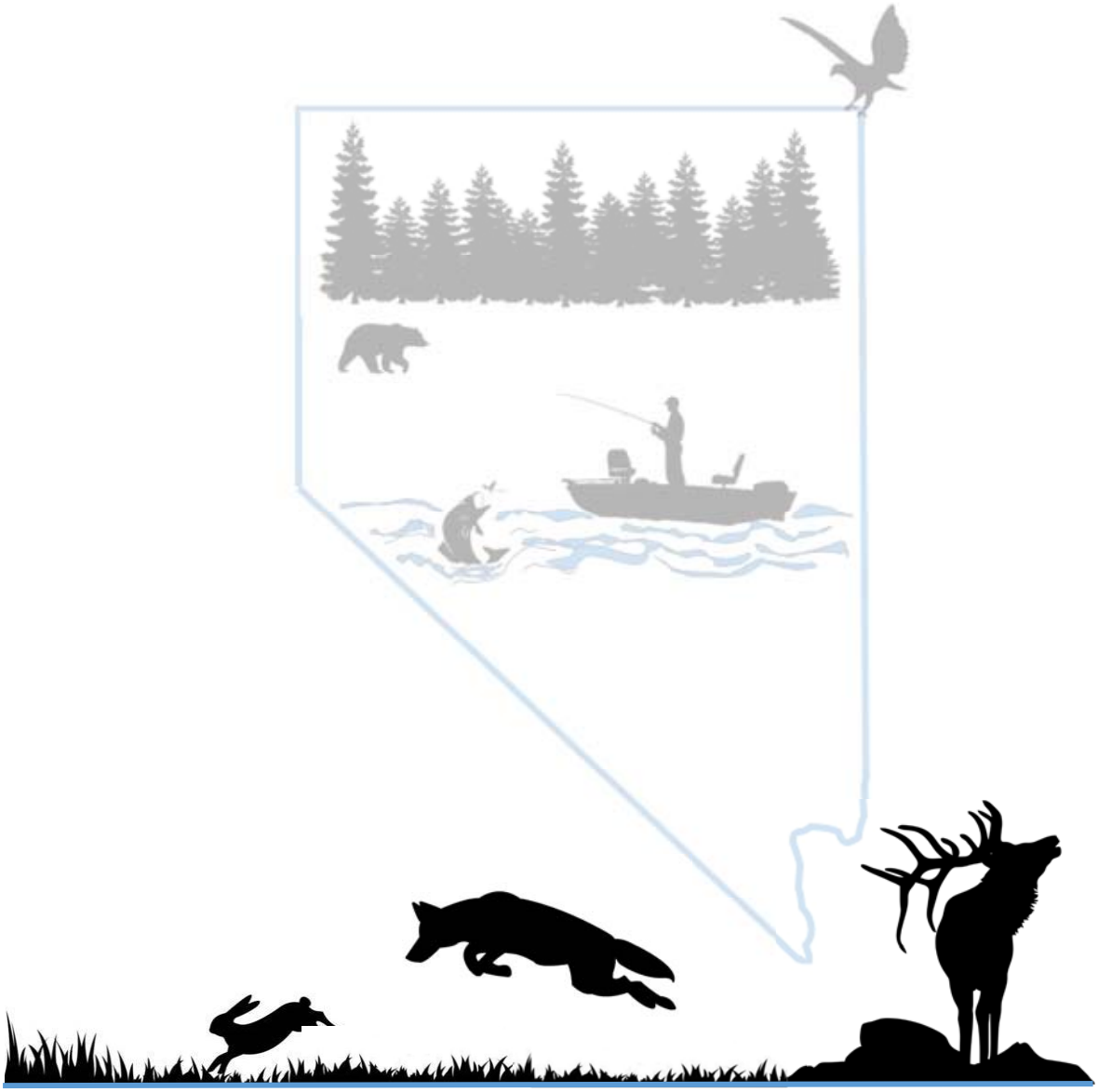
Nevada Department of Wildlife Business Support System

Part IA Technical Proposal – RFP 3432

Opening Date: May 31, 2017	Opening Time: 2:00 PM



Systems Consultants – Wildlife Administrative Services

185 North Maine Street - Fallon, Nevada 89406

Systems Consultants

May 16, 2017

Teri Becker, Purchasing Officer
State of Nevada, Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Dear Ms. Becker:

Systems Consultants (SCI), a sole proprietorship and equal opportunity employer based in Fallon, Nevada, is pleased to submit this proposal to the State of Nevada Department of Fish and Game in response to the Nevada Department of Wildlife Business Support System—RFP 3432. Systems Consultants will not use any subcontractors in the performance of this RFP should we be awarded a contract.

Systems Consultants has provided a multitude of wildlife administrative services to state wildlife agencies for over two decades. Specifically, having held the only contract with the Nevada Department of Wildlife (NDOW) for 25 years, we have had the unique opportunity to learn and grow with the department throughout the years. No doubt, we share NDOW's progressive vision for its customers and constituents, and we look forward to replacing and combining the AHS and NWDS systems to create an intuitive, consistent, and modern customer/administrative user experience.

Because SCI is the incumbent and the developer of both NWDS and AHS the majority of the transition and data migration requirements required of this RFP will be eliminated should Systems Consultants be awarded the contract. With that being said, we are the only company capable of implementing a truly seamless transition from the current platform to the new one.

Operating from our state-of-the-art call center in Fallon our workforce works only hunting, fishing, and boating areas, so they are accustomed to working with sportsmen, and they have a very good grounding in the hunting arena. Our supervisory force is very experienced and very skilled at handling special circumstance calls and situations relating to the needs of the Nevada Department of Wildlife. In addition to our call-center operators and managers, we provide a well-trained and experienced staff of programmers, a modern communications and information technology infrastructure, and extensive corporate expertise in the hunting arena to the Nevada Department of Wildlife and its customer base for 25 years.

If we are the successful bidder, Systems Consultants agrees to the incorporation of our proposal, as amended by negotiations if applicable, into the resulting contract.

PO Box 2040, Fallon, NV 89407-2040 775.423.1345 FAX 775.423.0381

To the best of our knowledge, our proposal meets all terms and conditions specified in the RFP and attachments. We take no exceptions to the RFP and attachments or the State of Nevada Standard Contract Terms and Conditions, Computer Software Terms and Conditions therein.

Systems Consultants has received the documents in the original RFP posting dated 05/01/2017 and Amendment 1 dated 05/15/2017, a signed copy of which has been included in the State Documents, Part I, Section IV.

Mr. Monty C. Martin, Director
Systems Consultants
185 North Maine Street
Fallon, NV 89406
(775) 423-1345 (Office)
(775) 750-7193 (Cell)
(775) 423-0381 (Fax)
Tax ID: 95-4087140
mcm@sci-nevada.com

We at Systems Consultants look forward to a continued and enhanced relationship with the Nevada Department of Wildlife on this important undertaking.

Thank you.

Monty C. Martin
Director of Wildlife Administrative Services

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Section III - Vendor Information Sheet

V1	Company Name	***Systems Consultants (SCI)***

V2	Street Address	***PO Box 2040***

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

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

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

V6	Toll Free Number		
	Area Code: ***N/A***	Number: ***N/A***	Extension: ***N/A***

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: ***Monty C Martin***
	Title: ***Director of Wildlife Administrative Services***
	Address: ***185 North Maine Street***
	Email Address: mcm@sci-nevada.com

V8	Telephone Number for Contact Person		
	Area Code: ***775***	Number: ***423-1345***	Extension: ***7009***

V9	Facsimile Number for Contact Person		
	Area Code: ***775***	Number: ***423-0381***	Extension: ***N/A***

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: ***Monty C Martin***	Title: ***Director, SCI***

V11	Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date:***5/29/17***

Section IV –State Documents

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" **shall 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 files marked "**Part IB Confidential Technical**" and "**Part III Confidential Financial**".

The State shall not be responsible for any information contained within the proposal. If vendors do not comply with the labeling and packing requirements, proposals shall 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 shall be in an open meeting format, the proposals shall 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 shall constitute a complete waiver and all submitted information shall 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.

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

Part IB – Confidential Technical Information			
YES		NO	✓
Justification for Confidential Status			

Part III – Confidential Financial Information			
YES	✓	NO	
Justification for Confidential Status			
SCI is a closely held private firm without public ownership or financials. We wish to have the financial information we have provided treated as confidential and not shared with our competitors or the public.			

Systems Consultants

Company Name

Signature

Monty C. Martin ***5/29/17***
Print Name Date

ATTACHMENT B – VENDOR CERTIFICATIONS

Vendor agrees and shall comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and shall 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, shall 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, shall 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 shall 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 shall be in writing and included in the proposal at the time of submission.

(7) Each vendor shall 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 shall 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 shall automatically result in the disqualification of a vendor's proposal. An award shall not be made where a conflict of interest exists. The State shall 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 shall 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 shall certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

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

Systems Consultants

Vendor Company Name

Vendor Signature

Monty C. Martin ***5/29/17***

Print Name Date

ATTACHMENT J – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

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

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

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

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

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

By: _____ ***5/29/17***

Signature of Official Authorized to Sign Application — Date

For: ***Systems Consultants***

Vendor Name

Nevada Department of Wildlife Business Support System

Project Title

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 3432
RFP TITLE:	Nevada Department of Wildlife Business Support System
DATE OF AMENDMENT:	May 15, 2017
DATE OF RFP RELEASE:	May 1, 2017
OPENING DATE:	May 31, 2017
OPENING TIME:	2:00 PM
CONTACT:	Teri Becker, Procurement Staff Member

The following shall be a part of RFP ***3432.*** 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.

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1. Typically, vendors are given 6 – 8 weeks to respond to an RFP. Given the comprehensive level of your RFP, and the number of questions submitted for the state to respond to by potential bidders, would the state consider extending the deadline to submit a proposal to allow vendors time to adequately respond to all requirements?

   The State wishes to maintain the original proposed time schedule in order to meet the tight deadline for the implementation phase.

2. Section 1.1.1.4 States "Deliver durable products where necessary". Would state specify what products require durability? Would state specify the type of durability required?

   Tags, licenses, permits and decals products need to withstand Nevada's harsh climates

   - *Weather resistant*
   - *Cold resistant*
   - *Water resistant*
   - *Heat resistant*
   - *Tear resistant*

Durable licensing and tag documents. Personal Computer Point of Sale (POS) licensing and tag documents would be of a material that is water and tear resistant.

Application Hunt tag stock must be tear resistant, high heat resistant, scuff resistant, water proof and durable. The printing and paper must withstand outdoor conditions after being attached to the carcass and endure abuse of moisture, sweat, blood and high heat conditions without losing legibility or falling apart.
The paper must be durable enough to be perforated without falling apart at the perforations after being folded.

Vessel Registration decals –
Decals must be pressure sensitive with permanent adhesive on reverse side and of flexible type to adhere to irregular and curved surfaces.

Decals are required to withstand exposure to rain, sand, dust, sleet, fresh and salt water, and temperatures from 0 to 250 degrees Fahrenheit for multiple years.

Decals must have abrasion resistance to industry standard specifications which include withstanding 1,500 cycles on a Taber Rotary Platform Abrasion Tester using CS-17 wheels with 1000-gram weights.

Decals must, for <u>at least</u> one (1) year, retain their color, appearance and identification without fading, straining, curling, peeling, blistering or dissolving under normal vessel use including washing with strong soaps, detergents, petroleum products, acetone, carbon tetrachloride and ultra-violet (UV) exposure.

Guaranteed fade resistance UV ink.

Decals will be required to adhere to paint, wood, varnish, plastic, metal, fiberglass, rubber, canvas and neoprene with impregnated nylon.

Decals will have toner applied to the paper carrier and face of decal by various printers. Toner required to stay on face of decal for at least one-year.

3. Section 1.1.6.2 States, "Interface with Nevada Driver's License file and other agencies if applicable". Would state specify what other data interfaces will be required?

   Other required interfaces are listed in 3.3.13.

4. Section 3.3.1.3: Is the vendor expected to cleanse data during the data import/conversion? For example, would vendor be required to look for duplicate records, orphaned records, etc.?

   Yes.

5. Section 3.3.2: What type of fulfillment would be required? For example, for vessel registration, are there vessel decals that must be fulfilled? If so, is contractor or state responsible for providing decals and fulfilling?

The state would coordinate with the vendor on format to meet the fulfillment function. The state is open to vendor supplied or state supplied fulfillment options, including digital formats. Currently licenses, tags, vessel and AIS decals and registrations require physical fulfillment however that may change with license simplification.

6. Section 3.3.5 Hardware: What is the minimum requirement for POS hardware? What components should be included and how many hardware sets should be included in pricing?

   Vendor must propose a solution for the POS Hardware. Reference Attachment I – Project Costs.

7. Section 3.3.10.1 Given the cost to produce a training video, would the state consider removing this requirement?

   Yes, this requirement is removed.

8. Section 3.4.12/3.4.13: Is Internet and Agent Help Desk hours the same as for NDOW staff, 7:30 a.m. – 5:00 p.m.)?

   The state anticipates the solution provided by the vendor to be intuitive such that help desk demand diminishes over time. The state is open to vendor recommendations based on expected demand and costs of operating the help desk.

9. Section 3.4.27/3.4.27.28: Is there a charge for applications or is the customer charged only if successful and at the time of award? Is it expected that the contractor would store credit card information and charge the customer if successful in draw?

   There is a charge for applications even if unsuccessful. It is expected that the vendor charge the customer in a successful draw under Payment Card Industry Data Security Standard (PCI DSS) compliance.

10. Section 3.4.27/3.4.27.28: Who is responsible for printing and mailing tags and licenses, the state or the vendor? Are tags/licenses printed on the same stock as all other licenses?

    The vendor is responsible for printing and mailing tags and licenses. Currently tags and licenses are printed on different stock; however the vendor may propose alternate solutions to standardize stock.

11. Section 4.5.2 Activities: Is the vendor or the state responsible for mailing postcards, renewal notices, letters, etc.? Who is responsible for mailing costs, i.e. postage?

    Please see the Responsible Party column in the Activities Table in section 4.5.2. Vendor is welcome to propose cost saving solutions.

12. Section 4.5.2 Activities: Do customers/clients have the ability to mail-in applications, renewals, etc.? If so, is contractor or state responsible for handling incoming mail?

No mail-in applications will be accepted. Mail-in renewals and other activities are dependent on vendor proposed solutions, as is the responsibility for handling incoming mail.

13. Section 7.2 States that payment will be made only after deliverables are accepted in writing by the state. Would state define "system acceptance"? Once the system goes live, does that constitute system acceptance?

    System acceptance is a written statement from the state declaring that individual components, as defined by the vendor's proposal, of the system meet requirements.

14. Section 7.4 Would the state explain the purpose of the 10% hold back?

    This is intended to protect the state from unfulfilled contracts.

15. Section 11.1.10 Just for clarification, what are the specific sections in the RFP that vendors should respond to in their proposal?

    Please reference Section 4.

16. Cost Schedule: Would the state clarify how they would like to see pricing? Does state want a price per license/transaction? Or can vendors propose a one-time development/hardware costs with a flat monthly maintenance/support rate for the duration of the contract?

    Vendor has discretion to propose pricing based on their business model. Please reference Attachment I – Project Costs

17. Whether companies from Outside USA can apply for this?
    (like, from India or Canada)

    Yes, the state will consider all possible solutions as in the best interest of the Department of Wildlife and our constituents.

18. Whether we need to come over there for meetings?

    Yes, see section 3.4.20.1.

19. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

    Yes on some tasks, however the vendor must still meet the requirements to be in attendance in person for certain tasks (i.e. commission meetings, draws, etc.)

20. Can we submit the proposals via email?

    No. Reference Section 11.1.1.

21. Section 1.1.2.5 States a goal of the new system is to "create intuitive tools for agent use that enable marketing opportunities". Can you cite the system requirements that you expect to achieve this?

    System requirements are to be proposed by the vendor to meet this expectation.

22. Section 2.1.1 Can you provide more information on how the simplification bill will create additional revenue for the department?
    How do you anticipate the bill will affect the transaction volumes upon which vendors are basing their pricing proposals?

    The state believes the license simplification bill in conjunction with the new Business Support System will make the licensing process more intuitive and appealing to the public and increase new customer recruitment and improve existing customer retention. The state anticipates an increase in the number of customers, but a decrease in the number of transactions per customer, however no official projections have been made.

23. Section 2.2.4.1, 2.3.1 Who is the contractor that administers and supports AHS and NWDS? Who is the contractor that delivers the Volunteer Program?

    Systems Consultants, Inc. is the contractor that administers AHS and NWDS. Samaritan Technologies delivers the Volunteer Program.

24. Section 2.4.4, 2.4.7 States that software written by the current contractor for the NWDS system is the property of NDOW, but AHS and Volunteer Program are not referenced. Are these also property of NDOW?

    NDOW owns all of the data in the NWDS, AHS, and Volunteer Program systems. However, NDOW does not own the software for the Volunteer Program.

25. Section 2.7.3 Is the State Project Manager dedicated to the project or what percentage of time commitment does NDOW anticipate the Project Manager can commit to this project?

    NDOW will commit as much time as necessary in this joint venture.

26. Section 2.7.5 Is the Quality Assurance Monitor an NDOW staff person, other agency representative or contractor?

    Quality Assurance Monitor is an NDOW staff person.

27. Section 3.1 RE: indicate "percentage of time subcontractor(s) will spend on those tasks": Is it acceptable to indicate the % of work that will be completed by the subcontractor on a task , instead of time?

    Yes.

28. Section 3.3.3.2 The requirement for providing a receipt is included under the subtitle "Fulfillment". Is an electronic receipt instead of an acceptable means of fulfilling receipts?

    Certain transactions, such as vessel registration and AIS decals and hunting tags, require physical receipts. For other transactions, electronic receipts are acceptable.

29. Section 3.3.5.3 Does the reference to printer (singular) mean that all output at NDOW and license agent locations are printing the same types of materials?

    This would be nice for consistency but up to the vendor's model or proposal.

30. Section 3.3.5.4 Will all locations using the system (NDOW, agents) provide their own connectivity to the network?

    Yes.

31. Section 3.3.9.2, 3.3.9.3 If vendor wishes to propose these additional devices as an optional part of the configuration, how should it be shown in pricing proposal?

    Optional parts of the configuration should be clearly denoted in the cost proposal.

32. Section 3.3.13.4 Regarding Nevada Circuit Court Interface "web services interface to accommodate receipt of adjudication information" from courts. Please explain what data comes into the new system regarding adjudication information and how it is connected to the customers in the database.
    New adjudication information includes the case disposition in the courts. This is linked to customers in the new data system by client ID, case number, and citation number. The state requests that the vendor provide recommendations or solutions to address this need.

33. Section 3.3.13.6 States that the DMV "may" provide a link. Has it been confirmed by NDOW that the DMW will provide the link if necessary?

    The state requests that the vendor provide recommendations or solutions to link between NDOW and the DMV. The DMV has been contacted and believes they can provide access to their data system.

34. Section 3.3.13.8 This section is headed "Interfaces to proposed system" but for Spillman does not specify the nature of the interface. Is it for Law Enforcement inquiry purposes or is there data coming into the system?

    Yes, the interface between the proposed system and Spillman is for Law Enforcement inquiries. The vendor should propose how to connect customer transaction and reporting data in the new system to Spillman using a common customer ID.

35. Section 3.3.17.2.A.4 Regarding Print-to-Mail, what products are batch processed, in what volume, and who is responsible for providing the materials, printer, mailing service, postage, etc.?

Refer to the Activities Table in Section 4.5.2 for which products are batch processed for mailing, expected volume, and responsible party.

36. Section 3.3.17.2.A.6 Does NDOW manage and distribute these orders in-house or are contracted services involved?

    Currently NDOW manages and distributes these orders in-house. However, the state requests that the vendor provide recommendations or solutions to address this need.

37. Section 3.3.17.2.A.6 What are "registration" agents?

    Registration agents refer to license agents.

38. Section 3.3.21.2 There may be some misplaced or incomplete phrases in this requirement; please restate requirement.

    Section 3.3.21.2 should read "The solution must allow for various levels of security for each element of the administrative user and agent interfaces. All data manipulations and administrative transactions should be logged, including the type, date, time, and UserID."

39. Section 3.3.22 Should this certificate of compliance be included in response at Section IV-F?

    Yes.

40. Section 3.4.1.3 Have existing customers been required to provide their SSN in the current system so the already-assigned customer numbers are associated with an SSN?

    Yes.

41. Section 3.4.1 Are vessel owners assigned customer IDs in the current sysetm?

    No, the current system tracks vessel registration by vessel ID. However, the state requests that the vendor provide recommendations or solutions to address this need.

42. Section 3.4.2.1 Are the current Business ID Numbers generally associated with an FEIN?

    No, the current system does not contain Business ID numbers. However, the state requests that the vendor provide recommendations or solutions to address this need.

43. Section 3.4.13 This states vendor is responsible for license agent support but 3.3.17.2.A.5 requires a tool to track agents' communications with contractor and NDOW helpdesk staff regarding hardware and software issues. Does NDOW intend to staff an agent help desk in addition to vendor's?

Yes, NDOW intends to provide some level of agent help desk support during regular business hours. However, the state is open to vendor recommendations based on expected demand and costs of operating the help desk.

44. Section 3.4.14.5; 3.4.21.1 Does "services offered" refer to actions available to the customer through their account on the website?

Yes, services offered refer to the customer's ability to perform transactions and manage their account information within the same website.

45. Section 3.4.17.2 It appears there may be a heading/title is missing from this subsection, since A - G are activity requirements the same as ability to add/modify/delete, which should be A on the list. Please verify no information is missing in 3.4.17.2.

Section 3.4.17.2 should read "NDOW must have the ability to add/modify/delete items on the agent supply list. System functionality shall include, but not be limited to, the following:"

46. Section 3.4.17.2.F & G What are the system requirements related to F and G, and who is responding and writing?

The vendor should provide a solution to meet the requirements of Sections 3.4.17.2.F & G. The vendor is entity responding to correspondence and inquiries.

47. Section 3.4.21 As "current system requirements" does "this" system mean the new system will integrate these databases?

Yes.

48. Section 3.4.22 By "volume" does this mean the number of items in each category that were issued (either with/without a fee)?

Yes.

49. To what do you attribute the significant decline in fishing licenses?
Section 3.4.22; 3.4.23 What is "AIS"?

Drought is the number one cause for the decline but we see an anticipated turnaround with the recent precipitation. AIS refers to Aquatic Invasive Species.

50. Section 3.4.25 There are several references in the RFP to managing citations, case tracking for citations, etc. Does Law Enforcement enter citations after they are written in the field? Please provide more specific description of the minimum functionality the new system is required to provide related to citations and revocations.

Law Enforcement enters citations after they are written in the field. At a minimum, the functionality should include the ability to enter, store, track, and report citations by customer ID

and track revocation status, adjudications, and fines by customer ID. However, the state requests the vendor to propose solutions for meeting the requirements.

51. Section 3.4.26.1 Do hunters currently get a HIP number either by phone or online? Can this be done at agent locations currently? What method(s) for HIP validation and number issuance will be in place in the new system and are all methods the responsibility of vendor to include in the system?

    Customers can obtain a Federal HIP number by phone or online. This cannot be done at license agent locations. The vendor may propose and are responsible for the methods for HIP validation and number issuance. The state requests the vendor to propose solutions to establish obtaining the HIP number online only.

52. Section 3.4.27 By "Administrator" do you mean the vendor chosen to provide the system?

    Yes.

53. Section 3.4.27.30 Do you also expect that that customer account would include the information summarizing the customer's draw results, providing them online access to this information?

    Yes. The customer account should provide information on all of the customer's transactions, activities, and results.

54. Section 3.4.27.45 With the new system, would NDOW be providing these lists of public information, or do you intend the vendor to continue to sell the lists?

    The data belongs to NDOW and there are no expectations that the vendor will sell any lists. Data and custom queries will be approved by the department with an allowable proposed cost recovery rate.

55. Section 3.4.27.46 Section 3.4.27 is about NDOW's big game application and draw, through 3.4.27.45. 3.4.27.46 relates to Volunteer Program. Can vendors assume that the Volunteer Program is a separate program that would be integrated in the new system with all other programs 3.4.22, 3.4.23,3.4.24, etc.?

    Yes. The Volunteer Program is a separate system that may be integrated with the new system.

56. Section 4.1.1 Should proposers assume that a "task" (for limit of no more than 5-pages per task) is each numbered requirement?

    Yes.

57. Section 4.5.2 States contractor is responsible for mailing harvest questionnaires and processing returned questionnaires. Are these currently scanned and/or data entered?

Harvest questionnaire responses are not currently scanned. The data can be entered online or mailed in. The data is currently entered. However, the state requests that the vendor provide recommendations or solutions to address this task for online moving forward.

58. 4.0 (pg 30) says "the program" processes the tag return card questionnaires and provides a call center for the program. What is vendor's call center responsibility related to harvest questionnaires? Is completion of paper questionnaire the only method to be available to hunters to meet harvest registration? 3.4.14.4 states new solution allows customers to submit harvest data via Internet - please explain.

    The state anticipates the solution provided by the vendor to be intuitive such that call center demand diminishes over time. The state is open to vendor recommendations based on expected demand and costs of operating the call center. The state expects to reduce the amount of paper questionnaires in favor of online questionnaires to meet harvest registration. The vendor should propose a solution to collect and manage harvest data submitted via Internet.

59. Section 4.5.2.17 Is contractor responsible only for collecting the online penalty payments? What is the average penalty fee per customer and what amount was collected online, and how much was collected through other method (if any)?

    Yes, the contractor is responsible for collecting penalty payments online. The average penalty fee is $50.00 per questionnaire not returned. Approximately $62,900 in penalty payments was collected in FY16. The current system cannot differentiate between payment methods. The state is open to alternative models to address this need.

60. Section 5.1.2 Is vendor required to register as a foreign corporation prior to proposal submission or not until receiving notice of award?

    A vendor may propose without registering with the Secretary of State', but may not begin work until a Nevada Business License is obtained (see Section 5.1.3).

61. Section 5.1.3 This refers to the "selected" vendor, but then asks for a response. Is a license required in order to submit a proposal response?

    No.

62. Section 5.3 Since the references are returned directly to the State, should the response to 5.3 include the list of customers to whom proposer mailed Attachment E form?

    Yes

63. Section 6.1.2 - 4 Where are these prices to be entered in Attachment I?

    Vendor has discretion to propose pricing based on their business model and format their cost schedule accordingly. Please reference Attachment I – Project Costs.

64. Section 7 & 11.4.2.2 How is contractor to be paid and on what frequency, and are all costs the responsibility of the State/NDOW or are there any fees that customers pay directly to and retained by vendor?

The vendor has discretion to propose invoicing based on their business model. See Section 7 for payment information. The vendor has discretion to propose cost and fee structures based on their business model.

65. Section 11.1.11 If there are requirements for which the answer/response is the same as a response to another requirement, is it acceptable to refer to the answer in the other section in order to achieve a more concise response (especially in light of page limitations), or does NDOW prefer that the same response be repeated for completeness of response to each requirement, regardless of repetition and redundancy?

The state prefers that the response be repeated for clarity.

66. Section 11.2.2.5 Is Section V to include response to all of RFP Section 3 - System Requirements?

Yes.

67. Section 11.2.2.6 States response Section VI is to include response to RFP Section 4. However, in 4.1 Vendor Response to Scope of Work, 4.1.1 states to describe approach to Sections 4.4 through 4.5 (with page limitations related to "tasks"). Please advise on the RFP sections that require a response in Section V, and what page limitations apply.

Sections 4.1, 4.2, and 4.3 provide instructions and context for responses. The vendor should respond to Section 4.4 and 4.5.

68. Section 11.2.2.7 Is a specific response to RFP 5.4 Vendor Staff Skills/Experience required in Section VII or Section VIII, or should the resumes in Section VIII include this information and be considered response to the qualification requirements?

Vendor staff skills and experience should be provided in Section VIII. Section VII should include company background and references.

