configuration is performed in the DEV environment.

2.4.2 Unit Testing

GL Solutions conducts Unit Testing to determine whether developed or configured functionality performs according to specification. GL Solutions testers use the accepted specifications to verify that the developed functionality meets the specified client requirements. Unit testing occurs as system functionality is designed and developed. Unit testing is

performed by GL Solutions in the SYS environment to ensure that system functionality is developed to meet the approved specifications.

Integration testing is a form of unit testing to ensure that all inputs and outputs to the client and third-party systems are in place and functioning according to business process design specifications.

2.4.3 System Testing

GL Solutions conducts system testing to validate that developed functionality meets the expected outcomes documented by the accepted project specification(s). System testing occurs in the UAT environment. It is highly recommended the client participates in a business process system test. This consists of the user or a member of the Agency's Project Team walking through the process in GL Suite according to the provided process guide.

GL Solutions and client technical staff conduct specific integration and batch Job Testing to confirm that developed or configured software properly interfaces with other systems. Some testing may be conducted by GL Solutions submission of XML or text file exports to <Client> IT staff. <Client> IT staff will test the exports in a testing environment and report defects to GL Solutions. All testing will compare development to the accepted specifications to verify that integration and batch process development meet specified client requirements.

It is highly recommended the client participates in a business process system test. This consists of the user or a member of the Agency Project Team walk through the process in GL Suite according to the approved process guide.

Completion of system testing is one of the primary prerequisites for beginning User Acceptance Testing.

2.4.4 Public Websites

The websites will be developed according to the accepted specification from the design process and, ideally, this functionality will be developed after the back office system is tested and no further changes are to be made. Websites may be completed outside the UAT and Deployment of the back office. Each project will include:

- Development
- Unit and System Testing
- User Acceptance Testing
- Stabilization

2.5 User Acceptance Testing

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Project Manager	• Listen and respond to project topics as primary project management contact for GL Solutions • Manage scope, schedule, risk and billing change processes • Manage change management process • Review and communicate schedule and upcoming events • Prepare, facilitate, and memorialize status meetings • Resolve conflicts • Escalate issues • Identify project risks • Provide all necessary training

GL Solutions	Agency Partner	• Assist during UAT • Transition to Account Management owner during Stabilization
GL Solutions	Quality Assurance Team	• Analyze client reported UAT and stabilization defects • Classify issue severity in accordance with the agreed upon definitions
Agency	Project Manager	• Resolve conflict • Attend project status meetings • Provide project leadership
Agency	Subject Matter Experts	• Describe business processes and requirements • Provide Design Approval • Provide Specification Acceptance

User Acceptance Testing (UAT) is a narrowly-defined testing process conducted primarily by identified client users as part of the final implementation steps and at the conclusion of all previously noted testing phases.

Client testing of business process functionality is very important to the success of the project to ensure client can perform all aspects of the job. Successful agency testing of a business process means that the agency can work through the business process using the approved process guide. Additionally, the Agency can help ensure a successful UAT by understanding and meeting these expectations:

- <Client> performs UAT according to the UAT Plan which is a separate document to be accepted at the beginning of the project
- <Client> tests using converted (real) data, not test data, to ensure accuracy of the converted data and system functionality
- <Client> tests the system by business process

It is expected the processes will be tested, defects reported and resolved, and the business process user testing closed in order to meet the overall project schedule. Once all processes are tested in that manner and the P1 and P2 defects are resolved the project will exit UAT. See the project-specific UAT Plan for Exit Criteria.

Upon successful completion of UAT, the system will be ready for final rollout to the production environment, provided that required project activities are completed.

2.6 Go Live

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Project Manager	• Listen and respond to project topics as primary project management contact for GL Solutions • Manage scope, schedule, risk and billing change processes • Manage change management process • Review and communicate schedule and upcoming events • Prepare, facilitate and memorialize status meetings • Resolve conflicts • Escalate issues • Identify project risks • Provide all necessary training
GL Solutions	Agency Partner	• Assist during UAT

		• Transition to Account Management owner during Stabilization
GL Solutions	Development Team	• Develop all customized functionality such as interfaces and websites • Convert legacy data to GL Suite
GL Solutions	Configuration Specialist Team	• Develop all customized functionality such as business rules • Develop report, correspondence, and other outputs
GL Solutions	Quality Assurance Team	• Analyze client reported UAT and stabilization defects • Classify issue severity in accordance with the agreed upon definitions
Agency	Project Manager	• Resolve conflict • Attend project status meetings • Provide project leadership
Agency	Subject Matter Experts	• Describe business processes and requirements • Provide Design Approval • Provide Specification Acceptance
Agency	IT	• Product legacy system data

Upon completion of UAT, the project will be released for use in the production environment. If GL Solutions will be hosting the system, this process is quick and painless. GL Solutions will provide simple steps to follow at the time of Go-Live and as well as the production site information for the purpose of pushing the system to production.

<Client> Team is responsible for the following deployment activities:

- Communicating change to affected employees
- Provide sequencing numbers as appropriate, such as for licenses, cases, etc.
- Provide data to GL Solutions at specific times, per the agreed upon contract
- Discontinue data input in the legacy system once final data is sent to GL Solutions
- Update desktop shortcuts to the Live environment for all users
- Immediate review of converted data in the Live environment
- Facilitate Live testing of all interfaces and scheduled jobs

GL Solutions is responsible for the following deployment activities:

- Establish process/procedures to ensure smooth transition into Stabilization phase (per the agreed upon contract)
- Unit and System Testing
- Provide conversion reports
- Provide <Client> with Go-Live assistance (Live system deployment, training, etc.)

2.6.1 Production Activities

Project Release includes all activities that prepare the project for implementation. These deployment activities consist of go live, managing communication and expectations, employee training, and mitigating risks. The GL Solutions team and <Client> Team will work together to communicate at all levels the business objectives that caused the change, train employees on new tools or processes, set expectations for the future, and lay the groundwork for the business process change to be successful within the organization.

2.6.2 Training

Training will be provided on an as-needed basis at Go-Live because most user training is provided during UAT and, because of the extensive user experience gained at UAT, additional training is often not needed. Therefore, if additional training is needed, the parties shall agree to a training plan that includes:

- Training requirements
- Methodology used
- Facilities and equipment to be used
- Number of sessions to be conducted, and dates and times of training

GL Solutions shall provide training materials that include:

- Internet browser set up information
- Business Process Guides
- User feedback forms

GL Solutions will conduct user training that may include on-site coaching and online training.

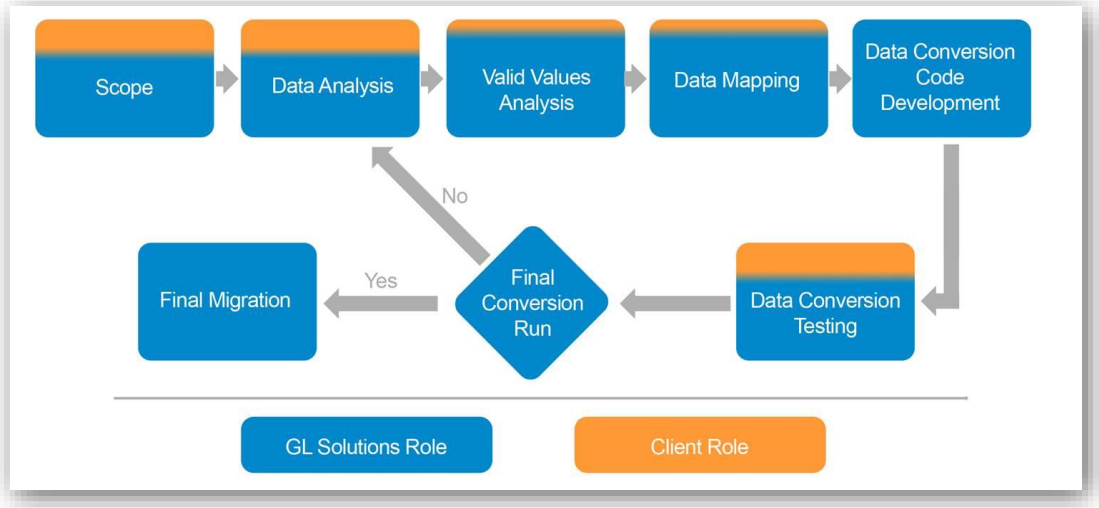
2.6.3 Warranty

Immediately following Go-Live, a three month stabilization (warranty) period will begin to ensure that items in the project scope are functioning correctly. This stage of the installation marks a transition from the fast paced installation to the more moderate pace of technical support. The level of interaction between GL Solutions and <Client> typically slows by the end of stabilization and transitions to focusing on technical support tasks and projects. Stabilization is a good time to settle into a routine with the new system and start thinking forward to new functionality in which to grow.

GL Solutions' work management system requires that user-reported issues be identified as defects or enhancements using the accepted specification as the standard for comparison. All staff members working on the project (including <Client> testers) shall funnel comments and requests for fixes or changes through GL Portal, which will route the reported issue or enhancement through GL Solutions' workflow management system for research and resolution. If any reported defects are deemed enhancements (modifications requiring a change to an accepted specification), the Agency Partner can help to ensure the assessment is valid and identify the priority for the work to proceed, subject to the support plan.

GL Solutions will prioritize defect corrections over enhancements unless otherwise directed by the agency. New functionality, including new screens, new rules, or new system outputs that were not a part of accepted system design, is excluded from stabilization work. These requests may be documented on a wish list or as tasks for work to be completed under the support plan. The Agency Partner will work with the Agency during the transition to the support plan, thus ensuring that any enhancements are prioritized properly; this allows work to begin in a logical order where the most-needed work can start first once the Warranty period ends.

3. Data Conversion



Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	Agency Partner	• Assist during UAT • Transition to Account Management owner during Stabilization
GL Solutions	Business Analyst	• Gather business requirements • Create business and technical specifications • Configure screens, specify business rules
GL Solutions	Development Team	• Develop all customized functionality such as interfaces and websites • Convert legacy data to GL Suite
GL Solutions	Configuration Specialist Team	• Develop all customized functionality such as business rules • Develop report, correspondence, and other outputs
GL Solutions	Quality Assurance Team	• Analyze client reported UAT and stabilization defects • Classify issue severity in accordance with the agreed upon definitions
Agency	Subject Matter Experts	• Describe business processes and requirements • Provide Design Approval • Provide Specification Acceptance
Agency	IT	• Product legacy system data

3.1 Conversion Design

GL Solutions will specify and develop the functionality for GL Suite to migrate data from the agency legacy system. The technical specification for Conversion Design will include:

- Data Source Visio for the legacy tables
- Data conversion crosswalk
- Data conversion list value map

In order to successfully complete the Technical Specification documents, the <Client> Team needs to provide the following:

- Initial data set of the source application legacy data at the start of the project (usually at time of contract execution). Generally this is a SQL, Filemaker or other database format.
    - Note: Oracle databases need to be exported as a quoted, comma delimited .csv file (Ex. “xxx”,”xx”, etc.). Oracle's Data Pump Export can produce the correct export format.
    - Note: If <client> plans to do any cleanup or scrubbing before sending the data to GL Solutions, it must be done in a reproducible way as we will ask for data refreshes over the course of the installation.
- Source client application schema if available.
- Screen shots of all screens where data is displayed (usually in support of meetings with the Business Analysis Team)
- Any unconverted data (including tables) needs to be identified by <Client>

Note – the data to be converted at each iteration of data conversion is required to be in the originally-provided file format and structure. Changes to legacy database structure (new fields etc.) will not be included in the scope of the installation data conversions.

3.2 Conversion Development

During an installation, data conversion requirements are discussed and reviewed during the design of business processes. Concurrently, the Agency will review and approve a conversion crosswalk. Once the data is converted, the Business Analyst and the project team will review the conversion by walking through screens in GL Suite to ensure that the data is being populated in the correct location(s). To ensure a high quality conversion, a screen-to-screen comparison is made between the data in the legacy system and the data in the GL Suite system. A screen-to-screen comparison of the data in the legacy system to its new home in GL Suite also helps ensure a quality conversion. Data conversion is a critical step to a smooth and high quality project implementation. The time spent working with GL Solutions to ensure all data will be correctly converted will pay huge dividends during Go-Live and Stabilization.

3.3 Conversion Testing

GL Solutions will test the conversion to ensure that it is working according to business requirements before the Client sees it for the first time. Review sessions will be scheduled to thoroughly scrutinize the first conversion pass, report and resolve issues, and then repeat the conversion. Also during UAT, <Client> will be able to review the conversion and report issues to GL Solutions. Active participation by Agency staff in conversion testing is critical to a successful system implementation.

The agency must perform the following activities:

- Review the conversion exception report and provide direction to GL Solutions on how to correct data anomalies. GL Solutions will suggest an outcome for each anomaly which the parties expect to be implemented unless the agency provides other direction
- Data should be normalized – that is, all data fields can be used as expected, and there are no duplicates
- GL Solutions will not clean up <Client> data. This must be done prior to conversion or there could be issues during Go-Live
- Compare screens in GL Suite and the legacy system in a sufficient variety of scenarios to determine whether GL Solutions converted all data correctly
- Compare reports from the legacy and GL Suite applications to ensure accurate numbers of records, licenses, payments, cases, etc. are converted
- The exception report must be accepted

3.4 Final Conversion

GL Solutions will convert the final data set provided by <Client> into GL Suite according to the approved data conversion specification. GL Solutions will test the converted data prior to the migration to production. The agency is strongly advised to fully test the final conversion immediately upon Go-Live by repeating the conversion tests listed above.

4. Project Management Methodology

GL Solutions has developed a comprehensive and effective project management methodology that covers all aspects of any GL Solutions project (new installations, technical support projects), and ensures:

- The functionality developed conforms to the contract
- Communication between parties is timely and productive
- Project needs are addressed in an organized fashion
- The project stays on target in both scope and delivery

GL Solutions uses a project management methodology that is tailored to the unique functionality provided by the GL Solutions application.

GL Solutions' approach is tightly integrated with each element of the implementation methodology. GL Solutions' project management wraps a layer of monitoring, directing, advising, and guidance around the implementation methods. GL Solutions will direct resources to the project based on the Goals and Scope document and Management Plan in order to maintain agreed upon deadlines and deliverables. GL Solutions will also provide subject matter expertise, as needed, to ensure that project goals are achieved.

All project participants should read and understand this Management Plan prior to commencement of the project and retain a copy for reference during the project.

Party	Role & Named Individual (where applicable)	Responsibilities
GL Solutions	CEO	• Resolve contract disagreements • Resolve conflict • Approve risk mitigation plans
GL Solutions	Project Manager	• Listen and respond to project topics as primary project management contact for GL Solutions • Manage conflict • Manage scope, schedule, risk and billing change processes • Manage change management process • Review and communicate schedule and upcoming events • Prepare, facilitate and memorialize status meetings • Identify project risks • Provide all necessary training
GL Solutions	Agency Partner	• Assist during UAT • Transition to Account Management owner during Stabilization
GL Solutions	Technical Analyst	• Identify, track and confirm requirements traceability • Identify project business processes and high-level deliverables

		• Process scope, schedule, risk and billing changes
Agency	Executive Director	• Create a positive project culture and agency-wide support for a successful implementation • Resolve contract disagreements • Resolve conflict
Agency	Project Manager	• Resolve contract disagreements • Manage conflict • Attend project status meetings
Agency	Business Analyst	• Compile all required supporting materials including Samples of reports, correspondence and forms • Attend project status meetings

4.1 Risk Management

The Project Manager will perform regular risk assessments through the installation project and the Agency Partner will perform risk assessments post Go-Live and throughout the technical support plan year.

Mitigation strategies, including individual or team responsibilities, action plans, and escalation procedures, will be developed for each risk in order to minimize and (where possible) eliminate the risk. All risks will be recorded and tracked throughout the project and will be carried forward to subsequent months as appropriate. Identified risks and mitigation plans will be communicated during regular status meetings.

4.1.1 Related Documents

Risks will be monitored during the project through GL Portal and documented on the project status meeting agendas and minutes. Documentation will include mitigation steps and responsible parties.

4.1.2 Identified Risks

GL Solutions' expectation is that <Client> will actively participate in all activities required for a successful project implementation. While this Management Plan will help the client gain an understanding of the software project process, <Client> project participants have typically not previously been involved in a software project and may be unaware of the time required for successful implementation.

Below are common risks that will be used to evaluate the project as it progresses.

<u>Lack of Adequate Testing</u>

Adequate testing is critical to the software design process – without adequate testing, there is a high likelihood that issues will not be discovered until some critical moment in the future. This can cause problems, confusion, and embarrassment as well as giving end-users a feeling that the software is low quality. The best approach to testing is one that is systematic and organized. Testing takes time and time takes money; it is extremely important to budget for testing, to plan for it, and to execute it in a way that will not only test everyday situations, but also test use-case and edge-case scenarios. Testing can never be too thorough.

<u>Lack of Schedule Commitment</u>

Committing to a schedule is crucial to ensure that project timelines do not go astray. Without a committed schedule, a project runs the risk of not being completed in a reasonable timeframe, which can easily lead to cost overruns, team resentment, and unhappy end-users. A well-defined schedule helps the parties to achieve the objectives of the project while also maintaining the expected timeline.

Lack of Executive Support

Support from senior management is needed to drive and keep the project effort focused and moving in a positive direction. Ownership of the project must be shared to satisfy the demands of user management. It is estimated that 90% of software application project failures are due to politics within the organization and a lack of clear executive support.

Lack of User Support

During the design process it is important to engage users in the project and, from this activity, super users will often become apparent. These users can have a significant impact on the success of the project by providing guidance, support, and encouragement for other agency users. The project team can assist this natural process by identifying these users and providing a place in the project that is visible and viewed as positive within the work structure.

Poor Project Management

Strong project management is required of the overall project and is traditionally separate from the design and development processes within an installation. Leadership from the project management team is critical for the success of the project and most project successes are characterized by project management that is balanced and collaborative with a strong vision that the project will succeed.

Poor Change Management

Starting agency change management activities early with the end users will often make the difference between a smooth UAT and Go-Live and a very difficult transition time. Change can be difficult for people to accept and some will have a more difficult time accepting it than others. Change management activities are required to ensure the smoothest experience in this area and it is important for <Client> senior management and the project management team to provide leadership within the context of change.

Poorly Designed Project/Business Requirements

A lack of clearly defined project and business requirements can lead to software that does not fully meet the business need. It also contributes to confusion and frustration with users when the software is presented for testing. The effort required up front serves a project well and can assist with minimizing other challenges within a software project.

Poor Schedule Management

While an overly optimistic schedule will have little impact if properly managed, poor management of the schedule can have a severe impact on the project. A mismanaged schedule can lead to a halt in development, extensive rework of the schedule, and extensive reallocation of resources. It is very important that the Agency is committed to meeting the scheduled deadlines to ensure that contractual requirements can be met.

Poor Design/Development

Poor or inadequate design of the system can, and usually will, lead to extensive rework. This can have a very significant impact on the progress of a project by putting teams behind schedule, causing scope expansion, resource reallocation, and cost overruns.

4.2 Communication Management

This section will set expectations for how all communication will take place between the parties. GL Solutions' Project Manager will work with the Agency using refined best methods for gathering requirements, which includes keeping the Client updated on project/task progress and where to find answers for questions or concerns.

4.2.1 GL Portal

GL Solutions has developed an online portal (GL Portal) for clients to monitor project schedules, action items, risks, invoices, and issue tracking. GL Portal will allow both the agency and GL Solutions to monitor scheduled work. It is a real-time project management tool that allows users to:

- Complete design approval and specification acceptance
- Respond to questions and other communication
- Track and monitor the status/progress of individual defects reported
- Track and monitor the status/progress of requested enhancements
- Review specification or other documents
- Report new issues when discovered
- Maintain all documentation related to the project, including specifications, process guides, administration guides, and more

4.2.2 Client Status Meeting

Client Status Meetings are the primary venue for communication between <Client> and the Project Manager. The Project Manager will update GL Portal ahead of time so that all parties involved can monitor and review the discussion topics. GL Portal is available to review discussion items at any time.

- Installation Status Meetings will occur weekly
- The Status Meeting is conducted through a real-time portal (GL Portal) with direct links to the risks, projects, tasks, etc. that make up the discussion items for the meeting
- Meeting topics will be available on GL Portal to all participants at least one day prior to the meeting. Topics may be part of the meeting invitation or may be a separate document depending on the need of the Agency.
- New items for review need to be submitted to the Agency Partner at least two days in advance of the meeting
- Discussions about individual tasks need to take place outside of this status meeting to ensure that focus is maintained on reviewing overall project heath and status
- If necessary, the Project Manager will also send out meeting minutes after the meeting to document any discussions, decisions and action items.

4.2.2.1 Meeting Schedule

GL Solutions recommends meeting weekly during the installation because the time frame is short and it is important to monitor progress closely. GL Solutions' Project Manager will set up a recurring meeting invitation to reserve the time on attendees' calendars for _____ Pacific Time on _____ (day of week). The schedule can always be adjusted if a meeting needs to be cancelled or added.

4.2.2.2 Meeting Attendees

Certain <Client> Team members are typically included on a recurring meeting invitation and these people are identified in the Goals and Scope document. Additional participants are always welcome on an as needed basis. The Project Manager will need advance notice (see the next section on the Meeting Agenda) to make sure that all invitees have sufficient notice of the meeting time and agenda.

4.2.3 Emergency Contact

Installation projects are typically not affected by system emergencies; however, in the event of outages that affect the agency, particularly during user testing or Go-Live activities, the Project Manager will contact <Client> immediately.

Critical agency staff (such as IT, the PM, or SME) need to be available 24/7 during Go-Live.

4.2.4 Conflict Resolution

Software installations typically include some amount of conflict. The project likely changes the way people work at the agency. Change can be difficult in the best of circumstances. The project involves a great deal of communications between the Agency and GL Solutions. Developing clear communication styles and habits takes time. Further, each person in the project possesses different experiences with software implementations that may lead to misunderstanding about the project status. For all these reasons, some degree of interpersonal conflict among and between staff at the agency and GL Solutions is normal, healthy, and to be expected.

If frank, direct communication does not resolve a conflict, the parties agree to escalate the conflict to decision makers within the respective organizations. Agency staff will ask for direction from the Agency's management team, escalating to the Executive Director, if necessary. GL Solutions staff will ask for direction from GL Solutions' management team, ultimately the CEO. Managers and executive staff will communicate directly with peers in the other organization before escalating further.

4.2.5 Verbal Communications

GL Solutions documents all agreements between the Agency and GL Solutions in writing. Written agreements allow the parties to record the agreement for future use. Written agreements provide better clarity and understanding. If GL Solutions' staff makes a verbal promise or reassurance, such as a promise to include a specific correction, the Agency should insist that the agreement be added to the formal specification. Do not accept a verbal commitment from a Business Analyst or other staff. GL Solutions management explicitly assumes that the Agency and GL Solutions' staff has made no verbal agreements whatsoever.

4.3 Schedule Monitoring

Overall project progress will be covered at the regularly scheduled project status meetings. Progress on individual tasks and projects is also provided via the GL Portal.

4.4 Acceptance

A software project completes as a series of completed milestones that build on each other. As a deliverable is accepted by the agency, a subsequent deliverable will be produced which relied upon the previous accepted deliverable. For instance, business process identification leads to a Business Specification, which leads to a technical specification, which leads to configuration and development, which leads to system testing, which leads to UAT testing, etc. Modification to an accepted deliverable always leads to an expansion of the expected scope of the project. For this reason, the parties intend for any modification to an accepted deliverable to be processed through the change management process.

Timely review and correction of deliverables are essential for meeting project schedule goals identified in Section 1 of this document. To facilitate timely acceptance and reliance on that acceptance, the parties agree to the following deliverable acceptance process:

- Unless another expressed timeframe is provided, <Client> shall have five (5) business days from the delivery of any deliverable to determine whether the deliverable conforms to the agreed to acceptance criteria.
- If the submitted deliverable does not conform to the acceptance criteria, the agency shall notify GL Solutions in writing of the reasons that it is unacceptable.
- A deliverable review form must be used for any deliverable that is not fully accepted. GL Solutions will accept track changes in a document in addition to the review form to assist with clarity of the changes requested.
- The deliverables will be reviewed entirely and the deficiencies must be noted at this time, and additional deficiencies with the deliverable may not be added or modified in any future notification of this formal review cycle.
- GL Solutions shall have five (5) business days from the receipt of such notification to correct the deficiencies and resubmit the deliverables.
- The agency shall have up to five (5) business days to inspect, test, and reevaluate the resubmitted deliverable.

- Additional cycles may be added until the deliverable is acceptable to the agency.
- If the agency does not give written notification to GL Solutions by the end of a given inspection, testing, and evaluation period or any extension of that period, indicating that the submitted deliverable does not conform to the acceptance criteria, the agency shall be deemed to have accepted the deliverable upon expiration of the period.
- GL Solutions will not accept conditional acceptance, all requests for change must be complete when acceptance is given.
- The agency shall allocate necessary staff resources to provide detailed business requirement descriptions, review deliverables, answer clarifying business requirement questions, perform UAT testing, and manage staff and process change within the agency's organization.

4.5 Change Management

Project changes are inevitable during some point in the software project development life cycle. The key for a successful project is to manage change and limit the impact to the project plan, budget, and schedule for the project because the number one cause of project schedule and budget changes is project scope change. Some changes will be unavoidable – instances where changes are required to comply with legal regulations or policy changes but other changes can be deferred until after the system is live.

If scope changes are not controlled, the project schedule and budget will be out of control before the project team recognizes that anything has happened. A well-conceived change control process will assist the project team in controlling this "scope creep" nemesis.

Scope changes (sometimes referred to as creeping functionality) are the continual addition of functional enhancements to the product requirements throughout the software development life cycle. Excessive scope changes are directly related to poorly defined product requirements and specifications.

A change request is defined as a request for a modification to a previously accepted deliverable, or a modification that contradicts contractual documentation, including scope increases in addition to those documented in the Goal and Scope document, once agreed to by the parties. A change request may be required if the agency modifies a project process, such as changing the design acceptance process from a single round of new issue reporting to more than one rounds of new issues.

If a modification to a deliverable is proposed before the deliverable is accepted, and the change does not contradict a previously accepted deliverable, the contract documents, and/or the Goal and Scope document, the change can proceed without a change request or contract amendment. Otherwise, the modification is a change that requires the parties to follow this formal Change Management process.

Examples of requests which are always subject to this Change Management process:

- Any work in excess of the functionality defined in the Goals and Scope document
    1. Work in excess of identified business processes
    2. Work in excess of total number of reports, queries, correspondence
    3. Work in excess of conversion, interfaces etc.
- Modifications to the project management processes
    1. Project management work in excess or beyond the expected duration of the scope defined in the Goals and Scope document.
    2. Reporting defects in round two on a Design Approval Response Form (DARF) during design.
- Changes to core code (any customization of core code is a change request) includes, but not limited to:
    1. Home Screen

2. Any non-standard configuration
3. De-normalization of database structure

- Issues reported beyond the Warranty period will be addressed by the software support plan selected by the agency.

4.5.1 Standard Document for Documenting a Change Request

Any modification to a previously accepted deliverable, the contract documents, and/or the Goals and Scope document must be submitted in writing and may be submitted by the agency or by GL Solutions. The change will be requested in the Change Request Form, agreed to by the agency and GL Solutions and attached to this document in Appendix A.

Any change request will include:

- Name of the Change Request
- Number for the Change Request
- Who prepared the Change Request
- Who approved the Change Request
- Date of approval
- Date of acceptance
- Type of Change Request (fixed price or time and materials)
- Description of Change Request
- Tasks involved to complete the work
- Type of work included in the tasks
- Rate
- Hours estimated
- Price

4.5.2 Process for Submission and Review of a Change Request

The process for submission and review of a change request will involve both the agency and GL Solutions. Steps to complete the Change Request process:

- Change Request Form reviewed by the Project Manager of the requestor within 3-5 days
- Change Request Form emailed to the other party within <X> number of days
- Party receiving the Change Request Form will acknowledge the receipt of the Change Request Form within one business day via email
- The party receiving the Change Request Form will have five business days to review the Change Request
- Response will be in writing and will state clearly if the Change Request is accepted or rejected
- Change Approval Board will approve or deny the Change Request
- Once the Change Request is approved by the Change Approval Board any project documentation impacted by the change will be updated and accepted

4.5.3 Process for Approval or Rejection of a Change Request

Once a Change Request is accepted by both parties, the Change Approval Board is required to provide formal acceptance of the change. If needed, GL Solutions' Project Manager will set up a meeting with all members and provide the Change Request Form and all back up documentation related to the change to all members of the Change Approval Board a minimum of 5 business days prior to the meeting. The Change Request meeting is expected to be an opportunity for GL Solutions and the Agency to ask and answer any questions related to the change. After the meeting the Agency will provide approval of the Change Request within 10 business days.