69. Section 11.2.2.9 Is there significance to this being designated as Tab IX (while all the others are Sections) that proposers should be aware of?

This should be designated as Section IX.

Section 11.4.2.2 & 14-Submission Cklist Is the document Cost Schedule from Appendix I - Project Costs to be inserted in Part II, Section II of response? Is the requested detailed backup to be included in this section as well?

Yes, Part II of the response should include the Cost Proposal as described in Section 11.4. Vendors may disregard the statement requiring detailed backup for all cost schedules completed.

70. Section 13.3.4.1; 5.6.6 Please confirm that the vendor's project management staff is to be located in Carson City.

No, this requirement is removed.

71. Section Attachment I Page 1 states "possibly website hosting" and page 2 Additional Costs to be Considered refers to "Web Hosting (if available)". However RFP requirements appear to require a vendor-hosted solution. Is vendor required to provide all host services and price accordingly?

Yes.

72. Section Attachment I Please define "transactions" as used in the tables on page 1. Is it an interaction that could include more than one item/product, or an individual item? Please explain the difference in the numbers for fee-related licenses and stamps here (=136,895) vs. the licensing volume table in 3.4.22 (=307,220).

Transactions refer to individual interactions with the vendor system which may include the purchase of more than one item or product. License volume refers to the number of individual licenses issued to customers. Transaction volume refers to the number of transactions made by customers. Transactions could include the purchase of many licenses.

73. Section Attachment I Is this schedule to be included in response? If so:
On page 2, it is unclear what the columns represent and what vendor is to complete in Additional Costs table. The Additional Costs table on page 3 appears to be similar but there are also no column headings on it. Please explain. The transaction tables on pages 2 and 3 are similar to those on page 1; it is not clear what, if anything the vendor is to add/fill in on these tables.

Yes, Part II of the response should include the Cost Proposal as described in Section 11.4. The table included in Attachment I is simply to provide information and context to assist the vendor in determining pricing. Vendor has discretion to propose pricing based on their business model and format their cost schedule accordingly. Please reference Attachment I – Project Costs.

74. Section Attachment I In Additional Costs to be Considered, please define "Point of Sale" and where the 90 computers and printers are to be located. Are these the estimated number of POS agent locations that would each get one equipment configuration each, or is this an estimate of the additional point of sale devices (3.3.9.1) that agents may wish to acquire from vendor?

Point of Sale refers to the hardware and software configuration necessary for state license agents to perform transactions. The 90 POS locations refer to the existing license agents located throughout the state.

75. Section Attachment I In Additional Costs to be Considered, please explain the 20 printers for NDOW locations.

The 20 printers are for existing NDOW office locations to support license transactions.

76. Section Attachment G Please verify this Statement of Understanding is not expected to be included in response.
Correct, this is for informational purposes only. This document will be required prior to start of work and each of the staff assigned by contractor and/or subcontractor will be required to sign.

77. Section Attachment E Please explain the significance of the highlights to the lists in Part E of the document embedded in the RFP. Is there a special instruction related to the highlights?

Attachment E contains no highlighting as posted on the Nevada State Purchasing Division website.

78. Section 3.3.4/3.3.10.2 B Would state clarify what type of monitoring they are requesting? Is this in reference to POS devices? Monitoring of all POS devices/peripherals would not possible.

System monitoring refers to the central functionality of the data management infrastructure and website interface. The state requests that the vendor provide recommendations or solutions to address this need.

79. Schedule of Events/Timeline Given the contract may not be finalized until August, implementation in December/January timeframe is not realistic. Would the state accept a proposal that included a more realistic development/implementation timeline?

Yes, proposals will be accepted that include implementation timelines beyond December/January.

80. "1.1.8.1 Utilize point of sale (POS) infrastructure for multiple business functions." Assuming this refers to the use of the POS machines for purposes outside of those described in this RFP, can NDOW please provide examples of the intended business functions? (RFP Ref: 1.1.8 Leverage Investment)

The state requests the vendor may propose solutions that meet business requirements while maximizing the existing POS infrastructure. The state does not currently have any specific examples and is open to any recommendations from the vendor.

81. Who is NDOW's current Volunteer Program System contractor? (RFP Ref: 2.3.1 Concurrent Impacts/Projects)

Samaritan Technologies delivers the current Volunteer Program.

82. To decrease cost, is NDOW willing to accept support requirements of a customer service agent being available 7:30am-5:00pm PST? (RFP Ref: 3.3.13.3 Department of Justice Link System Interface)

The state requires 24/7/365 functionality of the interface with the Department of Justice Link System. The vendor may propose support solutions to meet this requirement.

83. Once a purchase is made online or by telephone, does the customer need to receive a hard copy official license in the mail? If so, who is responsible for the fulfillment, the vendor or NDOW? (RFP Ref: 3.3.17.2.A.4 Print-To-Mail)
If physical fulfillment is required, the vendor is responsible for fulfillment. However, the state requests the vendor to propose solutions that include digital license documentation whenever applicable.

84. Is NDOW looking for the same hours of operation (7:30am-5:00pm PST) for Technical System Support Help Desk, Internet Customer Help Desk Support and Agent Help Desk? (RFP Ref: 3.4.11 Technical Support Help Desk)

The state anticipates the solution provided by the vendor to be intuitive such that help desk demand diminishes over time. The state is open to vendor recommendations based on expected demand and costs of operating the various help desks.

85. Please confirm that the processing of sales transactions via phone is not a required function of the internet Customer Help Desk. (RFP Ref: 3.4.12 Internet Customer Help Desk Support)

The state confirms that the intention of the Internet Customer Help Desk to provide support for customers to utilize the online purchasing platform. However, the vendor is free to propose solutions that include processing transactions over the phone.

86. Please confirm that credit card transactions for online sales will be processed through the State's banking entity and that all associated fees will be paid by the state. (RFP Ref: 3.4.15.8 NDOW Banking)

The state confirms that online sales are processed by the State's banking entity and pays all associated fees.

87. Can NDOW clarify the nature of screen content control as it is related to graphics/maps? Is the requirement that NDOW can update images and static map images or is interactive map functionality required? (RFP Ref: 3.4.17-D Screen Content Control)

Interactive map functionality is not required; however, the vendor may propose solutions that include this functionality.

88. Is NDOW willing to receive digital files instead of printed copies of written deliverables? (RFP Ref: 4.2.1.1)

Yes, the state is willing to accept digital files.

89. "11.2.2.9 Tab IX – Preliminary Project Plan" – Did you mean to say Section IX? (RFP Ref: 11.2.2.9)

Section 11.2.2.9 should read "Section IX".

90. Please confirm what needs to be live by December 2017 and outline, at a high-level, subsequent target release dates with associated functionality. (RFP Ref: 4. Scope of Work)

Section 4.5.2 Activities details the deadlines for system functionality. The state prefers that vendors propose implementation strategies that meet these deadlines in calendar year 2017-2018, but the state will consider proposals for implementation in calendar year 2018-2019.

91. As the proposal due date is 2 days after Memorial Day and there is a risk of packages not being delivered on schedule, is NDOW willing to accept electronic submissions (via email or FTP) in place of a USB? (RFP Ref: Multiple)

No. The proposal packaging requirements are detailed in Section 11.7. Proposals must meet these requirements to be considered.

92. Please confirm that NDOW's expectation regarding a cost submission is that the vendor should submit costs, in any format / business model of their choosing, to fully implement and maintain the system (in accordance with the requirements of the RFP) for 1 year based on the 2016 sales data. (REF Ref: Attachment 1 Project Costs)

Yes.

93. "Vendors must place their written response(s) in bold/italics immediately following the applicable RFP question, statement and/or section." Please verify that this statement refers to Section 3 – System Requirements. (RFP Ref: 11.2.2.5 Section V – System Requirements)

This refers to all sections that vendors respond to.

94. Please confirm the location of Vendor Staff Resumes – Attachment H. Should the response be a part of Section VII (RFP Section 5.5), Section VIII or both? (RFP Ref: 11.2.2.7; 11.2.2.8)

Vendor staff skills and experience should be provided in Section VIII.

95. Please confirm the location of Preliminary Project Plan. Should the response be a part of Section VII (RFP Section 5.6), Section IX or both? (RFP Ref: 11.2.2.7; 11.2.2.9)

The Preliminary Project Plan should be provided in Section 11.2.2.9 Tab IX (corrected to Section IX).

96. Is NDOW willing to remove the requirement for "The contractor shall be required to have its project management located in Carson City for the duration of the project." If significant on-site

presence is accounted for and communication plans are in place throughout the implementation and maintenance of the system? (RFP Ref: 13.3.4.1 Contractor Space)

Yes. This requirement is removed.

97. The insurance requires in #4 Technology E&O/Professional Liability coverage with limits of $5 Million Each Claim/Annual Aggregate, and in #5 Network Security (Cyber) and Privacy Liability coverage with limits of $5 Million Per Occurrence/Annual Aggregate, which cross references the errors and omissions policy. Typically, Network Security (Cyber) coverage is included as part of the Technology E&O insurance, please confirm that the State will accept both types of insurance coverage on a 'claim' rather than 'occurrence' basis. (RFP Ref: Attachment D)

This could be acceptable as long as the policy can meet the following criteria:

> *a. In the event that any professional liability insurance required by this Contract is written on a claims-made basis, Consultant warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.*

98. Section 5.1.1 includes a field that says "Number of employees locally with the expertise...". Does "local" here mean local to the vendor (headquarters) or local relative to Nevada?

Local relative to Nevada.

99. Section 1 Project Overview:
    a. Bullet 5: NDOW requests a system that leverages cloud-based solutions for online usage. Does NDOW desire a cloud based solution for the entire system?

The vendor may provide recommendations or solutions to best meet this goal.

100. Section 1 Licensing and Registration System:
    a. Bullet 3: Can NDOW expand on how it intends to use the system to improve recruitment of customers?

The vendor may provide recommendations or solutions to best meet this goal.

101. 1.1.1.11: States: Provide innovative methods relating to recruitment, retention and reactivation. Can NDOW expand on how it intends to use the system for recruitment? i.e. send eMails or texts from contact lists sourced from external entities?

The vendor may provide recommendations or solutions to best meet this goal.

102. 1.1.3.1: Has NDOW selected a device for wardens that will have adequate off-line storage capacity for license, boat registration and tag data or is it expected that wardens will always have cell or satellite connectivity?

All Law Enforcement wardens have devices with adequate off-line storage. Due to Nevada's remote landscape, Wardens will not always have cell or satellite connectivity.

103. 1.1.3.5: Can NDOW provide examples of the kinds of information law enforcement is interested in acquiring?

The vendor may provide recommendations or solutions to meet the goal of improving law enforcement effectiveness in the field.

104. 1.1.3.6: Will weather and safety alerts be posted by NDOW or is it expected that the alert will originate from sources like the National Weather Service?

The vendor may provide recommendations or solutions to meet the goal of improving public outreach using location driven technologies.

105. 1.1.6.1: Is it expected that the vendor will promote self-service options by engaging in an advertising campaign of print media or radio spots? Can NDOW provide examples of promoting self-service options?

No, however the vendor may provide recommendations or solutions for promoting self-service options.

106. 1.1.8.3: Can NDOW provide a list of related systems the system is expected to interface with?

See Section 3.3.13 of the RFP.

107. 2.6.3: To clarify will the state purchase server licenses? i.e. SQL, web servers, and Visual Studio? If so, are the prices to be included in the system implementation cost in the cost proposal? *The state will not purchase server licenses for system development. The vendor may propose pricing to address these costs in the cost proposal. Section 2.6.3 confirms that the state will acquire the necessary software to operate the delivered solution based on vendor recommendations.*

108. 3.3.4: Is the monitoring intended for POS devices? Is it expected that the vendor will monitor state employee computers as well?

No, system monitoring refers to the central functionality of the data management infrastructure and website interface. The state requests that the vendor provide recommendations or solutions to address this need.

109. 3.4.12.1: Is it expected that the vendor will sell licenses and accept HIP and mandatory harvest reports over the phone?

The state prefers online transactions, however, the vendor should propose a solution to sell licenses and accept HIP and mandatory harvest reports that meets the needs of all customers.

110. 3.3.13.1: Can NDOW provide more details on for the State Accounting System Interface? i.e. will these be G/L and, or JV transactions reflecting Sales and receipts to DAWN?

NDOW will provide General Ledger (G/L) and Journal Voucher (JV) accounting codes to the successful vendor in order to interface with the State Accounting System.

111. 3.3.13.3: Will the interface be more than the current boat lookup facility that Justice Link has, such as access to license holders? Can NDOW elaborate on the data the Department Of Justice Link System needs to access?

Yes, the state requests that the vendor provide recommendations or solutions on how to expand the interface between the proposed system and Justice Link to meet NDOW and Department of Justice needs. The vendor should work with Justice Link to identify these needs.

112. 3.4.1.5: How will foreign clients who do not have an SSN be handled?

The state requests that the vendor provide recommendations or solutions to address this need.

113. 3.4.15.10: Can NDOW provide examples of the user defined parameters?

The vendor should provide solutions to allow the user to define their own queries and reports based upon user-defined parameters. The system should accommodate selecting parameters from any of the fields in the database.

114. 3.4.16.1: We are not sure what "hits to all options of customer marketing and other options to ensure NDOW's ability to retain and recruit customers" means. Perhaps this is about tracking if someone comes to the consumer web site from Google, from a banner advertisement, etc. etc. Can NDOW please clarify?

"Hits" refers to tracking customer response to digital marketing efforts, such as emails and banner ads, using website analytics.

115. 3.4.17.1.D: Can NDOW provide examples of where uploaded text, maps and graphics will appear in the POS device? In addition, does the state wish to accommodate the slower performance of PC POS dial-up connections by having the system NOT display maps and graphics, which require substantial band-width for agents identified as using these slower connections?

The state requests that the vendor provide recommendations or solutions on how to provide NDOW with screen content control and address slower internet performance issues.

116. 3.4.17.2.D: How will graphics and maps will be used in the agent supply list?

Graphics and maps will be used for NDOW branding and messaging to agents on the agent supply list web interface.

117. 3.4.19.1: Will the contractor, his staff, employees, and immediate family be excluded from Fishing, Upland Game hunting or owning a boat? Or, will the exclusions applying to contractor, staff and immediate family be restricted to just applying for big game tags that are subject to be drawn?

Exclusions are only applied to the contractor, staff, employees, and immediate family that are subject to game tag draws.

118. 3.4.22: Will the vendor earn a commission for tags or licenses sold?

The vendor has discretion to propose pricing based on their business model and structure commissions as needed.

119. 3.4.23:

a. Will the vendor earn a commission for boat registrations?

The vendor has discretion to propose pricing based on their business model and structure commissions as needed.

b. Will NDOW need the ability to register boats without titling?

Yes.

c. Will NDOW need the ability to identify documents used as proof for Titling or Title Transfers?

Yes.

d. Does the system need to produce the annual report of registrations for the USCG?

Yes.

e. Are out of state boats that are not registered in Nevada sold AIS decals and need these sales be tracked by Boat ID?

Out of state boats may require AIS decals. Currently AIS decals do not need to be tracked by Boat ID, however, the vendor may provide recommendations or solutions on how to improve this system.

f. Will the owners of boats (registered, lienholder and beneficiary) be linked and tracked with Client records?

Yes.

g. How are stolen boats to be recorded and handled?

The state requests that the vendor provide recommendations or solutions on how to best handle stolen boat information.

h. Will there be mass mailings for registration renewals each year?

Registration renewal notifications will be required on a recurring basis. The vendor may provide recommendations or solutions on how to improve the registration renewal notification process.

i. Will the history of all ownerships (prior owners, current owners, etc.) be tracked?

Yes.

j. What are the edits that correlate Boat codes (Hull, Propulsion, Type, etc.) with motor information, etc.?

Changes to boat codes and motor information are mandated by the US Coast Guard. Further information can be found at https://www.uscgboating.org/regulations/federal-regulations.php

120. 3.4.26: Will the vendor earn a commission for HIP reports taken via the phone?

The vendor has discretion to propose pricing based on their business model and structure commissions as needed.

121. 3.4.26.1: Does this statement apply only to HIP reporting?

Yes.

122. 3.4.27: Will clients be allowed to submit paper applications for the draws or over-the-counter tags, or will all applications be submitted on-line?

All applications will be submitted on-line.

123. 3.4.27.1.C: Is there a maximum number of sportsmen in a party?

No.

124. 13.2.1.7: Is the money order or cashier's check made payable to the General Services Division the fee for the background check performed by Integrascan in 3.2.1.4.A? If not, what is this fee?

Yes, the fee is for the state background check.

125. 13.3.4.1: Are there exceptions to the requirement of the contractor locating its project management in Carson City?

Yes, this requirement has been removed.

126. 13.3.4.6: Is this space located in Carson City, or is it at NDOW's headquarters in Reno?

Contract space will be available at NDOW's Headquarters in Reno.

127. Attachment C Contract Form: Within the document, there are references to attachment BB. Where is attachment BB located?

Attachment BB refers to the State's Solicitation or RFP 3432. RFP 3432 will be incorporated into the contract as Attachment BB.

128. Attachment I Project Costs: Should a minimum number of applications and licenses be proposed in the costing along with overage costs?

The vendor has discretion to propose pricing based on their business model. The vendor may use 2016 transaction volumes if the vendor business model requires these statistics. Please reference Attachment I – Project Costs

129. The RFP appears primarily focused on Licensing and Certification but includes some Volunteer Management Software requirements. As a Volunteer Management Software provider, would the State allow Samaritan Technologies to integrate with or act as sub contractor to a prime contractor?

Yes, but the relationship will be between Samaritan and a prime and not between Samaritan and the State.

130. From our review of the RFP, it's clear that the State put a lot of thought and effort into its preparation. The RFP contents, coupled with information in the online Reference Library compiled by the State, show considerable attention to detail. In turn, we believe a responding proposal should show similar thoroughness.

It is our belief that the current submission date of May 31, 2017, does not allow enough time to produce a carefully researched and considered proposal. One that is designed to provide the State with the best possible solution for a potential 10-year contract term. With answers to questions due on or around May 15, 2017, that leaves about two weeks for the proposal. On the one hand, two weeks. On the other, potentially ten years.

We have no doubt that the State considered many variables when assembling the RFP's calendar of events. But we are respectively asking the State to extend the proposal submission deadline.

Will the State move the proposal submission due date from May 31, 2017 to July 31, 2017, or at least no sooner than June 30, 2017?

No.

131. We have a number of lower-level, detailed, technical questions regarding the RFP. We're not asking those questions at this point in time for a couple of reasons. First is a matter of practicality and courtesy. If the answers to the high level questions short lists us off, why squander the State's time with questions that may be more in the weeds. Second, if the State will extend the proposal submission due date, then the calendar of events may allow for a bidders' conference or at least a second round of Q&A. We believe the interactive, back-and-forth dialogue nature of a bidders' conference will yield clarity sooner than Q&A. Sometimes subtly, nuance, intent, desire, can get lost.

Consistent with our previous question, we believe that this should be far enough in advance of the extended proposal submission deadline to give vendors sufficient time to consider what they learned at the conference (or in the second round of answers) while preparing a final version of their proposal.

Will the State hold a bidders' conference to discuss this RFP, or at least offer a second round of Q&A?

No.

132. RFP Section 4 on page 51 states that the new system must be implemented on December 15, 2017 or December 15, 2018. RFP Section 4.5.2, beginning on page 59, contains a detailed list of deliverables with implementation dates beginning in December 2017.

Can the State clarify this issue and confirm that a proposal containing a project schedule with an implementation date of December 15, 2018 would be considered responsive to the RFP requirements?

Section 4.5.2 Activities details the deadlines for system functionality. The state prefers that vendors propose implementation strategies that meet these deadlines in calendar year 2017-2018, but the state will consider proposals for implementation in calendar year 2018-2019.

If a December 15, 2018 date is considered responsive, then should the dates in RFP Section 4.5.2 be extended by a calendar year?

Section 4.5.2 Activities details the deadlines for system functionality. The state prefers that vendors propose implementation strategies that meet these deadlines in calendar year 2017-2018, but the state will consider proposals for implementation in calendar year 2018-2019.

All other things being equal, would a proposal containing a December 15, 2018, implementation date be given the same consideration/scoring weight as one with a December 15, 2017 implementation date?

The state prefers that vendors propose implementation strategies that meet these deadlines in calendar year 2017-2018, but the state will consider proposals for implementation in calendar year 2018-2019.

133. There are several sections in the RFP with verbiage that requires the stationing of project staff onsite in Carson City. Section 5.6.6 states that vendors shall provide information on the staff that shall be located onsite in Carson City. Section 13.3.4.1 states that the contractor shall be required to have its project management located in Carson City for the duration of the project. Section 13.3.10 states that most design, development and testing activities shall occur in Reno (except those activities mutually agreed to be performed at the contractor's facility). Section 13.3.4.6 states that the State shall provide space for six (6) contractor personnel.

If fortunate enough to be awarded this contract, we intend to use our top developers and project management staff to complete the project. These talented individuals, who have spent years designing and implementing top notch solutions for states, are not the type that you can relocate around the country for project work.

As the RFP is written, it seems as if a vendor could get the checkmark by locating junior level developers/staffers wherever the oversight agency dictates. RFP satisfied. Maybe. Lesser resources working in local offices does not seem to necessarily increase the likelihood of a successful project implementation and subsequent operation.

We are committed to having the best resources involved with this project, working where they can make the most meaningful contributions. We can make this commitment because we don't over-commit ourselves. We look forward to spending time with our new State partner. To forging those bonds. Our A-Team would be in-state whenever it makes sense. For kickoff meeting, JADs, periodic status meetings, … And quite honestly, if the State felt we weren't meeting its expectations, senior management, including the President and Director of Operations, would be on the next flight. References should be able to point out responsiveness.

Would a proposal with a staffing plan that does not include in-state staffing be considered non-responsive by the State?

The requirement in Section 13.3.4.1 that project management be located in Carson City is removed. Section 13.3.4.6 states that the state will provide space for up to six staff, if necessary, but this is not a requirement. Out of state staffing plans will be considered.

134. There are several sections in the RFP that address intellectual property rights and State ownership of software developed by the contractor. Section 13.3.11.4 states that all computer source and executable programs, including development utilities, and all documentation of the installed system enhancements and improvements shall become the exclusive property of the State and may not be copied or removed by the contractor or any employee of the contractor without the express written permission of the State. Section 13.3.11.12 states that title to all portions of the system shall be transferred to the State including portions (e.g., documentation) as they are

created, changed and/or modified. So both these sections indicate that the State will own the developed software.

On the other hand, RFP Section 13.3.11.1, Source Code Ownership, states that the contractor agrees that in addition to all other rights set forth in this section the State shall have a nonexclusive, royalty-free and irrevocable license to reproduce or otherwise use and authorize others to use all software, procedures, files and other documentation comprising the Nevada Department of Wildlife Business Support System at any time during the period of the contract and thereafter. This section appears to imply that the contractor owns the software, since they are giving a license to the State.

We absolutely want to partner with the State in developing innovative, future-looking products and services. We fully understand the State's need to protect itself in the event of a contractor default or termination for cause. Placing software in escrow for scenarios such as these makes perfect sense and we do so in other contracts. Likewise, we fully understand that the data is the State's. We are the custodians of the data, not the owners. But just as the State needs to protect itself, so too do we need to protect ourselves. Those products and services are how we make our living. Those innovations and intellectual properties provide competitive advantage. As the RFP is currently written, those are jeopardized.

From our reading of the RFP, we believe there may be some inconsistencies in the sections mentioned above. If our interpretation is incorrect, will the State clarify? If an inconsistency does exist, will the State resolve it?

Will the State consider changing the software ownership requirements in the RFP to address the issues we raised above?

Sections 13.3.11.4 and 13.3.11.12 are intended to protect the state's right to acquire the Business Support System software without claiming the intent to do so. In practice, the state intends to operate under a software license agreement with the vendor and are open to vendor recommendations and solutions that best serve the state's needs while protecting vendor intellectual property. No matter the software ownership or licensing terms, the data contained within the Business Support System is the sole property of the state.

Will a proposal that does not comply with the RFP sections covering the State's IP ownership, be considered non-responsive?

The state will consider vendor proposals that demonstrate how state IP ownership concerns will be addressed. If IP ownership is not addressed, then the proposal will be deemed non-responsive.

135. If we're reading the RFP properly and using the Online Reference Library correctly, the existing NWDS database has approximately 250 tables consisting of 68 pages of fields. Application Hunt has another 85 pages of fields. Impressive and complex databases and related systems. Databases and systems that evolved over the years as enhancements were requested, rules changed, etc.

A vendor may choose a very different database design. A fresh start. One that capitalizes on all of the lessons learned through history. But not necessarily bound by it.

Sometimes states use the data in these databases to feed other systems. For instance, the State may use its replicated database to feed its marketing or internal accounting/financial systems. Those other systems might need to be changed if the NWDS, Application Hunt and Volunteer systems changed. And if they had to change, those changes would have to be coincident and coordinated with the NWDS, Application Hunt and Volunteer system changes. A non-trivial undertaking that is not entirely contained under this RFP's umbrella.

Does the State require that the replacement database adhere to the same database design/schema, e.g., tables names, column names, data types and sizes, etc.?

No.

ALL ELSE REMAINS THE SAME FOR RFP 3432.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: ***Systems Consultants***

Authorized Signature:

Title: ***Director, SCI*** Date: ***5/29/17***

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

Section V: System Requirements

3. System Requirements

3.1 VENDOR RESPONSE TO SYSTEM REQUIREMENTS

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

Having worked closely with the Nevada Department of Wildlife for 25 years, SCI shares the State's vision to meet the following strategies:

- ✓ Ability to implement Legislative requirements and changes.
- ✓ Ability for NDOW administrators to internally reconcile reports and effectively manage data.
- ✓ Leverage intuitive technologies, especially web and mobile technologies, for a modern and intuitive customer service experience.
- ✓ Leverage intuitive technologies, especially web and mobile technologies, for safety initiatives in law enforcement.
- ✓ Provide modern, consistent, and adaptable customer interfaces leveraging some cloud-based solutions for online storage.
- ✓ Manage customer data using a (a single point of record) linked to many transaction records across all customer service oriented data systems

Systems Consultants (SCI) designed, developed, and implemented the Nevada Wildlife Data System (NWDS) after winning the original competitive solicitation in 2002, and we have maintained and enhanced the system during the intervening years.

The Application Hunt System ™ was developed by Systems Consultants under contract to the Nevada Department of Wildlife (NDOW) in 1993 to administer the State's game hunting tag system. Subsequently, it has undergone a series of enhancements to take advantage of advances in technology, to implement statutory changes and benefit from knowledge gained through working with the automated approach.

Should we be the successful bidder, we will continue to support, maintain, and enhance the new NWDS II system, which will consolidate AHS and NWDS into an integrated system, and include the Volunteer Data System under the expectation that "modern and intuitive solutions are implemented to make the customer experience easier and more efficient."

No subcontractors will be used in the performance of the work.

3.2 COMPUTING PLATFORM

3.2.1 Vendors shall submit a list of hardware (excluding NDOW desktop hardware) that will be used to provide the services required under this RFP, and shall state whether each item will be dedicated exclusively to those services or shared by all systems with other applications. Each bidder must document how the listed hardware will be sufficient to provide all the services required under this RFP. The solution must be at minimum Tier 3 data management standard or above and preferably located in Nevada. Note that the current configuration includes various servers, network devices, data lines, phone system hardware, continuous power supplies, work stations, a postage machine, fax machines, and printers.

All hardware is located at Systems Consultants office in Fallon, Nevada. All hardware critical to operate NWDS conforms to the Tier 3 or greater data management standard. All Critical Network hardware is redundant with failover where available. All Critical hardware is attached to multiple APC UPS battery backups and Systems Consultants office electrical system is backed up by a primary 185KW generator and a secondary 40KW generator. Systems Consultants also has redundant Internet connections through 2 separate ISPs one at 250Mb and the second at 100Mb insuring internet uptime. Systems Consultants uses multiple load balanced servers for website uptime reliability insuring the websites are always available. The SQL data servers use High Availability Groups to replicate data to a secondary SQL server using failover technology to insure data availability at all times.

SERVER NAME	ROLE(S)	*%NWDS	DRIVE SPACE	HARDWARE	MODEL
SCF-WEB12NWDS-1	NWDS Back Office\POS Web Farm Server 1	100%	1.2 TB	4 Core Xeon Processor, 32GB RAM	Dell PowerEdge R430
SCF-WEB12NWDS-2	NWDS Back Office\POS Web Farm Server 2	100%	1.2 TB	4 Core Xeon Processor, 32GB RAM	Dell PowerEdge R430
SCF-WEB12NWDS-3	NWDS Back Office\POS Web Farm Server 3	100%	1.2 TB	4 Core Xeon Processor, 32GB RAM	Dell PowerEdge R430
SCF-WEB12NWDS-4	NWDS Back Office\POS Web Farm Server 4	100%	1.2 TB	4 Core Xeon Processor, 32GB RAM	Dell PowerEdge R430
SCF-WEB12NWDS-5	NWDS Consumer Web Farm Server 1	100%	1.2 TB	4 Core Xeon Processor, 32GB RAM	Dell PowerEdge R430
SCF-WEB12NWDS-6	NWDS Consumer Web Farm Server 2	100%	1.2 TB	4 Core Xeon Processor, 32GB RAM	Dell PowerEdge R430
SCF-WEB12NWDS-7	NWDS Consumer Web Farm Server 3	100%	1.2 TB	4 Core Xeon Processor, 32GB RAM	Dell PowerEdge R430
SCF-WEB12NWDS-8	NWDS Consumer Web Farm Server 4	100%	1.2 TB	4 Core Xeon Processor, 32GB RAM	Dell PowerEdge R430
SCF-SQL12NWDS-1	NWDS SQL Database	100%	1.8 TB	10 Core Xeon Processor, 128GB RAM	Dell PowerEdge 730
SCF-SQL12NWDS-1	NWDS SQL Replication Database	100%	1.8 TB	10 Core Xeon Processor, 128GB RAM	Dell PowerEdge 730
SCF-SQL12NWDR-1	NWDS SQL Reporting Database	100%	2 TB	2x 6 Core Xeon Processor, 64GB RAM	Dell PowerEdge 710
SCF-DAT12NWDS-1	NWDS File Server	100%	800 GB	10 Core Xeon Processor, 64GB RAM	Dell PowerEdge 730
ACCUMAIL-01	AccuMail Farm Server 1	30%	300 GB	2 Core 2.13 GHz Processor, 4GB RAM	Dell PowerEdge R300

ACCUMAIL-02	AccuMail Farm Server 2	30%	300 GB	2 Core 2.13 GHz Processor, 4GB RAM	Dell PowerEdge R300
DEV-WEB2012-1	NWDS Development/Acceptance Testing Web Server	50%	200 GB	2x 4 Core Xeon Processor, 8GB RAM	Dell PowerEdge 2950
DEV-SQL2012-1	NWDS Development/Acceptance Testing SQL Server	50%	1.1 TB	12 Core Xeon Processor, 24GB RAM	Dell PowerEdge 710
SCF-DATA08-1	Backup Storage Server	30%	75 TB	2x 4 Core Xeon Processor, 20GB RAM	Dell PowerEdge 2950
SCF-EXCH2013-1	2013 Exchange Server, CAS, HUB	30%	1.6 TB	2x 16 Core Xeon Processor, 64GB RAM	Dell PowerEdge 720

**** Some resources are shared and this is an estimate of the percentage of the resource used by NDOW.***

LAN SWITCHES AND ROUTERS				
PRODUCT	**MANUFACTURER**	**PURPOSE**	**QTY**	***NWDS %**
XTM 850 Firewall	Watchguard	Network Protection	2	30%
Load Balancer 440	Barracuda	Website Load Balancing	2	30%
Catalyst 3850-24	Cisco	Layer 3 LAN and Internet	2	30%
3900 series Router	Cisco	DS-3 Router	1	30%
ME 3400E	Cisco	100 M Internet	1	30%
X1052 Managed Switch	Dell	LAN and Internet	5	30%
X1026 Managed Switch	Dell	LAN and Internet	1	30%
NetVanta 1534P	Adtran	LAN and Internet	2	30%

**** Some resources are shared and this is an estimate of the percentage of the resource used by NDOW.***

UNINTERRUPTIBLE POWER SUPPLIES				
PRODUCT	**MANUFACTURER**	**PURPOSE**	**QTY**	***NWDS %**
APC 725	APC	UPS for Workstations	48	10%
APC 1500	APC	UPS for Servers	16	10%
APC 2200	APC	UPS for Phone Servers	2	10%

Some resources are shared and this is an estimate of the percentage of the resource used by NDOW.

PRINTERS				
PRODUCT	**MAN**	**PURPOSE**	**QTY**	***NWDS %**
HP LaserJet 5si	HP	Print Boat Decals etc.	2	30%
HP LaserJet 3380	HP	Admin/Accounting Printer	1	30%
HP Color LaserJet CP3505dn	HP	Documentation & Manual Printing	1	30%
HP LaserJet 8150	HP	High Volume Printing	2	30%
HP LaserJet 8150n	HP	High Volume Printing	2	30%
HP LaserJet 8100	HP	High Volume Printing	2	30%
HP Color LaserJet 4600	HP	Documentation & Manual Printing	1	30%
Minolta Di3510 (Printer / Copier)	MINOLTA	Operator Workstation Shared Printer	1	30%
Dell Color Printer 5110cn	DELL	Documentation & Manual Printing	1	30%
HP LaserJet P2015d	HP	Supervisor Workstation Shared Printer	1	30%
HP LaserJet 3015	HP	Programmers Shared Printer	1	30%
Epson DFX-8000	EPSON	Pin Fed Form Printer	1	30%
HP PhotoSmart C3140	HP	Supervisor's Scanner	1	30%
HP Color LaserJet 3600n	HP	Admin/Accounting Printer	1	30%

*** Some resources are shared and this is an estimate of the percentage of the resource used by NDOW.***

MISC HARDWARE				
PRODUCT	**MANUFACTURER**	**PURPOSE**	**QTY**	*** NWDS %**
PowerVault 110T LTO Tape Drive	Dell	Tape Backup	1	30%
LTO Tape Drive	HP	Tape Backup	1	30%
CBC Shredder 7160x	CBC	Shred Documents	1	10%
Neopost IJ65	Neopost	Postage Machine	1	30%
Numbering Machine	RapidPrint	Document Numbering	2	0%
IntelliFax 2820	Brother	Fax Machine	1	30%
HP 2140 Fax	HP	Fax Machine	1	10%
HP ScanJet 8270	HP	Admin Scanner/FAX	1	10%
Wheelwriter 3 (in admin)	IBM	Typewriter	1	0
TurboMeeting Hub	R-HUB	Web Conferencing	1	50%
185KW Generator	Kolher	B/U Electrical Power	1	30%
Generac 40 KW Generator	Guardian	B/U Electrical Power	1	30%
Smart Gear SG-TK1	ShoreTel	VOIP	4	30%
Smart Gear SG-50	ShoreTel	VOIP	3	30%

Some resources are shared and this is an estimate of the percentage of the resource used by NDOW.

3.3 TECHNICAL REQUIREMENTS

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

3.3.1 Database Requirements

3.3.1.1 Vendors must provide a description and system, application, and process diagrams of the conceptual design or architecture of the proposed solution so it is clear how transactions from all sources will be processed simultaneously. This should include the major functions to be provided by the vendor as well as how they interact. Vendors should describe each component included in their design and indicate the location of facilities involved in the system. In addition, if the processing and/or database servers are shared with other clients, the Vendors should identify the other clients and provide data indicating how Nevada business could be impacted, and all other client's peak transaction processing dates. List and reference specific equipment, service providers, systems, and data management and application software being proposed.

Consumers will use a single login site where they can perform all consumer functionality required in the RFP. NDOW employees and Law Enforcement will use a site which uses rights based authentication to allow users to perform RFP required processes based on predefined access rights. POS License vendors will access the POS license sales site through a POS device designed by Systems Consultants to perform all functions defined in the RFP.

These sites will all be hosted at Systems Consultants office in Fallon Nevada. The NWDS II sites will interact with the Interstate Wildlife Violates Compact System (IWVCS) to restrict consumers from acquiring privileges they are restricted from having and will have the Accumail address cleansing system used to verify mailing addresses. Both IWVCS and Accumail processes are shared with UDWR. UDWR peak load dates are during the month of February during their Big Game application period. If NWDS II access to IWVCS and or Accumail was impacted by activity in UDWR, the NWDS II site could perform slower. However, Systems Consultants has limited the potential for poor NWDS II performance by scaling the servers used in support of both IWVCS and Accumail services. SCI uses web farms and robust SQL servers to support the IWVCS and Accumail services. Our high level network diagram is illustrated below in Figure 1.

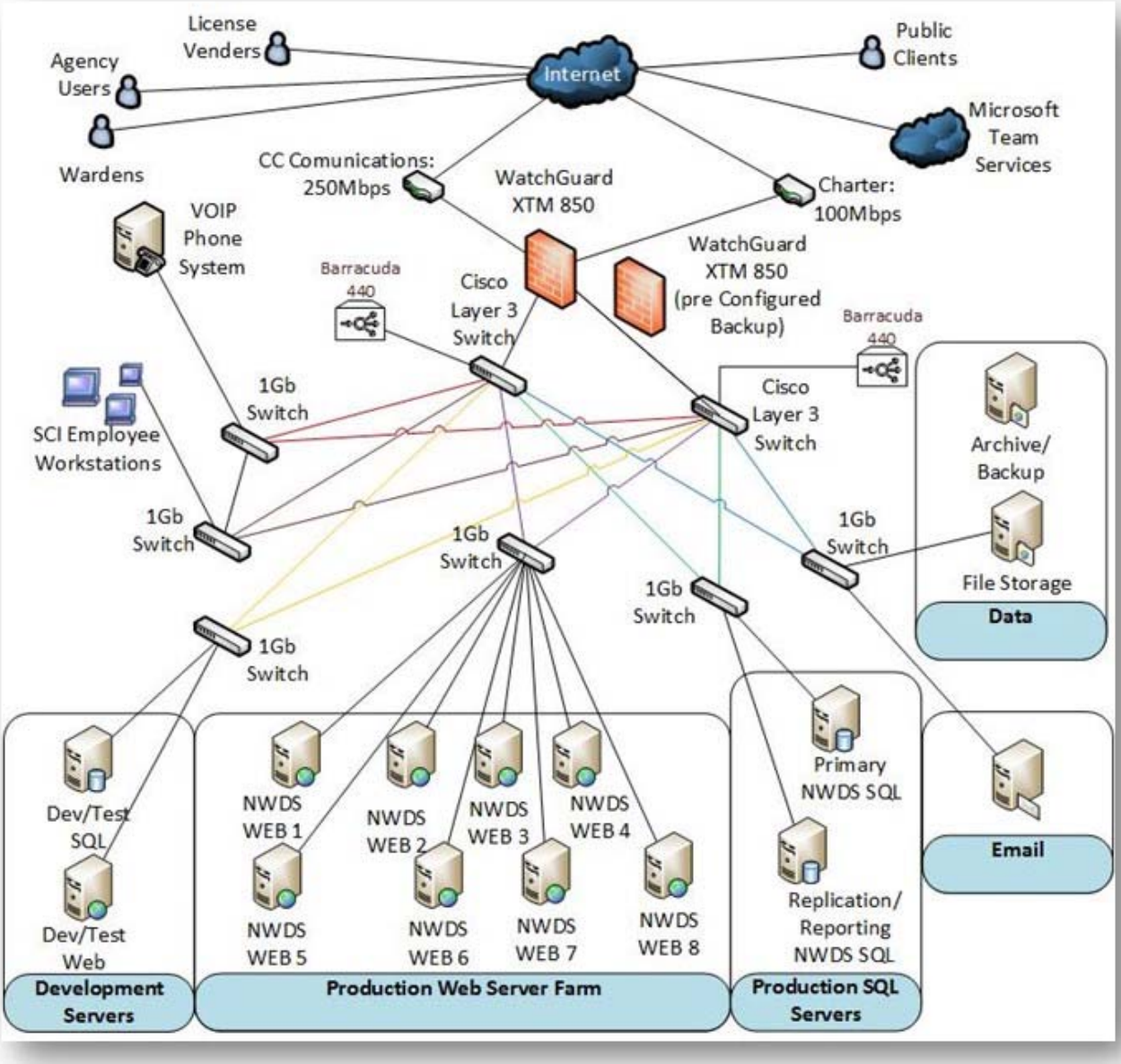


Figure 1: SCI High Level Network Diagram

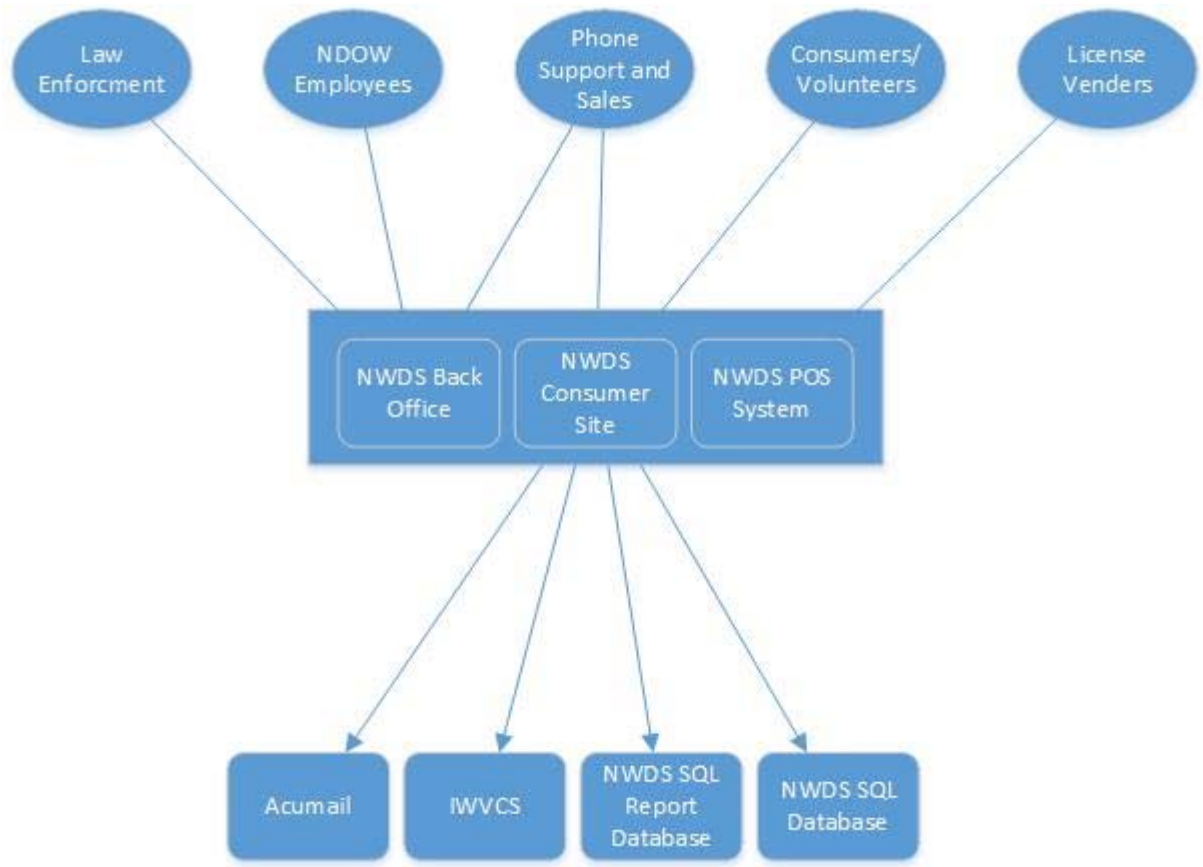


Figure 2: Process Diagram

Hardware			
How Many	**Model**	**Specs**	**Role**
8	Dell PowerEdge R430	4 Core Xeon Processor, 32GB RAM, 1.2 TB Drive Space	Webservers
2	Dell PowerEdge 730	10 Core Xeon Processor, 128GB RAM, 1.8 TB Drive Space	SQL Servers
1	Dell PowerEdge 710	2x 6 Core Xeon Processor, 64GB RAM, 2 TB Drive Space	SQL Report Server

Service Providers			
How Many	**Provider**	**Specs**	**Role**
1	CC Communications	250 MB Upload and Download	Internet
1	Charter	100 MB Upload and Download	Internet

Software			
How Many	**Software**		**Role**
8	SQL Management Studio	Microsoft SQL Management Studio 2016	Database Management
8	Visual Studio	Microsoft Visual Studio 2015	Development Software

3.3.1.2 Vendors should identify how the processing and database servers (including any at subcontractor locations) will accommodate the estimated system transaction volume and the volume of users of the System Administration tools.

The use of load balancing technology in conjunction with multiple robust webservers will be used to accommodate the volume by spreading the requests over multiple webservers. Having a robust SQL server for updating and accessing data speeds up all processes reducing page load times. All reporting process will be performed using a separate SQL server with real time data to prevent data intensive reports from effecting the performance of the other functions in the NWDS II system.

During testing, SCI load tests components by simulating many simultaneous transactions. During this step of our QA testing, any bottlenecks and deficiencies in the code are identified and corrected to ensure the site will perform as expected during peak loads.

3.3.1.3 The awarded vendor must import all historical data from each module into the proposed database. The database must be accessible to all users of the system with appropriate access controls. The proposed system must allow customers to continue to use their existing customer ID, allow viewing of current and previous transaction history. The awarded vendor must convert existing data to pre-populate the new system's database with 100% accuracy from the following areas:

Users of NWDS II will have access to the system data based on existing access controls.

Having fielded the Nevada Wildlife Data System (NWDS) in phases beginning in 2002, and designed and developed the Application Hunt System in use in both Nevada (since 1993) and Utah (since 1995) to provide a completely automated approach to tag and permit allocation, SCI has the unique ability to offer a seamless transition from the existing solution to the new one.

While we do not need to convert the existing database (it will remain intact), it will be enhanced. For example, in phase I we will merge the client tables in use in AHS and NWDS to a single client table,

which will include all the necessary features of both. In phase II we will enhance the current database structures to include the volunteer management program, the use of client tables for ownerships, as well as other enhancements.

A. Hunting and Fishing Licenses

The current database schemas for hunting and fishing licenses can be used in tact.

B. Vessel Titling/Registrations

The current system database structures can be used in tact, because vessel registration can be extended to other agents not currently used, as there is an agent ID field that will identify them.

The current system does not link boat ownership to the clients table, but will be expanded to link to actual clients, and yet provide separate addresses as needed for their boat ownership records.

C. Conservation Education/Programs

The current system has recently been enhanced to include the Conservation Education Program, and the database structures will support the requirements.

D. Law Enforcement Citations/Revocations

The current system has structures to support citations and revocations, but will be expanded to facilitate the interface and audit of data exchange with Spillman.

E. Harvest Information Reporting

The current system has the database structures intact for Harvest Information Reporting.

F. Application Hunt/Tags and Draw/Bonus Point/Eligibility

In the current solution, there is a separate clients table in AHS from NWDS. We will relink this table to point directly at the clients table in NWDS.

G. The Volunteer Program

The volunteer program will be an addition to NWDS II in phase II. We will add the necessary database structures to support it.

H. Special Licenses and Permits

The current system already has all the structures in place for special licenses and permits.

3.3.2 Fulfillment: The proposed solution must be able to provide the customer a receipt or confirmation of purchase for any transactions that are fee based. The

solution must include deliverable of documents (licenses, permits, vessel registrations, etc.) where applicable.

SCI is currently fulfilling this requirement. We propose that NDOW provide the Tag, License and Vessel Registrations that are fulfilled through the mail at SCI offices. SCI proposes using Quik Tag "G" material with dark blue logos for POS agents

3.3.3 Support and Training: The proposed solution must include remote support for devices and agents and provide details training method for agents. The solution must meet all support and training requirements.

Support for Devices and Agents:

SCI has operated wildlife administrative services call center since 1992 for information, sales, and customer and dealer support. The Help Desk at the SCI Call Center will be available 24x7x365 to assist POS agents.

During the business hours 5:00AM – 11:00 PM PST. The Help Desk will provide Tier 1 and Tier 2 support for POS operations; outside normal business hours, the Help Desk will provide Tier 1 support only, with Tier 2 support on call for systemic problems.

The NWDS Tier 1 Support Operator will identify the NDOW user/customer/POS agent, ascertain what the caller is trying to accomplish, and attempt to identify the problem. Once the basic problem has been identified, job aids developed by SCI will lead the Tier 1 Support Operator through appropriate diagnostics as required. Diagnostics might include verifying power and internet connections, resolving username and password problems, verification of proper POS terminal hardware set up, and assistance with navigating application menus, etc. SCI's goal is that Tier 1 Support Operators in the Call Center will be able to resolve 80-90% of the user and dealer problems without escalating the issue to a Tier 2 Operator.

Tier 1 Support Operators will complete an online Trouble Ticket for ALL POS and consumer web site issues they encounter. The Trouble Ticket will appear on screen as a pop-up for entry of the name and number of the caller, the task being attempted (drop down), time of occurrence (if different than current time), and the difficulty encountered including the exact error message received and the module name in the URL window. Codes will be provided to assist in the analysis of items that recur frequently, indicating that training, documentation, or management attention may be required. The steps taken will be documented including which job aids were used and the result obtained. Finally, an outcome will be entered from a list, usually "Problem Solved" or "Escalate to Tier 2". When this is done, the ticket will be automatically time-stamped by the system. Using a pull-down list of outcomes including items such as operator error, operator misunderstanding requiring training, unable to recreate, etc. will enable NDOW management to assess the support function and take remedial action as required.
When the Tier 1 Support Operator escalates the Trouble Ticket, it will instantaneously appear in the queue for the SCI Tier 2 Technician. Tier 2 Support Technicians provide in-depth technical support

with advanced technical troubleshooting and analysis methods. In any event, the SCI technician will review the Tier 1 Support Operator's report online to see what actions have been taken. The Tier 2 Technician will act upon the Trouble Ticket within three business hours of receipt, 7 days a week between 7:30 AM Mountain Time and 6:30 PM. Should the dealer or customer call either NDOW or SCI back, the ticket will be immediately retrievable on the system by serial number, by date and time, by customer name, or by customer telephone number.

SCI will also employ a Citrix owned program called GoToAssist. It is launched from a web browser, desktop or mobile device. It allows the technician to see and control the POS system, thereby providing a vehicle and assistance to troubleshooting and resolving the issues very quickly.

Agent Training:

We suggest a two-tiered training approach for these groups. Traditional classroom training with hands-on laboratories can be given to a select group of key personnel, such as sporting goods department managers who will be handling licenses. We will provide job-aid materials to them for assisting their staff. At the same time, we plan to develop and field asynchronous web-based or PowerPoint (.PPS) training that can operate on the POS device in the browser. This training will be accompanied by a competency test that the operator must pass to issue licenses.

3.3.4 The proposed solution must include remote monitoring capability that can notify the contractor of existing or potential operational malfunctions. Monitoring should include, but is not limited to: issues with connectivity, display, printer, input device, or power.

We had asked the question "Is the monitoring intended for POS devices? Is it expected that the vendor will monitor state employee computers as well?" The state answered "No, system monitoring refers to the central functionality of the data management infrastructure and website interface. The state requests that the vendor provide recommendations or solutions to address this need."

We have implemented several facets to monitoring the central functionality of the data management infrastructure and website interface. We use DotCom Monitor to check all of our web sites every 5 minutes around the clock. Should they be unable to connect, they automatically generate an email and a voice message to the Director of Wildlife Administrative Services and the IT Specialist with the details. DotCom Monitor furnishes a weekly report of site availability. We also us SentryOne, which uses real time monitoring to identify and notify us of issues with SQL query performance, identifies the highest impact queries, as well as monitors the physical server's hardware and software performance. We have environmental monitoring in place in the form of the SuperGoose II device that constantly monitors temperature, relative humidity, Dew Point, Light Level, Air Flow and Sound Level among other environment factors. If any of these factors exceed preset limits we receive an emergency notification, but in addition, we receive periodic status reports (currently set for every 24 hours). Here is a sample (redacted) report from Saturday May 28, 2017:

-----Original Message-----
From: [redacted]
Sent: Saturday, May 27, 2017 9:01 AM
To: Don Sefton [redacted]
Subject: Status Report - SuperGoose II [redacted]

Status as of Sat, 05/27/17 09:00:02

Device SuperGoose II : [redacted]
Temperature (F) 69.47
Relative Humidity 27%
Dew Point (F) 34.01
Light Level 1
Air Flow 1
Sound Level 62
Analog-1 99
Analog-2 99
Analog-3 99

Periodic status reports are sent every 24 hours

Unit Location: Fallon, Nevada
Unit Description: Weather Alert
Contact Name: [redacted]
Contact Phone: [redacted]
Contact E-mail: [redacted]

Our server UPS power supplies are integrated using PowerChute Software and notify us of UPS failures via email. Our load balancer similarly monitors up time from the inside and provides notification such as the following, when we take a server off-line to upgrade software:

-----Original Message-----
From: barracuda@sci-nevada.com [mailto:barracuda@sci-nevada.com]
Sent: Saturday, May 27, 2017 3:17 AM
To: SCITech <SCITech@sci-nevada.com>
Subject: Barracuda Load Balancer ADC Alert: Server [redacted] down.

Monitor test [TCP_PORT_CHECK] for server [redacted] used by service [utah-hunt] has failed with error [Connection timeout: (errno: 0)].

This alert applies to the Barracuda Load Balancer ADC barracuda111 with IP address [redacted] serial number [redacted] and default domain sci-nevada.com.

When we brought the same server back up subsequently, we received the follow-up notification (redacted):

-----Original Message-----
From: barracuda@sci-nevada.com [mailto:barracuda@sci-nevada.com]
Sent: Saturday, May 27, 2017 3:17 AM
To: SCITech <SCITech@sci-nevada.com>
Subject: Barracuda Load Balancer ADC Alert: Server [redacted] up.

Monitor test [TCP_PORT_CHECK] for server [redacted] used by service [utah-hunt] has passed.

This alert applies to the Barracuda Load Balancer ADC barracuda111 with IP address [redacted] serial number [redacted] default domain sci-nevada.com.

We also have smoke and flood monitoring provided by Burgarello alarm with connectivity to the Fallon Police Department.

We have five (5) video cameras that provide 24/7 monitoring and are accessible from the Internet remotely.

Finally, we have staff on site 24/7 year around including weekends and holidays.

3.3.5 Hardware

3.3.5.1 Housing: The housing must be durable, convenient, compact and intuitive. Provide detail to the dimensions, shape and a proposed design to the device. Hardware must be intuitive current technology. Vendors must propose the solution to this. Indicate the solution's method of input (touch screen, keyboard, etc.).

SCI understands NDOW's vision to provide a modern and intuitive experience for Nevada agents and customers. Our proposed hardware solution is the Elo Touchcomputer 15E2 - Celeron, which will include a keyboard and mouse, Honeywell 1900G-HD (High Density) HD Barcode Scanner with USB Cable, and a DataMax – ONeil E-4206P Thermal Printer. In addition, a TOGUARD 8 Inch Touchscreen TFT LED Monitor will be used for customer interaction and use.

The POS package SCI has proposed meets all the requirements of section 3.3.5.1. Our solution is intuitive current technology, and is durable, convenient, and compact.

3.3.5.2 Display: Provide details to the display including size, functionality, accessibility, and durability.

SCI has proposed two screens in the POS package. The display details are as follows:

<u>Agent Screen:</u> 15.6" LED 1366 x 768 (HD). Shown in Figure 3, the agent display is an elegant touch solution with a small footprint.