The Change Approval Board consists of resources from the Agency and GL Solutions with the authority to create a Change Request (CR) or Contract Amendment, process and approve a requested change to a previously accepted deliverable, the contract documents, and/or the Goal and Scope document.

Participants in the Change Approval Board for GL Solutions include:

- CEO
- Project Manager
- Project Management Technical Analyst

Participants in the Change Approval Board for the Agency include:

- <Project Manager>
- <Executive Director>

4.5.4 Process for Estimation of Cost and Impact of Change

Change requests may be classified as fixed price or time and materials. All estimates will use the hourly rate specified in the contract. All change request estimates will include:

- Extension of project management cost due to project delays or setbacks
- GL Solutions' Operations team resources including management and testing

Project delays caused by the agency's inability to perform to the project schedule will be a change request and will potentially result in higher costs.

GL Solutions permits certain complimentary change requests for minor screen modifications such as the location, security, or label on a field.

4.5.5 Process for Tracking Status of Change Requests

The change request status will be displayed on GL Portal in the Action Item section. Status for each step of the change request process:

- In process
  - Initial creation of the change request
- Under Review
  - Project manager review
- Approved
  - Project team approval
- Board Review
  - Board meeting and review
- Accepted
  - Change Approval Board acceptance

5. Glossary

5.1 Collections/Subfolders

Collections are the "containers" that store and organize information on the tree structure within a GL Suite record. Collections have folder-like icons and are sometimes referred to as folders.

5.2 Commands

Help to simplify processes. Commands are a series of processes "batched" into one function. Commands are commonly used to automate processes that are labor intensive, such as renewing or expiring licenses, assessing late fees, marking licensee records for audits, etc. Other typical commands are one-screens that allow users to do quick date entry for new records and marking reports as printed.

5.3 Entity Object

An Entity Object is the top-level object in the tree structure from which all other objects are attached. Entities are Business, Complaint, Compliance Case, Facility, HPP Case, HPP Group, Individual, Meeting, Order and Staff.

5.4 File Number

Various system object types may be assigned a File Number. The File Number is a unique number assigned to that record. For Individual entities, the SSN represents the File Number; for Complaint entities, an incremental system assigned number represents the File Number. On the Application screens, the file number is the application number; on the License screens the file number is the License number.

5.5 History/Events

History objects usually record certain events relating to the licensee or the license itself. History object types can be anything that doesn't logically belong to another Object Type (Screen) – for example, Equipment History, Bond Payment History, Licensure History, Settlement History.

5.6 Main Tab

After a user logs into GL Suite, the first screen viewed is the Main Screen. The Main Screen allows users to search for records, create new records, execute queries and access other functions via the Menu options.

5.7 Invoice

Invoice objects are used to show what fees are due for any applicant or licensee. Payments are recorded against the invoice. Adjustment and refunds can be made from an invoice. This allows the original invoice to keep existing information about what has been done and what remains to be paid or refunded. No payments can be made without an invoice.

5.8 License Number

Each applicant or licensee will automatically be assigned the next available license number for the license type when the application or license record is created. For each new license period this number is forwarded to the new license record.

5.9 Object

An Object is anything that is defined (can be compared to a record). Each entity, task, license, piece of correspondence, report, etc. is an object. Objects and Object Types are organized on the tree structure via Collections.

5.10 Object Type

The term "Object Type" is used to refer to a specific Type of object within an Object category. An Object Type represents a single screen in GL Suite. For example, a kind of license Object, 'MD license' is a Type of license (screen), an Application Form Task may be a Type of task (screen) and a License Fee may be a Type of Invoice (screen), etc.

5.11 Quick Pay

Quick Pay is the payment processing mechanism within GL Suite. Quick Pay is its own unique window that opens and allows users to search for and apply payments against open invoices.

5.12 Relationship (Association)

A relationship is used to connect one entity record to another. For example, the relationship between an Individual and workplace constitutes a relationship. Relationships are also referred to as associations. Relationships between entities can be accessed via a hyperlink on the tree structure of one entity to the tree structure of its related entity.

5.13 Staff Entity Record

From the Main Screen a user can click on the menu option "Open Me" to access their unique staff record. This staff entity record contains information relevant to the user logged into GL Suite.

5.14 Status

A Status field can be used on any screen in GL Suite. In the case of a License object it can keep track of the status of the license itself. For example, if all tasks are complete and all fees are paid, then a License is Active.

5.15 Subforms (Record Headers/Footers)

Subforms come in two forms: Subform Top and Subform Bottom. These subforms appear as headers and footers within a record and summarize information that exists on the tree structure.

5.16 Task/Requirements

Tasks serve to indicate licensing requirements. A Task may also act as a staff reminder and help with workload management (staff "To Do" list). They can be created manually or automatically depending on need. (See rules for information on automation.)

License Tasks: These are Task records created to make sure that licensees complete their requirements before getting licensed. Task records will be specific to each license type. For example, if a licensee is required to complete an Application Form a task record named "Application Form Task" with a default status of "Incomplete" would be created. When the application form is received by the agency, this task record's status can be set to automatically change to a status of "Complete."

Tasks Created on Default (always needed): These task types/task records will be automatically created when a new license record is created. For example, an applicant will have to pay an application fee, so the task "Application Fee Task" will be created automatically so the licensee cannot be licensed before paying the fee.

Tasks Created Manually (as needed): These tasks are only created when needed because they won't apply to every application or licensee. For example, you would only create the task "Application Not Signed" for those applicants that have this deficiency.

5.17 One Screen

Screen to capture data that will populate multiple screens when the record is created.

5.18 Append

This term refers to the creation of a record or screen in GL Suite. It will be used within the rules shown on the SDS.

5.19 Dummy Correspondence/Correspondence Printed

This term refers to the screen in the backend that captures the date a report is printed. The date is populated by a command from the Main Screen. This tracks the records that need to show in a batch report and the date they were printed from the system.

5.20 Mark as Printed Command

This is the function that populates the date on the “Dummy Correspondence” or “Correspondence Printed” in order to remove it from the batch report.

5.21 Property

This term refers to a field on a screen in GL Suite. The name of the property is the label the property is given the user sees. The label a user sees and the name of the property shown on the SDS may not be the same.

5.22 On Update

This term refers to the action of saving data and an automated action occurring by the system. This term will be used when reviewing the rules that appear on the SDS.

5.23 Tree Structure

When opening a GL Suite record, the hierarchical view on the left side of the screen as seen by the user.

5.24 Self-Documenting Specification (SDS)

The SDS is the technical specification of the system that lists all screens, fields, rules, security, etc. related to a business process.

Appendix A – Change Request Form

Change Request Form to be used for any change requested according section 4.5 - Change Management.

<CLIENT> Licensing Replacement Project				
Change Request Number				
Change Request Name				
Prepared By				
Approved By				
Approval Date				
Date Accepted				
Type (fixed price, time and materials)				
Description of Requested Change				
Estimate Breakdown				
Task	**Type of Work**	**Rate**	**Hours**	**Price**

Appendix B – Project Team Contact Information

Team Member	Agency/Role	Email	Phone

Appendix C – Design Approval Response Form (Sample)

Design Approval Response

Agency	ABCXY
Business Process	Business Process name Here
Specification Type	Specification Type Here
Date Received From	00/00/2015
Date Due Back To	00/00/2015
Date Received By	00/00/2015
State Decision	Approved/Rejected

See Instructions and How to Effectively Communicate with GL Solutions below.

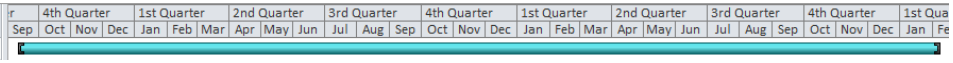
		Cycle 1				Cycle 2				
		Agency		GL Solutions		Agency		GL Solutions		
Screen	PRF Req. #	Deficiency Identified	Action Requested	Response	Notes	Response	Reason	Response	Notes	Outcome

Tab X Preliminary Project Plan

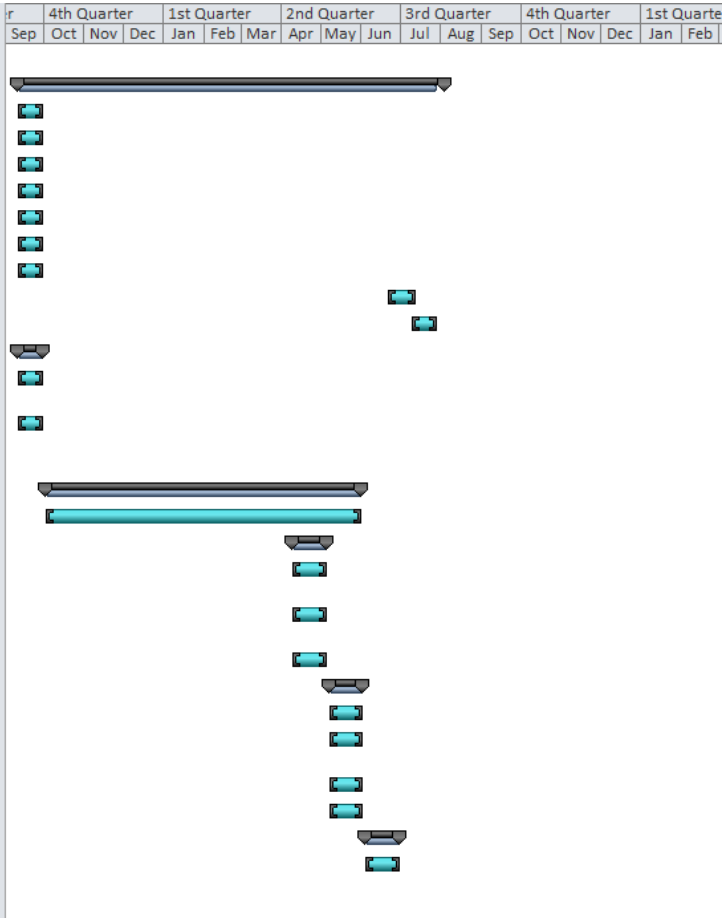
GL Solutions provides the following Gantt chart showing Tasks 1-9, broken down into 3 phases (RFP item numbers 5.8 – 5.17).

Based on the descriptions/requirements of the tasks, the longest duration item is Task 3 in Phase 1 (System Design/Implementation Configuration of Phase 1) and Task 1 in Phase 2 (System Design/Implementation Configuration of Phase 2). GL Solutions proposes a 20-month implementation to complete all 3 phases. However, this duration could be shorter depending on the State's desired timeline for review and reporting of issues and/or approval of initial documents, specifications, and configured/developed functionality. Additionally, this timeline could be shortened if the TA wishes to combine work within phases into a single phase, or overlap the phases as much as possible (for example, once the backend of a business process is complete, we could begin the public facing website component for that business process). GL Solutions would expect to discuss any timeline concerns during any resulting contract negotiation.

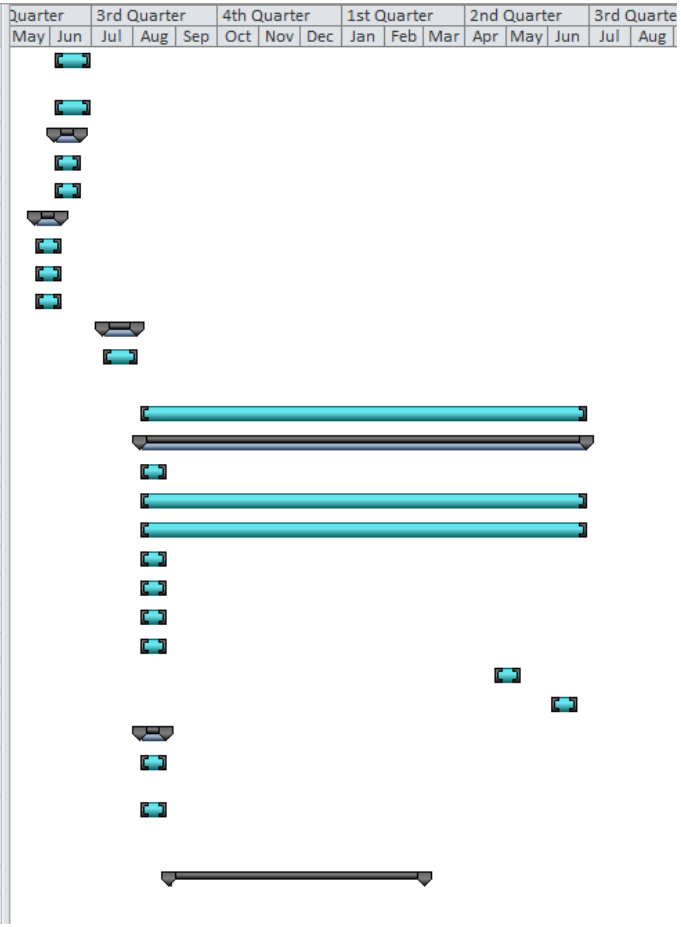
	Task Name	Duration	Start	Finish	Resource Names
1	Nevada Taxicab Authority	630 days	Mon 9/11/17	Fri 2/7/20	



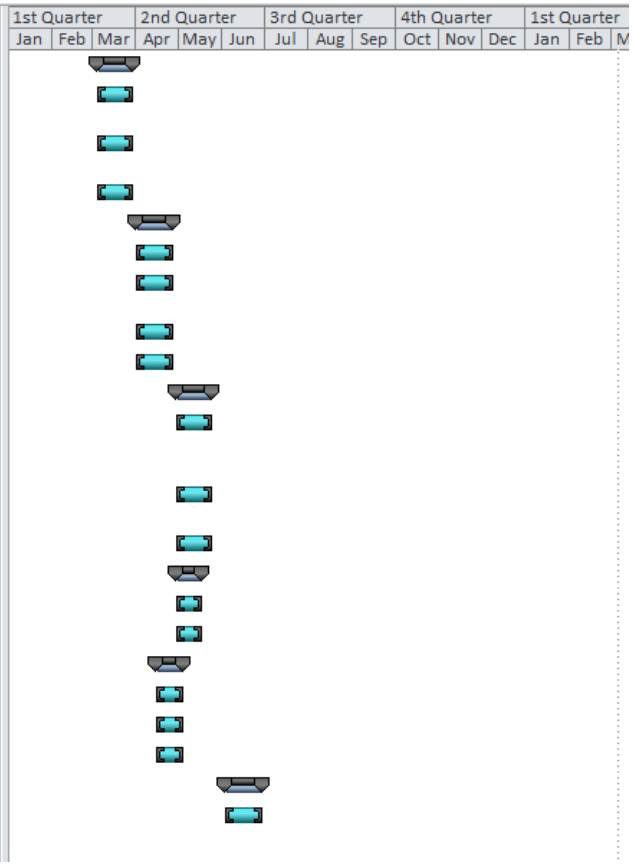
	Task Name	Duration	Start	Finish	Resource Names
2	**5.1 PHASE I - PERMITTING**				
3	**5.8 PLANNING AND ADMINISTRATION DELIVERABLES**	**235 days**	**Mon 9/11/17**	**Fri 8/3/18**	GL Solutions[50%],NVTAXI[50%]
4	5.8.3.1 Detailed Project Plan	15 days	Mon 9/11/17	Fri 9/29/17	GL Solutions[50%],NVTAXI[50%]
5	5.8.3.2 Attendance at all scheduled meetings	15 days	Mon 9/11/17	Fri 9/29/17	
6	5.8.3.3 Written Semi-Monthly Project	15 days	Mon 9/11/17	Fri 9/29/17	
7	5.8.3.4 Communication Plan	15 days	Mon 9/11/17	Fri 9/29/17	GL Solutions[50%],NVTAXI[50%]
8	5.8.3.5 Risk Management Plan	15 days	Mon 9/11/17	Fri 9/29/17	GL Solutions[50%],NVTAXI[50%]
9	5.8.3.6 Quality Assurance Plan	15 days	Mon 9/11/17	Fri 9/29/17	GL Solutions[50%],NVTAXI[50%]
10	5.8.3.7 Change Management Plan	15 days	Mon 9/11/17	Fri 9/29/17	GL Solutions[50%],NVTAXI[50%]
11	5.8.3.8 Knowledge Transfer Plan	15 days	Thu 6/21/18	Wed 7/11/18	GL Solutions[50%],NVTAXI[50%]
12	5.8.3.9 Post Implementation Evaluation Review	15 days	Mon 7/9/18	Fri 7/27/18	GL Solutions[50%],NVTAXI[50%]
13	**5.9 REVIEW AND VALIDATE REQUIREMENTS AND GAP/FIT ANALYSIS**	**15 days**	**Mon 9/11/17**	**Fri 9/29/17**	GL Solutions[50%],NVTAXI[50%]
14	5.9.3.1 Gap analysis report, which includes description of gaps and options to address the gaps, including costs (one-time and ongoing).	15 days	Mon 9/11/17	Fri 9/29/17	
15	5.9.3.2 Implementation Scope Document (That documents how each of the TA's core business processes will be supported and how the gaps will be addressed).	15 days	Mon 9/11/17	Fri 9/29/17	
16	**5.10 SYSTEM DESIGN/IMPLEMENTATION CONFIGURATION**	**174 days**	**Mon 10/2/17**	**Thu 5/31/18**	GL Solutions[50%],NVTAXI[50%]
17	5.10.3.1 System Design/Implementation Configuration	174 days	Mon 10/2/17	Thu 5/31/18	
18	**5.11 SET UP AND CONFIGURE/BUILD SYSTEM**	**20 days**	**Mon 4/9/18**	**Fri 5/4/18**	GL Solutions[60%],NVTAXI[40%]
19	5.11.3.1 Establish development & test, UAT/training and production environments	20 days	Mon 4/9/18	Fri 5/4/18	
20	5.11.3.2 Configure/develop working system; vendor to conduct demonstrations/ pilot/walk-throughs of system components.	20 days	Mon 4/9/18	Fri 5/4/18	
21	5.11.3.3 Walk-through of entire system prior to UAT.	20 days	Mon 4/9/18	Fri 5/4/18	
22	**5.12 DATA MIGRATION**	**20 days**	**Mon 5/7/18**	**Fri 6/1/18**	GL Solutions[60%],NVTAXI[40%]
23	5.12.3.1 Develop comprehensive data migration plan	20 days	Mon 5/7/18	Fri 6/1/18	
24	5.12.3.2 Define test cases for validating converted data (ensure accuracy of data migration)	20 days	Mon 5/7/18	Fri 6/1/18	
25	5.12.3.3 Migrate data to test environment	20 days	Mon 5/7/18	Fri 6/1/18	
26	5.12.3.4 Migrate data to production environment.	20 days	Mon 5/7/18	Fri 6/1/18	
27	**5.13 USER ACCEPTANCE TESTING**	**20 days**	**Mon 6/4/18**	**Fri 6/29/18**	GL Solutions[50%],NVTAXI[50%]
28	5.13.3.1 Provide test environment and fully functioning system, including test data (vendor to have performed comprehensive system testing)	20 days	Mon 6/4/18	Fri 6/29/18	



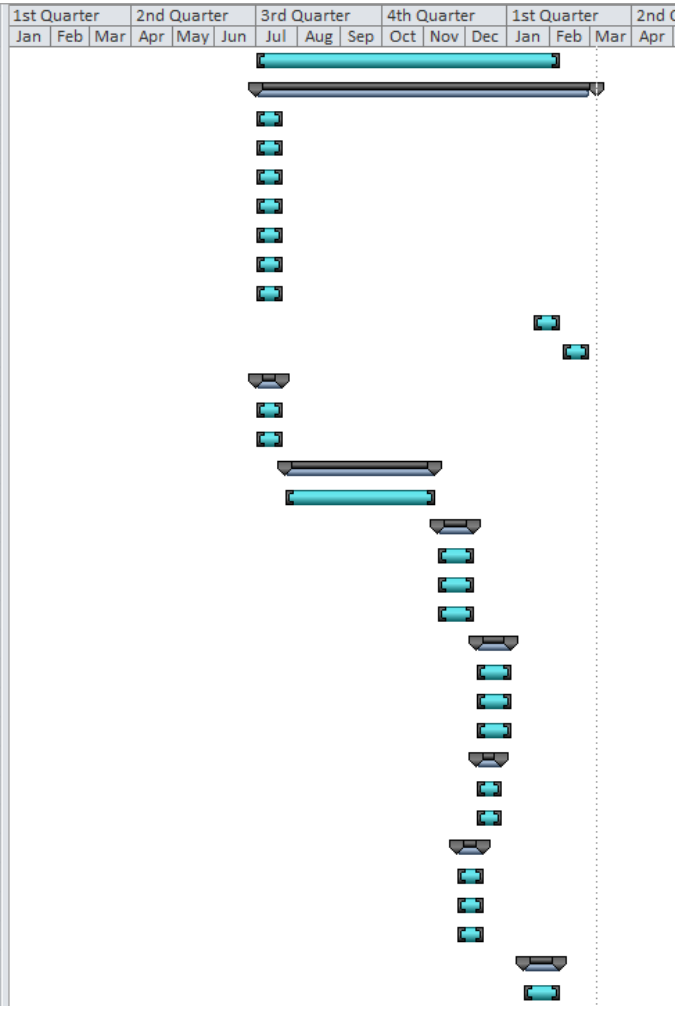
	Task Name	Duration	Start	Finish	Resource Names
29	5.13.3.2 Provide training of TA UAT team so that they understand the system to a level necessary to effectively complete UAT	20 days	Mon 6/4/18	Fri 6/29/18	
30	5.13.3.3 Review of TA's UAT plan and cases	20 days	Mon 6/4/18	Fri 6/29/18	
31	**5.14 DOCUMENTATION**	**15 days**	**Mon 6/4/18**	**Fri 6/22/18**	GL Solutions
32	5.10.3.1 Develop user manual for system users	15 days	Mon 6/4/18	Fri 6/22/18	
33	5.14.3.3 Develop system administration/operations guide	15 days	Mon 6/4/18	Fri 6/22/18	
34	**5.15 TRAINING**	**15 days**	**Mon 5/21/18**	**Fri 6/8/18**	GL Solutions
35	5.15.3.1 Develop training plan, and training materials	15 days	Mon 5/21/18	Fri 6/8/18	
36	5.15.3.2 Provide a fully functional training environment with data	15 days	Mon 5/21/18	Fri 6/8/18	
37	5.15.3.3 Conduct user training	15 days	Mon 5/21/18	Fri 6/8/18	
38	**5.16 TRANSITION TO PRODUCTION**	**20 days**	**Mon 7/9/18**	**Fri 8/3/18**	GL Solutions
39	5.16.3.1 Provide technical support after go-live for at least four weeks	20 days	Mon 7/9/18	Fri 8/3/18	
40					
41	**5.2 PHASE 2 - ENFORCEMENT AND MOBILE INTEGRATION**	**235 days**	**Mon 8/6/18**	**Fri 6/28/19**	
42	**5.8 PLANNING AND ADMINISTRATION DELIVERABLES**	**235 days**	**Mon 8/6/18**	**Fri 6/28/19**	GL Solutions[50%],NVTAXI[50%]
43	5.8.3.1 Detailed Project Plan	15 days	Mon 8/6/18	Fri 8/24/18	GL Solutions[50%],NVTAXI[50%]
44	5.8.3.2 Attendance at all scheduled meetings	235 days	Mon 8/6/18	Fri 6/28/19	
45	5.8.3.3 Written Semi-Monthly Project	235 days	Mon 8/6/18	Fri 6/28/19	
46	5.8.3.4 Communication Plan	15 days	Mon 8/6/18	Fri 8/24/18	GL Solutions[50%],NVTAXI[50%]
47	5.8.3.5 Risk Management Plan	15 days	Mon 8/6/18	Fri 8/24/18	GL Solutions[50%],NVTAXI[50%]
48	5.8.3.6 Quality Assurance Plan	15 days	Mon 8/6/18	Fri 8/24/18	GL Solutions[50%],NVTAXI[50%]
49	5.8.3.7 Change Management Plan	15 days	Mon 8/6/18	Fri 8/24/18	GL Solutions[50%],NVTAXI[50%]
50	5.8.3.8 Knowledge Transfer Plan	15 days	Mon 4/22/19	Fri 5/10/19	GL Solutions[50%],NVTAXI[50%]
51	5.8.3.9 Post Implementation Evaluation Review	15 days	Mon 6/3/19	Fri 6/21/19	GL Solutions[50%],NVTAXI[50%]
52	**5.9 REVIEW AND VALIDATE REQUIREMENTS AND GAP/FIT ANALYSIS**	**15 days**	**Mon 8/6/18**	**Fri 8/24/18**	GL Solutions[50%],NVTAXI[50%]
53	5.9.3.1 Gap analysis report, which includes description of gaps and options to address the gaps, including costs (one-time and ongoing).	15 days	Mon 8/6/18	Fri 8/24/18	
54	5.9.3.2 Implementation Scope Document (That documents how each of the TA's core business processes will be supported and how the gaps will be addressed).	15 days	Mon 8/6/18	Fri 8/24/18	
55	**5.10 SYSTEM DESIGN/IMPLEMENTATION CONFIGURATION**	**135 days**	**Mon 8/27/18**	**Fri 3/1/19**	GL Solutions[50%],NVTAXI[50%]
56	5.10.3.1 System Design/Implementation Configuration				



	Task Name	Duration	Start	Finish	Resource Names
57	**5.11 SET UP AND CONFIGURE/BUILD SYSTEM**	**20 days**	**Mon 3/4/19**	**Fri 3/29/19**	GL Solutions[60%],NVTAXI[40%]
58	5.11.3.1 Establish development & test, UAT/training and production environments	20 days	Mon 3/4/19	Fri 3/29/19	
59	5.11.3.2 Configure/develop working system; vendor to conduct demonstrations/ pilot/walk-throughs of system components.	20 days	Mon 3/4/19	Fri 3/29/19	
60	5.11.3.3 Walk-through of entire system prior to UAT.	20 days	Mon 3/4/19	Fri 3/29/19	
61	**5.12 DATA MIGRATION**	**20 days**	**Mon 4/1/19**	**Fri 4/26/19**	GL Solutions[60%],NVTAXI[40%]
62	5.12.3.1 Develop comprehensive data migration plan	20 days	Mon 4/1/19	Fri 4/26/19	
63	5.12.3.2 Define test cases for validating converted data (ensure accuracy of data migration)	20 days	Mon 4/1/19	Fri 4/26/19	
64	5.12.3.3 Migrate data to test environment	20 days	Mon 4/1/19	Fri 4/26/19	
65	5.12.3.4 Migrate data to production environment.	20 days	Mon 4/1/19	Fri 4/26/19	
66	**5.13 USER ACCEPTANCE TESTING**	**20 days**	**Mon 4/29/19**	**Fri 5/24/19**	GL Solutions[50%],NVTAXI[50%]
67	5.13.3.1 Provide test environment and fully functioning system, including test data (vendor to have performed comprehensive system testing)	20 days	Mon 4/29/19	Fri 5/24/19	
68	5.13.3.2 Provide training of TA UAT team so that they understand the system to a level necessary to effectively complete UAT	20 days	Mon 4/29/19	Fri 5/24/19	
69	5.13.3.3 Review of TA's UAT plan and cases	20 days	Mon 4/29/19	Fri 5/24/19	
70	**5.14 DOCUMENTATION**	**15 days**	**Mon 4/29/19**	**Fri 5/17/19**	GL Solutions
71	5.10.3.1 Develop user manual for system users	15 days	Mon 4/29/19	Fri 5/17/19	
72	5.14.3.3 Develop system administration/operations guide	15 days	Mon 4/29/19	Fri 5/17/19	
73	**5.15 TRAINING**	**15 days**	**Mon 4/15/19**	**Fri 5/3/19**	GL Solutions
74	5.15.3.1 Develop training plan, and training materials	15 days	Mon 4/15/19	Fri 5/3/19	
75	5.15.3.2 Provide a fully functional training environment with data	15 days	Mon 4/15/19	Fri 5/3/19	
76	5.15.3.3 Conduct user training	15 days	Mon 4/15/19	Fri 5/3/19	
77	**5.16 TRANSITION TO PRODUCTION**	**20 days**	**Mon 6/3/19**	**Fri 6/28/19**	GL Solutions
78	5.16.3.1 Provide technical support after go-live for at least four weeks	20 days	Mon 6/3/19	Fri 6/28/19	
79					