Figure 3: Agent Screen

***<u>Customer Screen:</u>* Shown in Figure 4, is the TOGUARD 8-inch TFT LED Display (1024 x 768). High sensitive touch technology makes work experience enjoyable and efficient.**

Figure 4: Customer Screen

3.3.5.3 Printer: Provide details to the printer required for output of materials. Include information of printer model, size, durability, functionality and ease of access (for support).

SCI proposes the DataMax – ONeil License Printer:

DataMax – ONeil E-4206P	
Product Features: 203dpi 6ips Adjustable Sensor LCD/Navigation Buttons Direct Thermal Auto ranging PS Cutter with/Label Sensor 64 MB FLASH 32 MB DRAM Serial Parallel USB LAN USB Host RTC Height: 7.4” Width: 8”	

Figure 5: Printer Features

3.3.5.4 Network Interface: Provide details to the available network interfaces. Indicate if the device is capable of dial-up or wireless network interfaces.

The POS solution SCI has proposed offers network connection via Ethernet cable, USB dial-up, or wireless. SCI will work with the state and agents to determine the interface solution needed for each location.

3.3.6 Device Requirements

3.3.6.1 NDOW is interested in exploring the possibility of providing a variety of device solutions, especially mobile, to our license agents as well as our customers.

With the growth in mobile Internet usage comes the task of building websites suitable for all users. SCI’s response to NDOW’s vision to enhancing the mobile experience, has led to our research and experience with non-responsive, responsive web design (RWD), and adaptive web design (AWD) technology.

Both RWD and AWD provide the users with a better mobile experience. Both methods of design allow websites to be viewed in mobile devices on various screen sizes as well as desktop computers. The difference between RWD and AWD is their delivery of responsive/adaptive structures. RWD include offering the same support to a variety of devices for a single website. RWD adapts the layout to the viewing environment by using fluid, proportion-based grids, flexible images, and CSS3 media queries. AWD is a process of server-side detection that chooses a design layout and size to display. AWD uses multiple page layouts for a single web page will serve different versions of the site to different devices based on common screen sizes and resolutions.

SCI is proposing the RWD approach as a solution for enhancing mobile experience for the users, which will give them the ability to effectively navigate NWDS II on whatever device they happen to be using. We will continue to work with the state to make the mobile solution fully operational in NWDS II. Any changes we make in Phase I of development will be mobile ready.

The following figures illustrates the solution we have been working on for NDOW:

Figure 6: Responsive Web Design - Notebook

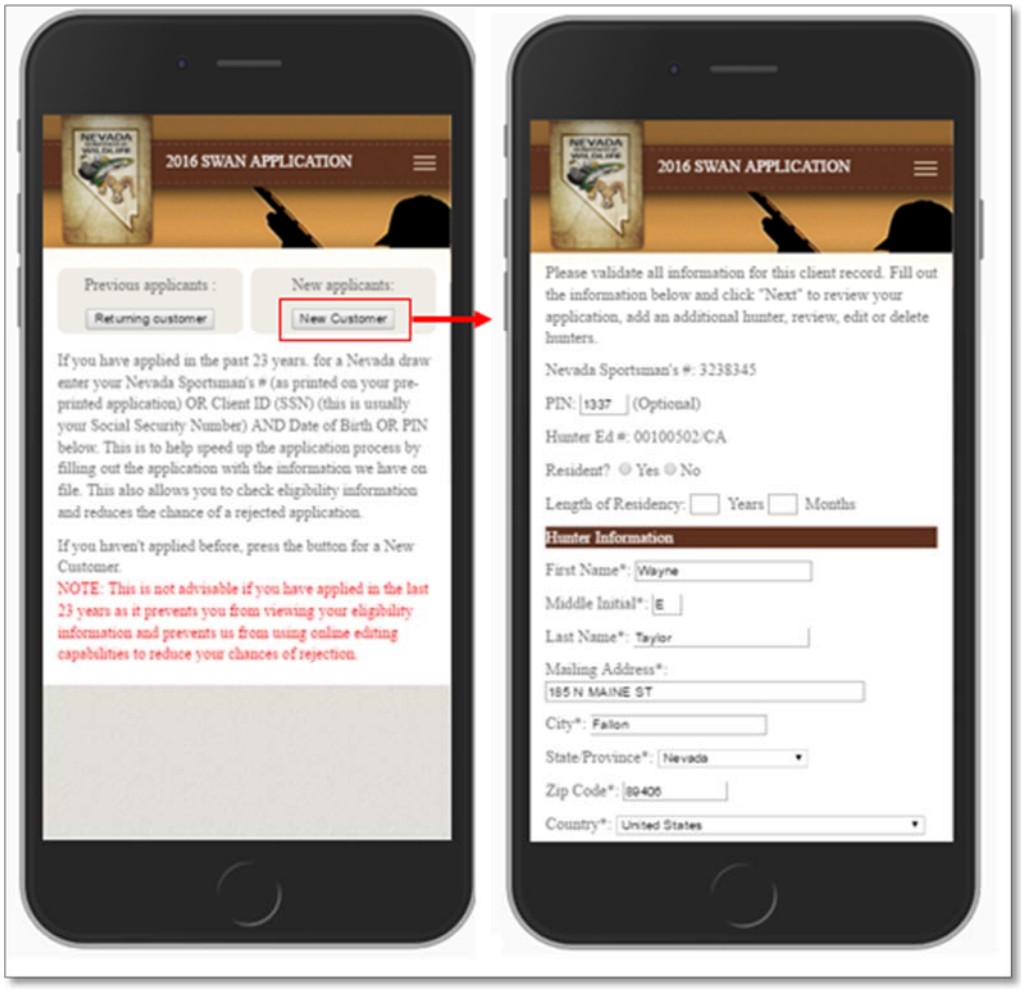


Figure 7: Responsive Web Design - IPhone

3.3.6.2 The state must have the ability to control which business components each agent, location, or device is authorized to access.

The current NWDS system provides control of the business components by agent and location. We will expand this capability In NWDS II to include all business components of each agent, location and device.

3.3.7 The awarded vendor must at a minimum provide a Point of Sale component for the automated licensing system and a browser-based solution for vessel registration.

The current system provides a point of sale component and a browser based solution for vessel registration. While this browser based solution for vessel registration is not currently in use at agents outside of the agency and vendor, it could be easily extended for use by other agents.

3.3.8 The vendor's proposal must identify each hardware configuration, including the life expectancy of the proposed hardware. The licensing point of sale solution must be flexible to allow for agents to utilize their own PC solution or vendor provided hardware and software. The proposed solution shall allow agents to input data and must produce customer license documents.

The equipment SCI has proposed is expected have a useful life of six (6) years at a minimum.

Vendors may use their own PC solution should they choose to do so provided it includes the DataMax – ONeil E-4206P printer. The base system requirements for a vendor supplied system will be Windows 7, 4 Gigs of Ram, and a Dual Core Processor. However, this will limit SCI's ability to provide comprehensive technical support. Additionally, license vendors will be required to sign a liability waiver acknowledging that a virus on their PC solution could compromise data entered into the NWDS II POS site.

Agent PC Configuration:

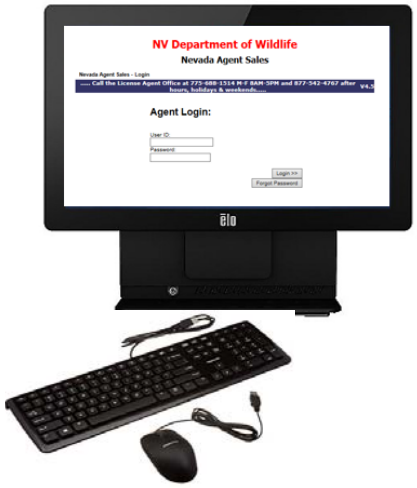
ELO Touch Computer 15E2	
Main Features • Kiosk • 1 x Celeron J1800 / 2.41 GHz • RAM 4 GB • HDD 320 GB • HD Graphics • GigE • Win 7 Pro • Monitor: LED 15.6" 1366 x 768 (HD) touchscreen	

Figure 8: Agent PC Configuration

Customer Touch Screen Monitor Configuration:

TOGUARD 8 Inch Touchscreen TFT LED Monitor	
Main Features: • Impressive details (1024 x 768) • Robust Connectivity • High Sensitive Touch Technology • Stylish User-friendly Design • Energy Efficient • 2.8 x 9.88 x 13.11 inches • VGA/USB/HDMI (1080P) inputs • 400:1 Contrast Ratio	

Figure 9: Customer Touch Screen Configuration

Honeywell Xenon 1900 – Barcode Scanner Configuration:

Honeywell Xenon 1900 – Barcode Scanner	
Product Features: Barcode Scanner Handheld Decoded USB **Technical Specifications:** **Barcode** Barcodes: Code 39, PDF417, QR code, UPC Interface: USB **Cable** Connectivity Details Length: 10ft Connectivity Details Type: USB cable	

Figure 10: Barcode Scanner

DataMax – ONeil License Printer Configuration:

DataMax – ONeil E-4206P	
Product Features: 203dpi 6ips Adjustable Sensor LCD/Navigation Buttons Direct Thermal Auto ranging PS Cutter with/Label Sensor 64 MB FLASH 32 MB DRAM Serial Parallel USB LAN USB Host RTC Height: 7.4” Width: 8”	

Figure 11: Printer Features

3.3.8.1 Device Footprint - Device is expected to reside on a counter top or desktop for use in areas with limited space.

SCI is proposing a POS package with the footprint-- 24W x 20D x 14.5H.

3.3.8.2 Device and Printer Durability - Devices and printers must be able to withstand the adverse conditions and transaction volumes that may exist in the agents' place of business.

SCI has been working with NDOW’s management of POS devices for many years. The current solution has worked well, but in moving forward with progressive technology, we share NDOW’s vision to provide modern equipment to enhance customer and agent user experience. With that being said, the POS workstation SCI has proposed is capable of high volume use, and is reasonably durable.

The current and proposed POS system solution has successfully moved through three generations of equipment, and SCI will move to a fourth and far beyond.

3.3.8.3 Device and Printer Specifications - Devices and printers must meet or exceed FCC specifications for use in residential environments and be UL approved.

Our device solution meets or exceeds the requirements of 3.3.8.3.

3.3.9 Enhancements to Proposal for Point of Sale Equipment

3.3.9.1 Additional Equipment Options – Vendors must propose a pricing structure for equipment and support for agents wishing to acquire additional point of sale devices above and beyond NDOW's inventory. All devices must be tracked and recorded in an inventory system that NDOW has access to.

SCI has included our proposed pricing for equipment and support for agents wanting additional point of sale devices, above and beyond NDOWS's inventory. In addition, devices will be tracked and recorded in an inventory system that NDOW will have access to.

3.3.9.2 Bar Code Scanners – The solution may include a bar code scanner capable of reading the State's two-dimensional (2D) bar code driver's license and ID cards and bar codes printed on license documents. POS devices may be required to read 2D bar code licenses encoded in the American Association of Motor Vessel Administrators (AAMVA) encoding standard.

SCI proposes the Honeywell Xenon 1900 – Barcode Scanner.

Honeywell Xenon 1900 – Barcode Scanner	
Product Features: Barcode Scanner Handheld Decoded USB **Technical Specifications:** **Barcode** Barcodes: Code 39, PDF417, QR code, UPC Interface: USB **Cable** Connectivity Details Length: 10ft Connectivity Details Type: USB cable	

Figure 12: Barcode Scanner

3.3.9.3 Digitally Captured Signature Devices – the solution may include a signing device to capture the customer's signature at the point of sale. This signature image must be transmitted and related to the individual transaction for a defined period of time.

Digital signature will be captured on the touch customer facing touch-screen monitor. The signature image will be transmitted and related to the individual transaction for defined period of time.

3.3.10 Deployment, Installation and Training for Use of Point of Sale Equipment

3.3.10.1 The awarded vendor shall provide visual aids, a quick reference guide, ~~a video~~, and a user manual.

SCI will provide a comprehensive dealer training program and accompanying manual for the onsite care and operation of the POS systems, remote troubleshooting, problem reporting, and equipment trade-out in the event of an equipment failure. As mentioned previously, equipment problems that cannot be resolved by telephone will be dealt with by replacing the unit via FedEx Next-Day service.

3.3.10.2 Vendors shall provide an installation plan that details all activities required to successfully install and operate the equipment.

SCI will ship POS terminals to all enrolled agents, complete with comprehensive installation and test instructions. During this period, SCI will stand up an augmented Help Desk to assist the Agents in getting online and testing their systems.

A. Utilize equipment validation and diagnostic tests as prescribed by vendor to verify that the equipment functions properly.

All POS devices will be tested to validate functionality before they are delivered to the agents. The agents will receive a comprehensive manual that will included diagnostic test procedures.

B. Automated notification of contractor of any operational problems with the equipment.

DotCom Monitor checks all of our web sites every 5 minutes around the clock. Should they be unable to connect, they automatically generate an email and a voice message to the Director of Wildlife Administrative Services and the IT Specialist with the details. DotCom Monitor furnishes a weekly report of site availability. We also us SentryOne which uses real time monitoring to identify and notify us of issues with SQL query performance. In addition, SentryOne identifies the highest impact queries, as well as monitors the physical server's hardware and software performance.

3.3.11 Maintenance of Point of Sale Equipment

3.3.11.1 Contractor will render maintenance service to keep equipment in, or restore equipment to good working order (referred to as "Equipment Repair/Replacement Service" or "ERS").

Most Maintenance on NWDS II POS systems will be performed remotely. If necessary, our technician will travel to vendor locations.

SCI will use a Citrix owned program called GoToAssist. It is launched from a web browser, desktop or mobile device. It allows the technician to see and control the POS system; therefore, resolve issues very quickly.

When remote administration using the Citrix program GoToAssist does not solve license vendor terminal issue, SCI will task our IT Technician to the vendor location for immediate repair or replacement of equipment, or FedEx the replacement parts. SCI will maintain a pool of ten (10) spare units for issue. Two SCI technicians are specifically trained in the repair of the equipment onsite in Fallon.

Security features on the NWDS II POS systems will be maintained by our IT Technician remotely via Citrix GoToAssist. The Tier 2 Technician will resolve the issue if possible, or if the situation requires the replacement of the unit, initiate the process. The complete unit (ELO, printer, case, and scanner) will be shipped via the next business day with packaging, instructions, and pre-paid shipping for the return of the faulty unit (ELO, printer, case, and scanner, or we will dispatch our technician.

SCI will activate and use Windows Defender to provide security on all POS terminals. Updates are installed automatically with windows updates.

3.3.12 Data Access – Replication Services

3.3.12.1 The contractor must provide secured access to a real-time copy of the production data. Vendors should identify hardware, software and connectivity proposed as well as the data replication process and recommend the frequency that the data replication should occur. Vendors should identify the reporting tools NDOW staff will use to perform queries and also describe the various levels of security established on the replicated server.

Hardware:

10 Core Xeon Processor, 128GB DDR4 RAM, 6x 600GB 15K SAS HDD

Software:

Microsoft SQL Server 2016 Enterprise

Connectivity:

The Replication Server is connected to the primary SQL server via 1Gb network inside our secure internal network. NDOW will connect via a secure encrypted web interface as part of the NWDS II back office system.

Data connectivity is provided via one CC Communications 250 Mbps and Charter 100 Mbps connection to the Internet, and our systems are protected by redundant Watchguard Firewalls. Inside the firewall, our gigabit Ethernet LAN provides connectivity to every desktop. For high volume web sites, we have established redundant Barracuda Load Balancers that evenly distribute web traffic to our dedicated server farms; currently, for example, NDOWLicensing.com is served by 2 web servers, while the Utah and Nevada hunt application sites are served by 4 web servers each. Our Proposed high-level architecture is shown in Figure 13.

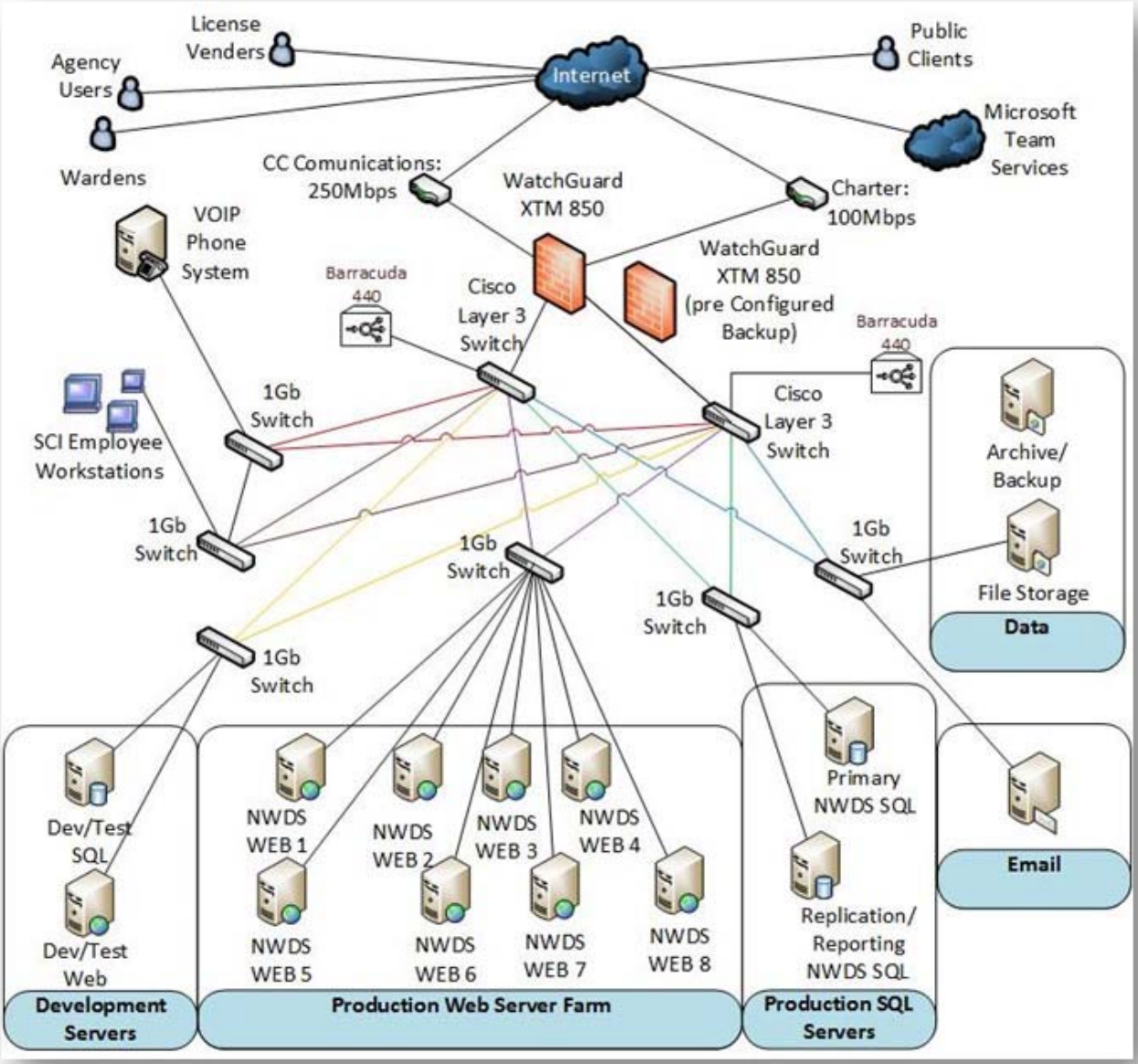


Figure 13: SCI High Level Network Diagram

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

Our licensing and draw applications self-report difficulties to management and the cognizant programmer via email. Our electronic security performance is monitored monthly by Trustwave™ for PCI compliance as required by our contracts.

In the event of a power outage, Electrical Power is guaranteed by two emergency generators—a primary 185kw diesel powered generator and a 40kW natural gas generator. Momentary outages

and spikes are handled by uninterruptible power supplies that connect all computer systems to the power grid. Should the outage persist, the diesel-powered emergency generator comes online automatically and powers the entire facility until power is restored. In the event that the primary generator failed, SCI staff would manually turn on the secondary generator.

<u>Data Replication Process:</u>

Data replication will be performed real time using SQL Server 2016 Always On Availability Group to a server identical to the production server. In the event the primary server fails the replication server will become the primary server within minutes until the original primary server is fixed or replaced.

The security established on the replicated server will be identical to the production system security. Data is encrypted using SQL Transparent Data Encryption (TDE). Direct server access is only accessible to key personnel based on job requirements. NDOW will connect via a secure PCI compliant, 2048-bit SSL encrypted web interface as part of the NWDS II back office system. Access to the replicated data will be based on user access rights. The replication server is located at SCI's primary facility located at 185 North Maine Street in Fallon, Nevada in a locked room with a single point of entry monitored by a multi camera security system. Only the Director of Operations, the System Administrator, and the Lead IT Technician have access to the physical replication server.

<u>Reporting Tools:</u>

The lack of an ad hoc User friendly report writer that NDOW users can use to create their own reports or clone and modify reports if they are less technologically independent has been a major limitation in the current NWDS. We have located a 3rd Party Report Writer named "ActiveReports" by GrapeCity. We could use 100 pages or more to describe all of the features of this report writer and still not completely cover its capabilities. Here is a link to the web site for the report writer:

http://activereports.grapecity.com/developer/

Note that while that page lands you at the developer options, the version that we have purchased (ActiveReports Server Core) has a User Ad Hoc reporting capability that is advertised on the web page with:

Self-Service Reporting for Your End Users

End users always ask for tweaks in standard reports. Give them the power to make the changes themselves with a fully customizable set of report designer controls.

Integrated with ActiveReports Server Core

Create reports in the developer friendly Visual Studio integrated report designer or the End User Designer controls and publish them, along with related resources, directly to the ActiveReports Server Core for user access.

This report writer will be tightly integrated with NWDS in Phase I that will be completed by December of 2017. This integration includes using our existing USERS, GROUPS, MODULES, PRIVILEGES access control features to login to the report writer and to control access to which views of the data that we develop specifically for ease of use by NDOW (including users at high levels with strong technological skills and a desire to start from scratch a build reports as well as users with less information technology skills but a desire to perhaps modify existing reports that we'll make available, rather than attempt to create their own).

The report writer is capable of traditional listing type "section" reports that list data in columns, sort and aggregate with sub-totals and grand totals. In addition, it is capable of "form" type reports such as licenses, boat registrations, etc., which will give us the ability to take the existing license formats, hunter education certificates, boat registrations, titles, etc. and replicate these reports, giving NDOW the ability to change them at will without requiring additional programming from SCI as is needed now when these changes come along.

Besides section and form type reports, ActiveReports is capable of producing graphs and charts, integrating graphics and producing output in a variety of formats including PDFs, DOCX, XLSX and CSV.

To help NDOW navigate the complex architecture of the current data base where there are primary and secondary tables that are "JOINed" dynamically, such as the combination of CLIENTS (client name and demographic information), LICENSES_SOLD (license year, class, number, begin/end date, price, status, etc.), LICENSE_TYPES (license master description information such as the name of the license, it's explained use, License Group, License Residency, etc. etc.), LICENSES_SOLD_STATUSES (the history of the various status that a license may proceed through with sales, voids, etc.), into a single intuitive easy to use "View".

Views will be used to control the security of who can access sensitive types of information. As an example, sensitive information like SSN or EINs, DOB, etc. can be identified in some views as "available" so that Law Enforcement personnel and others with a "need to know" can access this information in their reporting, while other users without the "need to know" will see the view where an SSN is either partially redacted (i.e., "-**-6789" instead of "123-45-6789") or completely redacted ("***-**-****" instead of "123-45-6789").***

The addition of ActiveReports to the tool kit in Phase I (to be completed by December of 2017) will open the world of ad hoc reporting to NDOW users at all levels. As we add additional features in Phase II (i.e., Volunteer Program management, etc.) we will add views of these tables to the ActiveReports purview to allow NDOW staff at all levels to access any new components completed in Phase II by December of 2018.

3.3.13 Interfaces to the purposed system

SCI currently provides a solution for the Department of Children and Families Support Enforcement Revocations, the Department of Justice, the Federal Duck Stamp, and has already designed an in-place solution for receiving data from the Department of Motor Vehicles. We are committed to work with each department to modify the current interfaces as is necessary to fulfill the following requirements.

3.3.13.1 State Accounting System Interface - includes creating the financial interface file on a regular (weekly) basis, and making it available to NDOW staff so it can be added into the State of Nevada accounting system.

NWDS does not have an interface for the State Accounting System. However, we have implemented a similar solution under the AHS contract for processing PVs (payment vouchers) to the state accounting system. With that being said, we will provide a similar interface for JVs (Journal Vouchers) to the state system. Our methodology will create the file, but NDOW will download the file, which will provide a checkpoint and ultimate control over what is or isn't posted to the State Accounting System.

3.3.13.2 Department of Children and Families Support Enforcement Revocations Interface – The solution will provide an interface with State Department of Welfare for inquiry purposes.

SCI currently fulfills this requirement by providing a lookup system for inquiry purposes. Initially, we developed a web service with an XML interface to allow the Nevada Division of Welfare and Supportive Services (DWSS) Child Support Enforcement program. However, DWSS was unable to commit the resource to develop the interface within their systems to utilize the XML interface. They suggested it might be three or more years before they could commit the resources necessary. As a consequence, we developed the alternative Lookup system which their staff can use from their

desktops and which didn't require programming staff or resources within DWSS to implement. Our web service still stands tested and available should DWSS like to have a more integrated solution.

The current solution does not allow the department to revoke licenses: however, we take no issues with adding an automated revocation feature to give the department the ability to do so.

3.3.13.3 Department of Justice Link System Interface – The awarded vendor will be required to coordinate with the Department of Justice to develop a web services interface to ensure that the law enforcement Justice System is capable of querying databases hosted by the contractor. This interface will require 24 x 7 x 365 support.

SCI currently provides an XML link that is used for Boat Lookups. This link is utilized by NCIC and other NCJIS connections to access our XML based web service to use multiple search criteria to identify boat statuses and boat owners. SCI has no issues working with the Department of Justice to provide access to additional customer data that is pertinent to law enforcement. SCI will collaborate with the department to provide additional search criteria or enhance the existing system as desired.

3.3.13.4 Nevada Circuit Court Interface – The awarded vendor will be required to coordinate with the Nevada Office of Justice Assistance to develop a web services interface to accommodate the receipt of adjudication information from Nevada circuit courts.

SCI will coordinate with the Nevada Circuit Court's automated system to track adjudication. We will provide an interface that will allow the court to update the status of the citations. The interface will allow the court to set the penalty for revocations and the criteria for paying fines associated with the violations.

3.3.13.5 Federal Duck Stamp Interfaces – The awarded vendor will be required to supply the federal Fish and Wildlife Service vendor with a file of customers who have purchased an electronic federal duck stamp.

Currently, SCI does not provide the file of customers who have purchased an electronic federal duck stamp to the Federal Fish and Wildlife Service. Rather, a program we wrote for NDOW creates a file. The NDOW representative sends an FTP file to a third party company (Amplex). In turn, Amplex validates the information and either accepts or rejects the records, and sends a letter with the Duck Stamp to the purchaser. Our implementation is currently working successfully. SCI provides clean data that in our knowledge has never been rejected.

3.3.13.6 Department of Motor Vehicles Driver's License Interface – The Department of Motor Vehicles may provide the awarded vendor with a link to Nevada Driver's License database proposed solution to be used to verify customer identity and residency.

SCI has no problem interfacing with the Department of Motor Vehicles to verify customer identity and residency. As stated previously, SCI has a design that is complete and ready to deploy provided we are given the database information. We propose to have a recent table available when we can't connect to the DMV. When a connection is available, and if the connection is up when we get an inquiry, we'll attempt the XML interface for real-time lookups. If we get a hit, we'll use that information to update our recent copy. If the connection is not available, then we'll fall back on the most recent data that is available in our table. Bottom line, SCI is currently prepared to accept complete files from the DMV as we did initially in November of 2002, and will collaborate with the DMV to provide a real-time web services interface for XML lookup when connections are available at the DMV

3.3.13.7 Harvest Information Program (HIP) Extraction - includes creating and appending HIP survey records to the Federal HIP file, and the creation of the HIP audit report. NDOW is responsible for the actual submission of the information to USFWS.

Currently, SCI fulfills every aspect of this requirement and we have no issues continuing to provide this service to NDOW.

3.3.13.8 Spillman- A computer aided dispatch (CAD) system that is specifically designed and engineered for full multi-disciplinary and multi-jurisdictional dispatching capabilities. This is what is required by Law Enforcement at NDOW.

SCI, wrote an interface for the City of Fallon Pawn Shop to collaborate with Spillman. We also wrote an interface for the Oak Harbor Police Department to load information into various tables in Spillman from the legacy Oak Harbor system.

SCI, is willing to work with Spillman dispatch system to develop a web service. The solution will make it possible to look up data in NWDS II and forward citations written in Spillman.

3.3.14 Redundancy / Failover

3.3.14.1 The proposed solution must include redundancy in all major components. Adequate back-up resources are required in order to minimize any risk of system failure, lost transactions (sales revenue) or data corruption. Vendors should describe exactly what redundancy and back-up is provided with the proposed system.

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

Our formal offline backup and recovery procedure offers 5 levels of protection. First, SCI utilizes RAID storage that is hot swappable. With this mechanism, a single disk drive can fail and the system will stay up thanks to cyclic redundancy and striping. This represents the first tier of protection.

SCI will replicate all SQL transactions in real time to a secondary replication SQL server. In the event the primary SQL server fails, the secondary replication SQL server will become the primary SQL server. This represents the second tier of backup protection.

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

Because of the need for minimal downtime, we perform a full backup of all data and website code daily during off peak hours to a backup file server. A backup for each day of the week is kept for 7 days. This is the fourth tier of protection.

Finally, we back up files on the backup file server, off-line, to Digital Audio Tape after the full backup to the backup file server has been completed, which is the fifth tier of protection. We utilize cyclical backup tapes. Our nightly off-line backup is kept for one week. We retain each Sunday night backup as part of a monthly backup cycle and we retain the last backup of the month in perpetuity. All back-ups are stored in a fireproof safe offsite. We regularly rotate and test media used in this cycle.
There are a variety of reasons why restore processes can fail including media, formatting, checkpoint parameters, etc. We will demonstrate backup and restoration capabilities during implementation. In addition, we will regularly check the backup and restore process by loading test servers with data that has been backed up from the live server. This practice is currently in place and has proven very successful.

Business Resumption Planning

SCI has a formal Business Resumption Plan that has been reviewed and approved by several states. We will review our business resumption plan with NDOW IT staff soon after award and make any required modifications. Our approach is to maintain an up-to-date listing of trigger events affecting critical infrastructure and the actions to be taken by the "first responders" to initiate recovery. The occurrence of a trigger event initiates a calling tree which marshals our response, usually within 30 minutes of the first report. Each trigger event has a detailed diagnosis and correction procedure that has been tested operationally.

Our infrastructure was designed and implemented with redundancy in mind:

- ***Electrical Power is guaranteed by a 185kw emergency generator. Momentary outages and spikes are handled by uninterruptible power supplies that connect all computer systems to the power grid. Should the outage persist, the diesel-powered emergency generator comes online automatically and powers the entire facility until power is restored.***
- ***Data communications redundancy is achieved by having two providers – Churchill County Communications (CCComm) provides 250 Mbs (recently upgraded), and Charter provides the 100mbps connection.***
- ***DotCom Monitor checks all of our web sites every 5 minutes around the clock. Should they be unable to connect, they automatically generate an email and a voice message to the Director of Wildlife Administrative Services and the IT Specialist with the details. DotCom Monitor furnishes a weekly report of site availability.***
- ***Redundant Array of Independent Disks (RAID) technology is installed on all SCI server storage. RAID protects against the failure of a disk drive by techniques such as mirroring and striping, which make any disk in the array hot-swappable in the event of a failure without loss of any data.***
- ***SQL Transaction logs and our periodic backup schedule enable us to restore a failed system to operation with little or no loss of data in a matter of 1-2 hours. These restores are periodically exercised to ensure that the data can, in fact, be restored.***
- ***The CISCO routers and Watchguard firewall, on both the CCComm 250 Mbs and the Charter 100mbps connection, have fully configured inline spares that can be quickly activated in the event of a failure.***
- ***Primary voice telecommunications service is provided by CC Communications using dedicated multiple Integrated Service Digital Network (ISDN) Primary Rate Interface (PRI) lines. Each PRI line provides 23 communication channels and one data channel (23B+D). SCI has Emergency telephone service agreements with CC Communications.***
- ***All SCI voice communications are digitally recorded through our VOIP telephone system by an OAISYS Call Recording System and backed up periodically as well.***
- ***SQL server data is replicated in real time to a secondary SQL server to reduce down time in the event of a failure.***
- ***All web servers, routers, switches, and Load balancers are redundant to reduce down time in the event of a failure***

3.3.15 Transaction Processing Requirements (Volume)

3.3.15.1 NDOW routinely experiences known high transaction volumes during certain seasons, potential first-come first-served permit offerings and application deadlines, and vessel registration periods. During these high-volume sales periods the system must be capable of maintaining normal business processing while at the same time accommodating the possibility of all point of sale devices plus a high volume of internet customers accessing the system and all submitting transactions simultaneously. This requirement is critical to the success of the automated system.

SCI is currently meeting the high-bandwidth requirement and have for years; however, we are upgrading (for future use) our dual high volume ISP service from a Charter 100 Mbps and Sprint 45 Mbps connection, to a Charter 100 Mbps and CC Communications 250 Mbps connection.

SCI is accustomed to handling high volume periods, such as the last few days of the Nevada and Utah big game hunt application periods. In the Nevada Big Game application, we received over 250,000 applications this year with more than 34,799 applications received on the last day and more than 3,699 applications in the peak hours. While this requirement is tantamount to building a freeway for the capacity of once or twice a year demand, we've done it and have a solution in place that even works in Utah where the total of applications taken in the big game draw is more than 469,000 applications with more than 59,210 on the peak day and more than 7,464 in the peak hour. For NWDS II we plan on transitioning from 6 web servers to 8 web servers to ensure that our high volume performance meets NDOW's expectations moving forward. Neither user access nor back-office access will be impacted by high-volume usage. We offer several infrastructure features to facilitate this, including dual high volume ISP service, dedicated server farms for each client with multiple servers and load-balancing, gateway queueing of customers for service, and the use of SQL and .NET tools to identify and resolve potential bottlenecks during testing. All applications are load-tested annually.

3.3.15.2 During customer/agent/user inquiries and transactions, the system must transmit data to the central database and receive a response from the central system within 3 seconds. The system must utilize security and validation procedures that insure only authorized access to the terminal and that only authorized terminals can access the central system.

Our system response time is typically 1-2 seconds during customer/agent/user inquires and transactions. The NWDS II system will meet or exceed this requirement.

The current NWDS system meets the security and validation procedures requirement. We propose additional access security for high level administrative functions by utilizing Multifactor Authentication in NWDS II.

3.3.16 Security Administration

3.3.16.1 The awarded vendor will provide a security management plan, which will describe security management for the central database and all interfaces. NDOW requires various levels of security. The vendor must provide security management tools to enable NDOW staff to control and monitor administrative and agent access. The vendor is responsible to ensure that they and all subcontractors establish and maintain and appropriate level of security in connection with the automated system. The vendor's proposal shall describe the security controls that will be used in the performance of the services required under the RFP. The vendor will report security controls (audit) quarterly.

SCI has a current and thorough Security Management Plan as required by NDOW. If we are the awarded vendor we will update and provide our Security Management Plan as scheduled.

The current NWDS system recently passed an audit by the state's security auditor. We will continue to meet or exceed the requirements of the state with enhancements to the system. Such enhancements will include:

- ***CAPTCHA controls on the consumer site to prevent brute force attacks***
- ***Strengthening the current password requirements***
- ***Offer Multifactor Authentication for certain administrative functions within NWDS II***

The following information is a summary of our security measures:

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

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

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

WASO is continuously monitored by SCI's web cam system. We have four cameras installed in the call center and one in the server room, each capturing six images a minute. The cameras provide a measure of security against theft of controlled inventory; protection against mishandling of credit information received during the application process; and assist in overall supervision of activity of the workplace outside the business day. The captured images are saved as jpg files and archived into a

zip file daily. The zip files are kept on the server for approximately three (3) months. After one (1) month, the zip files are archived to a DVD and removed from the server. They are stored offsite in perpetuity in a fire-resistant container.

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

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

SCI's Security standards include internal security measures, external security measures, and Payment Card Industry Data Security Standard (PCI DSS) compliance. At SCI we go the extra mile to ensure our security system protects our clients. Above PCI standards, our system is tested monthly for vulnerability, and Trustwave™ is an industry leader when it comes to fulfilling ISO standards and enabling commerce around the globe. The following information is a breakdown of our security measures, which are accomplished using hardware, software, and database controls.

Internal Security Measures

Internal Security Measures are accomplished using hardware, software and database controls.

- ***Our Cisco™ Routers confines all Internet access to the contactor's web server.***
- ***The contractor's server is linked to the SQL database by an unregistered IP address.***
- ***Directory security is used to deny service to all but listed IP addresses and domains. Internet users can only access the web server. All WASO web servers are linked to the SQL™ databases by unregistered IP addresses, available only inside of our firewall.***
- ***All Website access is restricted to port 443 and is secured with Secure Socket Layer (SSL).***
- ***SCI uses Directory Security in which service is limited to only listed IP addresses and domains.***
- ***Firewall: A Watchguard Firewall is incorporated between the web server and the client's network to prevent intrusion.***

We use 2 redundant Watchguard Firewalls. A Watchguard XTM 850 Firewall™ is incorporated between the router and the server farm to prevent intrusion. The system enforces an access control policy between our network and all external networks. It can block or permit traffic into and out of the server farm by ISP, by IP addresses, by range of IP addresses, or by URL.

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

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

  Web transactions are protected by 2048-bit encryption using Secure Socket Layer (SSL) technology. Security certificates and SSL are proved by Symantec's VeriSign™ unit. The client will see the VeriSign seal, the padlock, and the http:// address leader for the website, providing assurances that all sensitive information transmitted over the web is fully protected.

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

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

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

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

  External security measures:

  External security measures are taken to ensure database and transaction integrity for customers who access the system over the Internet.

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

- ***Wi-Fi connections to the SCI network are prohibited. Mi-Fi connections through Verizon Wireless™ are PCI-compliant and are permitted.***
- ***Internet customers can only access the web server.***

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

- ***VeriSign provides additional security***

  Web transactions are protected by 2048-bit encryption using Secure Socket Layer (SSL) technology. Security certificates and SSL are provided by Symantec's VeriSign™ unit. The client will see the VeriSign seal, the padlock, and the https:// address leader for the website, providing assurances that all sensitive information transmitted over the web is fully protected.

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

  All agents' POS devices are configured to boot to a limited version of Internet Explorer, which precludes the installation of any additional software on the device, other than a mouse or report printer. The POS device will only address the clients' POS Agent URL through the clients' web server cluster. This is will be a specific module in NWDS II, and agents do not have access to the larger system. Upon connection, the device transmits the Agent ID, which we match to the TCP/IP address specification entered by NDOW for the agent.

  Agent users each have their own personal login consisting of a User ID and password. Three unsuccessful attempts to login lock the account, and a 20 minute period without activity requires a re-login

  PCI Compliance:

SCI uses Trustwave™, a PCI-approved provider, to asses and report system vulnerability. Although only quarterly assessments are required by PCI standards, we have elected to be assessed monthly for added protection. Our Trustwave™ certificates can be furnished to NDOW when received as evidence of compliance. Our latest assessment is shown in in Figure 14.

Trustwave® PCI DSS Certificate of Compliance 8793-0831-BEA3-B212

Self-Assessment Questionnaire

Status: **Pass** 2017-02-14 13:07:08, valid through 2018-02-14
Version: SAQ D 3.2
Attested By: Monty C. Martin, Director of Wildlife Administrative Services

Vulnerability Scan

Status: **Pass** 2017-05-01 16:06:54, valid through 2017-08-01
Scan Vendor (ASV): Trustwave

Awarded To: Systems Consultants

Client Authorization: _____

Sign Name Print Name

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

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

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

Figure 14: Trustwave Certificate of Compliance

3.3.16.2 The solution's administrative tools must maintain compatibility with current PC security standards and be able to meet future security standards as needed. Vendors should describe how the proposed solution would meet the high-volume use and security requirements.

SCI's is currently fulfilling this requirement. The new system will continue to facilitate the implementation of business rules, production of required reports, and NDOW's day-to-day management of all system functions. The NWDS II system will have no problem meeting high-volume demand, and security requirements.

SCI is experienced in providing a suite of real-time system management tools necessary for the user friendly, flexible, and efficient administration of wildlife operations.

The NWDS II integrated management tool proposed by SCI will give NDOW administrators (based on authorized access levels) the ability to perform tasks such as, but not limited to product management, reports management, customer account management, agent account management, and fulfillment management.

3.3.17 Reporting requirements

3.3.17.1 Automated Reporting - The awarded vendor will provide the capacity to produce automated pre-defined system reports to NDOW. These reports will be used to monitor transaction activity as well as the operation and performance of the automated system. The reports shall be available upon demand and provide information on system processing speeds, system availability, and reliability and will be used to measure compliance with performance and technical standards. All system reports must be provided in an electronic format that allows NDOW to import the data into a spreadsheet or electronic database. System performance metrics may be presented as a dashboard application to accommodate on-demand information needs.

NWDS currently provides more than 50 automated pre-defined systems reports to NDOW to monitor transaction activity as well as the operation and performance of the automated system. These reports are available upon demand. We will modify these reports in Phase II (to be completed in December of 2018) to include output to spreadsheets as well as the current PDF formats. In addition, we'll add reports on system performance metrics, processing speeds, and system availability.

3.3.17.2 Variable Information Reporting – The awarded vendor will provide query tools that provide NDOW the capability to create user defined reports to run sales, transaction and system operation reports user-defined date periods and other reports as needed.

SCI will provide query tools to NDOW via the integration of the ActiveReports product by GrapeCity (http://activereports.grapecity.com/developer/) into NWDS in Phase I to be completed by December of 2017 and adding capability to similarly access new features and data of Phase II (such as Volunteer Program, etc.) to be completed by December of 2018. Reports can use user-defined data period and selection criteria and will easily report upon sales, transactions and system operations. We will provide sample reports that NDOW can use as a model to clone or for study when creating brand new reports from the ground up.

A. Administrative User Interface - The solution will provide a secure web interface to the database that will be used to access and manipulate real-time system data. All data manipulations must be logged, including the type, date, time and UserID. Describe a solution that will, at a minimum, allow NDOW staff to perform the following functions:

In the current NWDS system, SCI provides real time access to data in the secure web interface. All administrative tasks completed by NDOW are logged to record changes made to the data. In the following response (1-3), our solution describes how NDOW staff will manage customer and business record files and agents, and gives NDOW staff the ability to add and update print templates.

1. Manage Customer and Business Record Files - includes the ability to create, modify and combine customer and business records. Historical information on licenses, conservation/safety education, harvest, permit applications and permits, HIP surveys, vessels, citations and revocations must be available.

The existing NWDS system has the ability to create, modify and merge (combine) customer and entity (business) records. Under the Files->Browse->Clients menu functionality, it is possible to filter and select customers of either or both types (individual and entity) and when drilling into customer detail records, there are number of tabs that includes licenses and permits (both current and historical), Con Ed certificates (including Hunter Safety and Bow Hunter Educations), HIP surveys, citations and revocations. When the AHS data is completely merged in NWDS II (Phase II to be completed in December of 2018), we'll add tabs for Harvest Reporting and permit applications.

2. Management of Agents - Enrollment of agents, updating agent information, setting agency class and type, managing equipment inventory, help desk activity (service provided by the contractor and NDOW), monitoring sales, transactions, and revenue collections and failures (ACH or Electronic Funds Transfer), and suspend, terminate, or lock out agents and/or individual users.

The existing NWDS system has the ability to create (enroll) and modify agent information under the Files->Browse->Agents menu functionality, it is possible to filter and select Agents of a variety of classes (paper, web, NDOW, PC POS, etc.) and when drilling into agent detail records, there are number of tabs that include agent sales and activity (the A/R tab), revenue collections (A/R tab). It is possible to suspend, terminate or lock out agents under the status selections on the Agent Detail. It is possible to deal with individual users associated with the agent under the Utilities menu, Users sub-menu. The ACH and Electronic Funds efforts functionality is located under the Transactions sub-menu.

3. Template Control – Must provide NDOW staff the ability to add and update print templates.

The new ActiveReports Report writer, has the capability of "form" type reports such as licenses, boat registrations, etc., which will give us the ability to take the existing license formats, hunter education

certificates, boat registrations, titles, etc. and replicate these reports, giving NDOW the ability to change them at will without requiring additional programming from SCI as is needed now when these changes come along.

4. Print-To-Mail–The proposed solution must support direct print to mail functionality for batch processing output for NDOW or contractor use. (Letter Writer ability with approval from NDOW for all printed material).

During Phase II (completed in December of 2018) we propose to add features to the boat back office/counter modules to allow staff to generate letters using the Gembox.Document tool kit. These letters can be generated by Boat or by individual owner, Client, or Agent. In the appropriate drill down screen tab, clicking on a button to generate a letter will call up a list of template Word .DOCT formats defined by NDOW to allow one to be selected for the current letter by NDOW and fill in mail merge fields from data in the BOATS, BOATS_OWNERS, CLIENTS, AGENTS, AGENT_OWNERS, AGENT_CONTAT_LOGS tables to start a letter which will be invoked in Microsoft Word from the browser and able to be completed by the NDOW staff user and either printed to paper or PDF. We will broaden this capability to generate emails as well.

5. Problem Management Tracking System – The solution must include a tool to track agent communications with contractor and NDOW helpdesk staff regarding hardware and software issues. The solution must provide NDOW staff with the ability to view and add comments.

The existing NWDS system tracks agent communications with the contract regarding various issues. During Phase II (completed in December of 2018) we propose to add features to track software problems specifically from inception (problem reporting) through vetting and problem resolution. Both the SCI staff and NDOW staff will be able to view the status of these problems as a queue, or by individual agent, and add comments.

6. Manage Agent Publication & Supply Order – The contractor shall develop a publication and supply order tracking system that allows NDOW to manage receiving, distribution and tracking of publication and supply orders received from license and registration agents. NDOW must have the ability to add/modify/delete items on the registration agent supply list.

During Phase II (to be completed in December of 2018) we propose to add features to allow Agents to order supplies from NDOW and SCI. These orders will be able to be tracked by who will supply them (NDOW or SCI) and there status (in progress, shipped, received, etc.). The items that will be available for order will be maintained in an inventory and NDOW will have the ability to add/modify/delete items on the supply list.

7. Activate/Void/Reverse/Invalidate and Refund Transactions – includes the ability to change transaction status and control whether an agent is charged for a transaction or portion of a transaction. Must allow NDOW to mark a transaction or portion of a transaction as refunded and store staff comments at the transaction level. Each system component has its own business requirements for handling transaction management.

The existing NWDS system had the ability void, reverse and refund transactions including the ability to determine whether they agent is charged for a transaction. Comments can be stored by staff at the transaction level. This void and reversal capability exists for license sales, applications, boat registrations, miscellaneous sales, etc. in Phase II (to be completed in December of 2018, we'll add the capability to adjust the portion of the void or reversal to allow for partial reversals as the current void/reversal logic is "all or nothing" for transaction components such as individual licenses.

8. Sales prompts and surveys – Includes the ability for NDOW staff to create, edit, enable and disable prompts to be used during the sales process. These prompts will help track customer utilization and preferences and must be tracked throughout the system.

In the current NWDS system there are prompts related to further definitions of license types that are within the control of NDOW to change in the License Master definition. In addition, for items such as conflicts with other licenses (Incompatible Documents), there are class by class restrictions at hand for NDOW to change including the verbiage that will display. For items that require other documents (Required Documents), there are class by class associations at hand for NDOW to change including the verbiage that will display. In Phase II we will broaden and enhance these capabilities as determined during the JAD sessions with NDOW.

3.3.18 Backup and Recovery

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

3.3.18.1 The system will require a degree of redundancy so that batch programs such as data backups may be performed without interruption or degradation of on-line system performance.

SCI will replicate all SQL transactions in real time to a secondary replication SQL server. In the event the primary SQL server fails, the secondary replication SQL server will become the primary SQL server.

3.3.18.2 System backups must be scheduled to run automatically.

System backups are performed daily during off peak hours to a backup data store.

3.3.18.3 Restoration of data from backups must be a straightforward, well-documented operation that can be completed within a few hours after error detection.

Our formal offline backup and recovery procedure offers 5 levels of protection. First, SCI utilizes RAID storage that is hot swappable. With this mechanism, a single disk drive can fail and the system will stay up thanks to cyclic redundancy and striping. This represents the first tier of protection.

SCI will replicate all SQL transactions in real time to a secondary replication SQL server. In the event the primary SQL server fails, the secondary replication SQL server will become the primary SQL server. This represents the second tier of backup protection.

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

Because of the need for minimal downtime, we perform a full backup of all data and website code daily during off peak hours to a backup file server. A backup for each day of the week is kept for 7 days. This is the fourth tier of protection.

Finally, we back up files on the backup file server, off-line, to Digital Audio Tape after the full back up to the backup file server has been completed, the fifth tier of protection. We utilize cyclical backup tapes. Our nightly off-line backup is kept for one week. We retain each Sunday night backup as part of a monthly backup cycle and we retain the last backup of the month in perpetuity. All back-ups are stored in a fireproof safe offsite. We regularly rotate and test media used in this cycle.

There are a variety of reasons why restore processes can fail including media, formatting, checkpoint parameters, etc. We will demonstrate backup and restoration capabilities during implementation. In addition, we will regularly check the backup and restore process by loading test servers with data that has been backed up from the live server. This practice is currently in place and has proven very successful.

3.3.18.4 Provide a Business Continuity/Disaster Recovery Plan that must include:

SCI's Disaster Recovery Plan (Business Resumption Plan) includes a detailed inventory of all IT equipment (contents, version, system name, and IP address where appropriate) a troubleshooting matrix for use by on scene personnel under the direction of a supervisor, and a call list that is activated by the on-scene supervisor. It has been reviewed and approved by our state agency clients in Nevada and Utah in the past. It was revised 6/2016.

SCI has a standing agreement with a company in Reno, NV for office space in the unlikely event a catastrophic disaster displaces our production environment

The SCI Disaster Recovery Procedure currently in place and approved by NDOW includes Activation and preparedness procedures and a recovery strategy that ensures that disrupted operations will be resumed in seven calendar days or less.

A. Activation and preparedness procedures;

The SCI Disaster Recovery Procedure currently in place and approved by NDOW includes activation and preparedness procedures.

B. A recovery strategy that ensures that disrupted operations will be resumed in seven calendar days or less;

The SCI Disaster Recovery Procedure currently in place and approved by NDOW will prevent disruptions in operations. Our recovery strategy ensures that disrupted operations will be resumed in seven calendar days or less.

C. The locations of on-site and off-site recovery operations center facilities;

The SCI Disaster Recovery Procedure currently in place and approved by NDOW includes locations of on-site and off-site recovery operations center facilities.

D. Vendor support agreements; and

The SCI Disaster Recovery Procedure currently in place and approved by NDOW includes vendor support agreements.

E. Any logistical information required to effectively recover from a disaster;

The SCI Disaster Recovery currently in place and approved by NDOW includes any logistical information required to effectively recover from a disaster.

F. The awarded vendor must test the procedures included in the approved Business Continuity/Disaster Recovery plan at least once each calendar year during the term of the contract. The test plan will be subject to the approval of NDOW and all tests will be conducted at a time and place proposed by contractor and approved by NDOW. NDOW may, at its own expense, contract with a third party to monitor the testing and review documentation and procedures related to the plan. The results of any audits will be documented and provided to contractor and NDOW. Significant findings from any audits conducted will be addressed in a manner satisfactory to contractor and NDOW.

The current NWDS system recently passed an audit by the state's security auditor. If SCI is the awarded vendor, we will continue to be in compliance with this requirement.

3.3.19 Business Resumption Planning

3.3.19.1 A Business Resumption Plan for the proposed system must be developed and in-place. The awarded vendor must identify and establish off-site procedures, locations and protocols addressing checkpoint and restart capabilities, retention and storage of back-up files and software, hardware backup for data entry equipment, emergency power backup and network backup for telecommunications).

SCI has a formal Business Resumption Plan that has been reviewed and approved by several states. We will review our business resumption plan with NDOW IT staff soon after award and make any required modifications. Our approach is to maintain an up-to-date listing of trigger events affecting critical infrastructure and the actions to be taken by the "first responders" to initiate recovery. The occurrence of a trigger event initiates a calling tree which marshals our response, usually within 30 minutes of the first report. Each trigger event has a detailed diagnosis and correction procedure that has been tested operationally.

Our infrastructure was designed and implemented with redundancy in mind:

- ***Electrical Power is guaranteed by a 185kw emergency generator. Momentary outages and spikes are handled by uninterruptible power supplies that connect all computer systems to the power grid. Should the outage persist, the diesel-powered emergency generator comes online automatically and powers the entire facility until power is restored.***
- ***Data communications redundancy is achieved by having two providers – Churchill County Communications (CCComm) provides 250 Mbs (recently upgraded), and Charter provides the 100mbps connection.***
- ***DotCom Monitor checks all of our web sites every 5 minutes around the clock. Should they be unable to connect, they automatically generate an email and a voice message to the Director of***

Wildlife Administrative Services and the IT Specialist with the details. DotCom Monitor furnishes a weekly report of site availability.

- ***Redundant Array of Independent Disks (RAID) technology is installed on all SCI server storage. RAID protects against the failure of a disk drive by techniques such as mirroring and striping, which make any disk in the array hot-swappable in the event of a failure without loss of any data.***
- ***SQL Transaction logs and our periodic backup schedule enable us to restore a failed system to operation with little or no loss of data in a matter of 1-2 hours. These restores are periodically exercised to ensure that the data can, in fact, be restored.***
- ***The CISCO routers and Watchguard firewall, on both the CC Communication 250 mbps and the Charter 100 mbps connection, have fully configured inline spares that can be quickly activated in the event of a failure.***
- ***Primary voice telecommunications service is provided by CC Communications using dedicated multiple Integrated Service Digital Network (ISDN) Primary Rate Interface (PRI) lines. Each PRI line provides 23 communication channels and one data channel (23B+D). SCI has Emergency telephone service agreements with CC Communications.***
- ***All SCI voice communications are digitally recorded through our VOIP telephone system by an OAISYS Call Recording System and backed up periodically as well.***
- ***SQL server data is replicated in real time to a secondary SQL server to reduce down time in the event of a failure.***
- ***All web servers, routers, switches, and Load balancers are redundant to reduce down time in the event of a failure.***

3.3.20 Entity Relationship Document

3.3.20.1 The awarded vendor will be required to develop and maintain an up-to-date Entity Relationship Document (ERD) throughout the contract term. The awarded vendor will provide the up-to-date ERD to the state upon the state's request.

If SCI is the awarded vender we have no issues providing the state with the up-to-date ERD when requested by the state.

3.3.21 Security Administration Tools

SCI currently fulfills this requirement. We have equipped the state with robust security administration tools. The following figure illustrates the security administration tools currently available to NDOW security managers. After logging into the NWDS administrative interface, managers select the appropriate menu option.