	Task Name	Duration	Start	Finish	Resource Names
80	**5.3 PHASE 3 - TAXICAB COMPANY PORTAL**	**160 days**	**Mon 7/1/19**	**Fri 2/7/20**	
81	**5.8 PLANNING AND ADMINISTRATION DELIVERABLES**	**180 days**	**Mon 7/1/19**	**Fri 3/6/20**	GL Solutions[50%],NVTAXI[50%]
82	5.8.3.1 Detailed Project Plan	15 days	Mon 7/1/19	Fri 7/19/19	GL Solutions[50%],NVTAXI[50%]
83	5.8.3.2 Attendance at all scheduled meetings	15 days	Mon 7/1/19	Fri 7/19/19	
84	5.8.3.3 Written Semi-Monthly Project	15 days	Mon 7/1/19	Fri 7/19/19	
85	5.8.3.4 Communication Plan	15 days	Mon 7/1/19	Fri 7/19/19	GL Solutions[50%],NVTAXI[50%]
86	5.8.3.5 Risk Management Plan	15 days	Mon 7/1/19	Fri 7/19/19	GL Solutions[50%],NVTAXI[50%]
87	5.8.3.6 Quality Assurance Plan	15 days	Mon 7/1/19	Fri 7/19/19	GL Solutions[50%],NVTAXI[50%]
88	5.8.3.7 Change Management Plan	15 days	Mon 7/1/19	Fri 7/19/19	GL Solutions[50%],NVTAXI[50%]
89	5.8.3.8 Knowledge Transfer Plan	15 days	Mon 1/20/20	Fri 2/7/20	GL Solutions[50%],NVTAXI[50%]
90	5.8.3.9 Post Implementation Evaluation Review	15 days	Mon 2/10/20	Fri 2/28/20	GL Solutions[50%],NVTAXI[50%]
91	**5.9 REVIEW AND VALIDATE REQUIREMENTS AND GAP/FIT ANALYSIS**	**15 days**	**Mon 7/1/19**	**Fri 7/19/19**	GL Solutions[50%],NVTAXI[50%]
92	5.9.3.1 Gap analysis report, which includes description of gaps and opt	15 days	Mon 7/1/19	Fri 7/19/19	
93	5.9.3.2 Implementation Scope Document (That documents how each o	15 days	Mon 7/1/19	Fri 7/19/19	
94	**5.10 SYSTEM DESIGN/IMPLEMENTATION CONFIGURATION**	**80 days**	**Mon 7/22/19**	**Fri 11/8/19**	GL Solutions[50%],NVTAXI[50%]
95	5.10.3.1 System Design/Implementation Configuration	80 days	Mon 7/22/19	Fri 11/8/19	
96	**5.11 SET UP AND CONFIGURE/BUILD SYSTEM**	**20 days**	**Mon 11/11/19**	**Fri 12/6/19**	GL Solutions[60%],NVTAXI[40%]
97	5.11.3.1 Establish development & test, UAT/training and production er	20 days	Mon 11/11/19	Fri 12/6/19	
98	5.11.3.2 Configure/develop working system; vendor to conduct demon:	20 days	Mon 11/11/19	Fri 12/6/19	
99	5.11.3.3 Walk-through of entire system prior to UAT.	20 days	Mon 11/11/19	Fri 12/6/19	
100	**5.13 USER ACCEPTANCE TESTING**	**20 days**	**Mon 12/9/19**	**Fri 1/3/20**	GL Solutions[50%],NVTAXI[50%]
101	5.13.3.1 Provide test environment and fully functioning system, includi	20 days	Mon 12/9/19	Fri 1/3/20	
102	5.13.3.2 Provide training of TA UAT team so that they understand the sy	20 days	Mon 12/9/19	Fri 1/3/20	
103	5.13.3.3 Review of TA's UAT plan and cases	20 days	Mon 12/9/19	Fri 1/3/20	
104	**5.14 DOCUMENTATION**	**15 days**	**Mon 12/9/19**	**Fri 12/27/19**	GL Solutions
105	5.10.3.1 Develop user manual for system users	15 days	Mon 12/9/19	Fri 12/27/19	
106	5.14.3.3 Develop system administration/operations guide	15 days	Mon 12/9/19	Fri 12/27/19	
107	**5.15 TRAINING**	**15 days**	**Mon 11/25/19**	**Fri 12/13/19**	GL Solutions
108	5.15.3.1 Develop training plan, and training materials	15 days	Mon 11/25/19	Fri 12/13/19	
109	5.15.3.2 Provide a fully functional training environment with data	15 days	Mon 11/25/19	Fri 12/13/19	
110	5.15.3.3 Conduct user training	15 days	Mon 11/25/19	Fri 12/13/19	
111	**5.16 TRANSITION TO PRODUCTION**	**20 days**	**Mon 1/13/20**	**Fri 2/7/20**	GL Solutions
112	5.16.3.1 Provide technical support after go-live for at least four weeks	20 days	Mon 1/13/20	Fri 2/7/20	



Tab XI Requirements Matrix

GL Solutions has provided all tabs of the Requirements Matrix on the following pages.

STATE OF NEVADA	
RFP # 3422	
Taxicab Authority Function	
BR01	Taxi Driver Permits
BR02	Certificate Holders
BR03	Medallions
BR04	Enforcement
BR05	Vehicle Inspections
BR06	Dispatch /Events
BR07	Web Portal
BR08	Reports Management
BR09	Interfaces
BR10	Technology
BR11	Conversion

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR01 - Taxicab Driver Permit					
The Taxicab Driver's Permit application is undergoing a revamp in process due to the introduction of new technology. To obtain a Taxicab Driver Permit, an applicant applies with a cab company and has successfully completed					
The TA Taxicab Driver Permits include a color photo of the driver, a unique TA Permit #, physical descriptors, expiration dates, additional information, and an electronic signature of the Administrator in blue, with fonts in					
The TA requires background verification with various mandated Federal and State entities including fingerprint verification prior to issuance of the Driver's Permit.					
Three different Taxicab Driver Permit categories will be available, but only one permit type - A permit may be issued to an **employee only driver**, a **lease only driver**, or an **employee and lease combination driver**.					
The designation will be derived through a checkbox or drop down box selection on the TA RMS Permit module. Also required will be the Taxicab company name issuing a referral (employee driver or lease driver referral), and					
It is a requirement that the TA RMS module data (Read Only) be available to TA Agency staff, via multiple platforms (wireless hand-held devices issued by the TA) for verification of the Taxicab driver information by TA Permit					
The TA renewal processes will be available TA front office during the Pilot period and will be available on the Taxicab Driver's portal. The Taxicab Driver Permit Renewal process does include a fingerprint check but does					
Currently, driver permits are valid for up to one year. If the permit is expired for 366 days, issuance of a new permit must follow the "Original Issuance" procedure, rather than the renewal procedure.					
Please see: NAC 706.525 and NAC 706.528 for further details.					
The TA issues Taxicab Driver Permits (for employee drivers, lease drivers, and employee/lease drivers) to customers. The permits are printed, laminated (5" x 7"), and issued at the work stations, immediately upon approval of					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired**	**Vendor Response**	**Vendor Response Explanation**
BR01.01	**TA Driver's Permit - Original Issuance (or reapplication when expired at least one day)**	The system shall allow for The Taxicab Driver Permit Application Form fields to become the main input screen for the Taxicab Driver's Permit process. In addition the system shall allow for e-mail address and communication preference (e-mail/text/phone).	M	S - Standard Function	***GL Suite meets this requirement. The core of the software allows the application screen to be the main input screen for any application process. GL Suite can also be configured to record the communication preference of an applicant.***
BR01.02	**Applicant**	The system will allow for Driver Permit type drop down selections such as, but not limited to: Driver, Lease Driver, Employee Lease Driver during the initial application information entry. This selection should a mandatory field where a selection must be made before a submission of the application is allowed.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to require user selection of Driver Permit type before submission of the application.***
BR01.03	**Applicant**	The system shall allow for the Taxicab Company (Certificate Holder) to submit the following uploaded forms or information to the TA for a New Taxicab Driver's Permit application for a new applicant. • Taxicab Driver Referral form • Proof of successful passing the taxicab drivers permit test. • Proof of attendance for the Driver's Awareness Program (DAP) Class. **This feature will be available when the Taxicab Company web portal is online but the system should allow this information to be recorded on the applicants Permit screen when entered at the TA office.**	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow the submission (upload) of required documents to the appropriate location on the applicant's record. See Supporting Document 7 - Document Storage for more information.***
BR01.04	**Applicant**	The system shall prompt the applicant for the uploading of the following TA Required Forms. The uploaded forms should include the Form Name as prompted with the Nevada Driver's License prefix as the file name to the applicant's application. Child Support Form, DOT Medical Form, Authorization for Release of Information, Fingerprint Background Waiver Form.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to require the upload of pre-determined forms during the application process.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.05	**Applicant**	The system shall allow the applicant to Submit the completed Taxicab Driver's Permit Application if all mandatory fields have entries. The application should be submitted into the Incoming Application Queue with a application status of 'submitted'	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow applications to submit Taxicab Driver's Permit Applications, indicating required fields that must be filled out before submission. GL Suite will route the application to the Incoming Application Queue, designated by the "Submitted" application status.***
BR01.06	**TA**	The system shall allow for a workflow process to route submitted permit application from the Incoming Application Queue to an available signed-on TA Front Desk staff member.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite with a dashboard to show employees their assigned tasks. This dashboard can be available on a tab presented immediately when the staff member logs into GL Suite. Dashboards can be assigned to a user, position type, and/or group. For more information on Workflow Management, see Supporting Document 21.***
BR01.07	**TA**	The system shall allow for the routing of the Taxicab Drivers Permit Application to the Administrative Investigators work queue if a response of 'Yes' is selected on any of the Criminal Background Questions.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to route an application to the Administrative Investigators dashboard if 'Yes' is selected on any of the Criminal Background Questions through the use of business rules.***
BR01.08	**TA**	The system shall allow the TA Front Desk Staff member to Open and review the application for completeness of information and verification of documents submitted. Once the application is opened the application status should be updated to 'Review' with a timestamp. The TA Front Desk Staff will call the applicate to the appropriate window for verification of the application.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow staff to quickly review an application for completeness of information and documents submitted, and with rules to automatically update the status and timestamp of an application based on pre-defined criteria as noted in this requirement.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.09	**TA**	The system shall allow the TA Front Desk Staff member to insert notes into the application identifying any missing documentation that is required for the application to proceed. If the applicant cannot provide the missing documentation then the TA staff member will Save and close the application. The status of the application will be update to 'Info Needed' and the application will remain in the Incoming workflow queue until the applicate returns to the TA office with the required documentation.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite with statuses and notes to track the status of each requirement, and through the use of business rules can update the status of the application to any pre-defined status based on the status of those requirements.***
BR01.10	**TA**	The system shall allow the TA Front Desk Staff member to proceed with the next step if all application information and documents are correct. The photo of the applicant will be taken and uploaded to the applicant screen and a TA# will be generated and included on the application screen.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite for photo upload as well as other requirements, and to then proceed through the next step of the application process once all information has been received through the use of business rule validation. GL Suite will prevent certain actions from being completed through the use of validation rules, and will generate the TA # through the use of business rules.***
BR01.11	**TA**	The system shall allow for the payment of $51.25 once the Taxicab Drivers' Permit application has been reviewed and all required information and documentation is correct. The TA staff member will process the application payment and provide a receipt to the applicant or enter an e-mail address to e-mail the receipt to the applicant.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to collect the necessary payment, and to then generate and/or email the receipt.***
BR01.12	**TA**	The system shall allow for the printing of a 90-day temporary permit which includes the applicants photo, physical description and a barcode (TA#). The permit form is a (5" x 7") and is laminated with the Nevada State Seal.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite with the required outputs to be generated and available for printing at the appropriate times. Please see Samples Supporting Document 6 - Reporting and Output.***
BR01.13	**TA**	The system shall allow the TA Staff member to capture the SCOPE background check control information on the applicant screen. No Criminal History records are recorded or captured. Once the TA staff member Saves and closes the application the application status should be changed to 'Background'.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to record SCOPE background check control information, and to automatically update the status of the application to 'Background' once pre-defined criteria are met.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.14	**TA**	The system will allow the TA Front Desk Staff to notify the applicant via their communication preference when their fingerprint background check has been received and an appointment can be made to come into the TA Office to turn in the temporary permit and be issued a permanent permit. Once the contact information is entered into the application and the record is Saved the application status should be updated to 'Notified'.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to record the communication preference of an applicant and will configure business rules to notify the applicant via the preferred method once fingerprint background check information has been received, and will configure business rules to update the application status based on pre-defined criteria.***
BR01.15	**TA**	The system shall allow for the printing of the Permanent Permit and a $10.00 Permit Reprint Fee payment and provide a receipt to the applicant or enter an e-mail address to e-mail the receipt to the applicant. Once the Permit is printed and the record Saved, the status of the application should be updated to 'Complete' and the application removed from the queue.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the printing of the Permanent Permit and require a Permit Reprint Fee. GL Suite can be configured to send the permit to the preferred method of contact, including an email address, and through the use of business rules can automatically update the status of the application to 'Complete'. Please refer to Supporting Document 6 - Reporting and Output Samples and Supporting Document 1 - Requirements Tracking.***
BR01.16		The system shall provide an electronic signature process for applicant signature capture.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to store electronic signatures submitted, which are collected following any necessary acknowledgements.***
BR01.17		The system shall allow for manual entry of NCJIS negative response.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow authorized TA staff to manually enter NCJIS response data.***
BR01.18		The system shall allow for manual date and time entry of when NCJIS response received.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow authorized TA staff to manually enter NCJIS response data, including date and time of receipt.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.19		The system shall allow for the complete tracking of all Taxicab Driver's Permit Applications through the system regardless of status.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite for complete tracking of all required applications, through all statuses.***
BR01.20		The system shall allow for Supervisory staff to assign Taxicab Driver's Permit applications to TA Staff for review and processing.	M	S - Standard Function	***GL Solutions will specify and configure dashboard functionality that will alert staff of applications that have been assigned for review and processing. Each staff member can have a dashboard that appears on his or her screen upon log in. Dashboards can be assigned to a user, position type, and/or group.***
BR01.21	**Lease**	The system shall prompt for addition required information when categorized as a Lease Driver such as cab company name and lease contract start and end dates	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to prompt for, and to require, additional information based on business processes, as noted in this requirement.***
BR01.22		When designated as a **Lease Driver permit**, when all lease contracts are expired, the system shall auto-change the permit status to inactive	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to automate changing permit status using business rules based upon the TA's process.***
BR01.23		When a Lease Driver permit record is queried, all non-expired lease contracted cab companies will display	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Queries can be configured to display associated data, with status-based criteria for the search results.***
BR01.24		The system shall provide for a "permit type" designation of "Driver" and "Lease", allowing for either or both to be selected. If "lease" is selected either alone or in conjunction with "Driver", additional data must be able to be captured such as lease contract information.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to require additional data based upon "permit type" designations.***
BR01.25		The system shall provide for a Permit status designation for each permit type ("Driver" and "Lease") such as, but not limited to: Active, Inactive, Expired, Terminated, Suspended, Revoked, Temporary, Incomplete, Expired with Fine, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite with statuses for each permit type. See Supporting Document 11 - Configuration for more information about GL Suite's flexibility to be tailored to support the TA's informational needs.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.26		The system shall display the latest customer/driver image to the technician.	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to meet this requirement to display the latest image associated to the customer / driver record.***
BR01.27		The system shall retrieve the latest outstanding fine information.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meets this requirement. See Supporting Document 5 - Financial Management for information and examples of how GL Suite can track fees, fines, invoices and payments.***
BR01.28		The system shall allow for the inquiry, changes, to administrative court records.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture and track records, while allowing for authorized TA staff to make appropriate changes.***
BR01.29		The system shall prompt for addition required information when noted as a Lease Driver	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to prompt and require additional information for leased drivers.***
BR01.30		The system shall accept customer electronic signatures.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to store electronic signatures.***
BR01.31		The system shall interface with the Real-time tracking system - future (SB430)	M	S - Standard Function	***GL Solutions will specify and configure an interface between GL Suite and the Real-time tracking system (RTS) provided that the RTS provides an API or other method for facilitating third-party interfaces. See Supporting Document 9 - Third-Party Interfaces for more information and examples of how GL Suite can exchange data with other information systems.***
BR01.32		The system shall allow for manual entry of NCJIS negative response	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet the requirement for allowing authorized TA staff to manually enter NCJIS response data.***
BR01.33		The system shall allow for manual date and time entry of when NCJIS response received	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet the requirement for allowing authorized TA staff to manually enter NCJIS response data.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.34		The system shall allow for manual entry of SCOPE negative response	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet the requirement for allowing authorized TA staff to manually enter SCOPE response data.***
BR01.35		The system shall allow for manual date and time entry of when SCOPE response received	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet the requirement for allowing authorized TA staff to manually enter SCOPE response data.***
BR01.36		The system shall allow for the application process to be routed to the Administrative Investigator, tracking the date & time of the route at the manual determination of the application processing staff with comments	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to route and track data related to the application process and staff workflow.***
BR01.37		The system shall allow for the Administrative Investigator to re-route the application process back to the application processing staff with comments	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to support re-routing of the application and input of information by appropriate TA staff based on the workflow process.***
BR01.38		When the permit status is changed from "temporary" to "Active", the system shall change the expiration to one year to the calendar day of the date of the initial temporary permit issue date.	M	S - Standard Function	***Utilizing GL Suite's powerful business rules engine, GL Solutions will specify and configure the system to automate permit expiration dates based upon status changes. See Supporting Document 11 - Configuration for more information.***
BR01.39		The system shall generate a confirmation sheet document for the content to be confirmed by the applicant/driver prior to final printing of the TA Permit.	M	S - Standard Function	***GL Solutions can configure GL Suite to generate a confirmation prior to final printing of the TA permit.***
BR01.40		The system shall allow for the capture of customer approval of confirmation sheet.	D	S - Standard Function	***GL Solutions can specify and configure GL Suite to capture customer approval.***
BR01.41		The system shall generate a unique Driver Permit number (TA number).	D	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement to generate unique Driver Permit (TA) numbers.***
BR01.42		The system shall assign an initial expiration date of 90 days, allowing for manual adjustment when the status is "temporary".	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to meet this requirement to assign initial expiration dates, and allow for the manual adjustment by authorized TA staff.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.43		The system shall generate the permit Issue dates.	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to meet this requirement to generate permit issue dates.***
BR01.44		The system shall generate the required permit fees.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement to generate and track permit fees.***
BR01.45		The system shall accept customer payment.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to track customer payments. See Supporting Document 5 - Financial Management for more information and examples of how GL Suite can generate and track invoices and payments of fees and fines.***
BR01.46	**TA Permit Renewal**	The system shall generate TA Permit renewal notices using designated communication preferences according to the applicant/driver profile.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that notifications and correspondences are configured and generated through the GL Suite system. See Supporting Document 6 - Reporting and Supporting Document 3 - Alerts and Notifications for more information.***
BR01.47		The system shall allow an inquiry on the TA Permit status through all available fields	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to meet this requirement. Our standard practices ensure that any user with appropriate permissions, based on client defined security groups, is able to query any data within GL Suite. See Supporting Document 6 - Reporting and Output Samples.***
BR01.48		The system shall allow for the creation, inquiry, changes, and cancelation of renewal TA Permits.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. See Supporting Document 11 - Configuration for more information about how permits can be created and modified by authorized TA staff.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.49		The system shall allow for scanning and uploading of submitted TA Permit application/renewal documentation.	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to meet this requirement. GL Suite may be configured to allow for the uploading of electronic, scanned documents to be associated to application records. See Supporting Document 7 - Document Storage for more information and examples.***
BR01.50		The system shall allow for scanning and uploading of submitted TA Permit physical certification documentation.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that scanned documents can be uploaded and associated to the appropriate record within GL Suite. See Supporting Document 7 - Document Storage for more information and examples.***
BR01.51		The system shall allow for the creation, inquiry, changes, and deletions of Driver Permits	M	S - Standard Function	***GL Solutions will meet this requirement. Our standard practices ensure that the system will generate permits and allow for appropriate changes by authorized TA staff.***
BR01.52		The system shall allow for scanning and uploading of submitted Driver Permit renewal documentation.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that scanned documents can be uploaded and associated to the appropriate record within GL Suite. See Supporting Document 7 - Document Storage for more information and examples.***
BR01.53		The system shall allow a renewed Driver Permit status such as, but not limited to: Active, Inactive, Expired, Terminated, Suspended, Revoked, Temporary, Incomplete, Expired with Fine, Inactive with Fine, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet the requirements for allowing a status to be assigned to defined statuses.***
BR01.54		The system shall capture Customer information such as, but not limited to: Customer legal name, middle initial, prefix (Mr., Mrs., etc.), suffix (Jr., III, etc.), physical residence address, mailing address, cell phone number, alternate phone number, e-mail address	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to capture customer information data. See Supporting Document 11 - Configuration.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.55		The system shall capture customer identity information such as, but not limited to: Date of birth, Race, Gender, Height, Weight, Hair Color, Eye Color, Sex, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture customer ID information data. See Supporting Document 11 - Configuration.***
BR01.56		The system shall capture customer PII information such as, but not limited to: SSN Number, Driver's license number with State, Driver's license expiration date, Etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture customer PII. See Supporting Document 11 - Configuration.***
BR01.57		The system shall capture medical requirements such as, but not limited to: Physical (medical card) date, Medical Card expiration etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture medical requirement data, including dates. See Supporting Document 11 - Configuration.***
BR01.58		The system should verify the mailing address against the U.S. Postal Service or a like service in alignment with the U.S. Postal Service	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to interface with an address verification system to meet this requirement.***
BR01.59		The system shall capture Driver Permit type such as, but not limited to: Driver, Lease Driver, etc.	D	S - Standard Function	***GL Solutions will specify and configure GL Suite to meets this requirement. Our standard practices ensure that properties within GL Suite may be configured to track necessary information. See Supporting Document 11 - Configuration for more information and examples.***
BR01.60		The system shall require specific customer documentation based on permit-type selected (driver permit or lease driver permit).	M	S - Standard Function	***GL Suite will be specified and configured to meet this requirement. Our standard practices ensure that specific requirements, including customer provided documentation, are tracked within GL Suite based upon the specific permit process. See Supporting Document 1 - Requirements Tracking for additional information.***
BR01.61		The system shall allow for renewal through the web-portal, refer to web-portal tab.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meets this requirement. See Supporting Document 8 - Self-Service Websites for examples and information about renewal web sites.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.62		The system shall provide the ability to waive renewal fees due to extenuating circumstances. A summary of fees waived shall be available for reporting purposes.		S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the waiving of fees by authorized users. All actions taken within GL Suite are logged and may be used for future reporting purposes.***
BR01.63	**Renewal Issuance by alternate services**	The system shall generate renewal notices.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary correspondences may be configured with the GL Suite system to be generated by the system, including renewal notices.***
BR01.64		The system shall accept customer address information.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that GL Suite may be configured to capture any data elements, including customer address information.***
BR01.65		The Permit issuance shall issue the TA Permit as listed above.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet TA permit issuance requirements.***
BR01.66		The system shall accept electronic payments.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that payments are facilitated via interface(s) to a third-party payment processor. See Supporting Document 9 - Third-Party Interfaces for more information.***
BR01.67			M		***This requirement appears to be blank, and therefore has not been answered.***
	TA Permit - Duplicate Issuance	The system shall allow an inquiry on the TA Permit such as, but not limited to: TA Permit number, Customer name, AKA, etc.		S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any record within the GL Suite system may be queried for and retrieved using any criteria. See Supporting Document 6 - Reporting and Output Samples for more information.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.71		The system shall allow for the creation, inquiry, changes, and cancelation of Duplicate TA Permits.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that any user with appropriate permissions, based on client defined security groups, is able to create and/or modify any record within GL Suite.***
BR01.72		The system shall allow a Driver Permit status such as, but not limited to: Active, Inactive, Expired, Terminated, Suspended, Revoked, Temporary, Incomplete, Expired with Fine, Inactive with Fine, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any record within GL Suite may be configured to contain any data elements requested by the client.***
BR01.73		The system shall allow for scanning and uploading of submitted TA Permit application documentation.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that scanned documents can be uploaded and associated to the appropriate record within GL Suite. See Supporting Document 7 - Document Storage for more information and examples.***
BR01.74		The system shall allow for scanning and uploading of submitted TA Permit physical certification documentation.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that scanned documents can be uploaded and associated to the appropriate record within GL Suite. See Supporting Document 7 - Document Storage for more information and examples.***
BR01.75		The system shall capture duplicate indicators such as, but not limited to: Stolen, Lost, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that GL Suite may be configured to capture these data properties.***
BR01.76		The TA Permit issuance shall issue the TA Permit as listed above.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to support TA's permit issuance processes. See Supporting Document 1 - Requirements Tracking and Supporting Document 11 - Configuration for more information.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.77	**CDL - Clearance Letter**	The system shall allow an inquiry on the CDL Card such as, but not limited to: CDL/ CDL number, Customer name, AKA, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Any record within the GL Suite system may be queried against.***
BR01.78		The system shall allow TA staff to generate a clearance transaction with the option to print a hard copy if requested.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate a clearance transaction, and will provide the option of printing a hard copy.***
BR01.79		The system shall allow TA staff to generate an electronic clearance notice to the email address on record, if requested.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. GL Suite can allow authorized TA staff to generate notifications and utilize an email associated to the record.***
BR01.80		The system shall allow for scanning and uploading of submitted clearance letter documentation.		S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that scanned documents can be uploaded and associated to the appropriate record within GL Suite.***
BR01.81		The system shall send clearance letter to the customer correspondence management system.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate and send any correspondence as dictated by the configured business rules.***
BR01.82		The system shall allow clearance letter to have specific verbiage to include, but not limited to: Name, address, clearance date, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meets this requirement. Our standard practices ensure that all correspondences generated by GL Suite can dynamically populate information per specification.***
BR01.83	**Suspension - Failure to Appear, failure to comply, delinquent fines**	The system shall retrieve customer records based on CDL/ID number received in batch file.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. The GL Suite Home Screen search query can be configured to search for records based on specific identifying data within a record.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.84		The system shall capture court information such as, but not limited: Court citation number, Citation date, Event number, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meets this requirement. Our standard practices ensure that GL Suite may be configured to capture any data elements specified. See Supporting Document 11 - Configuration for more information.***
BR01.85		The system shall update the Suspension action on customer record.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite's business rules to meets this requirement.***
BR01.86		The system shall generate notification to the current cab company(ies) for which the driver is employed and/or from which company the driver is leasing.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate any correspondence to associated records.***
BR01.87		The system shall send all notices to the customer correspondence management system.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate and send correspondence as specified to support the TA's business processes.***
BR01.88	**Suspension/Revocation - Judgments**	The system shall allow for changes to the status of the TA Permit based upon citation/court workflow process	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that any user with appropriate permissions, based on client defined security groups, is able to change records within the GL Suite system.***
BR01.89		The system shall capture attorney information such as, but not limited to: Attorney company name, representing attorney, address, contact information, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement of collecting attorney information. See Supporting Document 11 - Configuration to learn more about the flexibility of GL Suite.***
BR01.90		The system shall retrieve driver records based on TA Permit number.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that any record or data element within the GL Suite system may be retrieved and viewed by users with appropriate permissions.***
BR01.91		The system shall update the Suspension/Revocation action on customer record.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite's business rules to meets this requirement.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.92		The system shall send all notices to the customer correspondence management system.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate and send correspondence and notifications.***
BR01.93		The system shall send all notices to the customer correspondence management system.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate and send correspondence and notifications.***
BR01.94		The system shall allow an CDL Card status such as, but not limited to: Active, canceled, denied, hold, deceased, suspended, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement of allowing for tracking CDL Card status information. See Supporting Document 11 - Configuration to learn more about the flexibility of GL Suite.***
BR01.95		The system shall process a workflow process at 6:01 pm each weekday that will generate a delinquent fine report (to include payment plans) and place the TA Permit status into "suspended" for those identified on this report. A fine is delinquent if it was due that day by 6:00 pm. These times must be able to be modified by the system administrator.	M	S - Standard Function	***Using GL Suite's powerful business rules engine, GL Solutions will specify and configure GL Suite to meets this requirement. See Supporting Document 11 - Configuration to learn more about how processes may be scheduled to run and enable authorized staff to modify configuration settings.***
BR01.96		The system shall generate a notification to the cab company immediately thereafter, notifying of the suspension, providing the TA # and citation #.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate correspondence and notifications. See Supporting Document 3 - Alerts and Notification to learn more about how GL Suite can automate these processes.***
BR01.97		The system shall send notice to the customer correspondence management system notifying the TA Permit holder/driver of the suspension, providing the citation #.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate correspondences and dynamically populate data, including citation #'s.***
BR01.98		The system shall allow for electronic and mobile payment to be applied to the delinquent fine, and if paid, shall allow immediate change in TA Permit status to "active", if no other existing cause for suspension or revocation exist.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to apply payments to fines and, utilizing GL Suite's business rules, change permit statuses as appropriate.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.99		The system shall retrieve customer records based on CDL/ID number received in batch file.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that any record or data element within the GL Suite system may be retrieved and viewed by users with appropriate permissions.***
BR01.100		The system shall capture court information such as, but not limited: Court citation number, Citation date, Case number, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement of collecting court information. See Supporting Document 11 - Configuration to learn more about the flexibility of GL Suite.***
BR01.101		The system shall capture court delinquent fines information such as, but not limited: Fine amount, date, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement of tracking delinquent fine information.***
BR01.102		The system shall allow for the creation, inquiry, changes, and cancelation of denial Requests.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that any user with appropriate permissions, based on client defined security groups, is able to create and/or modify records within GL Suite.***
BR01.103		The system shall allow for scanning and uploading of submitted denial documentation.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that scanned documents can be uploaded and associated to the appropriate record within GL Suite.***
BR01.104		The systems shall place TA Permit denials into a Case management system.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to perform changes to any record to support the TA's business processes.***
BR01.105		The system shall allow review and approval of TA Permit denials in the case management system.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Based upon client defined security groups, appropriate TA staff will be allowed to review and approve permit denials.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.106		The system shall retrieve customer records based on CDL/ID number received.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that any record or data element within the GL Suite system may be retrieved and viewed by users with appropriate permissions.***
BR01.107		The system shall send all notices to the customer communications preference selected by the driver. This option should be available for update on the Taxicab Driver's Web Portal with an audit trail of all changes.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate notices and correspondences. See Supporting Document 6 - Reporting and Output Samples for more information about GL Suite's flexibility for generating letters, notifications and correspondence. Needs more info regarding web portal/address updates***
BR01.108	**Confidential Physicians Report**	The system shall allow for uploading of the Medical Examiner's Certificate to be appended to the TA Permit record	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that scanned documents can be uploaded and associated to the appropriate record within GL Suite.***
BR01.109		The system shall require the manual entry of the "Medical Certification Expiration Date"	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to require manual entry by appropriate permissions to enter the "Medical Certification Expiration Date" on the record.***
BR01.110		The system shall process a workflow process at 12:01 am each day (7 days/week) that will generate medical Certification expiration report and provide the Taxicab Driver with notices through the customer communications preference of those certifications going to expire in 30 days and 15 days prior to expiration.	M	S - Standard Function	***Using GL Suite's powerful business rules engine, GL Solutions will specify and configure GL Suite to meets this requirement. See Supporting Document 11 - Configuration to learn more about how processes may be scheduled to run.***
BR01.111		The system shall process a workflow process at 12:01 am each day (7 days/week) that will generate an expired Medical Certification report and place the TA Permit status into "suspended" for those identified on this report. Medical Certifications expire at 12:00 am of the day following the listed expiration date.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meets this requirement using GL Suite's powerful business rules engine. See Supporting Document 11 - Configuration to learn more about how processes may be scheduled to run.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.112		The system shall provide notices to the TA Permit holder and the Certificate Holder through the customer correspondence management system preferred communication method of the suspension.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate and send correspondence supporting the TA's business processes.***
BR01.113		The system shall generate a notification to the cab company immediately thereafter, notifying of the suspension, providing the TA # and expiration date.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate and send notifications.***
BR01.114		The system shall protect all medical information using HIPPA guidelines.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that information security meets all HIPPA guidelines. See Supporting Document 13 - Security for in-depth information about how GL Suite stores information securely.***
BR01.115	**TA Permit Terminations**	When the system receives a "termination notice" through he web portal, the system shall compare the cab company name on the termination notice to the currently named cab company of the TA permit records. If the company name matches, the TA permit status shall change to "terminated". If the company name does not match, the "termination notice" shall post to the TA permit history and a notice shall be submitted to TA staff through further defined business rules.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to perform changes to any record as required by business rules to support the TA's business processes.***
BR01.116	**Photo Line up**	The system shall provide for a method to generate a photo line up based upon searchable fields such as but not limited to physical description in the permit file and print the selected photos in a photo line-up manner.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite with an output (query or report) to assemble a photo line-up for printing, based on specified searchable fields such as physical traits or other elements recorded within the database.***
BR01.117	**Incomplete Records**	The system shall allow for an expiration and archival of incomplete permit applications after a set time-frame, to be determined according to retention guidelines.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to perform changes to any record as required by business rules dictated by retention guidelines.***
BR01.118		**The system allow for the testing of applicants if driver testing has not become the responsibility of the individual Certificate Holders.**	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a driver testing under specific, pre-defined conditions.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
	TA Permit Testing	The system shall provide for a testing module consisting of a bank of approximately 100 questions, randomly assigning fifteen to each driver test.		S - Standard Function	***GL Solutions will specify and configure GL Suite with a bank of questions as provided by the client for the purposes of randomly assigning for use as a testing system.***
BR01.119		The system shall allow for the addition of test questions and the retirement (not deletion) of test questions with associated dates of being active or inactive.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite with the ability to add and retire questions within the bank as requested by the client.***
BR01.120		The system shall require the test taker to log into the testing module using the driver's license number	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to enable a test taker to log in using unique identifying information.***
BR01.121		The testing module shall not be available on the web portal.	M	S - Standard Function	***GL Solutions will specify and configure access to the training module as requested by TA, to be accessed from the location required. For further information see Supporting Document 8 - Self-Service Websites.***
BR01.122		The system shall allow for one login and submission of answers per calendar day per driver's license number.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow submissions based upon provided schemas.***
BR01.123		The system shall provide for all attempts to be tracked and maintained as historical records by driver's license number, and TA # when applicable (once TA # has been assigned)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to track submission information.***
BR01.124		The system shall provide for the capture of test scores on a pass/fail basis	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement.***
BR01.125		The system shall require an established passing score prior to issuance of a new taxicab permit.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement using GL Suite's business rules engine.***
BR01.126		The system shall submit test results to append to the TA permit application record	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that all records within the system are associated in a hierarchical structure, linking records to higher entities as specified.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.127		The system shall capture statistical information on test questions answered correctly, incorrectly, number of tests taken per applicant, allowing for date ranges, and other associated statistical parameters. This will be included in the TA monthly statistics report previously identified under the Reports module, as well as for ad-hoc reporting.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement of collecting information. See Supporting Document 11 - Configuration to learn more about the flexibility of GL Suite.***
BR01.128	**Payment Processing**	The system shall provide a payment 'Add to Cart' type feature for both invoicing, payment and receipt payment processing.	M	S - Standard Function	***GL Solutions meets this requirement. GL Suite offers a default Add to Cart function directly from the record, or through a search function for invoices. See Support Document 5 - Financial Management to learn more about the flexibility of GL Suite.***
BR01.129		The system shall allow for payment of all fees and fines to be by Credit/Debit card, and exact change cash. TA Front Desk staff do not use Bank Draws.	M	S - Standard Function	***GL Solutions meets this requirement. See Support Document 5 - Financial Management to learn more about the flexibility of GL Suite.***
BR01.129		The system shall provide for an end-of-shift reconciliation and balanceing process with a audit report for accountability of all fees accepted.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate reports containing financial information for use in reconciliation by TA staff.***
BR01.129	**Conunterfit Money**	The system shall allow for a counterfeit money tracking process.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to track counterfeit money.***
BR01.130		The system shall capture payment types allowed such as, but not limited to: Cash, Credit Card Type (Visa, MasterCard, Amex, Discover, etc.), Debit Cards (Pinless, pin based, signature), check, eChecks, Wire/EFT, JV, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any record within the GL Suite system may be configured to capture any data elements, including payment types.***
BR01.131		The system shall interface with the TA's existing credit card processor.	M	S - Standard Function	***GL Solutions will meet this requirement by specifying and configuring an interface to the client's existing credit card processor.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR01.132	**Revenue Recovery**	The system shall allow for a Revenue Recovery process for fines or fees not paid).	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. GL Suite can be configured to manage financial data and facilitate the collection of fees and fines, as well as automate communication regarding unpaid fees and fines.***
BR01.133	**Fine Payment Plans**	The system shall allow payment plans to be created for Taxicab Drivers Citation payments based on current Business Rules.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that GL Suite may be configured to create payment plans for customers based upon the TA's payment plan processes.***
BR01.134	**Bonds**	The system shall provide a method to capture bonds received, link the bond receipt to the associated records, and provide an ability to keep the bond or return it, based upon	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a method for the capturing and linking bond information.***

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR02 - Certificate Holders					
The Taxicab Authority issues Certificates of Public Convenience and Necessity to taxicab companies meeting application and background requirements to provide taxicab service in Clark County, NV					
There are currently sixteen (16) authorized taxicab companies (Certificate Holders) under nine (9) ownership groups in Clark County, NV, regulated by the Taxicab Authority.					
Certificated taxicab companies are required to maintain certain financial standards, county business license, and Nevada Secretary of State business licenses, each of which must be auditable.					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired**	**Vendor Response**	**Vendor Response Explanation**
BR02.01	**Certificate Holder**	The system shall allow for a table by certificate holder (taxicab company)	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture and store all data regarding certificate holders (taxicab company) as required by the agency business processes.***
BR02.02		The system shall allow for the creation, inquiry, and changes of certificate holders and status	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the creation, query, and modification of certificate holders and the status.***
BR02.03		The system shall allow for the uploading of supporting documentation	**M**	S - Standard Function	***GL Suite meets this requirement. The core of the software allows for the uploading of documents into the system.***
BR02.04		The system shall allow for the creation of a master list by certificate holder as a table for vehicles, medallions, permits, events, records, etc.	**M**	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all entities may be retrieved or reviewed in a format requested by the client.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR02.05		The system shall allow for a status of the certificate, i.e., application only , pending background, pending Board approval, denied, appealed, revoked, suspended, active, inactive, transfer pending, etc.	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture the status of the certificate. Status values will be determined during the design review process and will be integrated to meet the requirements of the agency business process.***
BR02.06		The system shall allow creation, inquiry, and changes of SOS Common Business data retrieved by TA staff	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the creation, query, and modification of SOS Common Business data by TA staff.***
BR02.07		The system shall allow creation, inquiry, and changes of Clark County business license data retrieved by TA staff	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the creation, query, and modification of Clark County Business License data by TA staff.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR02.08		The system shall capture business corporate information such as, but not limited to: Legal business name, contact information, etc., DBA business name, business structure types, mailing and physical address, business phone and fax numbers, email address, FEIN number, corporation status, filing effective date, Nevada Secretary of State business license number, etc.	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture business corporate information as required by the agency business process. This information will be such as, but not limited to: DBA business name, business structure types, mailing and physical address, business phone and fax numbers, email address, FEIN number, corporation status, filing effective date, Nevada Secretary of State business license number, etc.***
BR02.09		The system shall capture business principal information such as, but not limited to: Individual name, address, contact information, background check, etc.	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture business principal information as required by the agency business process. This information will be such as, but not limited to: Individual name, address, contact information, background check, etc.***
BR02.10		The system shall capture business insurance information.	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture business insurance information as required by the agency business process.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR02.11		The system shall generate user defined Certificate of Public Convenience and Necessity using modifiable template	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate Certificate of Public Convenience and Necessity and to allow for a modifiable template.***
BR02.12		The system shall link the taxicab number record to the Certificate Holder and the VIN.	**M**	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all records within the system are associated in a hierarchical structure, linking records to higher entities as specified by the client.***
BR02.13		The system shall allow uploaded documents to be associated with one or multiple certificate holder files	**M**	S - Standard Function	***GL Suite meets this requirement. The core of the software allows for uploaded documents to be associated with one or more records in the system.***
BR02.14		The system shall capture CPCN number and sub number, and assign the next sequential sub number when changes are made to actual certificate	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture CPCN Number and Sub-Number and to assign the next number in a sequential number to meet the requirements of the agency business process.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR02.15		The system shall capture the amount of medallions allocated to a certificate holder according to the CPCN, and will maintain historical records for additional medallions issued	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture the number of medallions allocated to a certificate holder according to the CPCN and to allow for the maintenance of historical records for medallions.***
BR02.16		The system shall allow for scanning and uploading of submitted certificate holder documents, i.e., interventions, pleadings, insurance documentation, etc.	**M**	S - Standard Function	***GL Suite meets this requirement. The core of the software allows for the uploading of documents into the system. GL Suite will be configured to allow for all document types required by the agency business process to be uploaded. For additional information see Supporting Document 7 - Document Storage.***
BR02.17	**Ownership Group**	the system shall allow for a table by ownership group	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture all entity types required by the agency business processes such as, but not limited to, ownership group.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR02.18		The system shall allow for the update of user defined fields for one entry to populate all companies within an ownership group when entry is designated as such	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the update of user defined fields to cause the update of other user defined fields. An example of this would be for a status update to cause date fields to be updated automatically.***
BR02.19		the system shall allow for the relationship to associate a certificate holder to an ownership group	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the association of a certificate holder to an ownership group. GL Suite allows for one to many records to be associated to each other.***
BR02.20		The system shall allow for the creation, inquiry, and changes of ownership groups and status	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the creation, query, and modification of ownership groups and the status.***
BR02.21		The system shall allow for the uploading of supporting documentation	**M**	S - Standard Function	***GL Suite meets this requirement. The core of the software allows for the uploading of documents into the system. GL Suite will be configured to allow for all document types required by the agency business process to be uploaded. For additional information see Supporting Document 7 - Document Storage.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR02.22		The system shall capture business principal information such as, but not limited to: Individual name, address, contact information, background check, etc.	**M**	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture business principal information as required by the agency business process. This information will be such as, but not limited to: Individual name, address, contact information, background check, etc.***

Nevada Taxicab Authority Records Management System Modernization RFP # 3422
BR03 - Medallions
The Taxicab Authority issues metal medallion plates, 4" x 7" to Certificate Holders, which must be attached to a taxicab prior to being available for service. Medallions are not permanently affixed to a single taxicab, but rather, are
Vehicle plates and sub-plates can be issued at time of new vehicle registration, plate substitution, or may be transferred to another vehicle. Medallions are issued annually (plate substitution), as a result of an increase in allocation
The Taxicab authority issues approximately three (3) medallion types: permanent, handicap, and temporary
The Taxicab Authority issues different alpha-numeric sequencing to each of the sixteen (16) taxicab companies, i.e., Y345 (Yellow Cab Co.), W345 (Western Cab Co.), etc.
Medallions are currently issued at the Taxicab Authority office.
The Taxicab Authority issues different quantities to different companies, dependent upon Certificate of Public Convenience and Board Ordered quantities.
Medallions are issued to Certificated Taxicab Companies and are not transferable to other companies.
The Taxicab Authority plans to move to electronic medallions upon implementation and in support of NRS 706.88183.
Permanent medallions do not have an expiration date but are physically exchanged for a new set when TA Staff requires (approximately annually)
The medallions are allowed to be moved from one authorized taxicab to another.

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR03.01	**Medallion Issuance**	The system shall allow for the creation, inquiry, changes, and deletions of medallion plates and status	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the creation, query, modification, and deletion of medallion plates and status.***
BR03.02		The system shall capture medallion information as defined in the attached Requirements Specs document.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture all medallion data as required by the agency business processes.***
BR03.03		The system shall link the medallion to various TA functions such as, but not limited to: Certificate Holders, Inspections, Events, Investigations, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to link the medallions with various agency functions as required by the agency business processes.***
BR03.04		The system shall allow a medallion classification such as permanent, handicap, and temporary, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the classification of medallions per the requirements of the agency business processes.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR03.05		The system shall allow a medallion plate status such as, but not limited to: Active, New, Not Issued, Damaged, Lost, Used, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for medallion plate statuses to be set per the requirements of the agency business processes.***
BR03.06		The system shall include a note field for information on lost or stolen medallions or for various other information.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to include a note field to record information regarding lost or stolen medallions, or for any other purposes.***
BR03.07		The system shall allow for the medallion inventory to be link to the Certificate Holder Asset List.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to associate the medallion inventory to the Certificate Holder Asset List.***
BR03.08		The system shall generate the required medallion fees/invoices.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate the required medallion fees/invoices per the requirements of the agency business processes.***
BR03.09		The system shall accept certificate holder payment.	M	S - Standard Function	***GL Suite meets this requirement. The core of software includes QuickPay which is our payment applying functionality.***
BR03.10		The system shall capture date medallion was issued.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture date medallion was issued per the requirements of the agency business processes.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR03.11		The system shall allow for reconciliation of medallions by way Hand-held device on a annual basis.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the reconciliation of medallions per the requirements of the agency business processes.***
BR03.12		The system shall allow for central issuance of plates.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the central issuance of plates per the requirements of the agency business processes.***
BR03.13		The system shall make medallion information available to certificate holders via web portal (only available to the certificate holder it has been issued to)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the access of medallion information via the web per the contract requirements.***
BR03.14		The system shall allow the validation of the status of the medallion by the future real-time tracking system.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the validation of the status of the medallion. Any interface with the RTS will have to be implemented at that time.***
BR03.15		The system shall allow the use tracking of the medallion by the future real-time tracking system.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the tracking of medallion. Any interface with the RTS will have to be implemented at that time.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR03.16		The system shall allow for the uploading of medallion orders and other forms associated with medallions including Lost, Damaged or Stolen Medallion Notices, Medallion Invoices and Receipts with named links for easy identification.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow the uploading of medallion orders and other forms associated with medallions as required by the TA.***
BR03.17		The system shall provide for bar code (or similar) tracking and medallion management, allowing for real-time retrieval of medallion status and inventory purposes - maximum size 1" x 1"	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to use bar code or similar technology to track medallion management for real time retrieval of status and inventory purposes.***
BR03.18	**Medallion Turn-In**	The system shall allow for medallion turn-ins.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for medallion turn ins per the requirements of the agency business process.***
BR03.19		The system shall allow for replacement medallion fee.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for a replacement medallion fee per the requirements of the agency business process.***
BR03.20		The system shall allow any user, based on role/permission, to update the status of a medallion and require enter comments related to the update	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for users with the correct security permissions to update the status of a medallion and require comments per the requirements of the agency business process.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation

Medallion Specifications: For Informational Purposes Only

Fields	Field Type	Comments	Mandatory Field	
Reports	Link or tab or button on main screen to open list of canned reports based on data obtained through the fields identified on Medallions Fields tab		Link	
New	Link or tab or button on main screen to open blank main screen of fields identified on Medallions Fields tab		Link	
Search	Link or tab or button on main screen to provide search of all data pieces in Medallion Inventory Module, including history, providing ability to search using partial, wild card, date range, by field title, etc.		Link	
Print	Link or tab or button on main screen to bring up print dialogue box		Link	
Back Arrow	Link or tab or button on main screen to move backwards one record		Link	
Forward Arrow	Link or tab or button on main screen to move forward one record		Link	
Medallion Use History	Link or tab or button on main screen to bring up chronological order, newest on top, of all successful and unsuccessful log ins by driver verifying status, providing if log in was successful or not, associated TA #, log in date & time, log out date & time, cab #,	This is future functionality for the Real-Time Tracking, for NRS 706.8825.4(d) The system must be capable of allowing, in a manner prescribed by the Taxicab Authority, a certificate holder to digitally associate a taxicab with a temporary or permanent medallion for the purpose of verifying the validity of a temporary or permanent medallion pursuant to NRS 706.88183	Link	
All field titles are to be links, that when selected, provide an immediate history of all entries in that field, by whom, and date and time of entry, chronologically, newest on top				
Medallion #	Alpha Numeric, 2-7 characters, do not allow for spaces in front or within, but allow for blanks after final character (ex. L1, L10, L100, DX190, CAB175), Alphas must display as capitals		Y	
Handicap Medallion Designation	Check Box, checked = yes, blank = no		N	
Medallion Type	Drop Down with values of REGULAR PERMANENT - 24/7; HANDICAP/SPECIAL SERVICES		y	
Colors	Drop Down with values of RED W/BLACK LETTERING; WHITE W/BLUE LETTERING		Y	

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
Company	Drop Down with values of A-Cab; A NLV; ACE; Union; Vegas Western; Virgin Valley; Checker; Yellow; Star; Deluxe; Desert; Lucky; Nellis; Western; Whittlesea; Henderson		Y		
Date in Inventory	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		Y		
Issued	Check Box, checked = yes, blank = no		N		
Date Issued	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		C - Mandatory if Issued status is Y		
Issued To	Alpha, 20 characters		C - Mandatory if Issued status is Y		
Reason Issued	Drop Down with values of New Issue; Replace Lost; Replace Stolen; Replace Damaged; Cab Stolen		C - Mandatory if Issued status is Y		
Medallion Status	Values of Active or Inactive;	This is for immediate functionality; however, for future functionality for the Real-Time Tracking, for NRS 706.8825.4(d), when a driver logs into a device such as a meter, the driver will enter the medallion #. The device must in real-time verify the status of the medallion to determine if the attempted log in is valid and the medallion is "allowed" to be used.	Y		
Medallion Sub Status	Values of New or Not Issued; Damaged; Lost; Used		Y		
Use Status	Auto-fills the status of "in use", "available", "not available" - Defaults to "not available" for all medallion status choices except "Active"; When a medallion status is changed to "Active", the Use Status field changes to "available", if when a driver logs on with medallion status of "Active", auto-fills with "in use" blocking the medallion to be logged in from another device;	For immediately functionality, auto-fill "available" or "not available" as described further here -"In-use" is for future functionality for the Real-Time Tracking, for NRS 706.8825.4(d), when a driver logs into a device such as a meter, the driver will enter the medallion #. The device will verify the status of the medallion (as described in row 19) - the purpose is to ensure the medallion can not be logged into two machines concurrently	auto-fill		
Entered by	Drop Down with values of All Agency Staff Names		Y		
Set	Drop Down with values of M1; M2; M3		Y		
Lost (L)	Check Box, checked = yes, blank = no		N		
Stolen (S)	Check Box, checked = yes, blank = no		N		
Damaged (D)	Check Box, checked = yes, blank = no		N		
Date Lost, Stolen or Damaged	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		C - Mandatory if L S or D checked		
Time Lost, Stolen or Damaged	Numeric, HH:MM with Drop Down AM and PM, 12 hour clock		C - Mandatory if L S or D checked		
Date Reported	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		C - Mandatory if L S or D checked		
Time Reported	Numeric, HH:MM with Drop Down AM and PM, 12 hour clock		C - Mandatory if L S or D checked		
Person Reporting	Alpha, 20 characters		C - Mandatory if L S or D checked		

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
All entries in the following Replacement (Temporary and Permanent) Medallion fields auto-update the master record of the specific medallion being updated when this is being filled out					
REPLACEMENT MEDALLION	2 parts: Part 1 - Link to auto-open Temporary Replacement Medallion page with fields identified in Medallion Fields Tab, Rows 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34; Part 2 - Main screen displays most current entries of rows 24, 25, 26, 27, 28, 29, 31, 32, 33; all data pieces may be written over but when written over, but all entries are saved in history				
Temporary Replacement Medallion #	Alpha-numeric, 7 characters		C - Mandatory if issuing temporary medallion		
Person Taking Report	Drop Down with values of All Agency Staff Names		C - Mandatory if issuing temporary medallion		
Date Temporary Issued	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App	When issued, auto-updates the Medallion Status (line 21), and Use Status (line 22) of the respective medallion	C - Mandatory if issuing temporary medallion		
Date Temporary Returned	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App	When issued, auto-updates the Medallion Status (line 21), and Use Status (line 22) of the respective medallion	C - Mandatory if temporary issued		
Time Returned	Numeric, HH:MM with Drop Down AM and PM, 12 hour clock		C - Mandatory if Date Temporary Returned filled in		
Cab #	Numeric, 6 digits, do not allow for spaces in front or within, but allow for blanks after final digit (ex. 123, 1234)		N		
Temporary Replacement of medallion #	Alpha-numeric, 7 characters		C - Mandatory if issuing temporary medallion		
Permanent Replacement Medallion #	Alpha-numeric, 7 characters		C - Mandatory is issuing permanent replacement medallion		
Date of Final Transaction	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App	When issued, auto-updates the Medallion Status (line 21), and Use Status (line 22) of the respective medallion	C-Mandatory if issuing permanent replacement medallion		
Time of Final Transaction	Numeric, MM/DD/YYYY - auto-inject slashes for display purposes only; Calendar App		C - Mandatory if Date of Final transaction filled in		
Permanent Replacement of Medallion #	Alpha-numeric, 7 characters		C - Mandatory if issuing permanent replacement medallion		
Comments	2 parts: Part 1 - On-screen "hyperlink" where dialogue box opens, and includes all prior comments for all activity with option to add a new comment. To read chronologically with newest on top, with the ability to click on individual entry to identify operator ID, date, time of entry; 2nd part - three to five of the most current lines of comments entered appear on main screen. Comments will not be able to be modified once saved.		Y		