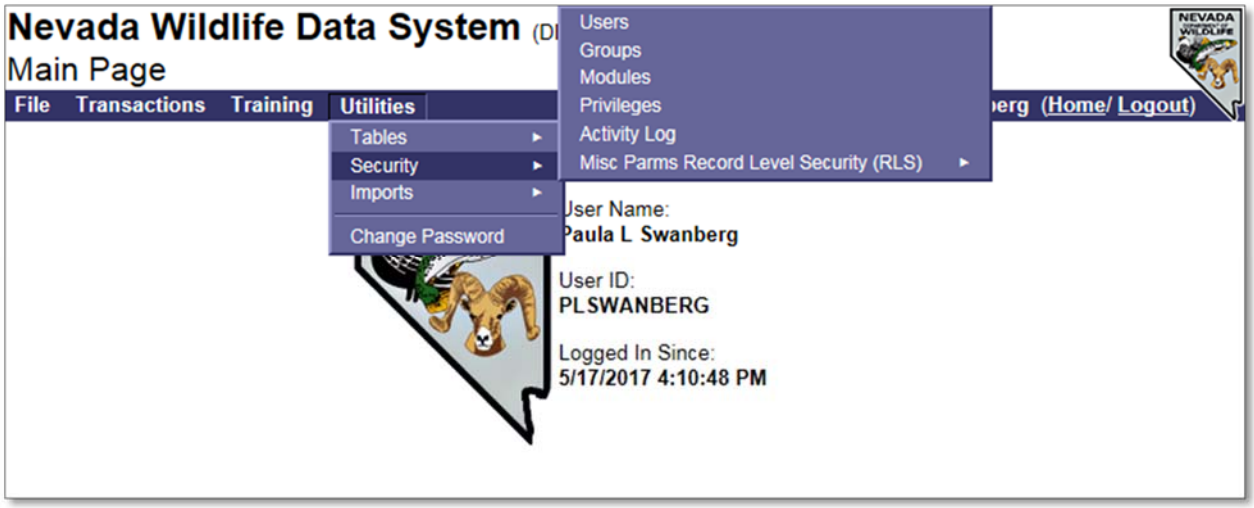


Figure 15: Security Administration Tools

3.3.21.1 Security Administration Tools to include the ability for NDOW security managers to manage access and view logs of all users at NDOW, contractor, and subcontractor locations authorized to access the system. Logging should include authorized use, unauthorized attempts of use, and security violations.

SCI is meeting this requirement. In the current NWDS system, we designed security controls that filter the availability of information and menu options based on the privilege level of the person signed into the system. Our current solution logs authorized, unauthorized attempts, and security violations.

NDWDS II will continue to meet this requirement. In the current NWDS system, security managers have the capability to manage access and view logs of all users entered into the system. For example, in order to view logs the managers select Utilities>Security>Activity Log. The current system returns the following screen.

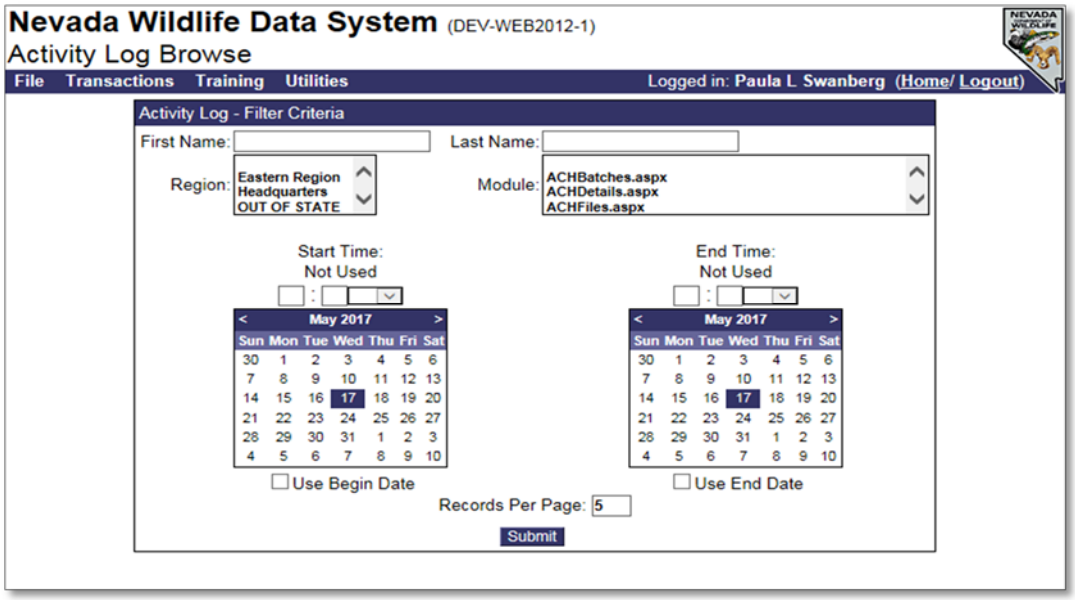


Figure 16: Activity Log Browse

3.3.21.2 Security Levels: The solution must allow for various levels of security for each element of the administrative user and agent interfaces. All data manipulations and administrative user and agent interfaces. All data manipulations and administrative transactions should be logged, including the type, date, time and User ID.

SCI currently fulfills this requirement and will continue to do so transitioning to NWDS II. In the current system managers have access to security tab with available drop down menu options to set up security levels in the system.

Currently, all data manipulations and administrative transaction are logged, including the type, date, time and User ID.

3.3.21.3 Security Reporting Tools must include the ability for NDOW to generate reports of authorized users at each security level. Describe the proposed reporting tools NDOW staff will use to generate reports of users and their access levels.

Within the current system and the proposed NWDS II system, there will be a number of activities and processes that take place to ensure that system security is maintained. These include user accounts, group designation and membership, module privilege designations, and privileges matched to group membership for each module.

3.3.21.4 Internal Security Measures must meet or exceed state requirements

Our Internal Security Measures meet or exceed state requirements.

Internal Security Measures are accomplished using hardware, software and database controls

- ***Our Cisco™ Routers confines all Internet access to the contactor's web server.***
- ***The contractor's server is linked to the SQL database by an unregistered IP address.***
- ***Directory security is used to deny service to all but listed IP addresses and domains.***
  Internet users can only access the web server. All WASO web servers are linked to the SQL™ databases by unregistered IP addresses, available only inside of our firewall.
- ***All Website access is restricted to port 443 and is secured with Secure Socket Layer (SSL).***
- ***SCI uses Directory Security in which service is limited to only listed IP addresses and domains.***
- ***Firewall: A Watchguard Firewall is incorporated between the web server and the client's network to prevent intrusion.***

  We use 2 redundant Watchguard Firewalls. A Watchguard XTM 850 Firewall™ is incorporated between the router and the server farm to prevent intrusion. The system enforces an access control policy between our network and all external networks. It can block or permit traffic into and out of the server farm by ISP, by IP addresses, by range of IP addresses, or by URL.

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

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

  Web transactions are protected by 2048-bit encryption using Secure Socket Layer (SSL) technology. Security certificates and SSL are proved by Symantec's VeriSign™ unit. The client will see the VeriSign seal, the padlock, and the http:// address leader for the website, providing assurances that all sensitive information transmitted over the web is fully protected.

  Security certificates carry varying capabilities for recognizing variations of web addresses. If, for example, a sportsman forgets the "www" in the URL or mistypes "http" instead of "https," the security certificate might reject the URL variation. Depending on the browser, this may result in a warning message that might cause consternation to the user. While certificate purveyors such as GO-

Daddy.Com offer inexpensive certificates that do not exhibit this issue, they do not offer the level of assurance that VeriSign provides. SCI will employ only VeriSign security certificates on client web sites.

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

3.3.21.5 External Security Measures must meet or exceed state requirements to ensure database and transaction integrity

Our External Security Measures meet or exceed state requirements.

External security measures are taken to ensure database and transaction integrity for customers who access the system over the Internet.

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

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

- ***Internet customers can only access the web server.***

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

- ***VeriSign provides additional security***

  Web transactions are protected by 2048-bit encryption using Secure Socket Layer (SSL) technology. Security certificates and SSL are provided by Symantec's VeriSign™ unit. The client will see the VeriSign seal, the padlock, and the https:// address leader for the website, providing assurances that all sensitive information transmitted over the web is fully protected.

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

  All agents' POS devices are configured to boot to a limited version of Internet Explorer, which precludes the installation of any additional software on the device, other than a mouse or report printer. The POS device will only address the clients' POS Agent URL through the clients' web server cluster. This is will be a specific module in NWDS II, and agents do not have access to the larger system. Upon connection, the device transmits the Agent ID, which we match to the TCP/IP address specification entered by NDOW for the agent.

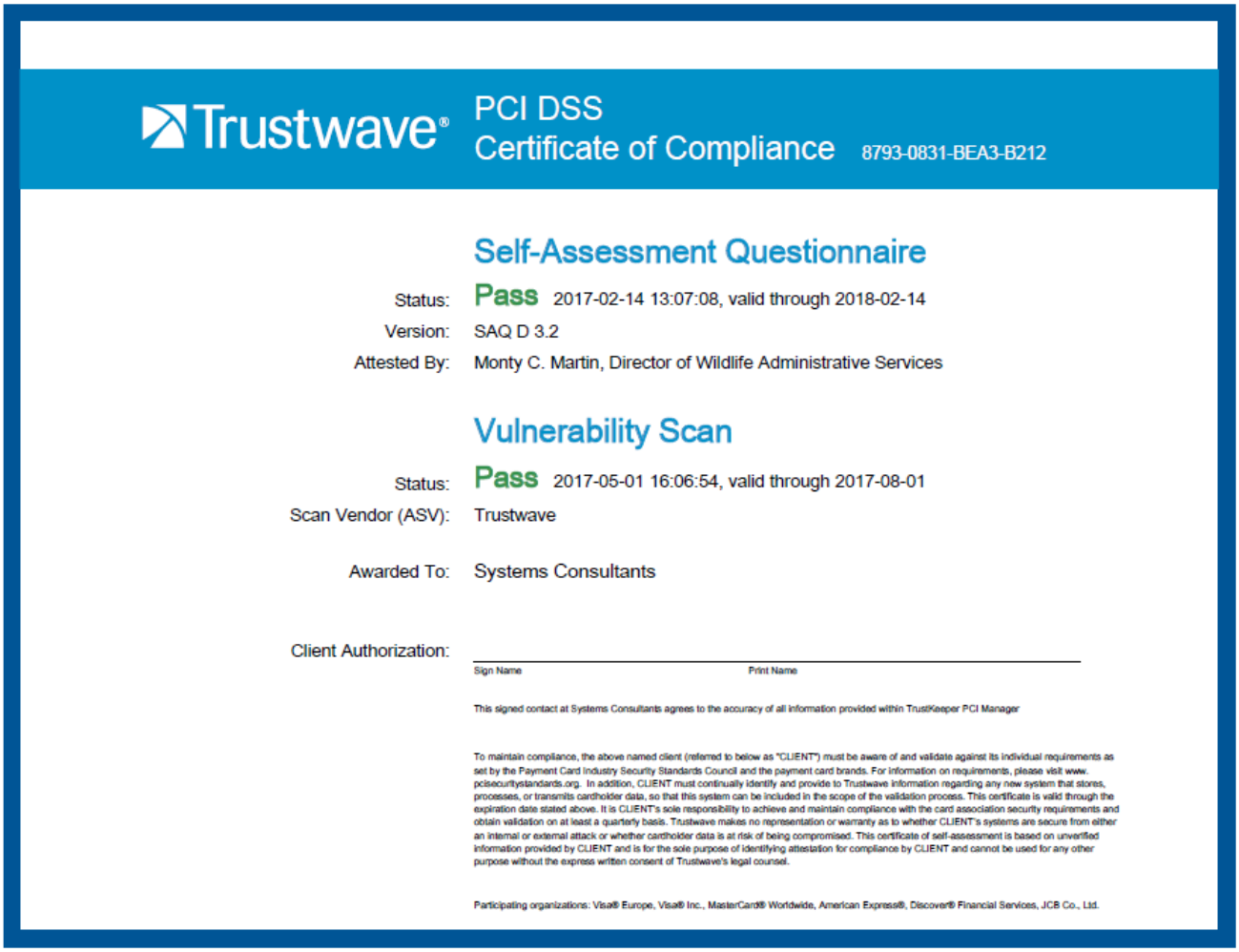
  Agent users each have their own personal login consisting of a User ID and password. Three unsuccessful attempts to login lock the account, and a 20 minute period without activity requires a re-login

3.3.22 PCI Compliance Requirement

SCI uses Trustwave™, a PCI-approved provider, to asses and report system vulnerability. Although only quarterly assessments are required by PCI standards, we have elected to be assessed monthly for added protection. Our Trustwave™ certificates can be furnished to NDOW when received as evidence of compliance. Our latest assessment is shown in Figure 177.

3.3.22.1 Vendors must include in the proposal a copy of certificate of compliance meeting the Payment Card Industry Data Security Standards.

Our Trustwave™ certificates can be furnished to NDOW when received as evidence of compliance. Our latest assessment is shown in 17.



Trustwave® PCI DSS Certificate of Compliance 8793-0831-BEA3-B212

Self-Assessment Questionnaire

Status: Pass 2017-02-14 13:07:08, valid through 2018-02-14
Version: SAQ D 3.2
Attested By: Monty C. Martin, Director of Wildlife Administrative Services

Vulnerability Scan

Status: Pass 2017-05-01 16:06:54, valid through 2017-08-01
Scan Vendor (ASV): Trustwave

Awarded To: Systems Consultants

Client Authorization:

Sign Name Print Name

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

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

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

Figure 17: Trustwave Certificate of Compliance

3.3.23 Training Plans

3.3.23.1 To meet the training objective, the Vendor shall prepare and submit a plan to NDOW for approval at least one month prior to the start of each preoperational testing phase. The plan shall encompass the following:

SCI will fulfill the requirements of Section V, 3.3.23.1 and subsets A-D. We have worked extensively with NDOW to provide training methods that have included contracting with outside trainers for generic training in customer service, supervisor training, direct employee training, agent training, etc. If we are awarded the contract, we will continue to provide quality training that covers all areas of the NWDS II system

A. Plans, by category, of who shall receive training, including agents, NDOW Regional Offices, NDOW information technology personnel, NDOW Financial Specialist personnel, NDOW Administration personnel, and NDOW Enforcement personnel.

SCI will provide Comprehensive training to NDOW staff, POS agents, and SCI staff for all implemented systems. Provisions for both instructor-lead and stand-alone training will be made.

B. Proposed training curriculum that identifies specific system functions and components to be covered.

SCI will provide training that identifies the specific system functions. Our training development is based on the Instructional Systems Development (ISD) Model in which the tasks to be performed are decomposed into terminal and enabling learning objectives, and is organized for presentation by considering the learning domain (cognitive/affective/psychomotor).

C. Proposed method of delivering the training and a delivery timetable. The training of agents need not be conducted one-on-one at the agent site, but may be conducted by group/regional area.

SCI will work with NDOW to schedule the training of agents. The training will be facilitated by SCI at group/regional areas. Because NWDS II will be an upgraded version of the current system, extensive training will not be necessary.

D. Proposed plan for on-going training for new agents, new NDOW employees, system enhancements, and refresher courses.

As stated previously, SCI has worked extensively with NDOW to provide training methods that have included contracting with outside trainers for generic training in customer service, supervisor training, direct employee training, agent training, etc. If we are awarded the contract, we will continue to provide quality training that covers all areas of the NWDS II system

3.3.24 Training Documentation

SCI will develop comprehensive manual(s) for system users, tailored to NDOW terminology and business processes. The manuals are reviewed and updated on an annual basis and as major changes occur. The following figure is an example of the volumes SCI authored for NWDS, and is proposing to offer for NWDS II.

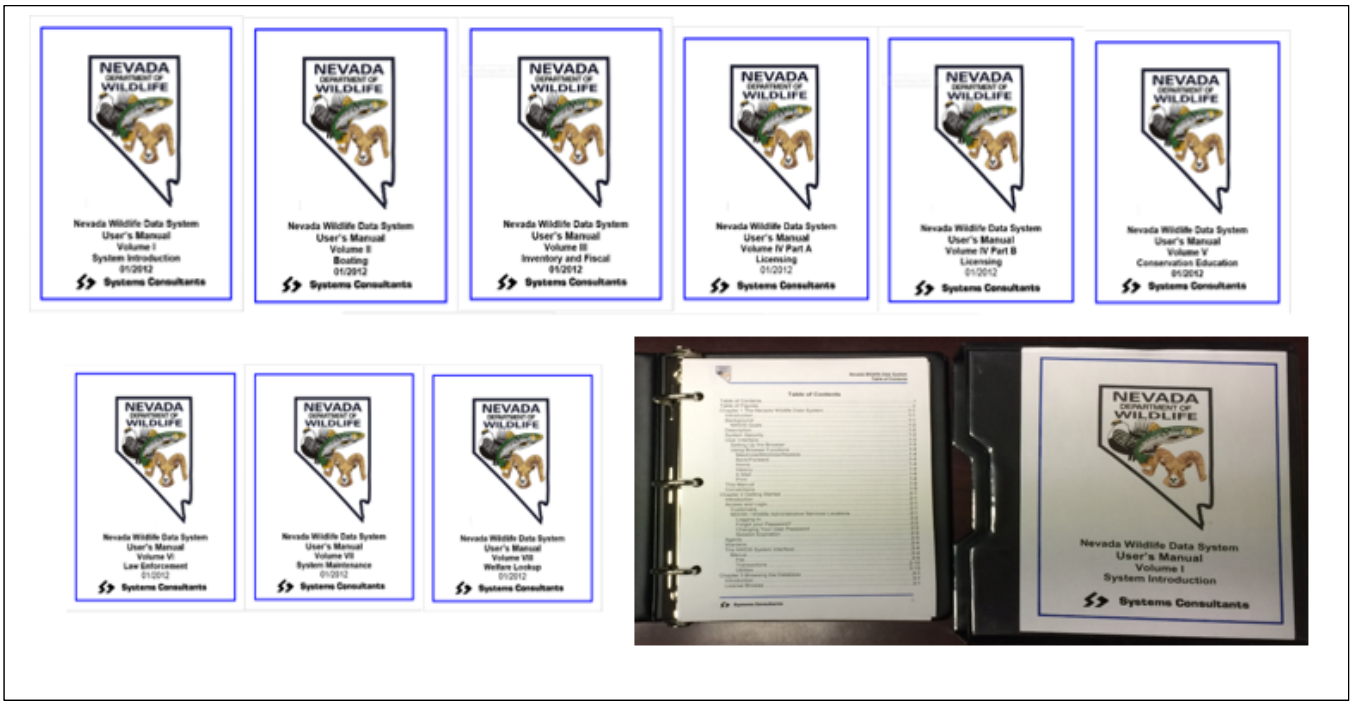


Figure 18: NWDS Dealer Documentation Example

3.3.24.1 All training materials shall also be provided to NDOW in electronic media in an editable format. Documentation shall be updated, as needed, to reflect changes in policy, support phone numbers, and equipment. Revised materials shall be distributed to all agents. NDOW will specify quantities of documents. The contractor shall provide the following documentation to NDOW for its approval at least two weeks prior to the start of the pre-operational testing phase:

SCI is in compliance with the requirements of 3.3.24.1 and will offer the same documentation and distribution for the training materials developed for the NWDS II system.

3.3.24.2 Pre-installation checklist and requirements for installing POS devices.

Documentation for POS devices will include a pre-installation checklist and requirements for installation.

3.3.24.3 Step-by-step POS device training.

SCI will provide a comprehensive dealer training program (step-by-step) and accompanying manual for the onsite care and feeding of the POS systems, remote troubleshooting, problem reporting, and equipment trade-out in the event of an equipment failure.

3.3.24.4 Device reference documentation for using all of the device's features.

Our comprehensive manual will cover all of the device's features.

3.3.24.5 Troubleshooting steps for resolution of common problems.

Our comprehensive manual will incorporate steps for the resolution of common problems.

3.3.25.6 Procedures and instructions for working with the electronic funds transfer system.

Our comprehensive manual will provide instructions for working with the electronic funds transfer system.

3.3.25 Testing/Quality Assurance

3.3.25.1 All hardware, software, interfaces, system features and functions, materials, services, and any other subsystem provided by the contractor must be thoroughly and satisfactorily tested by the contractor prior to delivery to the State for inspection.

SCI's QA Department is charged with the development and execution of detailed Test Plans that exercise all aspects of the system. These plans are developed from the design requirements to ensure that the delivered product meets the requirements.

Application testing is accomplished using the dedicated test system and URLs, completely separate from the development environment.

We also utilize "regression testing". We author a new QA test for any QA discrepancy or bug that occurs during the life of the contract. This is done to prove that subsequent changes do not re-introduce a previous bug or undo an old "fix". Significant modifications call for regressive testing involving a full repeat of the test script.

3.3.25.2 Test plans, procedures, and subsequent test reports for all components will be delivered to NDOW for review, comment, and approval prior to the commencement of the testing phase. At the completion of the testing for each component, the contractor will provide a test report for NDOW review and approval.

Systems Consultants maintains a permanent staff of 3 independent experienced test personnel led by the Information Systems Manager to perform initial and regression testing on all of our applications. The QA staff is augmented by local sportsmen for usability testing as required. SCI will develop and submit a comprehensive Quality Assurance Plan after JAD. The contents of the QA Plan will include SCI's quality assurance approach, our methods for change control, our processes for the resolution of issues, and our interfaces with test personnel at NDOW.

3.3.25.3 NDOW shall have a period of inspection and testing, as determined by NDOW, before NDOW will certify each deliverable acceptable and ready to be put into production. The period of time will vary depending on the service or product being tested. Inspection and testing periods for initial system design will be negotiated during final system design based on the awarded vendor's proposed solution. Inspection and testing periods for any future system changed will be negotiated as part of the change management process. If any deliverable does not meet the requirements of the contract NDOW will notify the awarded vendor via email of noted system deficiencies.

SCI has read and understands 3.3.25.3.

3.3.25.4 The Contractor is responsible for developing and implementing a Test Plan that will be used by the Contractor to certify that any product developed meets the standards established in the State's Order. Upon completion of the Contractor testing, the Contractor will certify in writing to the State that the product has been successfully tested and ready for the State to begin testing. With Contractor's assistance, the State shall begin performance testing within ten (10) days of receipt of such notification. The tests will determine whether the following acceptance criteria are met:

SCI will develop a comprehensive Implementation Plan for the NWDS II system to include documentation, training, provisioning, pilot testing, resolution of issues, and fielding. Once testing is complete and all defects and corrections have been made and verified using the test scripts, NDOW will be asked to certify the production environment. If we are the successful vender we will continue to comply with the requirements of 3.3.24.4 and subsets A-G.

A. Operates in conformance with Contractor's technical specifications and functional descriptions;

SCI has read and understands that our tests will determine if the acceptance criteria of 3.3.25.4 A are met.

B. Meets the specifications and performs the functions as contained in the State's solicitation document and/or the State's order;

SCI has read and understands that our tests will determine if the acceptance criteria of 3.3.25.4 B are met.

C. Is capable of running on a repetitive basis on a variety of actual live data, as supplied by the State, without failure;

SCI has read and understands that our tests will determine if the acceptance criteria of 3.3.25.4 C are met.

D. Is capable of meeting the performance expectation as expressed in the State's solicitation document and/or the State's order; and

SCI has read and understands that our tests will determine if the acceptance criteria of 3.3.25.4 D are met.

E. Does not require modifications to other operational systems and does not cause performance degradation of other systems operating on the State's computing system and network.

SCI has read and understands that our tests will determine if the acceptance criteria of 3.3.25.4 E are met.

F. The State shall give notice to the Contractor as to the actual date when the testing period will begin. If problems are encountered during the testing period, the Contractor shall immediately take the necessary steps to ensure the proper performance. If the product meets the State's acceptance test, the State will certify in writing that the product is ready for installation.

SCI has read and understands that our tests will determine if the acceptance criteria of 3.3.25.4 F are met.

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G. The State shall promptly notify Contractor of the results of any inspection or acceptance test it performs. If an acceptance test produces unsatisfactory results, the State shall specifically identify what acceptance criteria could not be satisfied and the particular methodology that was used to reach this conclusion.

SCI has read and understands that our tests will determine if the acceptance criteria of 3.3.25.4 G are met.

3.4 FUNCTIONAL REQUIREMENTS

3.4.1 NDOW Customer Identification Numbers

With the exception of currently having separate AHS and NWDS CLIENTS tables, SCI currently fulfills the requirements of 3.4.1.1-3.4.1.5 and will continue to do so in NWDS II if we are awarded the contract. In addition, we propose to merge the NWDS and AHS CLIENTS tables to a single point of record.

3.4.1.1 The proposed solution must include the use of already-assigned customer numbers for the 883,572 clients (214,129 records of individual vessels) currently in the NWDS database and AHS database, many of which are shared, creating a single point of record.

The NWDS solution will offer a single point of record for all customers.

3.4.1.2 For new customers, the system shall create a unique identification (ID) number for each customer.

The current system is meeting this requirement. The proposed NWDS II system will also create a unique identification number for each customer.

3.4.1.3 Another unique identifier, such as social security number, shall be used to create new customers and as a means of verifying existing customers

The current system meets this requirement and the system, NWDS II will also meet this requirement.

3.4.1.4 The Customer ID shall be printed on all licenses in text and may be in a machine-readable format, such as a 2-D bar code.

SCI is currently providing this requirement to the state of Utah. We print customer IDs on licenses in in a format suitable for a 2 D bar code scanner. The NWDS II system will print customer IDs in text and in a machine-readable format if desired by NDOW.

3.4.1.5 Customers who do not have a previously assigned customer ID number will be required to provide their social security number and proper identification in order to be assigned a new number.

The current solution fulfills this requirement. The NWDS II system will prevent duplicate customer IDs by requiring customers to enter their social security numbers in order to be assigned a new client ID.

3.4.2 NDOW Business Identification Numbers

3.4.2.1 The proposed solution must include the use of Business Identification numbers for entities.

SCI is currently fulfilling this requirement. In the current system we provide individual records and entity records. The system automatically assigns a client ID to all new clients whether they are individuals or entities.

We propose that the client ID be the entity ID in the NWDS II system.

3.4.2.2 For new businesses, the system shall create a unique identification (entity ID) number for each business.

SCI is currently meeting this requirement. The current system creates a unique identification number for new businesses and clients.

3.4.2.3 The Business ID number shall be used as the primary identifier to verify business information and to associate transactions with the business.

The entity ID will be the primary identifier of the business. All business transactions and information will be linked to the entity ID of the business.

3.4.2.4 The Business ID shall be printed on all licenses/permits in text and may be in a machine-readable format.

SCI is currently meeting this requirement. In the NWDS II system the business ID will be printed on all licenses/permits.

3.4.2.5 Businesses that do not have a previously assigned ID number will, in most, but not all cases, be required to provide their FEIN in order to be assigned a new number.

SCI will incorporate this requirement when creating entities in the NWDS II system.

3.4.2.6 The system must be able to differentiate between a business entity and an individual in order to offer the appropriate types of licenses/permits.

In the current NWDS system, we have entities IDs for boating and special licenses, and will expand this feature further in NWDS II.

3.4.3 Customer Merge

3.4.3.1 The system must provide a mechanism that allows staff to combine customer records and all their associated history in the various business areas when it is identified that a customer has multiple customer ID's.

Duplicate records are the bane of database administrators. SCI builds in a search mechanism to identify possible duplicate client records based on one of several criteria sets in a report. Each suspected duplicate is then investigated and the records are merged if appropriate. Searches can be conducted by NDOW or SCI as desired. This capability is currently available in both the AHS and NWDS, and will be available in NWDS II.

3.4.4 Business Merge

3.4.4.1 The system must provide a mechanism that allows staff to combine business records and all their associated history in the various business areas when it is identified that a business has multiple business ID's.

NWDS II will include the ability for staff to combine business records and all their associated history in the various business areas when it is identified that a business has multiple business IDs.