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR04 - Enforcement					
The TA is required by statute and regulation to hold hearings based on citations issued for violations of statute and regulations, and for other administrative actions against TA Permit applicants, CPCN holding taxicab					
The hearings may be requested when the TA is taking an action against a customer such as, but not limited to: TA Permit denial, suspension, and revocation; Administrative Fines, etc.					
The type of hearing is predicated on the action to be taken and data requirements may vary. The business requirements below have been generalized. The business requirements for the wireless handheld device					
An individual or a business may request or be subject to a hearing.					
Citations may be issued under the jurisdiction of the TA Administrative Courts (at the Las Vegas TA office) or directly into Clark County Justice Court.					
Hearings conducted in the TA Administrative Courts are heard by an Administrative Attorney/Hearing Officer and are prosecuted by a Nevada Deputy Attorney General.					
Pre-trial hearings are conducted on Tuesdays and Thursdays. Trials are conducted on Wednesdays. All citations/violations are initially assigned a pre-trial date (Tuesday or Thursday) except for a 2nd or greater offense					
A recipient of a citation written into the TA Administrative Court may "settle" or "take care of" a citation prior to the scheduled pre-trial date					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired**	**Vendor Response**	**Vendor Response Explanation**
BR04.01	**Citations**	The system shall provide a bidirectional interface and open API's for data passing from the Records Management System to mobile hand-held devices and from the mobile hand-held to the Records Management system. This interface will support the issuance of a citation by Agency Compliance Enforcement Investigators using a wireless handheld device.	M	S - Standard Function	***GL Solutions recommends our mobile application solution to interface with the RMS to handle the transfer of data to mobile devices, including the ability to issue citations. For more information, see Supporting Document 10 - GL Suite Mobile Inspections. GL Solutions also does possess an open API. If the TA wishes to utilize our open API for this requirement, this would result in additional cost.***
BR04.02		The system shall allow for the Taxicab Driver Permit module to auto-populate the hand-held citation screen once the Compliance Enforcement Investigator scans or enters The TA # of the Taxicab Driver. Data that will need to be available to the hand-held devices include but is not limited to: Name, Address, Taxicab Company, List of Outstanding citations, outstanding Admin Court dates, and Permit Status.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to retrieve records on the mobile application solution.***
BR04.03		The system shall allow for a calendar app with Admin Court Trial dates and times to be available on the hand-held device. Business Rules will be defined with the available dates and time of available Admin Court slots. This function needs to be fully configurable by TA Staff.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a calendar based scheduler using business rules.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.04		The system shall allow the Compliance Enforcement Investigator to select the next available Admin Court Date and Time on the hand-held device and populate the citation screen on the hand-held device.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement using a mobile app, for use on TA provided mobile devices using an IOS or Android operating system, enabling TA technicians to utilize for in the field.***
BR04.05		The system shall allow the a Violations module containing the NRS violation number and description to be available on a wireless hand-held device for use by the hand-held device.	M		***GL Solutions will specify and configure GL Suite to include a Violations module, which will record the required information, and will be available on the mobile application.***
BR04.06		The system shall allow for the capture of citation form and update of the Records management System Citation and Court modules with their appropriate updated data. The system shall allow for the capture of the electronic signature of the Taxicab Driver or person being cited and the citing investigator.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement to capture and update the Citation and Court modules of the system with data such as the citation form.***
BR04.07		The system shall allow for the update of the Citation information to the Records Management System either in Real-time or when docked at the TA office or when a cellular signal strength permits.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to retrieve customer information utilizing any client requested data elements.***
BR04.08	**Investigative Reports**	The system shall provide for a report writing module, providing a variety of law enforcement investigative report templates. Each written citation will require a report to be written and attached to the citation number file.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide any requested templates. GL Suite will also contain the GLS Report function (an in system functionality for the creation of ad-hoc reports). See Supporting Document 6 - Reporting and Output Samples for more information.***
BR04.09		The system shall allow the investigative reports to be written using desk-top, lap-top, and mobile apps by TA staff.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that GL Suite is accessible through any internet/browser enabled device, including laptops, tablets, and smartphones.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.10		The system shall associate law enforcement investigative reports to be associated with related records, i.e., event #, citation #, TA Permit #, taxicab #, investigator #, vehicle inspections, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite so that all generated reports, licenses, and other entities are associated with an Individual or Organization as necessary.***
BR04.11		The system shall move the reports through the approval cycle of a report, i.e., completed by investigator, approved or not approved by supervisor, inclusion into event # file, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to move reports through the approved cycle.***
BR04.12		The system shall provide an audit trail of all changes and actions of the investigative report.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all actions, changes, and modifications to any entity are tracked and stored for future use and auditing purposes.***
BR04.13		The system shall assign and follow record retention schedules for the investigative report (retention period does not begin until criteria is met).	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to follow any required retention schedules.***
BR04.14		The system shall apply business rules to records retention.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that records retention is managed through business rules provided by the client.***
BR04.15	**Court Date Scheduler**	The system shall provide for a court date/time scheduler.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a court date/time scheduler using our calendar functionality.***
BR04.16		The system shall allow the system administrator to assign new or additional business rules as needed .	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that those users within designated security groups are able to assign or generate business rules.***
BR04.17		The system shall allow for the court date/time scheduler to have specific business rules based on violation type, i.e., 1st long haul violation will result in Tuesday or Thursday court date, if adjudicated guilty prior to a subsequent citation/violation for long haul. The actual fine amount will also be determined by these Business Rules.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite and the associated calendar to utilize business rules as defined by the client during the development process.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.18		When a citation is written, when the violation(s) are selected, the system shall prompt for an adjudication history, and if the same violation has been adjudicated as guilty within the previous 12 months, the system will evaluate how many previous guilty adjudications and adjust court dates accordingly.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to perform any necessary queries and follow any required business rules to allow for functioning as needed by the client.***
BR04.19		When a citation is written and a violation on the citation is for long hauling, the system will query the database for any guilty adjudications within the previous 12 months for the same NRS. If one or more guilty adjudications in the previous 12 months is identified, the system shall mark the citation as mandatory court appearance.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to perform any necessary queries and follow any required business rules to allow for functioning as needed by the client.***
BR04.20		The system shall allow the calendar app (Court calendar) to stack add'l citations for the same court date, up until a pre-determined cut off time.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for stacking of citations as necessary, following all rules requested.***
BR04.21	**Wireless hand-held device technology**	The system shall allow for a calendar scheduling process that will populate the electronic citation court date field with the appropriate date/time of the hearing. The court date to be assigned will include multiple variables such as schedule of officer, quantity and types of hearings already scheduled, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to associate citations, court dates, and any other necessary data elements to allow access to relevant data as needed.***
BR04.22		The system shall allow defined business rules that can be modified by the system administrator based upon business requirements, i.e., 2nd long-haul violation requires mandatory court date of Wednesday while other violation types require a Tuesday or Thursday court date, even if the fine is paid	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that those users within designated security groups are able to assign or generate business rules.***
BR04.23		The system shall allow for the populated court/date time to be manually over-written prior to final issuance of the citation.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that those users within designated security groups are able to manually alter data as necessary.***
BR04.24		Once the citation has been issued/submitted through the hearings module, the system shall allow for it to be modified by a designee with supervisory permissions.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that those users within designated security groups are able to manually alter data as necessary.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.25		The system shall generate a notification letter of the changes addressed to the subject of the citation for review, printing, signing and mailing by designated TA Staff.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate all required correspondences as required by the client.***
BR04.26		The system shall generate a notification of the changes addressed to the investigator who issued the citation.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate all required correspondences and notifications as required by the client.***
BR04.27		The system shall provide an audit trail of all changes and actions of the citation record.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all changes or modifications to a record, report, or other entity are tracked and stored for future use and audit purposes.***
BR04.28		The system shall allow for the entry of a paper citation issued, creating the electronic record as the base for the remainder of the process.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that electronic records are the base of all processes.***
BR04.29		The system shall allow for scanning of all documentation to be tied to the citation record.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all supporting documents are associated with the required element, citation, report, or entity.***
BR04.30		The system shall attach the citation record to all related records, i.e., TA permit #, taxicab #, medallion #, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all supporting documents are associated with the required element, citation, report, or entity.***
BR04.31		The system shall allow for the uploading of electronic citations to the database created as a result of this RFP, reducing/eliminating the need for data entry.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all citations, reports, forms, and documents are created directly in the system. GL Suite is accessible through any internet/browser based device, allowing for immediate creation of entities with no need to upload.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.32		The system will provide the hardware, software, and resources needed to implement an e-citation solution, which allows for future technology advancements.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. GL Suite software, whether back-office, website, or integrated mobile app, are all built on solid industry standards, and supported by the necessary resources to allow for future technology advancements. GL Solutions has NOT provided in our cost proposal the inclusion of mobile devices (hardware), per the Q&A response to the mobile solution, and has instead provided information regarding the devices our mobile app is compatible with. For more information, see GL Suite Mobile Inspections, Supporting Document 10.***
BR04.33		The wireless technology system shall extend different applications to each singular device; data will be allowed to be sent from each module to each device and data collected will be submitted from each device to its associated module	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that the GL Suite system is accessible through any IOS, Android, or browser based device.***
BR04.34		The wireless technology system shall allow for easily entered data, allowing for auto-population in real-time, when a TA permit or taxicab is scanned (bar code type technology)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for scanning of bar code/qr codes as necessary.***
BR04.35		The wireless technology system shall allow for compliance enforcement investigators to easily enter, read, change, modify data	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that when accessing GL Suite through a mobile device, full functionality is available, allowing for simple and intuitive use.***
BR04.36		The wireless technology system shall connect to a printer mounted in an agency vehicle (but which can be removed) via Bluetooth or similar wireless technology, allowing for immediate printing.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Forms and reports will be converted to PDF format, which can then be sent to a printer from the handheld wireless device.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.37		The wireless technology system shall allow for the real-time uploading of documents created directly into the database created as a result of this RFP.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that when accessing GL Suite through a mobile device, full functionality is available, allowing for simple and intuitive use.***
BR04.38		The wireless technology system must allow for TA specific business rules, changes in laws, and upgrades of the back-end system and the mobile devices.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement using a mobile app, for use on TA provided mobile devices using an IOS or Android operating system, enabling TA technicians to utilize for in the field. However, GL Solutions does not propose or include mobile devices, data plans or corresponding equipment, and, as indicated by the TA's response to the Q&A regarding the mobile devices, recommends the TA acquire suitable IOS or Android based equipment. See Supporting Document 10 - GL Suite Mobile Inspections for more information.***
BR04.39		The wireless technology system must allow for use in rain, and varying levels of sunlight.	M	N - Cannot Meet Requirement	***GL Solutions will specify and configure GL Suite using a mobile app, for use on TA provided mobile devices using an IOS or Android operating system, enabling TA technicians to utilize in the field. However, GL Solutions does not propose or include mobile devices, data plans or corresponding equipment, and, as indicated by the TA's response to the Q&A regarding the mobile devices, recommends the TA acquire suitable IOS or Android based equipment built to be usable in any weather conditions or light level.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.40		The wireless technology system must provide an autofocus camera to capture pictures and associate the pictures with the citation.	M	N - Cannot Meet Requirement	***GL Solutions will specify and configure GL Suite using a mobile app, for use on TA provided mobile devices using an IOS or Android operating system, enabling TA technicians to utilize in the field. However, GL Solutions does not propose or include mobile devices, data plans or corresponding equipment, and, as indicated by the TA's response to the Q&A regarding the mobile devices, recommends the TA acquire suitable IOS or Android based equipment built to be usable in any weather conditions or light level..***
BR04.41		The wireless technology system printer shall provide convenient charging methods which have the ability to be mounted and removed from the agency vehicle.	M	N - Cannot Meet Requirement	***GL Solutions does not propose or include mobile devices, printers or corresponding equipment, and, as indicated by the TA's response to the Q&A regarding the mobile devices, recommends the TA acquire suitable IOS or Android based equipment as GL Solutions will specify and configure GL Suite using a mobile app, for use on TA provided mobile devices using an IOS or Android operating system, enabling TA technicians to utilize in the field.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.42		The wireless technology system shall provide an alternate printer solution for bicycle units (not mounted)	M	N - Cannot Meet Requirement	***GL Solutions does not propose or include mobile devices, printers or corresponding equipment, and, as indicated by the TA's response to the Q&A regarding the mobile devices, recommends the TA acquire suitable IOS or Android based equipment as GL Solutions will specify and configure GL Suite using a mobile app, for use on TA provided mobile devices using an IOS or Android operating system, enabling TA technicians to utilize in the field.***
BR04.43		The wireless technology system shall allow for user-friendly and intuitive interfaces on both the hand-held device and printer	M	N - Cannot Meet Requirement	***GL Solutions does not propose or include mobile devices, printers or corresponding equipment, and, as indicated by the TA's response to the Q&A regarding the mobile devices, recommends the TA acquire suitable IOS or Android based equipment as GL Solutions will specify and configure GL Suite using a mobile app, for use on TA provided mobile devices using an IOS or Android operating system, enabling TA technicians to utilize in the field. For more information, see GL Suite Mobile Inspections, Supporting Document 10.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.44		The wireless technology system shall provide built-in GPS.	M	N - Cannot Meet Requirement	***GL Solutions does not propose or include mobile devices, printers or corresponding equipment, and, as indicated by the TA's response to the Q&A regarding the mobile devices, recommends the TA acquire suitable IOS or Android based equipment as GL Solutions will specify and configure GL Suite using a mobile app, for use on TA provided mobile devices using an IOS or Android operating system, enabling TA technicians to utilize in the field. For more information, see GL Suite Mobile Inspections, Supporting Document 10.***
BR04.45		The wireless technology system shall submit all citations into the Hearings module as "incomplete" until supporting documentation is appended and the record is marked as "pending approval".	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to place citations into any requested status upon initial creation, and to update the status automatically upon the receipt of specified documents through the use of business rules.***
BR04.46		Upon being marked as "pending approval", the system will post the citation into the Supervisory Compliance Enforcement workflow queue for approval.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to comply with workflow requirements through the use of business rules provided by the client. See Supporting Document 21 - Workflow Automation for more information.***
BR04.47		The system shall allow for the approval or denial of a citation by Supervisory role/permission	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that those users in assigned security groups are given permissions to make changes as necessary to any entity.***
BR04.48		The system shall move the citation through the hearings process when approved by the Enforcement Supervisor	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to comply with workflow requirements through the use of business rules provided by the client.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.49		When an Enforcement Supervisor is denying the approval of a citation, the system will require comments by the Supervisor and will return the denied citation into the queue of the issuing investigator (this cycle will be repeated until approval by the Supervisor)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to comply with workflow requirements through the use of business rules provided by the client. See Supporting Document 21 - Workflow Automation for more information.***
BR04.50		The system shall provide for a dashboard tool for Supervisory Compliance Enforcement Officers to know which citations have not been submitted for approval and time-frames, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a dashboard for requested users allowing them access to requested data as necessary.***
BR04.51		The system shall provide for a dashboard tool for the Chief Compliance Officer to know the status of all citations pending submission by the Compliance Enforcement Investigator, the status of all citations awaiting Supervisory approval, and providing the lapsed time since original citation issuance (or similar management tools)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a dashboard for requested users allowing them access to requested data as necessary.***
BR04.52		Upon approval by Supervisory Enforcement Investigator, the citation and supporting documentation will move into the Hearings Workflow Module.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to comply with workflow requirements through the use of business rules provided by the client. See Supporting Document 21 - Workflow Automation for more information.***
BR04.53	**Hearings**	The system shall provide a complete method to support the life cycle of all citations issued by the Taxicab Authority	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to comply with workflow requirements through the use of business rules provided by the client. See Supporting Document 21 - Workflow Automation for more information.***
BR04.54		The system shall provide a method to capture the life cycle of a show-cause hearing	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture, store, and report necessary data for the life cycle of a hearing.***
BR04.55		The system shall assign a recommended fine amount based on business rules which will be provided	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a recommended fine amount as per rules provided by the client.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.56		The system shall allow for the assigned recommended fine amount to automatically adjust based on additional defined business rules.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow automatic modification of the recommended fine amount as per rules provided by the client.***
BR04.57		The system shall allow for manual modification of assigned recommended fine, and require justification in comments section (mandatory entry).	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow manual modification of the recommended fine amount as per rules provided by the client, including addition of required/mandatory data fields.***
BR04.58		The system shall allow for a separate entry of actual fine imposed/collected.	M	S - Standard Function	***GL Suite meets this requirement. Our standard practices ensure that all amounts entered into any invoice, fine, etc…. is entered manually, and may be for any part or all of the amount due.***
BR04.59		The system shall allow attaching of associated various documents/forms in the citation history, using the citation # as the primary key for attachment.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the attaching of documentation and forms to any required entity, report, or citation.***
BR04.60		The system shall allow for manually scanned documents to be attached to the citation file.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for scanned documents to be attached to any requested entity, report, or citation file.***
BR04.61		The system shall accept payment on a citation, in any approved tender, in person at TA office, via web portal, or via smart phone app.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that GL Suite full functionality, including payment processing, is available through all approved forms of access, including desktop, laptop, tablet, or smartphone.***
BR04.62		The system shall apply payment to specified citation and "close out" the citation when the balance is zero.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to apply payments and modify citations as requested by the client.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.63		The system shall remove the citation from the court calendar when the citation is closed out (paid in full), and allow a future citation to be assigned the now-available court calendar slot, based upon business rules (time-frames).	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to interact as requested with the court calendar, allowing openings to be made in the calendar upon closing of a citation.***
BR04.64		The system shall not make available for payment, any citation for which the fine has not yet been recommended.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that no payment may be made upon an invoice, citation, or other entity which does not have a dollar amount assigned.***
BR04.65		The system shall require payment in full for any citation being paid on the web portal.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to contain payment restrictions as necessary based upon client request.***
BR04.66		The system shall display defined fields when a driver accesses his/her citations through the Taxicab Driver's web portal and allow the driver to select any outstanding citations for payment.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide information and accessibility as needed for users as requested. Access to information and functionality will be based on user security groups defined by the client.***
BR04.67		The system shall allow for issuance of payment plans when option selected by TA staff, and must follow business rules to be defined	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide issuance of payment plans using business rules provided by the client.***
BR04.68		When a payment plan is in place, the system shall generate notice to the TA permit holder based upon his/her communication preference as a reminder when a payment is due	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate any necessary correspondences requested by the client, utilizing any business rules specified.***
BR04.69		The system shall "suspend" the TA permit when a payment is not made according to the payment plan.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to modify a permit as necessary based upon rules provided by the client.***
BR04.70		The system shall generate notice to the TA permit holder and the current employing taxicab company (may be different than the taxicab company on the citation) notifying of the suspension and reason.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate any necessary correspondences requested by the client, utilizing any business rules specified.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.71		The system shall allow payment in full of outstanding fines in-person at TA office, via web portal, when permit status is "suspended", and re-instate in real time, as "active" if no other flags affect the status, such as expired or FTA, and shall generate a notice of the reinstatement (business rules will apply)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to modify permits as necessary based upon payments as instructed by the client. Our standard practices ensure that no matter what entry method is used to make a payment, in office, online, or via smartphone, that the payment will process and follow business rules as necessary.***
BR04.72		The system shall maintain and display a history of all actions for each citation number.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all changes or modifications to a record, report, or other entity are tracked and stored for future use and audit purposes.***
BR04.73		The system shall create a customer record if one does not exist.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that customer records are created as necessary to allow for the addition of permits, licenses, citations, or other entities.***
BR04.74	**FTAs (Failure to Appear)**	The system shall allow TA staff to manually notate a failure to appear for a court date/time	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that users with proper rights dictated by security groups are allowed to make changes to data as necessary.***
BR04.75		The system shall change the TA Permit status to "Suspended FTA"	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to utilize business rules to modify permit status as requested by client.***
BR04.76	**Suspensions**	The system shall allow TA staff to manually suspend a TA permit and assign a starting date and time, and ending date and time	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that users with proper rights dictated by security groups are allowed to make changes to data as necessary.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.77		The system shall allow for the differentiation for cause of suspension	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to differentiate in the cause of suspension as dictated by the client.***
BR04.78		The system shall allow for hierarchy of suspension causes - applying business rules	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to apply business rules as necessary when creating the hierarchy of suspension causes.***
BR04.79	**Hearings - Court Attendance**	The system shall generate a court calendar of all scheduled actions to be heard	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate a calendar with the required data as requested by the client.***
BR04.80		The system shall capture customer information such as, but not limited to: Customer name, contact information, physical address, mailing address, telephone number, email address etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.81		The system shall capture hearing reason.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that GL Suite is able to capture any client defined data elements.***
BR04.82		The system shall capture all citation information.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that GL Suite is able to capture any client defined data elements.***
BR04.83		The system shall capture associated law-enforcement agency information such as, but not limited to: Agency information, officer information, officer badge information, address, contact information, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.84		The system shall capture attorney information such as, but not limited to: Attorney company name, representing attorney, address, contact information etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.85		The system shall allow for comments to be added to hearing records.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that GL Suite is able to capture any client defined data elements. A comments/notes section is standard.***
BR04.86		The system shall allow for scanning of all documentation to be tied to the customer record.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow scanned documents to be associated with customer records as dictated by client needs.***
BR04.87	**Evidence**	The system shall provide a method to document, track, and dispose of all evidence in accordance with International Association of Property and Evidence (IAPE) standards	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for documentation, tracking, and disposal of evidence using any business rules dictated by the client.***
BR04.88		The system shall provide a method to attach evidence records to all associated records, i.e., bar code or similar technology	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to associate evidence records to other entities as specified by the client.***
BR04.89		The system shall allow designation of evidence as blood and allow manual entry of DUI blood test information such as, but not limited to: Blood Alcohol Content (BAC).	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow designation of evidence type and to allow the addition of any necessary data elements as specified by the client.***
BR04.90		The system shall generate notice to TA staff (to be identified) when blood evidence will be sent out for processing.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate any necessary correspondences or notifications as requested by the client.***
BR04.91		The system shall capture inventory storage location such as, but not limited to: Aisle, row, rack, shelf, etc. (evidence)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite with data elements to allow for evidence tracking as specified by client needs.***
BR04.92		The system shall create bar-code labels such as, but not limited to: inventory labels, location labels, etc. (evidence)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite for the creation and printing of bar code labels as necessary to fulfill client needs.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.93		The system shall interface with a bar-code reader for all transaction processing. (evidence)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite for interaction with bar code readers as input as necessary to fulfill client needs.***
BR04.94	**Hearings**	The system shall allow for the notation that a bond is required.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow notation of a required bond where specified by the client.***
BR04.95		The system shall capture Bond company information such as, but not limited to: Bond company name, bond number, amount, effective date, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.96		The system shall capture bond adjuster information such as, but not limited to: Adjustor name, Contact information, physical address, mailing address, contact information, attorney representing bond company, attorney contact information, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.97		The system shall capture audio recording requests.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.98		The system shall capture discovery requests.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.99		The system shall allow for inquiries and selection of DMV customer records.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all records are able to be inquired utilizing any data elements requested by the client.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.100		The system shall allow the ability to capture and tie all scanned information the customer hearing record.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all scanned documents may be associated with any necessary entity, report, or record.***
BR04.101		The system shall allow for adding, changing, updating, deleting hearing information.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all users with appropriate permissions assigned by security groups are allowed to add, change, update, or delete information as necessary.***
BR04.102		The system shall allow hearing scheduling.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to contain a hearing schedule calendar as requested.***
BR04.103		The system shall generate hearing letters to customers.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate any necessary correspondences as requested by the client.***
BR04.104		The system shall retain all historical records of all hearings with all recorded information.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all data pertaining to any entity, report, record, hearing, etc.… is retained for future use.***
BR04.105		The system shall allow TA staff to search for hearings using one or more search criteria.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all records are able to be inquired utilizing any data elements requested by the client.***
BR04.106		The system shall allow hearing records to be retrieved along with all supporting documentation.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all records are able to be inquired utilizing any data elements requested by the client. All records retrieved will contain any supporting or attached documentation.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.107	**Update Hearing Request**	The system shall allow the ability to retrieve hearing information such as, but not limited to: Hearing information, attorney information, court information, law enforcement information, permit review, compliance enforcement, bond information, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all records are able to be inquired utilizing any data elements requested by the client. All records retrieved will contain any supporting or attached documentation.***
BR04.108		The system shall allow the staff to update hearing status.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all users with appropriate permissions assigned by security groups are allowed to add, change, update, or delete information as necessary.***
BR04.109		The system shall notify TA staff about additional actions to be taken such as, but not limited to: review for suspension, fraud, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate any notifications required to client staff as requested by client.***
BR04.110		The system shall allow a technician to reassign hearing dates.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all users with appropriate permissions assigned by security groups are allowed to add, change, update, or delete information as necessary.***
BR04.111	**Schedule Hearing Appointment**	The system shall allow a hearing to be scheduled and tied to the customer record.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all pertinent data elements are associated with the appropriate records as dictated by the client.***
BR04.112		The system shall allow for scheduling information to be established such as, but not limited to: Date, Time, location, Additional comments, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow all necessary scheduling information to be provided as requested by the client.***
BR04.113		The system shall provide a calendar with time slots identifying them as opened, filled, blocked, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite with a calendar that displays the requested information concerning availability.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.114		The system shall allow for administrative hearing officers to be assigned to hearing calendars.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow officers to be assigned to specific calendars as needed by the client.***
BR04.115		The system shall allow for compliance enforcement investigators to be assigned to hearing calendars.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow investigators to be assigned to specific calendars as needed by the client.***
BR04.116		The system shall allow for continuances to be scheduled.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the scheduling of continuances as needed.***
BR04.117		The system shall capture any 'no-show' parties such as but not limited to: law officers, attorneys, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.118		The system shall provide access through the driver portal for drivers to review their scheduled hearings.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that users are able to access all necessary information no matter the format of access, be it laptop, desktop, tablet, or smartphone.***
BR04.119		The system shall easily interact with each associated module.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure ease of use, and an intuitive and understandable system interaction.***
BR04.120		The system shall allow updates to courts information such as, but not limited to: address, phone number, web address references, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all users with appropriate permissions assigned by security groups are allowed to add, change, update, or delete information as necessary.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.121		The system shall provide hearing scheduled information on external platforms, such as, but not limited to: driver portal, smart phone app, etc.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that users are able to access all necessary information no matter the format of access, be it laptop, desktop, tablet, or smartphone.***
BR04.122	**Reschedule Hearing**	The system shall allow the ability to reschedule hearings by TA staff (only), and capture required information such as but not limited to: reason for reschedule, comments, reason for denials, etc.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that users are able to access all necessary information no matter the format of access, be it laptop, desktop, tablet, or smartphone. Full functionality is provided across all platforms, allowing authorized users to capture and modify data elements as needed.***
BR04.123		The system shall allow TA staff to reschedule previous hearings.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all users with appropriate permissions assigned by security groups are allowed to add, change, update, or delete information as necessary.***
BR04.124		The system shall allow TA staff to reschedule future hearings for the same case.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all users with appropriate permissions assigned by security groups are allowed to add, change, update, or delete information as necessary.***
BR04.125		The system shall tie all additional hearings scheduled to original case.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices allow all data, reports, or other entities to be associated with a base record, or entity as needed.***
BR04.126	**Calendar Updates**	The system shall provide the ability for users to block specific calendar day(s) on the hearing appointments calendar for administrative purposes. The user shall have the optional ability to enter specific reasons while blocking calendar day(s).	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to allow users to modify calendars as necessary, allowing for blocking, and reason specification.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.127		The system shall have the ability to display a list of dates and time slots available for users to reschedule a hearing. Any hearing appointment time slots must be adjustable. There is only one hearing officer, so only one hearing can be scheduled for any one time.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to allow access to the calendar in order to produce an open slots available list. GL Suite shall also be configured to allow for the adjustment of time slots.***
BR04.128		The system shall have the ability to display the list of dates and time slots that are available for TA Staff to select in order to reschedule a hearing. The user may indicate the amount time (hours/minutes) for each hearing.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to allow access to the calendar in order to produce an open slots available list. GL Suite shall also be configured to allow for the adjustment of time slots.***
BR04.129		The system shall automatically update the calendar when a hearing is scheduled.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that upon saving data all necessary updates are conducted based upon provided business rules.***
BR04.130		The system shall allow the user to update an individual's existing appointment to reference multiple hearings in the same time slot. In cases where more than one hearing has been indicated in a single session (time slot) the system shall maintain the combined appointment session time. In addition, each hearing will be shall be unique and each shall require that a final disposition be entered.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to allow users to modify calendars as necessary, including allowing combined appointment session times, and still requiring separate dispositions for each individual hearing.***
BR04.131	**Hold hearings**	The system shall allow the ability to capture all attending parties scheduled to attend a hearing.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.132		The system shall allow the ability to capture all no-shows at a scheduled hearing.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.133		The system shall allow the ability to capture hearing start/end times.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.134		The system shall allow the ability to capture attorney information representing customer at a scheduled hearing.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.135		The system shall allow the ability to capture information for the law enforcement officer attending a scheduled hearing.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.136		The system shall allow the ability to capture administrative hearing officer presiding over the case and deputy attorney general prosecuting the case.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***
BR04.137	**Update Hearing Disposition**	The system shall allow the ability to enter final hearing disposition.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all users with appropriate permissions assigned by security groups are allowed to add, change, update, or delete information as necessary.***
BR04.138		The system shall generate forms/notices before, during, and after hearings at the request of TA staff (to be defined).	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to generate any forms, notices, or correspondences necessary based upon client needs, requests, and business rules.***
BR04.139		They system shall allow the ability to upload and tie files to the hearing record. The files shall include file types such as, but are not limited to: audio, video, data, documents, etc.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to allow uploading and association of files to an individual record.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR04.140		The system shall allow for purging of files based on State's retention schedule.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to follow all State retention schedule business rules as provided by the client.***
BR04.141		The system shall update the status to closed upon completion of final disposition.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to update record status based upon business rules provided by the client.***
BR04.142		The system shall allow for updates if the case is submitted to a district or justice court for further proceedings after a hearing is held and disposition made.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to allow for updates at any time necessary based upon client needs and specifications.***
BR04.143		The system shall allow the ability to impose varying progressive sanction and fees for citations/violations based upon guilty adjudication.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to allow for the ability to vary sanctions and fees for citations/violations as specified by the client.***
BR04.144	**Subpoenas**	The system shall allow for the creation, inquiry, changes, and deletions of a Subpoena Requests.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all users with appropriate permissions assigned by security groups are allowed to add, change, update, or delete information as necessary.***
BR04.145		The system shall capture subpoena information such as, but not limited to: Subpoena date, received date, subject, requested information, etc.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any necessary data elements are able to be captured through the use of forms or other data entry methods.***

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR05 - VEHICLE INSPECTIONS					
Taxicab companies, prior to placing a taxicab into service, must submit a request to the TA for inspection for that taxicab to ensure it meets requirements in NRS and NAC. The TA conducts these inspections prior to it being allowed to be placed into service.					
The TA conducts inspections on taxicabs quarterly, prior to operation in passenger service, when there is an outstanding 24-hour or out-of-service notice, when there is an accident or complaint regarding mechanical malfunctions, when a taxicab has been converted to propane, and when a taxicab has been "wrapped".					
Taxicabs have a maximum life, defined in months, that they are able to be used as taxicabs in Clark County. Time-frames are defined by whether the cab is "new" or "used" (defined by NRS 482.076.3, a new vehicle is placed into service with 2500 miles or less), and whether it is a "hybrid electric vehicle", as defined in 40 C.F.R. § 86.1702-99.					
The TA is looking to the vendor to provide a mobile application that will allow an investigator or inspector to retrieve vehicle data from the TA RMS in this RFP and to capture/ submit and print the on-site vehicle inspection information on a wireless mobile device, as part of the solution to this RFP.					
The TA inspects many vehicle types and models. The captured information should be easily selected, verified, and uploaded to the customer's vehicle record.					
Taxicab Inspections					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired**	**Vendor Response**	**Vendor Response Explanation**
BR05.01	**Vehicle Description Records**	The system shall allow for the creation, inquiry, changes, and deletions of taxicabs.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that client defined entities may be created and the system allows for authorized TA staff to manipulate entity records as deemed appropriate. See Supporting Document 11 - Configuration for more specific information about the configurability of GL Suite.***
BR05.02		The system shall allow for status such as, but not limited to: Active, OSN, 24, Removed From Service, Pending, etc.	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to meet this requirement, which includes allowing for tracking statuses.***
BR05.03		The system shall capture vehicle information such as, but not limited to: Taxicab Company, Taxicab number, vehicle identification number, make, model, year, Fuel type, License Number, Taxi Meter Number, Handicap, Hybrid, In service date, in service mileage, Date out of service, comments, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meets this requirement. Our standard practices ensure that any necessary data properties are created for capturing and storing vehicle information.***
BR05.04		The system shall link cab information to CPCN.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to associate (link) cab information to the corresponding Certificate f Public Convenience and Necessity (CPCN).***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR05.05		The system shall retrieve previous and current vehicle inspection information	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to track previous and current vehicle inspection information. Our standard practices ensure that all previous and current data is stored within the system, allowing for future use and viewing.***
BR05.06	**Inspections**	The system shall provide an application that allows the Vehicle Inspector to utilize an alternate device to capture the vehicle information.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement using a mobile app, for use on TA provided mobile devices using an IOS or Android operating system, enabling TA technicians to utilize for capturing vehicle information in the field. However, GL Solutions does not propose or include mobile device, data plans or corresponding equipment, and, as indicated by the TA's response during the Q&A, recommends the TA acquire IOS or Android mobile devices and equipment that meets the TA's needs. See Supporting Document 10 - GL Suite Mobile Inspections for more information.***
BR05.07		The system shall link the captured inspection information to the vehicle record in real-time, allowing for the immediately removal from service or place back into service	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to link captured information to the appropriate record, utilizing business rules allowing for service removal / placement of vehicles based on the TA's inspection process.***
BR05.08		The system shall allow the application to upload captured information to the Vehicle Inspectors technician computer upon connectivity.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure all data entered is immediately uploaded to our system upon connectivity.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR05.09		The system shall allow for the scanning of the VIN barcode by a hand-held device to retrieve vehicle records and auto-populate inspection screen fields or web enabled forms.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to accept VIN barcodes as a valid input for retrieving and submitting records, assuming that TA equipment is capable of bar code scanning.***
BR05.10		The system shall integrate with the records management system to retrieve vehicle information for all vehicle inspections.	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to track previous and current vehicle inspection information. Our standard practices ensure that all previous and current data is stored within the system, allowing for future use and viewing.***
BR05.11	**Regular Vehicle**	The system shall allow for the creation, inquiry, changes, and deletions of vehicle inspections.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that vehicle inspection records may be created and the system allows for authorized TA staff to edit / delete inspection records as appropriate.***
BR05.12		The system shall capture vehicle information such as, but not limited to: Vehicle Identification Number, make, model, year, body type, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meets this requirement. Our standard practices ensure that any necessary data properties are created for capturing and storing vehicle information.***
BR05.13		The system shall create a new vehicle records using vehicle VIN.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to create new vehicle records.***
BR05.14		The system shall link the vehicle to the Certificate Holder record.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to associate (link) vehicle information to the corresponding customer record in the system.***
BR05.15		The system shall capture odometer reading.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture and store vehicle odometer readings.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR05.16		The system shall capture the Taxicab company representative signature on required forms.	M	S - Standard Function	***GL Solutions will specify and configure the GL Suite to interface with our mobile app to capture electronic signatures. For further information see Supporting Document 10 - GL Suite Mobile Inspections .***
		The system shall move the taxicab record to history when the taxicab has been removed from service and a new cab of the same cab # record is created (will allow only one active record of each cab #, but multiple inactive records of each cab #)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite's business rules to ensure only one active record for a cab # is allowed, and store historical (inactive) records for cabs removed from service.***
BR05.17	**New Cab**	The system shall capture fuel type indicators such as, but not limited to: Gas, propane, hybrid, electric, other, additional (as required by statute or regulation), etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to record fuel type indicator information such as gas, propane, hybrid, electric, other, additional, etc..***
BR05.18		The system shall capture the authorized vehicle inspector information such as, but not limited to: name, date of signature, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture inspector information.***
BR05.19		The system shall capture authorized vehicle inspector signatures electronically on any inspection forms as required.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to store electronic signatures.***
BR05.20		The system shall capture external assisting agency information.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture and store assisting agency information.***
BR05.21	**VDR**	The system shall capture vehicle inspection information such as, but not limited to: Cab #, Event #, VDR #, Employee Issuing, Notice type (Other, OSN, 24-Hour), Reason for Inspection (Accident, Complaint, Inspection, Meter Seal, Other), Incident Location, New Cab designation, Driver Permit #, Driver Cited designation, Check Engine Light On designation, Date Issued, Time Issued, Meter #, Seal #, Date Cleared, Employee Clearing (from agency employee list), Comments .	M	S - Standard Function	***As a highly configurable business rules engine, GL Suite will be specified and configured by GL Solutions to meet this requirement. See Supporting Document 11 - Configuration for more information.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR05.22		The system shall provide for the use of pre-formatted forms on wireless hand-held devices for investigators/inspectors to fill in when conducting inspections	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement using a mobile app, using an IOS or Android operating system, enabling TA inspectors / investigators to conduct and complete inspections using pre-formatted forms. See Supporting Document 10 - GL Suite Mobile Inspections for more information.***
BR05.23		The system shall capture the cab company's signature electronically.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture electronic signatures as part of the app for use on agency provided IOS or Android mobile devices.***
BR05.24		The system shall capture vehicle information such as, but not limited to: Vehicle identification number, license plate, make, model, year, zip code, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. See Supporting Document 11 - Configuration for more information and examples of how GL Suite will be configured to capture vehicle information.***
BR05.25		The system shall allow an inquiry on the vehicle such as, but not limited to: vehicle identification, license plate, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. All records within the system may be reported against using desired criteria. See Supporting Document 6 - Reporting and Output Samples for more information and examples of the exceptional reporting capabilities inherent within GL Suite.***
BR05.26		The system shall retrieve vehicle information.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. All records within the system may be reported against using desired criteria. See Supporting Document 6 - Reporting and Output Samples for more information.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR05.27		The system shall retrieve vehicle registration information.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. All records within the system may be reported against using desired criteria. See Supporting Document 11 - Configuration and Supporting Document 6 - Reporting and Output Samples for more information and examples of how data properties, including vehicle registration information, can be created and reported against.***
BR05.28		The system shall calculate required testing.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to support the calculation of testing requirements based on the TA's processes.***
BR05.29		The system shall generate a unique Vehicle inspection report number.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate unique inspection report numbers in the client requested format.***
BR05.30		The system shall generate Out-of-Service and 24-hour notices to include elements such as, but not limited to: Vehicle identification number, license plate, make, model, year, etc.	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to meet the requirement to generate notifications to dynamically include required data elements. See Supporting Document 3 - Alerts and Notifications for more information and examples.***
BR05.31		The system shall assign a scheduled "remove from service" date on any taxicab upon entry into the system, based upon parameters which will be provided.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a "remove from service date" according to parameters provided by the TA.***
BR05.32		The system shall allow a taxicab to manually be removed from service, and require a date and reason entry	M	S - Standard Function	***GL Solutions shall specify and configure GL Suite to allow for specified entities, taxicabs, to be manually modified by authorized TA users and require any fields deemed necessary based upon the TA's process.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR05.33		The system shall link vehicle inspection report to taxicab records.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. All records within the system can be associated in a hierarchical structure, linking records to higher entities.***
BR05.34		The system shall generate a unique Vehicle inspection report number.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate unique inspection numbers in the client requested format.***
BR05.35		The system shall link vehicle inspection report to vehicle account.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to link vehicle inspection report record(s) to the appropriate vehicle record(s).***
BR05.36		The system shall allow for creation, inquiry, changes, and modify VDR numbers.	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to meet this requirement allowing for the creation and modification of VDR numbers by authorized TA staff.***
BR05.37		The system shall allow for VIR Reprints.	M	S - Standard Function	***GL Suite will be specified and configured to meet this requirement. GL Suite retains records of documents and reports, and will allow for the reprinting of any document generated within the system.***
BR05.38		The system shall allow creation, and inquiry, of VIR reports.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to generate reports. See Supporting Document 6 - Reports and Output Samples for more information and examples.***
BR05.39		The system shall allow printing of VDR reports.	M	S - Standard Function	***See Supporting Document 6 - Reports and Output Samples for more information and examples of how GL Solutions will specify and configure GL Suite to meet the TA's reporting requirements.***
BR05.40		The system shall allow a vehicle inspector to edit all pre-filled fields	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for authorized TA inspectors to edit fields.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR05.41		The system shall allow a record to be re-printed	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement to allow for the re-printing of records.***
BR05.42		The system shall allow a vehicle inspector to "accept" the submitted new taxicab record upon inspection when the inspection is passed, resulting in the addition of the taxicab to the inventory	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement using GL Suite's powerful business rules engine to automate the addition of a taxicab to the inventory upon passage and accepting of the vehicle inspection.***

Nevada Taxicab Authority Records Management System Modernization RFP # 3422

BR06 - Dispatch/Call Management/Events

Public complaints are currently received via email, telephone, fax, in person, and through the existing Taxicab Authority website where there is a form to fill out and when "submit" is selected, an email is generated and the complaint is delivered to an assigned email inbox to taxicomplaints@taxi.state.nv.us for review and possible action. All complaints are routed to one TA employee who logs them into an excel spreadsheet. Refer to Complaints work flow process diagram.

Taxicab companies are mandated to report complaints of violations of applicable statutes by drivers to the TA. Cab Companies currently report complaints either by submitting a web form on the TA website (when "submit" is selected, an email is generated and the complaint is delivered to an assigned email inbox to taxicomplaints@taxi.state.nv.us for review and possible action), or by selecting the link on the TA website taxicomplaints@taxi.state.nv.us and attaching a document providing the required information

Complaints received by the TA are either "actionable" or "inactionable". "Inactionable" complaints are customer service complaints, not violations of applicable statutes or regulations. "Actionable" complaints are complaints against a driver or cab company for violations of NRS or NAC chapters 706.

TA staff monitoring complaints have the functionality to route a customer to other staff, supervisors or sections, or the respective cab company representatives based on complaint content.

When TA staff monitoring complaints determines a complaint is "Actionable", it is routed to a TA Enforcement Investigator to conduct an investigation.

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.01	**Complaints**	The system shall allow for TA staff to enter customer "complaint" information in the system and assign an 'event' number or other tracking identifier..	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for TA staff to enter complaints into the system and to capture all complaint information as required by the agency business process. See Supporting Document 4 - Complaints, Compliance, and Case Management for more information and examples.***
BR06.02		The system shall allow for TA staff to classify the complaint as "actionable" or "non-actionable".	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for TA staff to classify a complaint as actionable or non-actionable.***
BR06.03		The system shall allow for TA staff to input a disposition code to a "non-actionable" complaint such as "referred to cab company", "not enough information", or the like, closing the complaint entry for no further action required.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for TA staff to input a complaint disposition code as required by the agency business process.***
BR06.04		The system shall allow for TA staff to assign an "actionable" event to other TA staff.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for TA staff assign an actionable event to another staff person.***
BR06.05		The system shall allow for TA staff to "close" the complaint, based upon permissions, upon receiving the closing disposition from the assigned investigator.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for TA staff that have the proper permissions to close a complaint as required by the agency business process.***
BR06.06		The system shall allow for the re-assignment of a complaint to a different investigator by supervisory or Dispatch/Call Management personnel, based upon permissions.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the re-assignment of a complaint by staff who have the proper permissions***
BR06.07		The system shall allow for any TA staff to update the complaint information with actions taken, people involved, etc., to resolve the complaint.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for TA staff to update complaint information as required by the agency business process.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.08		The system shall provide a method for monitoring outstanding complaints with their details to include the creation date and due date (if assigned).	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide detailed monitoring of events as required by the agency business process.***
BR06.09		The system shall allow supervisory staff to review and assign activities, and due dates.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for supervisory staff to review and assign activities and due dates.***
BR06.10		The system shall allow supervisor monitoring tools, such as a dashboard, displaying each subordinate investigator's outstanding assignments/events, sorted by type and date, oldest at top, newest on bottom, and shall receive some type of notification if a creation date is older than a determined time frame; last updated field; ability to see all activity that has been completed, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for supervisor monitoring of complaint information. An example of how this can be accomplished is by using a dashboard that can display and sort data as required by the agency business process.***
BR06.11		The system must provide the ability to report the % of written complaints resolved within 30 days	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide the ability to report the percent of written complaints resolved within 30 days. See Supporting Document 6 - Reporting and Output Samples.***
BR06.12		The system must provide an audit trail of all actions taken on each complaint.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all actions performed upon any entity within the GL Suite system is tracked and stored for future use or auditing purposes. See Supporting Document 2 - History Tracking and Audit Trails.***
BR06.13		The system shall tie the "complaint" information to the TA permit #, taxicab #, and/or the cab company name, when included in the record.	M	S - Standard Function	***GL Suite meets this requirement. The core of the software allows for records to be associated at multiple levels.***
BR06.14		The system shall capture information on the "complaint" record such as, but not limited to: Date, Time, etc. (Refer to specifications)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture all complaint information as required by the agency business process.***
BR06.15		The system shall allow the "complaint" to be forwarded to a taxicab company if required.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for a complaint to be forwarded to another technician or respective supervisor.***
BR06.16		The system shall allow the "complaint" to be escalated to a supervisor after a specified period of no action.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for a complaint to be escalated to a supervisor.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.17		The system shall allow TA Staff to view all applicable policies and procedures per transaction processed.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for staff to view applicable policies and procedures for each transaction processed per the requirements of the agency business process.***
BR06.18		The Dispatch/Call Management system shall provide an entry screen of all 'events' with fields to be identified.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide an entry screen for dispatch with fields as required by the agency business process. See Supporting Document 10 - GL Suite Mobile Inspections.***
BR06.19		The Dispatch/Call Management system shall provide a method to create and view incidents, assign enforcement personnel, and monitor the progress of each incident from receipt to completion for a single jurisdiction.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the creation and viewing of incidents, assign enforcement personnel, and monitor progress by jurisdiction.***
BR06.20		The Dispatch/Call Management system shall direct the flow of enforcement personnel and monitor the progress of each call from receipt to completion for a single jurisdiction.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to direct the flow of enforcement personnel and monitor the progress of each call by jurisdiction.***
BR06.21		The system shall provide user-definable features and customizable screens, mouse, and keyboard functionality with keystroke shortcut commands to quickly add, modify, assign, and complete calls.	M	S - Standard Function	***GL Suite meets this requirement. Our highly configurable COTS software system allows for a highly configurable system to meet the requirements of the agency business processes.***
BR06.22		The system shall append event numbers to associated database tables related to that event, i.e., if TA Permit # 123 is listed in an event, that event # appends to TA Permit # 123's history.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for event numbers to be associated and/or appended to a permit in the system.***
BR06.23		The system shall allow the TA Staff to see all documentation, correspondence, transaction history and all event interactions for a specific TA Permit Holder, taxicab, or medallion, and certificate holder.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the viewing of all documentation, transaction history and event interactions for specific permit holder, taxicab, medallion, or certificate holder.***
BR06.24		The system shall allow cut and paste functionality within the transaction records.	M	S - Standard Function	***GL Suite meets this requirement. Our software is browser based and allows for cutting an pasting with fields in the system.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.25		The system shall allow TA Staff searches such as, but not limited to: Soundex, Wildcard, exact spelling, etc.	M	S - Standard Function	***GL Solutions meets this requirement. GL Suite is a sql based database which allows for the generation of searched utilizing Soundex, Wildcard, and exact spelling, and GL Solutions will configure searches as requested.***
BR06.26		The system shall allow the Dispatch Supervisor shadow the Dispatch/Call Management desktop input screen to observe activities or transactions.	M	N - Cannot Meet Requirement	***While GL Solutions provides a number of auditing tools such as a history of changes on each screen, timestamps to show when and what user last updated a record, and various reporting functionality, GL Solutions does not propose or include a solution for shadowing a users desktop input screen to observe activities or transactions.***
BR06.27		The system shall allow the remote shadowing functionality to be used as a training tool.	M	N - Cannot Meet Requirement	***GL Solutions offers a number of resources that can be utilized in the training of TA Staff. However, GL Solutions does not propose or include within this proposal a shadowing functionality, and instead recommends the TA seek out a third party solution. For more information on our Training methodologies, see Supporting Document 17.***
BR06.28		The system shall allow database table historical searches to be initiated using a from-date and to-date. Only transactions within the specified period will be available to the Dispatch/Call Management.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the database to queried by date range and only return records that fall within that date range.***
BR06.29		The system shall prevent certain transactions from being saved without data entered into mandatory fields.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite and any required forms, reports, or other entities to utilize mandatory fields as requested by client specifications.***
BR06.30		The system shall follow security requirements for all computer inactivity time-out displays.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to follow inactivity time out displays per the contract requirements.***
BR06.31		The system shall allow an audit query that will report the number of times an employee has accessed a TA Driver's record.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the database to queried for audit purposes and return data on how many times a record has been accessed.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.32		The system shall allow for real-time access to automated instruction guides to be made available to Dispatch/Call Management staff.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that GL Suite may host documents such as instructions guides, which may be made available to be viewed by users.***
BR06.33		The system shall allow for log notes to be entered without the creation of an event.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any type of entity or data element may be created within the GL Suite system as specified by client request.***
BR06.34		The system shall allow for comments to be created and tied to event or log notes	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for comments to be created and tied to an event or log note.***
BR06.35		The system shall allow for auditing of event entries and transactions initiated by Dispatch/Call Management staff.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all actions performed upon any entity within the GL Suite system is tracked and stored for future use or auditing purposes. See Supporting Document 2 - History Tracking and Audit Trails.***
BR06.36		The system shall provide the ability to view all individual driver status and history information in single screen.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for ease of viewing driver status and history information in a summarized format.***
BR06.37		The system shall provide the ability to synchronize data across all TA system fields. For example a TA Permit suspended in one screen must reflect suspended on all screens.	M	S - Standard Function	***GL Suite meets this requirement. Our COTS software system is a relational database that allows for the same data to be viewed by multiple users.***
BR06.38		The system shall allow a Dispatch/Call Management staff to review all customer correspondence.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all actions performed upon any entity within the GL Suite system is tracked and stored for future use or auditing purposes.***
BR06.39		The system shall allow for metrics and analytics to be captured for a technician.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all actions performed by any user within the GL Suite system is tracked and stored for future use or auditing purposes.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.40	**Receive Customer Email**	The system shall provide a central email inbox using taxicomplaints@state.nv.us.	M	S - Standard Function	***Per this requirement and answers to questions during the RFP Q&A, GL Solutions will specify and configure GL Suite to interface with the TA's exchange server, to receive and store inbound emails for staff to manually address them.***
BR06.41		The system shall provide the ability to tie all email correspondence to a record but not require it.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to tie email correspondences to a record as required by the agency business process.***
BR06.42		The system shall provide the ability to carbon copy the inbox when a reply is sent to a customer.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to carbon copy an inbox when an email is sent from the system.***
BR06.43		The system will provide statistics on total number of emails received and allow for an event # to be assigned to track how many emails resulted in an event #.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide for statistical data on emails received***
BR06.44	**Record Review**	The system shall provide the ability to review events in real-time.	M	S - Standard Function	***GL Suite meets this requirement. Our software allows for the updating and viewing of data in real-time.***
BR06.45		The system shall have the ability to provide the Dispatch/Call Management staff to inquiry and update access to those areas defined to complete their specified duties.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for searching and updating records in the database based on security permissions assigned to meet the requirements of the agency business process.***
BR06.46		The system shall allow a Dispatch/Call Management staff to have the same system functionality in any environment such as, but not limited to: Test, System Test, User Acceptance, Production, etc.	M	S - Standard Function	***GL Suite meets this requirement. Our software has four environments. Configuration work is completed in the Development environment and than promoted and tested through System Test, UAT, and Production to keep all environments in sync.***
BR06.47	**Hearings/Court Scheduling**	**The system shall allow the Dispatch/Call Management to schedule, cancel or change a court date.**	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the updating of court dates.***
BR06.48	**Reporting**	The system shall provide reports as defined in the enterprise reports requirements.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to produce all reports per the contract requirements. See Supporting Document 6 - Reporting and Output Samples.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.49		The system shall provide reports of time spent on events by Dispatch/Call Management Staff.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to produce all reports per the contract requirements. See Supporting Document 6 - Reporting and Output Samples.***
BR06.50	**Dispatch/Call Management**	The system shall allow inquiry access of TA Permit Holders and CPCN Holders	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to all allow for data regarding TA Permit Holders and CPCN Holders to be queried.***
BR06.51		The system shall allow inquiry of the citations/hearings database.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to all allow for data regarding citations and hearings to be queried.***
BR06.52		The system shall provide a method to track and coordinate officers	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a method to track and coordinate officers.***
BR06.53		The system shall provide for the documentation of pertinent information provided by investigators and vehicle inspectors to include call details, log notes, and dispositions of calls.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to track information provided by investigators and vehicle inspectors as required by the agency business process.***
BR06.54		The system shall provide for the fields necessary to record all pertinent information from callers.		S - Standard Function	***GL Solutions will specify and configure GL Suite to track information provided by callers as required by the agency business process.***
BR06.55		The system shall capture pertinent information related to the status of investigators, events, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to track information related to the status of investigators and events as required by the agency business process.***
BR06.56		The system shall provide for a method to assign priority levels to active calls/events.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for a method to assign priority levels to active calls/events.***
BR06.57		The system shall provide for the classification of call types at initial receipt, and track the reclassification as initial and final call-type.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the classification of call types at initial receipt and the reclassification of call types.***
BR06.58		The system shall capture the source of the event, i.e., witness, victim, suspect, TA Investigator, other law enforcement agency, etc., as the initiator of the event.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture all data regarding the source of an event as required by the agency business process.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.59		The system shall allow for additional TA investigators or other resources to be assigned to an event	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for additional investigators or resources to be assigned an event as required by the agency business process.***
BR06.60		The system shall provide for the capture of the status of an event, i.e., open, closed, suspended, pending, etc., and shall require a disposition when being closed.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to capture the status of an event as required by the agency business process.***
BR06.61		The system shall provide for the entry of vehicle information of vehicles impounded, with associated records and supporting documentation, and "holds" placed on the vehicle, searchable by all fields.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for the entry of vehicle information of vehicles impounded, with associated records and supporting documentation, and "holds" placed on the vehicle, searchable by all fields as required by the agency business process.***
BR06.62		The system shall provide Dispatch/Call Management Staff with a Dashboard to include Active calls and tasks.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a dashboard for Dispatch/Call Management Staff. See Supporting Document 3 - Alerts and Notifications.***
BR06.63	**Radio Communications**	The system shall allow for Event ID's to be assigned by Dispatch to various TA functions such as, but not limited to: complaint tracking, telephone call tracking where a TA action is required, radio communications with field investagators and vehicle inspectors. If the solution selected by the TA has it's own means of tracking the above the term events is not mandatory. The critical part is tracking of the above mentioned items.		S - Standard Function	***GL Solutions will specify and configure GL Suite to assign Event ID's by Dispatch to various TA functions. Event ID's can either be manually input, or GL Suite can be configured through the use of business rules to automatically generate Event ID's based on pre-defined criteria, retaining a specific format and/or with incrementing values.***
BR06.64		The system shall allow for the creation, inquiry, changes, suspension, and closure of event management entries.		S - Standard Function	***GL Suite will be specified and configured by GL Solutions to allow the creation, modifications and tracking of events by authorized TA staff.***
BR06.65		The system shall keep history information on all actions completed in the system.		S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. GL Suite can inherently track historical changes for auditing purposes. See Supporting Document 2 - History Tracking and Audit Trails for more information.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR06.66		The system shall keep historical information on all actions completed.		S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. GL Suite can inherently track historical changes for auditing purposes.***
BR06.67		The system shall keep audit logs on all actions completed.		S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. GL Suite can inherently track historical changes for auditing purposes.***
BR06.68		The system shall allow for incomplete entries received to be created and saved in the system		S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. See Supporting Document 11 - Configuration for more information.***
BR06.69		The system shall allow for an event status of but not limited to: Open, close, reopened, hold, assigned, reassigned, research, etc.		S - Standard Function	***GL Solutions will specify and configure GL Suite to meet the requirements for allowing a status to be assigned to defined statuses.***

Nevada Taxicab Authority Records Management System Modernization RFP # 3422
BR07 - Web Portal
The TA would like a public facing web portal function for applicants and Taxicab Drivers to submit their initial Taxicab Driver Application as well as Renewal Applications using this web portal as a Phase 1 goal. This portal will be used internally as the main input source for Applicants and Drivers to complete their applications at the TA Office .Once the 90-day pilot test period has been sucessfully completed the public facing web portal will be enabled. The portal will also allow for the uploading of required TA documents and for the payment of the initial Taxicab Driver Permit Fee and Taxicab Permit Renewal Fee.
The Second Phase of the web portal will be a web portal for taxicab companies (Certificate Holders). After logging in using a unique ID by parent group (9) and password by User ID, there would be a main page for statistics, reference information, and various communications. Then there will be links to submit web forms, upload documents, establish and track status of taxicabs, inquire upon and modify status of TA permit # through submission of form via the web portal. Payment of Citations, viewing Citation history and court dates will also be a Phase 2 goal of the web portal. This web portal should be very user friendly and simple, and must secure information about one company from being seen by another company.
Prior to beginning or changing employment as a taxicab driver for a certificate holder, a taxicab driver must present a referral slip from his or her new employer for issuance of the permit. The vision is the certificate holders will have company log-ins providing for a web form for the submission of the referral, with the driver's license number of the applicant as the unique identifier.