Duplicate records are the bane of database administrators. SCI builds in a search mechanism to identify possible duplicate client records based on one of several criteria sets in a report. Each suspected duplicate is then investigated and the records are merged if appropriate. Searches can be conducted by NDOW or SCI as desired. This capability is currently available in both the AHS and NWDS, and will be available in NWDS II.

3.4.5 Customer/Business Identification

3.4.5.1 Customer/business information must be captured at the beginning of each transaction. The transaction must initiate an inquiry of the central database to search for the customer or business. For customers or businesses that are already in the database, the system should access the existing information and return it in the response. In cases where the customer/business is not on file or the demographic information is incorrect, the system must allow for adding or changing information.

The current NWDS system is meeting this requirement. The requirements in 3.4.5.1 will be carried over into the new NWDS II system.

3.4.6 Business/Agent Communications

3.4.6.1 The proposed solution must allow for 2-way electronic communications between NDOW and its agent network using the automated system. The solution must allow NDOW to send messages to any single user at an agent location, any single agent, group of agents or all agents. Agents must be able to print messages and manage messages by User/Clerk ID to provide a mechanism to ensure that all users have viewed a given message. NDOW must be able to define the length of time the message will remain available for viewing. Describe any innovative way NDOW (and the awarded Vendor) can best communicate with the agent network on a day-to-day and periodic basis. Describe the process from message development to delivery; be sure to include any limitations to message size and frequency of use.

SCI proposes the incorporation of a two way messaging system into the NWDS II system for all sales channels. We will broadcast notifications of general interest to all units, and these messages will display instantaneously at the next login.

To validate emails are received and read, the system will mark the communication as being read. Users will have the ability to communicate with others in the system based on their user privileges.

Also, we propose the delivery of text messaging.

3.4.7 Order Agent Materials

3.4.7.1 Agents must have a method of ordering agent materials, for example: decals, paper supplies, publications, regulations, training materials, etc.

SCI will add a module in the POS to include an inventory list per vendor privilege level. The actual design and flow will be developed in the JAD sessions.

3.4.8 Agent Accounting Reports

3.4.8.1 The proposed solution(s) must provide agents with the capability to produce and print current and historical sales, transaction, and accounting reports broken down by day, terminal, userID/clerk, and ACH period.

SCI's current solution for NDOW agents provides license vendors with financial reports. We will add any necessary reports for NWDS II agents, as is shown in Figure 19.

Figure 19: Nevada Agent Sales - Main Page

3.4.9 User ID's and User Reports

3.4.9.1 The proposed solution must have the capability for multiple users to be set up for logging transactions by user. The system must allow for users and supervisors to be given different security levels and associated privileges. The system must allow for UserID to be enabled or disabled at each location, as well as establishing a timeout period for each location. The proposed solution must provide the ability for agent locations and NDOW to manage UserID security. The vendor and NDOW must have the ability to print reports based on UserID.

The current NWDS system has unique User Keys and records for each and every user. There are no anonymous users. Users are added in one of two fashions. The PC POS channel allows for local Agent Staff with appropriate privileges (typically a supervisor or manager) to add IDs for new users for their Agent ID only. In other words, the WalMart in Elko can add users tied to that agent ID, but they cannot even add them for a sister WalMart store, say in Fallon, much less the CVS in Elko. When the supervisor at an Agent establishes a new user, they can identify the level of privileges that user will have. In addition, the supervisor at an Agent can revoke privileges for a User ID or terminate the individual. For the back office or counter system, NDOW System Administrators establish privileges and the default timeout when the user is added.

The system allows for NDOW staff with appropriate access privileges to change the default timeout period (20 minutes) for an individual user to any desired timeout period in minutes. If the period is set to 0 minutes, then there is NO timeout. NDOW has been sparing in the use of non default timeout periods other than 20 minutes, but Dispatch is a good example. Because of Dispatch's secure physical location, the NWDS System Administrator at NDOW has set the login timeout to 0 minutes so that no timeouts will occur for dispatchers. This privilege could also be extended to the PC POS system so that a Supervisor at a particular agent could reset the time out period for that agent's Users only, on an individual basis to other defaults than 20 minutes. However, this should be done cautiously as the system currently requires a fresh login for a new sale, a requirement that was dictated by NDOW Law Enforcement so that they could have surety of who completed the transaction. NDOW may wish to allow the Supervisor to set a location rather than a user ID timeout period, but we would recommend that NDOW also have the ability to cap this timeout whether by individual or by the entire agent location. Namely, NDOW may not wish to allow unlimited Agent timeout periods or even timeout periods more than 1 hour.

The system currently tracks all activity including transactions, data updates, etc. by User ID of the individual who performed the task. This information is logged in the ACTIVITY_LOG table and browses and reports are available to review performance by individual users and to audit.

3.4.10 Transaction Reprint

3.4.10.1 The proposed solution must be capable of reprinting the most recent transaction within a designated timeframe. The system must provide a mechanism for NDOW to track the number of times a document is reprinted.

The current NWDS system allows for reprints. Often times, the document needs to be reprinted for a transaction other than the most recent transaction. We propose that the current hard-coded timeframe would be a default on the Agent record in NWDS II and NDOW would be able to set the timeframe for the agent after discussion and negotiation. If the transaction is reprinted with the hardware capability of the current device (VT-100 printer), it is not logged if a second printing or third printing is immediately done. We will enhance the print routine to log this "hardware" reprint.

3.4.11 Technical System Support Help Desk

3.4.11.1 The awarded vendor must provide a technical help desk to support NDOW staff with all aspects and components of the complete automated business system. Help desk services must be adequately staffed with knowledgeable personnel that can provide prompt and accurate information to address problems with the complete automated business system. Help desk services must be available from 7:30 a.m. to 5:00 p.m. Monday through Friday, Pacific Time, as part of the vendors' proposals. The awarded vendor must provide standby services during all other hours, including weekends, and especially during peak season activity.

SCI is currently providing Technical System Support to NDOW staff. If we are awarded the contract we will continue to offer help desk support. Our services will be available from 7:30 a.m. to 5:00 p.m. Monday through Friday. In addition, we will provide standby support during all other hours, including weekends and during peak activity.

3.4.12 Internet Customer Help Desk Support

3.4.12.1 The awarded vendor must provide help desk services to support internet sales customers who have questions or experience difficulties using the Internet-based sales site. The internet support help desk must be staffed with personnel knowledgeable about the Internet sales site use and operations. Help desk personnel must be able to provide prompt and accurate information to address system problems and customer questions. Help desk services must be available with increased coverage during seasonal peak times. Help desk personnel are not required to respond to any regulatory questions or interpret laws or policies. The awarded vendor's solution must also include a system to respond to questions asked via electronic mail. The time to respond to these inquiries should not exceed 48 hours from the time the electronic mail message was sent by the customer.

SCI has operated wildlife administrative services call center since 1992 for information, sales, and customer and dealer support. The Help Desk at the SCI Call Center will be available 24x7x365 to assist internet sales customers with applications, licenses, and boat registrations.

SCI's NWDS II Operator will identify the customer, ascertain what the caller is trying to accomplish, and attempt to identify the problem. Once the basic problem has been identified, job aids developed by SCI will lead the Operator through appropriate diagnostics as required. Diagnostics might include verifying power and internet connections, resolving username and password problems, verification of proper computer capabilities, and assistance with navigating application menus, etc. SCI's goal is that the Call Center operator will be able to resolve >90% of the user problems without escalating the issue.

SCI Operators will complete an online Trouble Ticket for all consumer web site issues they encounter. The Trouble Ticket will appear on screen as a pop-up for entry of the name and number of the caller, the task being attempted (drop down), time of occurrence (if different than current time), and the difficulty encountered including the exact error message received and the module name in the URL window. Codes will be provided to assist in the analysis of items that recur frequently, indicating that training, documentation, or management attention may be required. The steps taken will be documented including which job aids were used and the result obtained. Finally, an outcome will be entered from a list, usually "Problem Solved" or "Escalate to Tier 2". When this is done, the ticket will be automatically time-stamped by the system. Using a pull-down list of outcomes including items such as operator error, operator misunderstanding requiring training, unable to recreate, etc. will enable NDOW management to assess the support function and take remedial action as required.
When the SCI Operator escalates the Trouble Ticket, it will instantaneously appear in the queue for the SCI Tier 2 Technician. Tier 2 Support Technicians provide in-depth technical support with advanced

technical troubleshooting and analysis methods. In any event, the SCI technician will review the SCI operator's report online to see what actions have been taken. The Tier 2 Technician will act upon the Trouble Ticket within three business hours of receipt, 7 days a week between 7:30 AM PST and 6:30 PM. Should the dealer or customer call either NDOW or SCI back, the ticket will be immediately retrievable on the system by serial number, by date and time, by customer name, or by customer telephone number.

3.4.13 Agent Help Desk

3.4.13.1 The awarded vendor must provide support to license agents and NDOW staff who use the automated licensing system.

SCI has operated wildlife administrative services call center since 1992 for information, sales, and customer and dealer support. The Help Desk at the SCI Call Center will be available 24x7x365 to assist POS agents.

During the business hours 5:00AM – 11:00 PM PST. The Help Desk will provide Tier 1 and Tier 2 support for POS operations; outside normal business hours, the Help Desk will provide Tier 1 support only, with Tier 2 support on call for systemic problems.

The NWDS Tier 1 Support Operator will identify the NDOW user/customer/POS agent, ascertain what the caller is trying to accomplish, and attempt to identify the problem. Once the basic problem has been identified, job aids developed by SCI will lead the Tier 1 Support Operator through appropriate diagnostics as required. Diagnostics might include verifying power and internet connections, resolving username and password problems, verification of proper POS terminal hardware set up, and assistance with navigating application menus, etc. SCI's goal is that Tier 1 Support Operators in the Call Center will be able to resolve 80-90% of the user and dealer problems without escalating the issue to a Tier 2 Operator.

Tier 1 Support Operators will complete an online Trouble Ticket for ALL POS and consumer web site issues they encounter. The Trouble Ticket will appear on screen as a pop-up for entry of the name and number of the caller, the task being attempted (drop down), time of occurrence (if different than current time), and the difficulty encountered including the exact error message received and the module name in the URL window. Codes will be provided to assist in the analysis of items that recur frequently, indicating that training, documentation, or management attention may be required. The steps taken will be documented including which job aids were used and the result obtained. Finally, an outcome will be entered from a list, usually "Problem Solved" or "Escalate to Tier 2". When this is done, the ticket will be automatically time-stamped by the system. Using a pull-down list of outcomes including items such as operator error, operator misunderstanding requiring training, unable to recreate, etc. will enable NDOW management to assess the support function and take remedial action as required.

When the Tier 1 Support Operator escalates the Trouble Ticket, it will instantaneously appear in the queue for the SCI Tier 2 Technician. Tier 2 Support Technicians provide in-depth technical support

with advanced technical troubleshooting and analysis methods. In any event, the SCI technician will review the Tier 1 Support Operator's report online to see what actions have been taken. The Tier 2 Technician will act upon the Trouble Ticket within three business hours of receipt, 7 days a week between 7:30 AM PST and 6:30 PM. Should the dealer or customer call either NDOW or SCI back, the ticket will be immediately retrievable on the system by serial number, by date and time, by customer name, or by customer telephone number.

SCI will also employ a Citrix owned program called GoToAssist. It is launched from a web browser, desktop or mobile device. It allows the technician to see and control the POS system; therefore, resolve issues very quickly

3.4.13.2 The awarded vendor must provide monthly documentation of the number of calls taken as well as the minimum, maximum, and average answer time, time in queue, problem description, resolution description, and resolution time.

All incoming and outgoing calls will be digitally recorded using our Oaisys Recording System. The resultant .WAV files are available to NDOW for review on request.

Taking information from our call logs, SCI will provide NDOW with monthly documentation of the number of calls taken, and the minimum/maximum/average answer time, and time in queue.

3.4.13.3 The proposed system must provide NDOW with real-time reporting capabilities for revenues as well as user defined querying capability. All revenue data should be available as variable user defined reporting in CSV or other required report format.

SCI will provide ad hoc reporting tools and querying capability to NDOW for agent and revenue data via the integration of the ActiveReports product by GrapeCity (http://activereports.grapecity.com/developer/) into NWDS II in Phase I to be completed by December of 2017 and adding capability to similarly access new features and data of Phase II (such as Volunteer Program, etc.) to be completed by December of 2018. Reports can use user-defined including multiple output formats such as PDF, XLSX, CSV, and DOCX. We will provide sample revenue reports and Agent listings that NDOW can use as a model to clone or for study when creating brand new reports from the ground up.

3.4.14 Internet Self Service Transactions

3.4.14.1 Vendors must propose and provide programming and host services for a public-facing web site that allows customers to access all of their business and transaction history housed in the automated business system.

SCI has been hosting public-facing web sites since 1996. We have over 24 years of experience in providing tailored relational databases for the implementation of software systems which integrate wildlife administration functions such as license sales via SCI hosted public facing web sites and designed point of sale (POS) software and hardware systems, license fulfilment, operation of state-specific tag/permit draws, boat registration and renewal, back office administrative tools for reporting and data entry, and the incorporation of Government mandated provisions for identifying civil and wildlife violations that integrate with hunting regulations and privileges, for example the Interstate Wildlife Violators Compact implemented by SCI.

In the fully automated NWDS II system, all customers including business will have access to their historical data in a single point of record.

3.4.14.2 The web site must be fully compatible and seamlessly integrated with the license issuance, vessel titling and registration, conservation education/programs, law enforcement/revocations, harvest information program, application hunt, volunteer programs and NDOW' web site.

Having fielded the Nevada Wildlife Data System (NWDS) in phases beginning in 2002, and designed and developed the Application Hunt System in use in both Nevada (since 1993) and Utah (since 1995) to provide a completely automated approach to tag and permit allocation, SCI has the unique ability to offer a seamless transition from the existing solution to the new one.

While we do not need to convert the existing database (it will remain intact), it will be enhanced. For example, in phase I we will merge the client tables in use in AHS and NWDS to a single client table, which will include all the necessary features of both. In phase II we will enhance the current database structures to include the volunteer management program, the use of client tables for ownerships, as well as other enhancements.

3.4.14.3 The web host must communicate with the system host to validate the customer's identification to gain access prior to all transactions.

SCI is currently fulfilling this requirement and will continue to do so if we are the awarded vendor.

3.4.14.4 The proposed solution must allow customers to update personal information, purchase licenses and approvals (auto renew), reprint unexpired licenses/receipts, register and renew vessels, submit application data, view tag and permit drawing results, register for conservation education/safety classes, view previous course completions, enroll in events and submit harvest data via the Internet.

With the exception of the auto renew feature, which we will work with NDOW during the JAD sessions to fulfill this requirement, SCI is currently fulfilling all the requirements in 3.4.14.4 with the NWDS and AHS system.

3.4.14.5 The system must include intuitive navigation tools providing customers with quick access to their customer account (a single point of record) including services offered and their transaction history in all business areas.

SCI is proposing to integrate AHS and NWDS into one fully automated NWDS II system. In and of itself, this single point of entry is going to dramatically and positively change the customer experience.

SCI is extensively experienced with the audience we serve. Our design skills have been implemented, modified, and enhanced over the course of 24 years based on our years of experience with hunters. As stated previously, we understand and share the State's vision to provide customers with quick and easy access to their customer account using one (1) automated system that incorporates audience specific functionality.

SCI commits to collaborate with NDOW during the JAD sessions to incorporate any stylistic changes desired in the new NWDS II system.

3.4.15 Revenue Processing & Accounting

3.4.15.1 License agents collect proceeds from sales and deposit these funds into a bank account. The solution should display the functionality to establish Automated Clearinghouse (ACH) services with the State's working bank to perform a transfer of funds from the accounts through an electronic funds transfer process (EFT) or ACH on a predetermined, weekly basis.

SCI has 14 years of ACH processing experience, and individuals within the firm offer the benefit of over 33 years of ACH expertise. SCI has provided four wildlife clients with ACH services, including the Nevada Department of Wildlife, the Utah Division of Wildlife Resources, the New Mexico Department of Fish and Game (past), and the Kentucky Department of Fish and Wildlife Resources. SCI regularly

forwards more than $3,000,000 per year to Nevada via ACH. In addition, we have serviced other clients with ACH interfaces including the biweekly payrolls for the Fallon Nugget and Bonanza Casinos.

While we operate merchant bank accounts for Nevada, Kentucky, and New Mexico (past) and transfer funds via ACH for these states, the Utah Division of Wildlife Resources maintains its own merchant bank account for credit/debit card charges. On an annual basis, we process more than $5,000,000 to this account.

Our current systems management tool for license vendor accounting provides authorized administrators the capability to perform all aspects of secure ACH file generation.

NDOW currently uses the functions to manage sweeps, though only, with Mark Fore & Strike. The ACH file and EFT process meet the Nevada State treasurer's requirements for state agencies conducting electronic file transfers. The accounting management proposed by SCI gives NDOW the ability to view the ACH information in vendor accounts any time prior to a transfer, as well as initiate an ACH files and sweeps according to automated schedules.

3.4.15.2 Financial information on transactions, payments, refunds, etc. shall be available in a user defined reporting tool as part of the solution.

Our current financial reporting tool in NWDS fulfills this requirement with predefined programmed reports. In addition, the user defined reporting tool that we have proposed in section 3.3.17 will allow the state flexibility to create their own reports, spreadsheets, etc. Our user defined reporting feature will be implemented in Phase I of the NWDS II project.

The following figure illustrates our current solution that offers NDOW predefined reports.

Figure 20: Predefined User Reporting Tool

SCI will provide ad hoc reporting tools and querying capability to NDOW for financial information on transactions, payments, refunds, etc. via the integration of the ActiveReports product by GrapeCity (http://activereports.grapecity.com/developer/) into NWDS II in Phase I to be completed by December of 2017 and adding capability to similarly access new features and data of Phase II (such as Volunteer Program, etc.) to be completed by December of 2018. Reports can be generated in multiple output formats such as PDF, XLSX, CSV, and DOCX. We will provide sample transaction, payment and refund reports that NDOW can use as a model to clone or for study when creating brand new reports from the ground up.

3.4.15.3 The system must automatically electronically transfer monies to the State's bank on a schedule approved by NDOW.

NWDS is currently meeting this requirement, but the state is currently only using it for the business Mark Fore & Strike.

3.4.15.4 Each transaction shall include: the amount, the user ID of the person who created the transaction, the date and time the transaction was created, the location from which it was created and a batch number used for tracking which transactions have been transmitted to the State of Nevada accounting system. In addition, the system shall also be capable of tracking changes to transactions including the nature of the change, the UserID of the person making the change, and the date and time of the change.

All transactions in the current NWDS system are displayed with the transaction amount and all the tracking information associated with all transactions, such as the user ID of the person who completed or edited the transaction. In addition, the system is designed to include the date, time, and location of the transaction. SCI will continue to offer these requirements in NWDS II.

3.4.15.5 The revenue from certain types of sales must be deposited into a dedicated fund (or multiple funds). Internal NDOW revenue codes are associated with certain types of licenses and registrations. The system must provide NDOW sufficient information with each transfer of funds to identify: the number of items, amount of fees collected for specified revenue accounts or funds, and amounts retained by agents. The revenue information must meet the State's financial deposit requirements and must be summarized by fund. Financial information shall be accessible in detail and on a consolidated basis, for the entire state, by license or approval type, by revenue source code, by fiscal period or any combination of the above.

The ACH file and EFT process currently meets the Nevada State treasurer's requirements for state agencies conducting electronic file transfers. The accounting management SCI currently provides NDOW meets all the requirements in 3.4.15.5.

3.4.15.6 The awarded vendor's solution must provide NDOW with the ability to make adjustments to agent account balances and track such adjustments.

NWDS currently gives NDOW the ability to make adjustments to agent account balance as well as track adjustments to account balances; therefore the NWDS II solution will also meet this requirement.

3.4.15.7 Agents that are affiliated through corporate chains must be identifiable as such; however the solution must be flexible to allow a central corporate account or individual accounts for the corporation. Records must be easily identified in order to be accumulated by chain/corporate affiliation. Corporate headquarters that request centralized processing must be provided a means of accessing weekly transfer of funds, which includes site-specific information in a usable, timely format at no additional cost. Vendors must describe how this requirement will be met.

In the current NWDS solution, will add new fields on the billing tab to point to the Master Corporate record. In addition, the relationship of 'Autonomous' or 'Subordinate' will be identified when an agent record is linked to a Master Corporate Record

3.4.15.8 The awarded vendor must work closely with NDOW, banking institutions, the State's bank, and the State Treasurer's Office to establish policies for handling electronic transfer of funds failures.

SCI has been fulfilling this requirement for at least 14 years. With the current system SCI worked closely with both Bank of America and Wells Fargo on behalf of NDOW and the State Treasurer's office when these two banks were awarded the state merchant bank contracts (first BofA then more recently Wells Fargo). If awarded the contract, SCI will continue to work closely with NDOW, banking institutions, the State's Bank and the State's Treasurer's Office to establish policies for handling electronic funds transfers and failures

3.4.15.9 The awarded vendor must develop an interface per NDOW specifications that will report remittance dollars in a format that is compatible with the State's accounting system.

NWDS currently fulfills this requirement and will continue to do so if awarded the contract.

SCI currently fulfills this requirement with the daily ring out summary report and will continue to do so if awarded the contract. In addition, further enhancements will be available to produce the data in a format that can be directly imported into the states accounting system.

3.4.15.10 The system shall allow accurate methods of accounting based on user defined parameters.

SCI is currently complying with this requirement, and will continue to do so if award the NWDS II contract.

3.4.15.11 Describe the system's ability to provide user defined reporting on financial information, including reports and query capabilities.

The ActiveReports report writer by GrapeCity (http://activereports.grapecity.com/developer/) will be tightly integrated with NWDS in Phase I that will be completed by December of 2017. This integration includes using our existing USERS, GROUPS, MODULES, PRIVILEGES access control features to login to the report writer and to control access to which views of the data that we develop specifically for ease of use by NDOW (including users at high levels with strong technological skills and a desire to start from scratch a build reports as well as users with less information technology skills but a desire to perhaps modify existing reports that we'll make available, rather than attempt to create their own).

The report writer is capability of traditional listing type "section" reports that list data in columns, sort and aggregate with sub-totals and grand totals. In addition it is capability of "form" type reports such as licenses, boat registrations, etc., which will give us the ability to take the existing license formats, hunter education certificates, boat registrations, titles, etc. and replicate these reports, giving NDOW the ability to change them at will without requiring additional programming from SCI as is needed now when these changes come along.

Besides section and form type reports, ActiveReports is capable of producing graphs and charts, integrating graphics and producing output in a variety of formats including PDFs, DOCX, XLSX and CSV.

To help NDOW navigate the complex architecture of the current data base where there are primary and secondary tables that are "JOINed" dynamically, such as the combination of CLIENTS (client name and demographic information), LICENSES_SOLD (license year, class, number, begin/end date, price, status, etc.), LICENSE_TYPES (license master description information such as the name of the license, it's explained use, License Group, License Residency, etc. etc.), LICENSES_SOLD_STATUSES (the history of the various status that a license may proceed through with sales, voids, etc.), into a single intuitive easy to use "View".

Views will be used to control the security of who can access sensitive types of information. As an example, sensitive information like SSN or EINs, DOB, etc. can be identified in some views as "available" so that Law Enforcement personnel and others with a "need to know" can access this information in their reporting, while other users without the "need to know" will see the view where an SSN is either partially redacted (i.e., "-**-6789" instead of "123-45-6789") or completely redacted ("***-**-****" instead of "123-45-6789").***

The addition of ActiveReports to the tool kit in Phase I (to be completed by December of 2017) will open the world of ad hoc reporting to NDOW users at all levels. As we add additional features in Phase II (i.e., Volunteer Program management, etc.) we will add views of these tables to the ActiveReports purview to allow NDOW staff at all levels to access any new components completed in Phase II by December of 2018.

3.4.16 System Administration Tools/User Interface

3.4.16.1`The awarded vendor must provide a web interface which allows designated internal and external users access to specific functions and data of the proposed system. NDOW will identify approximately 2,700 users who require access to the system (for example, NDOW staff, license agents, safety instructors, law enforcement officers, etc.). The administrative tool will provide a secure web interface that will be used to access and manipulate real-time data. The web must provide reporting regarding hits to all options of customer marketing and other options to ensure NDOW's ability to retain and recruit customers interested in Wildlife.

SCI has recently added this feature by analyzing traffic that comes to our NDOW dream tag site, and we see no issues having feature available in NWDS II system. In addition to web traffic analysis, SCI proposes to offer a parameterized survey feature.

3.4.16.2 Vendors should describe how the proposed solution would meet the high-volume use and security requirements.

High volume activity is typically associated with deadlines in the application hunt process rather than boat renewal registration, class registration, or license purchases. While sales volumes of registrations and licenses are cyclical and larger in December and January for Boat Registration Renewals and March and April for License sales, they are never so voluminous as to constitute an issue.

With the application hunt process, the application period is short (typically 3 weeks or 4 or at most) and the applications follow a pattern of relatively stable but low volume for the first three weeks (3,000+/- applications per day) and then a logarithmic growth in the last 4 or 5 days. This resulted in the 250,000 applications received this year having more than 34,799 applications on the last day and more than 3,699 applications in peak hours. While this requirement is tantamount to building a freeway for the capacity of once or twice a year demand, we've done it and have a solution in place than even works in Utah where the total of applications taken in the big game draw is more than 469,000 applications with more than 59,210 on the peak day and more than 7,464 in the peak hour.

We achieved this capacity and continue to expand it by using volume testing where we force feed transactions at the web site and monitor for vulnerabilities. Then after reviewing the performance analytics we can determine if the bottleneck is a switch, internet bandwidth, web server or SQL server issue and make appropriate remedies.

In order to ensure that we keep our unblemished record of NO breaches in more than 20 years; we keep current on system software updates, we have an industry certified 3rd party (Trustwave) perform software scans that utilize techniques like those that have compromised our competitors. These scans have resulted in recommendations of changes to software and hardware over the years which we have quickly implemented.

3.4.17`Point of Sale Requirements

3.4.17.1 The awarded vendor must provide a Point of Sale component for the automated licensing system. System design and presentation of screens that will be viewed by our agents and customers will be approved by NDOW. Project interval and deliverable acceptance must be included in the project plan for design and development of the new site. Acceptance on each interval and screen will be required prior to any deployment. System functionality shall include, but not be limited to, the following:

Having worked in the wildlife industry for over 24 years, we provide tailored relational databases for the implementation of software systems which integrate wildlife administration functions such as license sales via SCI hosted public facing web sites and designed point of sale (POS) software and hardware systems, license fulfilment, operation of state-specific tag/permit draws, boat registration and renewal, back office administrative tools for reporting and data entry, and the incorporation of Government mandated provisions for identifying civil and wildlife violations that integrate with hunting regulations and privileges, for example the Interstate Wildlife Violators Compact implemented by SCI. In the new NWDS II system SCI will integrate the Volunteer Program, add enhancements as necessary to state interfaces, and add a pre-defined reporting tool—detailed in Section 3.3.17. With this being said, SCI is committed to continue to work closely with NDOW to satisfy all the point of sale requirements in the RFP.

SCI has proposed a two (2) phase implementation of NWDS II, and we have included a preliminary project plan in Section IX of our proposal.

SCI's QA Department is charged with the development and execution of detailed Test Plans that exercise all aspects of the system. These plans are developed from the design requirements to ensure that the delivered product meets the requirements.

SCI takes a comprehensive approach to testing. As a result of our methodology, the NWDS II system will undergo testing throughout the life of the project that will ensure that all the parts of the system work efficiently as standalone components, yet equally efficient as an integrated system. The stages of our test methodology include: Unit Testing, Integration Testing, Regression Testing, Acceptance Testing, Performance Testing, and Security Testing.

Unit Testing: At each stage of project development SCI will test small units of code using Microsoft Visual Studio to ensure the components are working as fit for the requirements in the RFP. For example a module that will be part of the integrated system will be tested by our QA Team and must pass as a successful unit before being integrated and tested.