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR07.01	**New Applicant - Phase 1**	The system shall allow Taxicab Driver's and Taxicab Driver Permit applicants to register on the Taxicab Driver web portal. A new applicant will use his/her Nevada Drivers License # as his/her User ID and a strong password. An Active Taxicab Driver will use his TA # as his User ID with a strong password of his/her choice to create an account.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet the requirement of allowing new application records to be created via a web portal. See Supporting Document 8 - Self-Service Website for more information and examples of web portals and sites developed by GL Solutions.***
		The system shall verify that the entered Nevada driver's license number has not been used as the user ID in the New Applicant process to ensure duplicate accounts are not created.	M	S - Standard Function	***Using GL Suite's powerful business rules engine, GL Solutions will specify and configure GL Suite to meet this requirement by performing data validation to ensure duplicate records are not created within the system.***
BR07.02		The system shall allow a registered user to logon to the Taxi Driver's portal to begin the Permit application process or the Permit Renewal process.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow a registered user to log onto the Taxi Driver's portal to either begin the application process, or being the renewal process.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR07.03		The system shall allow for a User who signs with a Nevada Drivers License as the User ID to be presented with a New Applicant input screen. A TA # entered as a User ID will be presented with a Taxicab Driver Permit Renewal input screen.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to present users who log on with their Drivers License as the User ID the New Applicant screen, and present users who log on with their TA # the Taxicab Driver Permit Renewal screen. GL Suite can restrict access to different application types based on pre-defined criteria, for example: only allowing applicants with a valid or recently expired permit to access the renewal process.***
BR07.04		The system shall present the signed-on applicant the standard fields from the current Taxicab Driver's Permit application form including the Criminal History Statement, Child Support Questionnaire, Authorization for Release of Information, and the Fingerprint Background Waiver form. A field for Communication Preference: with the following options E-Mail, Text, Cell Phone and Home Phone should be included as a mandatory field.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to present signed-on applicants with the standard application information and requirements for the Taxicab Driver's Permit Application. GL Suite will also record communication preference, preventing the applicant from progressing through the process until required information has been provided.***
BR07.05		The system shall provide for an Electronic signature acceptance process on the web portal		S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for electronic signature acceptance.***
BR07.06		The system must allow for the uploading of scanned Taxicab Driver Permit required forms (Taxicab Company Referral, DOT Medical Form) prompting the applicant for each required form during the upload process.		S - Standard Function	***GL Solutions will specify and configure GL Suite to allow the submission of required Taxicab Driver Permit forms. Please refer to Supporting Document 7 - Document Storage for more information.***
BR07.07		The system shall append the Nevada Drivers License # of the signed-on User to the uploaded Taxicab Driver Referral Form and the DOT Medical form along with the Document type. Ex: xxxxxxxxxx_Referral, xxxxxxxxxx_Medical.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to automatically update the submitted documents to the required format, utilizing specific information from the applicants record.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR07.08		The system shall upon submission of a completed application, assigning a "pending" status to the application and route the application to the 'Permit Input Queue' for review if the applicant selected 'No" to all Criminal Background Questions . A printable or e-mail confirmation of the successful submission will be available for the applicant.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to automatically update the status of the submitted application based on pre-defined criteria, and will be configured to route the application to the Permit Input Queue.***
BR07.09		The system shall route any New Applicant request to the Administrative Office workflow queue if the applicant selected 'YES' to any Criminal History Background question.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to route an application to the Administrative Office workflow queue if 'Yes' is selected on any of the Criminal Background Questions through the use of business rules.***
BR07.10		The system shall follow all state security policies and procedures for website access and user password policies, including resetting passwords.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that security requirements are met or exceeded by industry and state standards. See Supporting Document 13 - Security for more information.***
BR07.11		The system shall provide a self-service password reset function.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure the ability to allow external users to have self service password resets.***
BR07.12	**Renewal Application - Phase 1**	The system shall allow User ID sign-on using a TA # and strong password will be presented with the Taxicab Driver's Permit Renewal Form option. If the Application date is outside of the 30 day renewal period the renewal applicant will be presented with a message indicating the date of the 30 day renewal period. If the application date is after the TA Permit Expiration date the renewal applicant will be presented with a message indicating the Permit is Expired and a New Taxicab Driver Application is required.	M	S - Standard Function	***GL Solutions will specify and configure GL Suit to provide information to applicants regarding application renewal periods, as well as notify and direct applicants they must submit a New Taxicab Driver Application based on pre-defined criteria.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR07.13		The system shall present the signed-on applicant the standard fields from the current Taxicab Driver's Permit application form including the Criminal History Statement, Child Support Questionnaire, Authorization for Release of Information, and the Fingerprint Background Waiver form. A field for Communication Preference: with the following options E-Mail, Text, Cell Phone and Home Phone should be included as a mandatory field.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to present signed-on applicants with the standard application information and requirements for the Taxicab Driver's Permit Application. GL Suite will also record communication preference, preventing the applicant from progressing through the process until required information has been provided.***
BR07.14		Once a TA Permit # is issued, the driver may use the TA # as the user ID in place of the driver's license number, maintaining the associated records.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. GL Suite can specify and utilize any most unique identifying information on a record as login information, such as a TA Permit #.***
BR07.15		The system shall allow TA staff to review and modify the application packet, applying an audit trail.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement, enabling TA staff with the appropriate rights to review and modify applications, as well as track data for auditing purposes. See Supporting Document 2 - History Tracking and Audit Trails for more information and examples.***
BR07.16		Upon entering the TA Permit #, the TA Permit # now becomes the primary key for all future transactions.	M	S - Standard Function	***GL Suite will be specified and configured by GL Solutions to meet this requirement.***
BR07.17		All supplemental documents and actions noted during the application process follow the driver's TA Permit # for historical purposes	M	S - Standard Function	***GL Suite is a highly relational database system enabling scanned documents and data to be associated to appropriate records within the system. GL Solutions will specify and configure GL Suite to meet this requirement.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR07.18	**Payment Processing - Phase 1**	The system shall allow a logged-in applicant or renewal driver to pay the oustanding fee for his/her application.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Payments are securely transacted via a Third-Party Interface to a payment processor. See Supporting Document 9 - Third-Party Interfaces for more information.***
BR07.19	**Reporting - Phase 1**	The system shall allow reporting of: workflow process statistics, accepted & rejected applications, applications started but not completed, testing, etc.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. See Supporting Document 6 - Reporting and Output Samples for more information and examples of how versatile GL Suite is for generating desired reports and queries.***
BR07.20	**Fine Payment History Processing - Phase 2**	The system shall allow a logged in driver to view all previously paid and outstanding fines, fees, etc.		S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that users of the web portal are able to view all pertinent information associated to their record.***
BR07.21		The system shall allow a logged in driver to select an outstanding fine/fee and submit secure payment.		S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Payments are securely transacted via a Third-Party Interface to a payment processor. See Supporting Document 9 - Third-Party Interfaces for more information.***
BR07.22		The system shall allow a logged in driver to view all active payment plans (those with outstanding balances) and submit secure payment.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Payments are securely transacted via a Third-Party Interface to a payment processor. See Supporting Document 9 - Third-Party Interfaces for more information.***
BR07.23		All payments submitted online shall generate a confirmation and itemized receipt, both of which are able to be printed in PDF format or send to their requested communication method.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that reports, including receipts, are generated in printable formats.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR07.24		The system shall allow a logged in driver to select a past, current, or outstanding citation to see all citation content including date and time of scheduled court date	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that users of the web portal are able to view all pertinent information associated to their record.***
			M		***This requirement appears to be blank, and therefore has not been answered.***
BR07.25	**Certificate Holder Web Portal - Phase 2**	The system shall provide a Certificate Holder web Portal to allow Certificate Holders to register and create individual user id's for access to their portal.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to support the TA's application processes. Our standard practices ensure that the appropriate statuses, notifications and requirements associated to a specific application process are tracked. See Supporting Document 1 - Requirements Tracking and Supporting Document 11 - Configuration for more information.***
BR07.26		The system shall allow each Certificate Holder portal to include their specific asset inventory such as Drivers, Taxicab Vehicles and Taxicab Medallions.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide any Certificate Holder access to specific asset inventory through the web portal.***
BR07.27		The system shall allow for Taxicab Driver Permit New Applicant and Taxicab Driver's Permit Renewal process to be available from their specific portal.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide the Taxicab Driver Permit New Applicant and Renewal processes to be available via the web portal.***
BR07.28		The system shall provide a company specific Taxicab Company Referral web form to be completed and attached to a New Taxicab Driver's Permit Application once the New Application and Referral apps have been rolled out to the Certificate Holders web portal. This process shall follow the already established application submission process.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to provide a Taxicab Company Referral web form that will be completed with the New Taxicab Driver's Permit Application.***
BR07.29		The system shall provide online help functionality and content for the web portal functions.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to provide online help functionality and content. This is supported by GL Portal, containing design documentation to assist the agency. For more information on GL Portal, see Supporting Document 19.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR07.30		The system shall provide the ability to submit a "terminated driver" which must also update the status in licensing/permitting in real time, requiring explanation, with an error report sent to submitter if all field information does not agree to database record	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure the ability to update status, request specific data elements, and verify with the database as needed for any entity within GL Suite based upon client needs.***
BR07.31		The system must provide the ability to submit new cab to be inspected and repaired cab to be inspected to get added onto the "to be inspected" report	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to generate the requested report, and to update it based upon rules provided by the client.***
BR07.32		The system shall include web-based payment option for all citation/fine transactions; and payment option for annual medallion fees (web invoice)	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Payments are securely transacted via a Third-Party Interface to a payment processor. See Supporting Document 9 - Third-Party Interfaces for more information.***
BR07.33		Train and provide technical support to Taxicab Authority staff on portal use and management.	M	S – Standard Function	***GL Solutions meets this requirement. The standard business process ensures that GL Solutions will work with your staff to develop a customized training plan and outline for all training activities associated with your project. Training courses cover basic skills, issues, assessment tasks, and learner outcomes. Technical support is also provided per the SLA. See Supporting Document 17 - Training Overview and Supporting Document 22 - Sample Management Plan for more information and examples.***
BR07.34		The system shall allow a logged in Certificate Holder to view all outstanding medallion invoices and submit secure payment.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Payments are securely transacted via a Third-Party Interface to a payment processor. See Supporting Document 9 - Third-Party Interfaces for more information.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR07.35	**Certificate Holder - Inspections - Phase 2**	The system shall allow a logged in certificate Holder to submit new taxicab record information	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that users of the web portal are able to view and submit required information.***
BR07.36		The system shall allow a logged in certificate holder to schedule a new taxicab, wrapped taxicab, or propane converted taxicab for initial inspection	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow a certificate holder to schedule an initial inspection for predefined reasons per the TAs requirements.***
BR07.37		The system shall allow a logged in certificate holder to schedule a re-inspection of any taxicab placed out of service or having a 24-hour notice	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow a certificate holder to schedule an initial inspection for predefined reasons per the TAs requirements.***
BR07.38	**Certificate Holder - Citations - Phase 2**	The system shall allow a logged in driver to select a past, current, or outstanding citation to see all citation content including date and time of scheduled court date	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that users of the web portal are able to view all pertinent information associated to their record.***
BR07.39		The system shall allow a logged in Certificate Holder to run a pre-set query of drivers adjudicated guilty of long route violation employed by that certificate holder at the time of violation (not adjudication).	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that users of the web portal are able to view all pertinent information associated to their record.***
BR07.40		The system shall allow a logged in certificate holder to run a pre-set query of drivers adjudicated guilty of long route violation for all certificate holders, without providing the certificate holder name.	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. Our standard practices ensure that users of the web portal are able to view all pertinent information associated to their record.***
BR07.41	**Miscellaneous**	The system shall provide a secure web portal page for the Taxicab Authority Board members to download confidential document downloads	M	S - Standard Function	***GL Solutions will specify and configure GL Suite to meet this requirement. See Supporting Document 19 - GL Portal for examples of how board members are allowed to access and review information.***

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR08 - REPORTS MANAGEMENT SYSTEM					
The TA currently has reports created by disparate systems and processes with no comprehensive report management system. Reports are created manually, systematically, programmatically, from Access database applications and the Licensing COTS application.					
In all cases, date and parameter queries are required for report generation.					
The current reports have limited search functionality; making research cumbersome. The Access reports are exported into Excel for data manipulation and are only compatible with a specific version of Access (2007).					
The TA is seeking a comprehensive reporting management system or engine that will allow reports to be generated from any data element available in the proposed system. The data elements are the lowest levels of reporting available.					
System reporting shall consist of all data extracted from the system such as, but not limited to: reports, correspondence, function documentation, receipts, notices, exceptions, statistics, modeling, analytics, forecasting, fiscal management, controlled documents, product documentation, logging, etc.					
This RFP does not describe every report required to be created. The TA is looking for the vendor system to include a report management system that shall allow any report to be created as required for this project based on any and all data. This reporting engine should allow TA Staff to create all reports with no 'coding' or SQL knowledge, user training on the report engine should provide the knowledge to create any report as long as the data elements are available.					
The reporting engine should provide all reporting functionality to all modules (i.e., licensing, driver training, inspections, investigations, dispatch, medallions, courts, performance indicators, audits, complaints, invoicing, payments, etc.).					
The reporting engine shall include the generation of all current reports being generated through existing agency technologies					
Requirement ID					
BR08.01	Reporting Engine Capability	The system shall allow for the creation, inquiry, changes, and deletions of system generated reports.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for the creation, query, modification, or deletion any generated reports. For more information see Supporting Document 6- Reporting and Output Samples.***
BR08.02		The system shall allow the creation of reports of the lowest data element within the TA system. Such as any TA related data element.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for the configuration of reports for any level of data element that is in the system. For more information see Supporting Document 6- Reporting and Output Samples.***
BR08.03		The system shall allow reporting roll-up to highest data level such as, but not limited to: Customer, function, transactions, etc.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for the configuration of reports for any level of data element that is in the system. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.04		The vendor shall provide User training on the systems reports engine to allow TA Staff to create any report based on available data elements.	M	**S - Standard Function**	***GL Suite meets this requirement. Our software includes an ad-hoc reporting tool called GLS Report that allows for the creation of user defined reports. For more information see Supporting Document 6- Reporting and Output Samples.***

Requirement ID					
BR08.05		The system shall allow a simple user-defined report tool for creation of ad-hoc reports.	M	**S - Standard Function**	***GL Suite meets this requirement. Our software includes an ad-hoc reporting tool called GLS Report that allows for the creation of user defined reports. For more information see Supporting Document 6- Reporting and Output Samples.***
BR08.06		The vendor shall provide user training to include creating Monthly Agency reports and ad-hoc reports both detail and summary formats with drill-down capabilities.	M	**S - Standard Function**	***GL Solutions meets this requirement. Our standard practices ensure that all reports, both predefined and ad-hoc, utilize both detail and summary formats, with drill-down capability.***
BR08.07		The system shall allow date range functionality as well as frequency reporting such as Monthly, Quarterly, semi-Annually, and Annually.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to produce reports that allow for daily, weekly, bi-weekly, monthly, quarterly, semi-annual, and annually reporting. Reports can also be configure to allow for a date range to be input for any time frame needed.***
BR08.08		The system shall allow reports to be scheduled to be run on specific days and specific times or as reoccurring tasks as defined by TA staff.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate reports on pre-defined schedules on specific days/times or as recurring tasks through the use of scheduled jobs and business rules. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.09		The system shall generate reports as "Read only" with drill down capability.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for the configuration of reports in a Read Only format with drill down capability.***
BR08.10		The system shall generate system audit reports on each functional module, workflow process, and staff statistics .	M	**S - Standard Function**	***GL Suite meets this requirement. The core of our software provides an ad-hoc reporting tool, GLS Report, that can provide statistical reports on any data element within GL Suite. For more information see Supporting Document 6 - Reporting and Output Samples.***

Requirement ID					
BR08.11		The system shall allow report print and export destinations such as, but not limited to: Printer, screen, file, download, etc.	M	S - Standard Function	***GL Suite meets this requirement. All reports, queries, and correspondence first generate to screen, whether on-screen in GL Suite, or to PDF, Excel, or Word. If to screen, they can be exported to Excel or PDF. From any of these file formats, they can be printed, saved, attached, downloaded, etc.***
BR08.12		The system shall provide report format such as, but not limited to: Standard reports, excel, Word, Adobe PDF, CSV, comma delimited, etc.	M	**S - Standard Function**	***GL Solutions meets this requirement. Our standard practices ensure that each output created in GL Suite may be configured to output to any of the desired formats, and this format may change whether it should be created as a report, query, or correspondence. These formats are chosen during the development process, whether query results show on-screen in GL Suite, or generate to Excel, Word, PDF, CSV, and comma delimited (as well as others) are allowed formats.***
BR08.13		The system shall allow for electronic delivery of reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to allow for electronic delivery, such as through email.***
BR08.14		The system shall allow reports to be available to various users such as, but not limited to: Internal staff, driver and taxicab company portal etc.	M	**S - Standard Function**	***GL Solutions meets this requirement. Our standard practices ensure the use of a group based security structure, allowing access to data as needed based upon security group. For more information see Supporting Document 13 - Security.***
BR08.15		The system shall include online reporting functionality and allow reports to be directed to specific web portals. (Certificate Holders portal)		**S - Standard Function**	***GL Solutions will specify and configure GL Suite to provide online reporting functionality and to allow reports to be directed to any web portal. For more information see Supporting Document 6 - Reporting and Output Samples.***

Requirement ID					
BR08.16		The vendor shall train TA Staff to create statistical reports, pre-set and ad hoc.	M	**S - Standard Function**	***GL Solutions meets this requirement. Our standard practices ensure pre-defined reports are configured during design. Our software also includes an ad-hoc reporting tool called GLS Report that allows for the creation of user defined reports.***
BR08.17		The system shall allow reports to be available in any internal file structure such as, but not limited to: TA Web portal	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for reports to be available in an internal file structure.***
BR08.18		The system shall allow data elements from separate multiple data field content to be generated into a single transaction reporting i.e., permitting with citations, court dates, events etc.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for data stored in the system in multiple locations to be dynamically populated into a single report. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.19		The system shall integrate data from multiple sources.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for data stored in the system in multiple locations to be dynamically populated into a single report. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.20		The system shall integrate data for multiple uses. i.e. Warehouse reporting.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to produce reports that contain data for multiple uses.***
BR08.21		The system shall generate headers and footers on reports generated.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate headers and footers on reports as required by the agency business processes.***
BR08.22		The system shall generate page numbers on reports generated.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate page numbers on reports as required by the agency business processes.***

Requirement ID					
BR08.23		The system shall capture date and time stamp of reports generated.	M	**S - Standard Function**	***GL Solutions meets this requirement. Our standard practices ensure that all reports may be configured to generate and capture a date and time stamp as requested by the client.***
BR08.24		The system shall generate a unique report identifier number.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software creates and logs a unique report ID.***
BR08.25		The system shall allow reports creation in function such as, but not limited to: Batch, online, real-time, ad-hoc, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure reports to be created in multiple functions as required by the agency. These functions can include, but not limited to: batch, online, real-time, or ad-hoc.***
BR08.26		The system shall allow batched reports to be stored and remain static.	M	**S - Standard Function**	***GL Suite meets this requirement. Report templates are stored in the system to remain static unless an update is requested. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.27		The system shall generate employee statistical reports such as, but not limited to: work days, work time, work schedule calendar, employee leave information, number of processed transactions by employee, number of permit new/renewal applications received/ processed/abandoned, average processing times, actual processing times, tasks assigned, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate employee statistical reports such as, but not limited to: work days, work time, work schedule calendar, employee leave information, number of processed transactions by employee, number of permit new/renewal applications received/ processed/abandoned, average processing times, actual processing times, tasks assigned, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***

Requirement ID					
BR08.28		The system shall generate customer account reports such as, but not limited to: customers based on permit status, number of expired/revoked/suspended permits, number of issued, appeared, settled, outstanding, failures to appear citations, number of all status types of medallions, number of all status types of taxicabs, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate customer account reports such as, but not limited to: customers based on permit status, number of expired/revoked/suspended permits, number of issued, appeared, settled, outstanding, failures to appear citations, number of all status types of medallions, number of all status types of taxicabs, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.29		The system shall generate a report of any mass data element changes.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for the configuration of report to track mass data element changes.***
BR08.30		The system shall generate transaction statistical reports such as, but not limited to: Processed transactions, completed transactions, transactions with errors, number of records accessed by TA staff, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate transaction statistical reports such as, but not limited to: processed transactions, completed transactions, transactions with errors, number of records accessed by TA staff, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.31		The system shall generate exemption reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate exemption reports as required by the agency business processes. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.32		The system shall generate transmittal reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate transmittal reports as required by the agency business processes. For more information see Supporting Document 6 - Reporting and Output Samples.***

Requirement ID					
BR08.33		The system shall generate complaint statistical reports from the dispatch to include, but not limited to: number actionable vs inactionable complaints, number of closed complaints, days to close complaints, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate complaint statistical reports such as, but not limited to: number actionable vs inactionable complaints, number of closed complaints, days to close complaints, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.34		The system shall allow for the generation of renewal detail reports to include, but not limited to counts of renewals, method of renewal (online, website), other preset categories, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate renewal detail reports such as, but not limited to: counts of renewals, method of renewal (online, website), other preset categories, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.35		The system shall allow for the generation reports of TA permits surrendered.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate TA permits surrendered reports as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.36		The system shall allow for the generation of customer driver history reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate customer driver history reports as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.37		The system shall allow for the generation of vehicle report to include, but not limited to: Number of gas vehicles, number of alternate fuel vehicles, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate vehicle reports to include, but not limited to: number of gas vehicles, number of alternate fuel vehicles, etc. . For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.38		The system shall allow for the generation of case management/event reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate case management reports as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***

Requirement ID					
BR08.39		The system shall allow for the generation of inspector reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate inspector reports as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.40		The system shall allow the setting of pre-set reports to print to a specific printer as scheduled.	M	**S - Standard Function**	***GL Suite meets this requirement. Our software is a browser based COTS software system that allows for the selection of any printer as an output device.***
BR08.41		The system shall provide the ability to disable pre-set reports from running or printing or both (allowing for manual selection and printing)	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for pre-set reports to be disabled or kept from printing.***
BR08.42		The system shall meet the State's report retention timelines for all stored reports within the system..	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to meet the state report retention timelines.***
BR08.43	**Reporting Retention**	The system shall purge reports meeting retention end-dates after notification to agency Records Manager and approval.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to purge reports based on retention end dates provided by the agency. The system can be configured to provide a notification to the Records Manager of impending retention end-dates for approval before purging.***
BR08.44		The system shall backup all created reports to storage.	M	**S - Standard Function**	***GL Solutions meets this requirement. Our standard practices ensure that all data hosted on our servers has a hosted backup. For more information see Supporting Document 15 - Technical Architecture Design.***

Requirement ID					
BR08.45		The system reporting and information that becomes obsolete and no longer used must be disposed of by appropriate procedures. The application and associated information must be either preserved, discarded or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to remove reporting and information that becomes obsolete and no longer used. The system will be configured to dispose of the information by appropriate procedures. The application and associated information will be either preserved, discarded or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.***
BR08.46		The system shall allow generation of multiple reports for all TA requirements in this RFP.	M	**S - Standard Function**	***GL Solutions meets this requirement. Our standard practices ensure that multiple reports can be configured and generated per the contract requirements.***
BR08.47		The system shall generate driver training class reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate driver training class reports as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.48		The system shall allow for the creation, inquiry, changes, and deletions of customer correspondence templates.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for the creation, query, modification, or deletion of customer correspondence templates. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.49	**Customer Correspondence**	The system shall allow for the generation of customer correspondence from predefined templates.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for the generation of customer correspondence templates. For more information see Supporting Document 6 - Reporting and Output Samples.***

Requirement ID					
BR08.50		The system allow for the generation of customer correspondence for all TA requirements in this RFP.	M	**S - Standard Function**	***GL Solutions meets this requirement. Our standard practices ensure that multiple correspondences can be configured and generated per the contract requirements.***
BR08.51		The system shall allow for printing the unique TA # information on correspondence when available.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to print a unique TA # on correspondence as required by the agency business process.***
BR08.52		The system shall allow for the creation, inquiry, changes, and voids of fiscal management reports.	M	**S - Standard Function**	***GL Suite meets this requirement. The core of the software allows for the creation, query, modification, or deletion of fiscal management reports. For more information see Supporting Document 5 - Financial Management for more information and examples.***
BR08.53	**Fiscal Management**	The system shall allow for reporting drill down to data element level such as, but not limited to: General ledger, State account codes, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to allow for reporting drill down to the data element level such as, but not limited to: general ledger, state account codes, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.54		The system shall allow reporting roll-up to highest data level such as, but not limited to: Customer (TA #), product, financial transactions, , TA Staff, payment source, payment type, payment reason, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to allow for reporting roll-up to the highest data level such as, but not limited to: customer (TA #), product, financial transactions, , TA Staff, payment source, payment type, payment reason, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.55		The system shall allow for the generation all reconciliation reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate reconciliation reports as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***

Requirement ID					
BR08.56		The system shall allow for the generation of all general ledger balancing reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate general ledger balancing reports as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.57		The system shall for the generation of reports to include, but not limited to: Transactions, definition, GL links, counts, amounts, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate reports to include, but not limited to: transactions, definition, GL links, counts, amounts, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.58		The system shall allow for the generation of reports to include but not limited to: outstanding fines with due dates; paid fines; outstanding and paid medallion invoices; payment plans - paid, scheduled, and outstanding; etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate reports to include, but not limited to: r outstanding fines with due dates; paid fines; outstanding and paid medallion invoices; payment plans - paid, scheduled, and outstanding; etc. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.59		The system shall allow for the generation of KPI fiscal year collection reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate KPI fiscal year collection reports as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.60		The system shall allow for the generation of fiscal forecasting and trend analysis reports.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate fiscal forecasting and trend analysis reports as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.61		The system shall allow for the generation of reports to include, but not limited to: actions taken, payment plan reporting, outstanding fines, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate reports to include, but not limited to: actions taken, payment plan reporting, outstanding fines, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***

Requirement ID					
BR08.62		The system shall allow for the generation of revenue recovery account reports such as, but not limited to: Delinquent payments, number of accounts, amount, revenue collected, account fees, collections, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate revenue recovery account reports such as, but not limited to delinquent payments, number of accounts, amount, revenue collected, account fees, collections, etc. per the contract requirements. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.63		The system shall allow for the generation of a statistical cash bond report to include, but not limited to: license number, license status, bond cancellation date, bond amount, region, etc.	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate statistical cash bond reports to include, but not limited to: license number, license status, bond cancellation date, bond amount, region, etc. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.64		The system must allow for the ability to report the % of written complaints resolved within 30 days	M	**S - Standard Function**	***GL Solutions will specify and configure GL Suite to generate reports for the percent of written complaints resolved within 30 days as required by the agency business process. For more information see Supporting Document 6 - Reporting and Output Samples.***
BR08.65		The system shall provide the ability to assign standard reports to user groups or individual users, based on role or job function	M	**S - Standard Function**	***GL Solutions meets this requirement. Our standard practices ensure the use of a group based security structure, allowing access to data as needed based upon security group. For more information see Supporting Document 13 - Security.***

Nevada Taxicab Authority Records Management System Modernization RFP # 3422
BR09 - Interfaces
The TA will be required to interface with external business partners to fulfill the statutory requirements of a computerized real-time tracking system. The solution for this Records Management System Modernization RFP is necessary to support the future requirements defined here:
The use of hand-held devices for e-citation and vehicle inspection functions will require data from the Records Management System to the hand-held platform selected by the TA. The Records Management System must provide a bi-directional interface or Interfaces and open API's for any hand-held platform solution choosen by the TA.
Additional interfaces may be required, based on legislative action, during the implementation of the vendor's proposed system.
The TA will be required to work with each business partner for interface testing.
Some interfaces are currently being developed and are included. However, the definition of these interfaces has not been completed. The TA expects that these interfaces will be included and supported by the vendor's application.
The TA expects the Records Management vendor to provide the hand-held solution vendor with all interface and open API documentation required for the hand-held solution provider to sussessfully exchange inquery data and update data with the Records Management System by the RMS vendor.

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR09.01	**Interfaces**	The system shall interface with future business partners using the prescribed transport modes.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to ensure that interfaces may be added at a future date, of which GL Solutions will provide a cost estimate based upon the TA's support plan at that time. Interfaces will be created using prescribed transport modes. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.02		The system shall support various transport protocols such as, but not limited to: Web Services, Secure File Transport Protocol (SFTP), File Transport Protocol (FTP), UNI, etc.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to allow for varied transport protocols, including Web Services, SFTP, FTP, UNI, and more. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.03		The system shall support secure transport protocols such as, but not limited to: HTTPS, SFTP, Certificates, Password access, Access ID protocols, etc.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to support of secure transport protocols, including HTTPS, SFTP, certificates, password access, access ID protocols, and more. For additional information see Supporting Document 9 - Third-Party Interfaces.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR09.04		The system shall support real-time interface processing.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to support real time interface processing. Custom interfaces can provide nearly real-time or delayed transactions (whichever you choose). For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.05		The system shall support batch file interface processing.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to support batch file interface processing. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.06		The system shall support web-services interface processing.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to support web-services interface processing. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.07		The TA currently has no existing file layouts for interfaces.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to ensure that file layouts are created as necessary when developing interfaces. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.08		The system shall be upgraded to latest interface releases if applicable.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to ensure that all interfaces and software are updated automatically as needed. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.09		The system shall interface with future business partner interfaces for required verifications.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to ensure a process wherein interfaces may be added at a future date. These interfaces will meet all requested verification requirements. This process does require additional cost for the creation of the new interface. For additional information see Supporting Document 9 - Third-Party Interfaces.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR09.10		The system shall create all interfaces required by the TA in Development, test, user acceptance testing, training, and production.	F	S - Standard Function	***GL Solutions meets this requirement. Our software includes a dedicated Development (DEV) environment. GL Solutions promotes and deploys all work through 4 (four) independent environments. Development occurs in the DEV environment; System Testing occurs in the SYS environment; User Testing occurs in the UAT environment, and then the work is deployed to PROD, our clients' production environment. This allows software to be promoted through the environments safely. All work is documented while in each environment. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.11		The vendor shall ensure seamless integration of future TA interfaces.	F	S - Standard Function	***GL Solutions will specify and configure GL Suite to ensure a process for the creation of interfaces at a future date. This process does require additional cost for the creation of the new interface. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.12		The system shall be sufficiently flexible to easily add, modify or delete interface fields such as but not limited to: data elements, display messages, payment architecture etc.	F	S - Standard Function	***GL Solutions meets this requirement. The core of the software system supports the ability for authorized personnel to add, modify or delete interface fields such as those listed in this requirement. For additional information see Supporting Document 9 - Third-Party Interfaces.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR09.13		The system shall include testing with the TA business partners in the interface implementation plan.	F	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all aspects of the GL Suite system, including interfaces, will go through a testing period which will include any business partners as requested by the client. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.14		The system shall generate all required interface responses.	F	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all interface responses are configured to generate as needed to provide full functioning of the interface. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.15		The system shall apply all required edits prior to processing any business partner interface.	F	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all edits are applied as necessary to provide full functioning of the interface. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.16		The system shall interface with new business partners to fulfill future requirements in support of the Real-Time Tracking System as defined in NRS 706.88183, NRS 706.8825, etc.	F	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure a process for the creation of an interface to the RTS at a future date. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.17		The data exchange between the vendor's proposed system and TA's business partners must ensure secure and encrypted protocols where applicable.	F	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure all data exchanges are capable of utilizing secure and encrypted protocols. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.18		The vendor shall provide specification documentation for all interfaces incorporated into the vendor's proposed system.	F	S - Standard Function	***GL Solutions will meet this requirement by providing documentation as interfaces are generated. For additional information see Supporting Document 9 - Third-Party Interfaces.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR09.19		The interface documentation must provide instructions for connectivity and communication with the vendor's proposed system.	F	S - Standard Function	***GL Solutions will meet this requirement by providing documentation as interfaces are generated. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.20		The vendor shall test all required network connections of proposed interfaces that become active.	F	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure an in depth testing process which includes testing of all network connections in order to provide full functionality. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.21		The vendor shall describe what interfaces exists in the proposed system that would be used to meet the requirements of this RFP.	F	S - Standard Function	***GL Solutions will meet this requirement by providing documentation as interfaces are generated. For additional information see Supporting Document 9 - Third-Party Interfaces.***
BR09.22		The vendor shall describe what types of interfaces are possible with the proposed system such as, but not limited to: Real-Time, Batch, Web-service, centralized messaging, etc.	F	S - Standard Function	***GL Solutions will meet this requirement by providing documentation as interfaces are generated. For additional information see Supporting Document 9 - Third-Party Interfaces for a listing of interface types and methods.***
BR09.23		The system shall generate "trip numbers" or similar tracking identifier to all trips through the meter, and append those trip numbers to the associated TA Permit #, medallion #, taxicab #, citation #, event #, etc.	F	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that the GL Suite system may generate any data element requested by the client, and may be configured to utilize those data elements as requested based upon business rules provided by the client. For additional information see Supporting Document 9 - Third-Party Interfaces.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired (F)future	Vendor Response	Vendor Response Explanation
BR09.24		Open interface for future use - real time tracking, other state agencies, etc.	F	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure a process for the creation of interfaces at a future date. This process does require additional cost to be quoted by GL Solutions based upon the TA's support plan at that time for the creation of the new interface. For additional information see Supporting Document 9 - Third-Party Interfaces.***

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR10 - Technology					
The TA currently uses disparate tools for IT management. Lack of integration, slow response time, and unsupported software, are also features of the current TA environment.					
The TA is platform agnostic and therefore is looking for the best in class. All vendor solutions shall be reviewed and scored according to how well they meet the requirements of this RFP.					
The TA may continue to use the State's backbone for all network connectivity, however an increase in bandwidth may be required to meet response time metrics. The current network bandwidth capacity utilizes Century					
Requirement ID	**Function**	**Requirements**	**Project Priority (M)mandatory (D)desired**	**Vendor Response**	**Vendor Response Explanation**
BR10.01	**Vendor IT Requirements**	The vendor shall provide training and transfer of knowledge of all configurable and technical system components to TA resources.	M	S – Standard Function	***GL Solutions meets this requirement. We will deliver training and transfer of knowledge of technical and system components as noted in this requirement. Training and knowledge transfer of technical and system components will be handled via workflow diagrams, process guides, detailed specifications, training sessions, and training documentation, as required. For more information on training, please see Supporting Document 17.***
BR10.02		The vendor shall provide documentation for all delivered functionality in this RFP.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that documentation will be provided for functions delivered in this RFP, via requirements traceability documentation, training documents, workflow diagrams, process guides, and detailed specifications, as appropriate for the various functions in this RFP.***
BR10.03	**Applications**	The system shall include web enabled functionality for all business functions.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to provide a browser based system with web enabled functionality for all required application business functions.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.04		The system shall include standardized formats for all activities such as, but not limited to: Creation, change, updates, deletes, etc.	M	S – Standard Function	***GL Suite meets this requirement. The core of the software system is SQL based and will allow for standardized formats for table driven activities such as creation, change, updates, and deletes.***
BR10.05		The system shall allow for data element correction in all system modules such as, but not limited to: Development, test, user acceptance, training, production, etc.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices allow for data element correction in the various environments of GL Suite: Development, System Testing, User Acceptance Testing, and Production. The environments are kept in sync by one-way automated deployment of changes to specific data elements, forward through the environments in the order noted above, allowing for the correction of data elements and testing before deployment of those specific changes to the production environment.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.06	**Testing Tools**	The vendor shall provide testing tools for the proposed technology and be made available in all modules such as, but not limited to: Development, test, user acceptance, training, production, etc.	D	S – Standard Function	***GL Solutions meets this requirement. GL Solutions utilizes a proven strategy to identify, manage, and resolve issues. The primary tools for testing are Cheat Sheets for each business process. Our testing strategy consists of three types of testing—Preliminary Testing (Static, Unit, and Development), Integration Testing, and System Testing—each aimed at helping us meet our clients' functional and deliverable requirements. Our focus on requirements traceability throughout your system implementation ensures that your business needs are met. Finally, we also support our clients in their execution of User Acceptance Testing, in the User Acceptance Testing environment. See response above to BR10.06 for more information on the various environments.***
BR10.07	**Systems**	The system shall provide a unified technology base to include a solid framework.		S – Standard Function	***GL Suite meets this requirement. The core of the system is a configurable business rules engine utilizing a SQL Server database and Microsoft .NET framework, proven through deployment in approximately 70 state agencies and 25 states.***
BR10.08		The system shall provide access to a database standardized query language reporting process with the ability for users to create report without vendor or query language knowledge.	M	S – Standard Function	***GL Suite meets this requirement. Our software includes an ad-hoc reporting tool called GLS Report that allows for the creation of user defined reports and queries. For more information see Supporting Document 6- Reporting and Output Samples.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.09		The system shall provide software configuration management tools for updating workflow processes and business rules without vendor intervention.	M	S – Standard Function	***GL Suite meets this requirement. The core of the software system is a highly configurable business rule engine, with built-in control panel and configuration management tools. For more information on configuration, see Supporting Document 11.***
BR10.10		The system shall provide tools and documentation for all system backup and recovery processes.	M	S – Standard Function	***GL Solutions meets this requirement. For systems hosted with GL Solutions, we maintain a secure, offsite backup facility connected via a private network. We backup data to this facility every 24 hours and retain 21 days of backups at all times. Daily monitoring of jobs and tasks to confirm restorability ensures continuous protection of data from unnecessary loss. GL Solutions maintains redundant, replacement failover equipment to monitor and minimize downtime caused by any hardware failure. In the event of a disaster or hardware failure, data can be recovered within minutes. If the system is not hosted with GL Solutions, training will be provided, but the actual system backup and recovery processes will be the responsibility of the TA or State.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.11		The system shall provide a high ailability system to meet the demands and requirements of this RFP.	M	S – Standard Function	***GL Solutions meets this requirement. The system will be available 24 hours a day except for scheduled maintenance windows. GL Solutions maintains a collection of high-speed, state-of-the-art servers, and we replace equipment on a two-year cycle to ensure that our clients have fast application performance. GL Solutions' hosting services include the installation, setup, maintenance, licenses, patches, and service release installations for Windows, SQL Server, and GL Suite. A GL Solutions hosted solution delivers 99% business availability. See Supporting Document 12 – Hosting Overview.***
BR10.12		The vendor shall estimate required storage requirements based on transaction projections.	M	S – Standard Function	***GL Solutions can accommodate the system storage needs for the TA's data and documents attached to the system, if we host, and do not provide limits to the data and documents in our hosted systems. For information on hardware requirements in the case the TA wishes to host their servers, see System Requirements, Supporting Document 14.***
BR10.13		The system shall support virtualization of required storage and system components.	M	S – Standard Function	***GL Suite meets this requirement. The software can be hosted in an environment with virtualization of storage and system components. For more information, see the GL Suite system requirements in Supporting Document 14.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.14	**System Monitoring**	The system shall provide automated notification of all system functions such as, but not limited to: System failures, critical job alerts, outages, encountered errors, etc.	M	S – Standard Function	***GL Solutions will set up the hosting environment of GL Suite to provide automated notification of specific system issues as noted within this requirement, to send an email to the address specified by the TA.***
BR10.15		The system shall provide database monitoring tools.	M	S – Standard Function	***GL Solutions meets this requirement. The production hosting environment for the application will be set up with real-time system review and monitoring if hosted at GL Solutions.***
BR10.16		The system shall provide real-time system review and monitoring.	M	S – Standard Function	***GL Solutions meets this requirement. The production hosting environment for the application will be set up with real-time system review and monitoring if hosted at GL Solutions.***
BR10.17		The system shall provide error notification functionality for all applications or modules such as, but not limited to: Workflow Processing and Missed Scheduled jobs, etc.	M	S – Standard Function	***GL Solutions meets this requirement. Errors are logged and are set up to notify users.***
BR10.18		The system shall capture, store, and log all system log events.	M	S – Standard Function	***GL Solutions meets this requirement. Our hosting environment is set up to capture, store, and log all system log events.***
BR10.19		The system shall provide the log functionality such as, but not limited to: create, inquiry, reporting, etc.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that GL Suite will provide log functionality.***
BR10.20	**Workflow Control**	The system shall provide the ability to create, modify, test and remove workflow controls.	M	S – Standard Function	***GL Suite meets this requirement. The core of the software system is a configurable business rules engine, and therefore provides a Control Panel, from which workflow controls can be created, modified, and disabled/removed.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.21		The system shall provide an auditable, logged, and controlled data correction functionality.	M	S – Standard Function	***GL Suite meets this requirement. The core of the software system controls built-in audit trails, logging all data corrections and updates, including date and time stamps, data values before and after, and the user who made the changes.***
BR10.22		The system shall generate automated notification of workflow changes.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to generate automated notification of workflow changes. For more information related to Alerts and Notifications, see Supporting Document 3.***
BR10.23		The system shall capture and execute actions based on workflow life cycle such as, but not limited to: Edits, updates, changes, etc.	M	S – Standard Function	***GL Suite meets this requirement. The core of the software system is a configurable business rules engine designed to facilitate workflow. The TA's instance will be configured to capture and execute actions (to trigger workflow rules) upon specific edits, updates, changes, etc., to match TA requirements.***
BR10.24		The system shall provide for an individual TA staff dashboard, customizable based upon preferences, applications, job functions, etc., to be configured/assigned by system administrator	M	S – Standard Function	***GL Solutions meets this requirement. GL Suite provides dashboard functionality that will alert staff of deadlines and assigned tasks. Each staff member can have a dashboard that appears on his or her screen upon log in. Dashboards can be assigned to a user, position type, and/or group.***
BR10.25		The system shall allow administrative management functionality such as, but not limited to: Creation, inquiry, changes, and deletions of users and role management.	M		***GL Suite meets this requirement, providing a Control Panel from which a system administrator can create, change, delete or otherwise manage user roles.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.26		The system must provide a configurable tool for agency personnel to create reports, dashboards, modify data tables, etc., without knowledge of SQL or other like technology.	M	S – Standard Function	***GL Suite meets this requirement. The software system includes both the Control Panel and GLS Report, allowing agency personnel with appropriate permissions the ability to create reports, modify dashboards, and modify data tables without needing special expertise in SQL or similar technologies.***
BR10.27		For all records, permit only authorized users to view, add, or modify records depending on level of identified access provided, allowing management to grant specific access.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that any user with proper authorizations as dictated by security group may generate, edit and update records within the system.***
BR10.28		The system must provide a method to assign retention schedules, notify when retention periods have been met, and track the disposition of disposal/destruction.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to assign retention schedules, send appropriate notifications, and execute and track the disposal/destruction.***
BR10.29		The system must provide the ability for system administrator to add fields, modify field options, etc.	M	S – Standard Function	***GL Suite meets this requirement, providing a Control Panel from which a system administrator can add fields, modify field options, etc.***
BR10.30		The system shall interface with TA's existing desktop and all-in-one printers and scanners.	M	S – Standard Function	***GL Suite meets this requirement, allowing printing of the various outputs, as those will be specified and configured to output to commonly printed file types of PDF, Word, or Excel, depending on the specified use of the output.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.31		The system shall provide for a mobile environment interface for use with various hand-held devices and provide wireless printing support and forms conversion for investigators and inspectors in the field..	M	S – Standard Function	***GL Solutions will specify and configure our mobile app interface to include investigation and inspection forms for use in the field, with the option for wireless printing of the resulting completed forms.***
BR10.32		The system shall generate all output in softcopy such as, but not limited to: Emails, PDFs, HTML's, etc.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to allow for outputs to be generated in soft copy as noted in this requirement.***
BR10.33	**Workflow Scheduler**	The system shall provide a visual dashboard representing workflow job queue status pending and completed as well as any error conditions which may exist.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to provide a visual dashboard as noted to meet this requirement, with click-through links to related records as appropriate.***
BR10.34		The system shall provide a flexible and user friendly workflow scheduler.	M	S – Standard Function	***GL Suite meets this requirement, and will provide a flexible and user friendly workflow scheduler.***
BR10.35		The system shall provide automated tracking of workflow changes.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to provide automated tracking of workflow changes.***
BR10.36		The system shall provide scheduler functions such as, but not limited to: Dependency settings, rescheduling, reruns, pausing jobs, adds, changes, deletions, undo capability, confirmation dialogs, job failure codes, job tracking, etc.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to provide scheduler functions, as noted in this requirement.***
BR10.37		The system shall provide documentation associated with every workflow job.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to include documentation associated with every workflow job.***
BR10.38		The system shall provide workflow information using a "hover" functionality.	M	S – Standard Function	***GL Solutions will meet this requirement. GL Suite can be configured to provide tooltips when "hovering" over a field on the screen.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.39		The system shall provide scheduler dashboard functionality.		S – Standard Function	***GL Solutions will specify and configure GL Suite to provide scheduler dashboard functionality.***
BR10.40		The system shall provide real-time notification of security violations.	M	S – Standard Function	***GL Solutions will set up GL Suite to provide real-time notification of security violations, such as number of user login attempts.***
BR10.41		The system shall allow encryption of all data elements.	M	S – Standard Function	***GL Suite meets this requirement, allowing encryption of all data in transit and encryption of PII data at rest.***
BR10.42		The system shall provide the latest records to be available real-time.	M	S – Standard Function	***GL Solutions will specify and configure GL Suite to ensure the latest records (as defined by the TA) are available real-time.***
BR10.43		The system shall provide archival configuration management.	M	S – Standard Function	***GL Suite meets this requirement. The core of the software system is its configuration management, which controls the rules necessary to meet the TA's requirements for data archiving.***
BR10.44		The system shall provide seamless access to archived records.	M	S – Standard Function	***GL Solutions will specify and configure the rules and records related to archiving to ensure seamless access to archived transactional records.***
BR10.45		The system shall provide a browser based platform for all functions in this RFP.	M	S – Standard Function	***GL Suite meets this requirement. The core software system is a browser based platform.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.46		The system shall work with the latest version of browsers such as, but not limited to: IE, Edge, Mozilla, Chrome, etc.	M	S – Standard Function	***GL Solutions meets this requirement. GL Suite is accessed via industry standard web browsers such as Microsoft IE/Edge, Google Chrome, Mozilla Firefox, and Apple Safari. GL Solutions regularly monitors new technology and will continue to modify our core code to support the top browsers.***
BR10.47		The vendor proposed system shall be either hosted, cloud-based or EITS hosted.	M	S – Standard Function	***GL Solutions meets this requirement. While we have included optional hosting with GL Solutions, the system can also be hosted with EITS or in the location of the TA's choice. For more information about hosting with GL Solutions, see Supporting Document 12. For more information about hosting elsewhere, see our system requirements in Supporting Document 14.***
BR10.48		The vendor shall provide minimum recommendations for the computer/workstation requirements.	M	S – Standard Function	***GL Solutions meets this requirement, and will provide the minimum recommendations for computer/workstation requirements. A web browser, PDF reader, and Microsoft Office are typically the only requirements.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.49	**Cloud Computing**	At deployment time, the vendor's proposed solution can include a cloud proposal.	M	S – Standard Function	***GL Solutions meets this requirement. GL Suite is a browser based system and will be able to provide cloud based functionality, and has therefore submitted separate proposals to cover both options. The decision of whether to use GL Suite hosted "in the cloud" within GL Solutions' hosting, or hosted elsewhere, should be made and communicated during contract negotiation.***
BR10.50		The vendor can propose a cloud-ready, based technology to meet the requirements of the TA.	M	S – Standard Function	***GL Solutions meets this requirement. GL Suite is a browser based system and will be able to provide cloud based functionality if desired. The decision of whether to use GL Suite hosted "in the cloud" within GL Solutions' hosting, or hosted elsewhere, should be made during contract negotiation.***
BR10.51		If proposing a cloud solution, the vendor shall provide a definition of the proposed cloud-ready technology to include, but not limited to: Storage, critical/non-critical components, Disaster/Recovery, Networks connectivity, vendor pipes used for data transport, etc.	M	S – Standard Function	***GL Solutions meets this requirement, submitting separate proposals to cover both options.***
BR10.52		A proposed cloud-ready solution shall reside in the contiguous U.S.	M	S – Standard Function	***GL Solutions meets this requirement. Our cloud-ready solution proposed is hosted on our servers in our colocation data center, located in Bend, OR. For more information on hosting with GL Solutions, see Supporting Document 12.***
BR10.53		A proposed cloud-ready solution shall encrypt all data transmission.	M	S – Standard Function	***GL Suite meets this requirement. The software system uses data encryption for all data transmitted.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.54		A proposed cloud-ready solution shall have encryption on all storage devices.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure encryption on all storage devices.***
BR10.55		A proposed cloud-ready solution shall meet the State's IT security requirements defined in this RFP.	M	S – Standard Function	***GL Solutions meets this requirement. Our cloud-ready solution will meet the state standard for security requirements defined in this RFP. Our vendor/cloud-hosted instance of GL Suite is currently in use among various other Nevada state regulatory agencies.***
BR10.56	**Miscellaneous**	The vendor will provide technical support after go-live of each phase of the project for at least two months.	M	S – Standard Function	***GL Solutions meets this requirement, by proposing a support contract which more than accommodates the technical support necessary in the months following each phase's go-live.***
BR10.57		The vendor will provide a training plan.	M	S – Standard Function	***GL Solutions meets this requirement. We will deliver a training plan to meet the TA's requirements. For further information see Supporting Document 17 – Training Overview.***
BR10.58		The vendor shall provide training materials and scenarios.	M	S – Standard Function	***GL Solutions meets this requirement. GL Solutions will provide training materials and cheat-sheets to describe testing scenarios. For further information see Supporting Document 17 – Training Overview.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.59		The system shall include a fully functional training environment with data	M	S – Standard Function	***GL Solutions meets this requirement, and will provide the User Acceptance Testing environment for training and testing. For further information see Supporting Document 17 – Training Overview.***
BR10.60		The vendor shall develop and provide a user manual	M	S – Standard Function	***GL Solutions meets this requirement, and will provide a user manual along with all the Visio workflow diagrams, detailed specifications, and cheat sheets for use of the GL Suite system. For further information see Supporting Document 17 – Training Overview.***
BR10.61		The vendor shall develop and provide a system administration/operations guide.	M	S – Standard Function	***GL Solutions meets this requirement, and will provide the required documentation for system administration/operations.***
BR10.62		The system shall include a test environment and fully functioning system, including test data.	M	S – Standard Function	***GL Solutions meets this requirement. We will provide the User Acceptance Testing (UAT) environment, functionally configured according to accepted specifications, and System Tested according to those specifications by GL Solutions prior to our deployment to UAT.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR10.63		The system shall be flexible enough to support the capability of adding another agency in the future or supporting the merger of another agency, including differences in operating procedures.	M	S – Standard Function	***GL Suite meets this requirement, and is flexible enough to support the capability of adding another agency in the future, or supporting the merger of another agency. Thanks to the configurable business rules engine at the core of GL Suite, the system can be configured for additional security groups, entities, and vast differences in operating procedures. If/when this possibility becomes a reality, GL Solutions would expect a request to provide a quote for the price to add another agency, including GL Suite software user license fees and any services necessary to implement the agency's requirements.***
BR10.64		The system shall include tools that allow business users to design, author, and manage content.	M	S – Standard Function	***GL Suite meets this requirement. The core of our software system includes a Control Panel, where authorized users can configure, update, or manage content.***
BR10.65		The system shall include electronic new permit and renewal permit application submissions, uploading of documents, individual user access, approximately 10,000 users per year, with multiple transactions per users per year.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure the infrastructure to perform the transactions, for as many users, supporting online permit application and renewal processes. See Supporting Document 8 - Self-Service Website for more information.***

Nevada Taxicab Authority Records Management System Modernization RFP # 3422					
BR11 - Conversion					
The core system of record for the current TA licensing application LicenseEase (COTS) resides in an Oracle database on a Windows based virtual machine in Carson City. The core system of record for all other TA Access database applications (Hearings,					
The following data volume estimates by source type are:					
The TA will provide (Extract) the metadata that describes the data, relationships, access to the data source that may reside in a database and/or flat files, and record count statistical information. The TA will provide data that will be loaded into the					
The TA Permit number field was originally defined as a four digit field but is now currently six digits. This should be expanded in the new system to nine digits, with zeros preceding the actual number to complete the nine digit field, with all of the nine					
Requirement ID	**Function**	**Requirements**	**Project Priority** (M)mandatory (D)desired	**Vendor Response**	**Vendor Response Explanation**
BR11.01	**TA System Data Conversion**	The vendor shall provide a proposed conversion plan (for a phased implementation) to include the following: Phase 1 (LicenceEase (COTS), Medallions), Phase 2 (Events, Vehicles and Hearing Access Databases).	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure the use of an in depth and well tested data conversion plan. For further information on this and various items throughout the conversion requirements, see Supporting Document 16 - Data Conversion Methodology.***
BR11.02		The vendor shall clearly define roles and responsibility for participants in the conversion process.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure clearly defined responsibilities and roles for each participant involved in the data conversion process.***
BR11.03		The vendor shall validate record counts of data records converted/loaded into any Test environment.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that every conversion is tested and validated to ensure all data is properly migrated. Validating record counts is a part of this testing process.***
BR11.04		The vendor shall identify data integrity issues and propose a Resolution plan for resolving the data integrity issues.	M	S - Standard Function	***GL Solutions meets this requirement. Exception handling reports are produced with every run of a conversion, and GL Solutions will meet with the agency to determine how to proceed on each issue produced.***
BR11.05		The vendor shall provide data mapping of existing TA data elements to corresponding vendor's system data elements.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that data elements within legacy data are mapped to data elements within the GL Suite system. We will provide this data mapping, along with screen-to-screen walkthrough, to help the TA understand the proposed data mapping.***
BR11.06		The vendor shall provide a data mapping business requirement document that will define the extraction, transformation, and data loads.	M	S - Standard Function	***GL Solutions meets this requirement. The data mapping business requirements will define any proposed data transformation between extraction and data load.***
BR11.07		The vendor shall provide a data mapping technical requirement document that will define technical processes, systems, files, data elements, jobs, etc. for the extraction, transformation, and data loads.	M	S - Standard Function	***GL Solutions meets this requirement. The data mapping technical requirements will define the process through which various elements will be converted and loaded into the new system.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR11.08		The vendor shall work with the TA to ensure all data elements are correctly mapped by field type, data element, and data element definitions during each conversion processes.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that the client data conversion team and GL Solutions identify the quantity and nature of data to be converted and plan appropriately. The teams work together to determine what conditions constitute an exception and/or manual processing. Then a decision is made concerning whether to convert data automatically or manually on a case-by-case basis.***
BR11.09		The vendor shall work with the TA to ensure all documented requirements are approved and signed by both the TA and vendor.	M	S - Standard Function	***GL Solutions meets this requirement, ensuring acceptance by the TA. Although GL Solutions does not use a paper process to collect signatures for the software and data conversion process, our electronic submission and notification tools in GL Portal ensure our acceptance of documents before they are submitted for client approval, and capture/retain documentation of the electronic approval.***
BR11.10		The vendor shall load the transformed data files into the correct database(s) and/or structure defined by the vendor's proposed system.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that all transformed data files are loaded into the databases as guided by TA, and structured as defined by GL Suite.***
BR11.11		The vendor shall provide various reports, statistics, and metrics during the data transformation processes.	M	S - Standard Function	***GL Suite meets this requirement. We will provide exception reports during the data transformation process.***
BR11.12		The vendor shall provide various reports, statistics, and metrics during the data load processes.	M	S - Standard Function	***GL Suite meets this requirement. We will provide exception reports during the data load process.***
BR11.13		The vendor shall validate all data loaded to ensure data integrity.	M	S - Standard Function	***GL Solutions meets this requirement. We will do our own testing before requesting TA testing.***
BR11.14		The vendor shall validate all data is loaded. All exceptions will be reported to TA project staff and corrected by vendor prior to reloading of data.	M	S - Standard Function	***GL Solutions meets this requirement. The exceptions will be reported for determination of how to correct noncompliant data or specifications prior to the next round of conversion.***
BR11.15		The vendor shall provide an process to transfer/migrate data from proposed vendor's test system to the non-production environments for User Acceptance testing.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure a method for transferring converted data from our development, system test, UAT and production environments.***
BR11.16		The vendor shall validate data transferred/migrated from each enviroment defined.	M	S - Standard Function	***GL Solutions meets this requirement. We will do our own testing before requesting TA testing to ensure all data is properly converted.***

Requirement ID	Function	Requirements	Project Priority (M)mandatory (D)desired	Vendor Response	Vendor Response Explanation
BR11.17		The vendor will work with the TA project personnel to address all issues and exceptions encountered to ensure a successful data load into the vendor's proposed system.	M	S - Standard Function	***GL Suite meets this requirement. Our standard practices ensure that the data conversion code logs source records that do not convert into the exceptions table with explanations as to why the exception was encountered. We will work with the TA project personnel to address all issues.***
BR11.18		The vendor shall provide project timelines for the conversion process to include dress rehearsals, extraction, loads, and proposed production execution.	M	S - Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that a conversion plan is created and accepted by client and the vendor to ensure that all requirements are agreed to before conversion occurs. We typically plan for two rounds (dress rehearsals) of the data conversion process.***
BR11.19		The vendor shall work the TA to plan the conversion strategy and ensure the strategy meets the business needs for all TA business functions.	M	S – Standard Function	***GL Solutions meets this requirement. Our standard practices ensure that GL Solutions and the client data conversion team will follow carefully mapped out steps to complete conversion and migration as directed by the data conversion plan.***
BR11.20		The TA plans to use a phased implementation approach with each phase migration to production and go-live occuring once the Phase has passed User Acceeptance. The vendor shall provide a phased implementation plan that will include the above senerio.	M	S - Standard Function	***GL Solutions will meet this requirement. GL Solutions has drafted an initial Gantt chart in Tab X to show a high-level, multi-phase implementation approach, and during project initiation will further detail the implementation and conversion components to be handled as each phase passes User Acceptance criteria and move into go-live, to meet the requirements herein and ensure a successful multi-phase roll-out. Such details will be documented and iterated until approved in the management plan.***
BR11.21	**Data Cleansing**	For Taxicab/Inspection records, when there is an OSN or 24 Hour Notice Status, if the cab has been "removed from service", the OSN or 24 hour notice must show as cleared through removal from service - data cleansing	M	S - Standard Function	***GL Solutions will incorporate this requirement into our conversion specifications.***
BR11.22		For TA permit records, those that are expired greater than three years will not need to be converted unless there is an outstanding fine.	M	S - Standard Function	***GL Solutions will incorporate this requirement into our conversion specifications.***