Integration Testing: After components/features of the NWDS II system are successfully unit tested by our QA Team, the passing features are integrated into the system as a whole and

tasked for integration testing. How the individual units function together is tested to ensure there are not any performance issues.

Regression Testing: We author a new QA test for any QA discrepancy or bug that occurs during the life of the contract. This is done to prove that subsequent changes do not re-introduce a previous bug or undo an old "fix". Significant modifications call for regressive testing involving a full repeat of the test script.

Acceptance Testing: At the acceptance phase of testing, the SCI QA Team will ensure the NWDS II system meets or exceeds the requirements of end-user functionality—All the components of the integrated system are functioning as required by NDOW.

Performance Testing: The performance testing will measure the NWDS II System capability of handling the load NDOW requires while maintaining response times that do not decrease sales capacity. At this point SCI QA can max out performance to the point of identifying the point/points of failure when the system has reached its' capacity.

Security Testing: Finally, the NWDS II system will be tested for security vulnerabilities to ensure all state data is secure, and the system passes PCI compliance for end user security. Above PCI standards, our system is tested monthly for vulnerability using Trustwave™™. In addition, the NWDS II system will be scanned by Arachni™. Both Trustwave™™ and Arachni™ are industry leaders when it comes to fulfilling ISO standards and enabling commerce around the globe.

Once testing is complete and all defects and corrections have been made and verified using the test scripts, NDOW will be asked to certify the production environment.

A. Void Completed Sales – The system must provide capability to void sales. NDOW staff must be able to void a portion of a sale while agents will be limited to voiding a complete sale. The system must also support a programmable time limit for entering a void transaction at POS. The system must provide NDOW the capability to change the time limit allowed for a POS void. Only users with the appropriate level of security may void a transaction or portion of a transaction.

SCI's NWDS design currently offers license duplicates, license cancelations (voids) with refund or exchange options. SCI designed POS access groups to categorize privilege levels. For example, Walmart sales agents are defined by access as a clerk, supervisor, or no void clerk.

The NWDS II system will allow NDOW to change the time limit allowed for a POS void.

B. Administrative Transaction Issuance & Reprint – The system must include functionality that allows the department to administratively post a transaction to an agent account. NDOW staff must have the ability to enable a license to be reprinted at any specified sales location.

NWDS is currently meeting these functional requirements. In the current NWDS system NDOW authorized administrators are given back office tools that allow them to log into agent accounts and post transactions. In additions, agents are currently able to reprint licenses at POS locations. If there are additional requirements NDOW would like added to this feature, SCI will implement them in NWDS II.

C. Customer Purchase Alternatives - The proposed solution must provide the agent the option of viewing a price comparison of chosen licenses versus combination license alternatives.

Once license simplification is in place, there will not be many alternatives to compare. SCI with work with NDOW to fulfill the customer purchase alternative.

D. Screen Content Control - The proposed solution must provide NDOW with the ability to control screen text and graphics/maps.

SCI will work with NDOW to provide the ability for NDOW to control screen text and graphics/maps.

3.4.17.2 NDOW must have the ability to add/modify/delete items on the agent supply list.

SCI will add a module in the POS to include an inventory list per vendor privilege level. The actual design and flow will be developed in the JAD sessions.

A. Activate/Void/Reverse/Invalidate and Refund Transactions – includes the ability to change transaction status and control whether or not an agent is charged for a transaction or portion of a transaction. Must allow NDOW to mark a transaction or portion of a transaction as refunded and store staff comments at the transaction level. Each system component has its own business requirements for handling transaction management.

SCI will provide query tools to NDOW via the integration of the ActiveReports product by GrapeCity (http://activereports.grapecity.com/developer/) into NWDS in Phase I to be completed by December of 2017 and adding capability to similarly access new features and data of Phase II (such as Volunteer Program, etc.) to be completed by December of 2018. Reports can use user-defined data period and selection criteria and will easily report upon sales, transactions and system operations. We will provide sample reports that NDOW can use as a model to clone or for study when creating brand new reports from the ground up.

B. Sales prompts and surveys – Includes the ability for NDOW staff to create, edit, enable and disable prompts to be used during the sales process. Surveys may collect a customer's response and store it in the survey table. Prompts would be messages to the customer/agent based on the customer purchase.

SCI will add this feature in the NWDS II system.

C. Administrative Transaction Issuance & Reprint – The system must include functionality that allows the department to administratively post a transaction to an agent account. NDOW staff must have the ability to enable a license to be reprinted at any specified sales location.

NWDS is currently meeting these functional requirements. In the current NWDS system NDOW authorized administrators are given back office tools that allow them to log into agent accounts and post transactions. In additions, agents are currently able to reprint licenses at POS locations. If there are additional requirements NDOW would like added to this feature, SCI will implement them in NWDS II.

D. Screen Content Control - The proposed solution must provide NDOW with the ability to control screen text and graphics/maps.

SCI will provide NDOW the ability to control screen text and graphics/maps.

E. Maintain phone logs within specific client's records documenting at a minimum, the date, the name of caller and the nature of the call. Copies of all correspondence and backup materials shall be provided to NDOW.

SCI is currently fulfilling this requirement. SCI has operated a call center since 1993, and it has been a 24x7x365 operation since 1996. Our Call Center is located in the Wildlife Administrative Services Office (WASO), located at 185 North Maine Street in Fallon, Nevada. WASO is a stand-alone 4,700 square foot building specifically modified to serve as a call/data center. The construction is masonry on a reinforced slab floor. The facility is constructed to state and local building codes for tornado and seismic reinforcement.

Figure 21: Wildlife Administrative Services Office

Our operators record detailed call logs for both NWDS and AHS. We employ 9 full-time operators and an additional 40 seasonal operators. None of our customer service representatives work remotely. All our telephone support staff are trained to work only hunting, fishing, and boating areas, so they are accustomed to working with sportsmen, and they have a very good grounding in the outdoor recreation. Our supervisory force is very experienced and very skilled at handling special circumstance calls and situations.

Our state-of-the-art ShoreTel VOIP telephone system handles over 500,000 calls per year. Digital telephone call recordings are stored in a dedicated Oaisys Management Server to provide historical call recordings on demand when issues arise. We also provide complete access to monitor calls at any time.

F. Respond in writing in a professional and timely manner to all correspondence by email, regarding the Application Hunt process.

Supervisors at SCI are currently responding to email regarding the Application Hunt process. We will continue to fulfill this requirement in NWDS II if awarded the contract.

G. Respond to inquiries originated by the NDOW liaison and other NDOW employees authorized to obtain hunt related information.

SCI is currently fulfilling this requirement and will continue to do so if awarded the NWDS II contract.

3.4.18 Audit, Accountability and Internal Controls

3.4.18.1 Successful vendor shall provide for generally accepted accounting principles and procedures which ensure that a sound system of internal controls is in effect. These controls should include but are not limited to:

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

Upon award, SCI will enhance current internal control documentation and submit it NDOW for review.

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

SCI is fulfilling this requirement in the current NWDS system. The proposed NWDS II system will also meet this requirement.

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

We currently fulfill the requirement and will work with the state when we review the security plan. If additional security controls are necessary, they will be added into the system.

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

SCI is fulfilling this requirement in the current NWDS system. Our internal documentation will be enhanced and delivered after post award as part of the project.

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

SCI is fulfilling this requirement. We implement video monitoring and phone calls are recorded.

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

SCI is fulfilling this requirement. Upon award, we will review the internal documentation and publish it for NDOW.

3.4.19 Conflict of Interest

3.4.19.1 To ensure that there is no conflict of interest and instill hunter confidence in the contractor, NDOW requires that the contractor have a company policy which disqualifies the contractor, his staff, employees and their immediate families from participating in this process on which are administered by the contractor. Immediate families are defined as the employee, their spouse and dependent children.

SCI is currently fulfilling this requirement. Employees of SCI sign documentation in the hiring process acknowledging such disqualifications as described in 3.4.19.1.

3.4.20 Commission Meetings

3.4.20.1 The awarded vendor must attend three meetings (Season setting in January, Quota setting in May, Big Game Draw Summary Report in September) and upon request, a designated representative shall attend other Commission meetings (minimum of 7 per year) and must be able to address inquiries.

Don Sefton has been the primary interface with NDOW for hunt administration policy matters for the past 24 years and attends all Nevada Board of Wildlife Commissioners meetings as an expert resource for the Application Hunt System© Nevada Wildlife Data System. SCI will comply with the requirements of 3.4.20.1.

3.4.21 Functional areas of the current system requirements

3.4.21.1 This customer centric business system integrates multiple related NDOW business functions into a single database, including:

A. Hunting and Fishing Licenses

Hunting and Fishing Licenses are currently in NWDS.

B. Vessel Titling/Registrations

Vessel Titling/Registrations are currently in NWDS.

C. Conservation Education/Programs

Conservation Education/Programs are currently in NWDS.

D. Law Enforcement Citations/Revocations

Law Enforcement Citations/Revocations are currently in NWDS.

E. Harvest Information Program

Harvest Information Program is currently in NWDS.

F. Application Hunt

The Application Hunt is currently in NWDS.

G. The Volunteer Program

The Volunteer Program will be a new module within NWDS II.

3.4.22 Hunting and Fishing Licenses

Licensing Volume			
	2014	**2015**	**2016**
Fishing licenses	96,578	89,036	78,092
Hunting licenses	40,184	41,356	42,868
Special licenses	1,334	1,294	1,509
Trapping	1,625	1,402	1,036
Combo licenses	32,057	31,805	31,130
Group Fishing	524	701	722
BobCat Seals	4,623	3,488	2,223
Stamps	162,762	152,310	149,640

3.4.22.1 NDOW is interested in pursuing possibilities of a reduction in paper deliverables for a licensing solution. Vendors must provide details on how the overall proposed system will lead NDOW through a staged transition from the current processes to a completely paperless system. Considerations in proposals should include:

A. Customer ID Card: a card-type licensing system that would require the bearer to carry during license-required activities.

SCI's NWDS II POS solution will include the capability to digitally capture signatures on the consumer touchscreen we have proposed. Should NDOW choose, signatures may be recorded with completed transactions at the time of sale. Signatures may be stored in perpetuity or for a period selected by NDOW during the JAD sessions.

B. Law Enforcement: method for NDOW Law Enforcement to validate customer licensing status in the field.

Because there are parts of the state where internet connectivity is not available, phase two of the NWDS II implementation will provide the ability of law enforcement to download data to a cache on a local device suitable for use in the field. When connectivity is available the proposed approach will provide real-time database information.

C. Real-time Licensing: method for customer to purchase licensing privileges from any proposed sales outlet or by mobile phone and be immediately able to use privilege.

The current system is currently providing real-time licensing. SCI proposes to offer a solution for the customer to download customer privileges/licenses to mobile devices. For example, SCI will offer the customer the option to receive a text copy of their license privileges. These privileges will have a 2D bar code that can be scanned by law enforcement to validate the integrity of the license.

D. Bar Code Scanners – The solution may include a bar code scanner capable of reading the State's two-dimensional (2D) bar code driver's license and ID cards and bar codes printed on license documents. POS devices will be required to read 2D bar code licenses encoded in the American Association of Motor Vessel Administrators (AAMVA) encoding standard.

SCI has proposed a bar code scanner for the POS systems; therefore, making it easy for NDOW to purchase it and add it to their law enforcement configuration.

E. Digitally Captured Signature Devices – the solution may include a signing device to capture the customer's signature at the point of sale. This signature image must be transmitted and related to the individual transaction for a defined period of time.

SCI's NWDS II POS solution will include the capability to digitally capture signatures on the consumer touchscreen we have proposed. Should NDOW choose, signatures may be recorded with completed complete transactions at the time of sale. Signatures may be stored in perpetuity or for a period selected by NDOW during the JAD sessions.

F. Additional Equipment Options – Vendors must propose a pricing structure for equipment and support for agents wishing to acquire additional point of sale devices above and beyond NDOW's inventory. All devices must be tracked and recorded in an inventory system that provides NDOW access.

SCI has included a price structure that includes the price of the initial system costing. We have also included the pricing for additional systems. SCI has no issues with giving NDOW access to agent inventory.

3.4.23 Vessel Titling/ Registrations

Current Active Registrations			
	2014	2015	2016
Vessels Registrations	45,149	42,645	43,771
Vessel titles	8,291	7,439	7,924
AIS	47,166	45,899	49,051

3.4.23.1 NRS 488 requires NDOW to administer a program to register and title vessels (boats, AIS) operated in Nevada. The proposed solution must allow customers and NDOW customer service counter to register and renew vessels and update personal information.

NWDS currently contains a comprehensive set of boating modules to administer a program to register and title vessels. There are both counter/back office components, consumer components and web services for NCIS and NCJIS to search boat information via XML.

The existing counter/back office components include the ability to search Boats information by host of criteria including boat details and owner information. Within this function there is the ability for LE Dispatchers to record the report of boats being stolen or recovered.

There are a number of different transaction types available for boats including Titles for new boats, Registration Only for New Boats (i.e., where no title is involved), Transfers of titles, Registration Renewals, AIS Decal Sales both for Boats registered in Nevada as well as for out of state boats that will access Nevada waters or border waters.

During Phase I, one of the significant limitations of the current Boat modules will be overcome. Namely, when the boat system was first implemented, NDOW opted to NOT integrate ownerships with the existing CLIENTS table, but to maintain this information independently. As such, one doesn't see the boats associated with an individual when searching the client information and drilling down, in the fashion that Licenses, Hunter Ed Certificates, Citations, etc. are shown. This was a conscious decision by NDOW management in 2002 because of the differences in addresses in use by Boat Owners from their corresponding addresses used for licensing and big game applications. Boat Owners will often opt to use a different address (the location of their boat in a marina or another more convenient address shared by owners) for their registration than they will for the fishing or hunting licenses and applications.

We will accomplish the integration with Boat Owners and Clients by adding a facility to track additional addresses for Clients. I.e., the License Mailing Address and License Physical Address currently saved in the CLIENTS table will be expanded to include multiple addresses and purposes designated for the address for each CLIENTS record. The client (at the consumer site) and/or the clerk (at the counter/back office site) can then enter the address and designate whether it is for Licenses, Boats or both.

We will convert and update the existing Boats Owners information by comparing it to the CLIENTS table and if the owner is found in CLIENTS we'll link it and compare the address in use in CLIENTS with the address in use for that owner. If the addresses are the same, then the address in CLIENTS will be flagged as being in use for both purposes (boats and licenses). If the address in the two locations is different, the boats ownership address will be added and flagged as used ONLY for boats and the licenses address will be updated to indicate it is used ONLY for license purposes.

There is a vehicle to generate registration renewal letters on demand that can be printed to PDF or paper and provided to state mailing facilities for mailing. We will provide an alternative format in either Phase I or Phase II (at NDOW's choice and discretion) to produce these mailing documents in post card format or as emails instead of as a letter to provide the opportunity for postage savings for NDOW.

There are numerous (nearly 50) distinct boat reports available in pre-formatted fashion within the boats modules. One of these reports provides the annual USCG 3923 summary, and there are a host of associated reports as well that list and count boats by propulsion types, hull types, use types, etc. for purposes of validating and auditing the summaries in the 3923 summary. There are also reports of stolen boats, dealer boats, exempt boats, etc. There are a variety of transaction reports available that allow for selection and summary or detail presentation. There are also saleable list exports for Boat Registrations and AIS Decal Sales. During Phase I we will re-tool these exports so that they utilize the Gembox.Spreadsheet tool kit currently used by us for the Conservation Education exports. This tool kit allows for the generation of spreadsheet type exports in Pivot Table, XLS, XLSX and even CSV formats.

During Phase I we will integrate the ActiveReports End User Ad Hoc reporting capability by GrapeCity within NWDS. This will allow NDOW users to generate custom ad hoc reports with Boats, Clients and other NWDS information. We will develop and provide views that will allow the NDOW users with appropriate access to see the complex structures such as BOATS, BOATS_OWNERSHIPS, BOATS_OWNERS and BOAT_TRANS as a simple, single view to retrieving all information about the boat for reporting purposes. In addition, these views will implement appropriate security so that sensitive information such as Social Security Numbers will be available "in the clear" to those with the highest level access such as Law Enforcement and NDOW Managers, but those with lower level access will see partially redacted SSNs (i.e., "-**-6789" instead of "123-45-6789") or completely redacted SSNs (i.e., "***-**-****" instead of "123-45-6789").***

We will provide sample report definitions in ActiveReports that NDOW can use immediately for transaction report, listing of boats by various criteria (hull, use, propulsion, fuel, drive type, etc.), and can use as a source to copy, clone and modify to create alternative reports or simply to provide instruction for sophisticated NDOW users who wish to create their own reports from scratch.

There is also an existing Consumer component that allows client/boat owners to register their boats on line and purchase AIS Decals. This is currently within a menu of Consumer NWDS functions, but will be integrated with the Application Hunt functions of applying on line, purchasing tags first come first served and reporting harvest information. We'll construct a single unified portal in Phase I that will allow the sportsman/client to login and then access all functions from his/her perspective including License purchases, boat registration renewals, applications for big game tags, big game harvest reporting, waterfowl and upland game bird Harvest Information Program reporting, registration for classes and reprinting of Hunter Ed Certificates.

During Phase II (completed in December of 2018) we propose to add features to the boat back office/counter modules to allow staff to generate letters using the Gembox.Document tool kit. These letters can be generated by Boat or by individual owner. In the appropriate drill down screen tab, clicking on a button to generate a letter will call up a list of template Word .DOCT formats defined by NDOW to allow one to be selected for the current letter by NDOW and fill in mail merge fields from data in the BOATS and BOATS_OWNERS tables to start a letter which will be invoked in Microsoft Word from the browser and able to be completed by the NDOW staff user and either printed to paper or PDF. We will broaden this capability to generate emails as well.

Also during Phase II, we will add the ability to integrate recordings of phone conversations between NDOW or SCI and individual boat owners. These conversations will appear on a new tab of "contacts" under each detail boat. This will facilitate NDOW being able to hear conversations when questions arise, by simply looking up the boat and clicking on the recording. Similarly, NDOW will be able to download or save the conversations if they need to be shared externally (i.e., with other LE agencies, DAGs, Governor's office, etc.).

During Phase II, the integrated single portal for consumer activities will be expanded to also embrace Volunteer Programs and Events, including those associated with boating.

3.4.24 Conservation Education/Programs

SCI has worked with the Conservation Education Division since 2004 when the previous "Gunne" system (an Access™ based Hunter Ed Certificate tracking Data base) was in use. We converted that system and expanded its features into the NWDS system and linked access from the Application Hunt System to the Con Ed information in NWDS via a XML interface in 2005. Since 2005, sales of Nevada hunting and combination licenses have been predicated upon either having registered for and completed a Conservation Education Hunter Safety class or by having provided proof of completion of a certified course in another state or country which is then recorded in the NWDS system as a certificate with "Proof Provided".

3.4.24.1 Vendors must propose and provide programming and host services for a complete system to manage the conservation education, hunter education, boating, and education programs. The system must include web interfaces that allow customers, students, instructors, and NDOW staff. Web interfaces will provide access to various components of the system allowing users to schedule classes, enroll in classes, enroll instructors, manage instructors, manage class registration and fees, document student progress and course completion, and update personal information via the Internet. The system must include navigation tools providing customers with quick access to their customer account including services offered and their safety education history.

The current NWDS system has integrated Conservation Education program features to track students, instructors, create classes, enroll students in classes, allow students to self-register in classes via a consumer portal, allow staff to record completion of classes including recording scores and success or failure by student by class and recording of instructors assigned to classes and their hours by day in various categories (preparation, driving, range time, class time and other time). Certificate numbers are assigned and cards and an enrollment register are pre-printed for the eventuality of the students successfully completing the course in "events" (namely classes). The system was enhanced recently to expand the consumer interface to include self-printing of duplicate hunter education cards, enrollment in a broader range of events including a complete Archery Education program with separate Bow Hunter Education cards and certificate number as well as other as sundry course types created by NDOW including Fly Tying, Muzzleloader techniques, Workshops etc. The system calculates years of service for instructors, and proposes service awards by generating a report.

The current system doesn't associate fees with the classes, but this will be an easy enhancement during Phase II as the system is expanded into NWDS II. At the same time, the Volunteer program, which is, in many ways, a logical extension of the Instructor management and class creation and enrollment process will be implemented in phase II in NWDS II.

Clients can currently access their customer account including services related to conservation education in the consumer portal of NWDS. This portal which includes Con Ed services as well as License Sales, Boat Registration Renewals, and HIP Reporting will be consolidated with the current Application Hunt System functionality which allows for draw applications, sale of tags on a first come first served basis and harvest reporting. The portal will be expanded to embrace the Volunteer program features where clients can identify their skills and interests, and geographical preferences and view events and enroll for these events.

3.4.24.2 The system must be fully compatible and seamlessly integrated with the vessel registration, licensing, species harvest registration, and NDOW's web site. The design and presentation of pages that will be viewed by our customers will be approved by the Department. The web host must communicate with the license system host to verify the customer's identification and gain authorization prior to all transactions.

The Con Ed components are currently fully compatible with and integrated with other aspects of NWDS. Because of the integration of the Volunteer program within the NWDS II structure and the merging of AHS data and functionality, we will have a single platform where even boat owner information will be tied to common client records that will be shared seamlessly to license sales, boat registrations, hunt tag applications, harvest reporting, harvest information program processing, class registration, volunteering for events, volunteer contributions of time, money and in kind donations.

We have worked closely with Conservation Education division staff members recently in the development of enhancements and we believe this aided in bringing the current enhancements to a successful conclusion and we look forward to Con Ed's design input and approval of the integration planned for NWDS II.

During the first phase of NWDS II (ending in December of 2017), we'll revamp and centralize the consumer web interface so that instead of one interface for NWDS activities (Con Ed registration, License Purchase, HIP reporting, Boat Registration renewals, etc.) and one interface for AHS activities (Big Game applications, First Come First Served tag sales, Big Game Harvest Reporting, Bonus point and Eligibility review), we'll have a single site that will incorporate all of these functions as well as add Volunteer program activities during Phase II including enrolling for projects, entering time, etc. etc.

The client will come to a single portal encompassing all interactions with the agency and will answer a question as to whether they are an existing client or a new client. If an existing client, they will have multiple means to identify themselves (Client ID and DOB, SSN and DOB, NV D/L and DOB).

Once identified, they will be able to update their address and other demographic information for license purchases, Con Ed services, etc. If they are new to the system and don't have a client record, they will be able to create a new record complete with demographic information (name, address, DOB, height, weight, skills and volunteer interests and preferences).

If they are a new client, they will be provided with their Client ID for future use and their addition to the list of volunteers will be acknowledged with an email confirmation including their new Client ID. Whether they are an existing client or a new client, once the demographic information has been updated, all subsequent activity in the current session will be linked to this Client ID.

3.4.24.3 Provide NDOW with analytics and intuitive tools to event manage and measure success and opportunity to enable recruitment, retention and reactivation.

Conservation Education is the liaison to NDOW's sportsmen clients for many sportsmen it is the first contact with the agency in the form of classes and workshops. In addition, on-going contact via Conservation Education is key in cementing a relationship that will result in recruitment, retention and reactivation. In order to deepen and broaden the relationship between NDOW and its clients, it is important to have a means to measure success correlating Conservation Education events (including even Volunteer projects) with previous and subsequent license sales, hunt applications, harvest reporting, boating, etc. In Phase I which will be completed by December of 2017, we'll implement an industry standard commercial off the shelf product ActiveReports which offers user friendly intuitive creation of ad hoc queries, exports and reports. In Phase II as the application hunt functionality is integrated into NWDS II along with linking of boating activity to existing client records, we'll have a single platform and provide standard views of data that will allow Con Ed to assess and analyze the correlation between purchase patterns and activities with Con Ed events and client participation therein. These analytics will allow Con Ed to confirm the value in regards to recruitment, retention and reactivation and hone the programs to propagate those that prove more successful and improve those events and programs that are less successful in these terms.

3.4.25 Law Enforcement/Revocations

SCI has been providing Law Enforcement Support since 2005.

NWDS provides case file management for law enforcement that accommodates License Revocations, Citations and Demerits, Field Incident Reports, Operation Game Thief Reports, and Seized Property accounting, as seen in Figure 22. Note that NDOW Law Enforcement also has a customized search facility to facilitate rapid access to information pertinent to law enforcement.

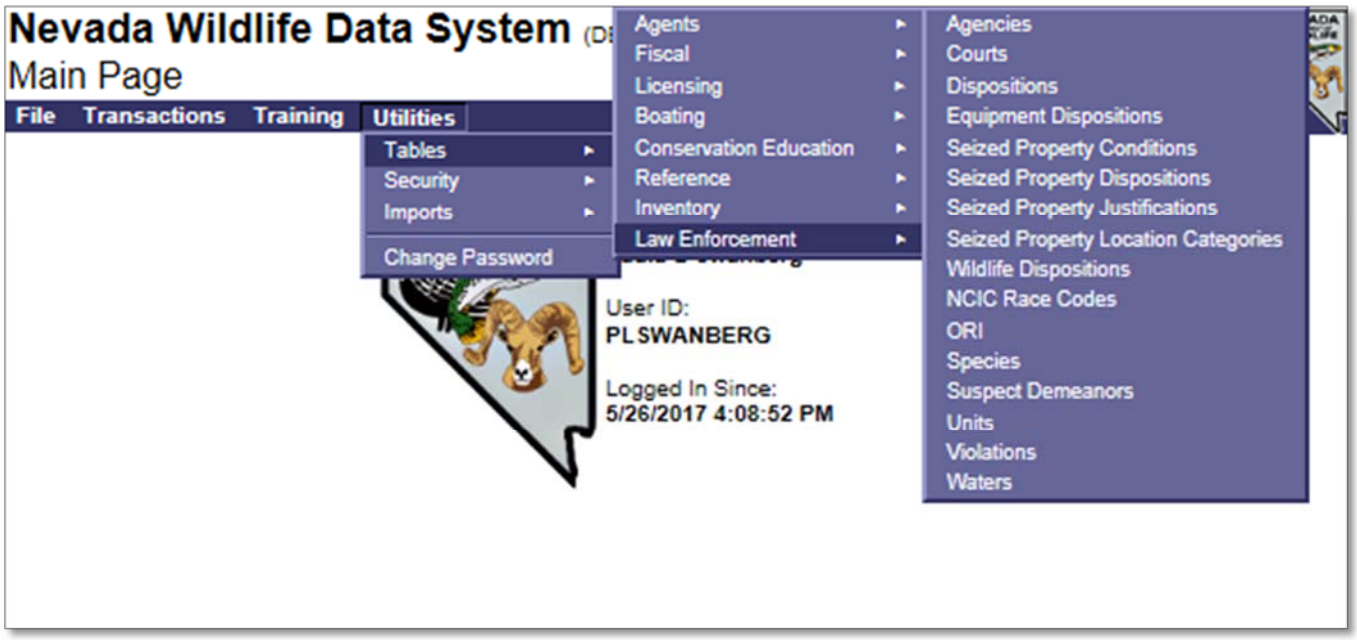

Figure 22: NWDS Law Enforcement Support - Main Page

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

The Nevada Application Hunt System uses XML queries to vet hunt applications against the revocations in IWVCS and any outstanding citations in NWDS.

NWDS automatically vets all privilege purchases against IWVCS and the outstanding citations as well.

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

Another example of our experience and ability with LE support is shown in The Bradley Amendment of 1986 (42 U.S.C. § 666) - Requirement of Statutorily Prescribed Procedures to Improve Effectiveness of Child Support Enforcement – poses restrictions on the purchase of recreational licenses by noncustodial parents who are in arrears on court-ordered child support. SCI developed a module in NWDS for the Nevada Division of Welfare and Supportive Services to permit employees of DWSS limited access to NWDS license and boat data to aid in enforcement. Figure 23 depicts the search screen on the web-based application, which allows DWSS limited access to NWDS license and boat registration data.

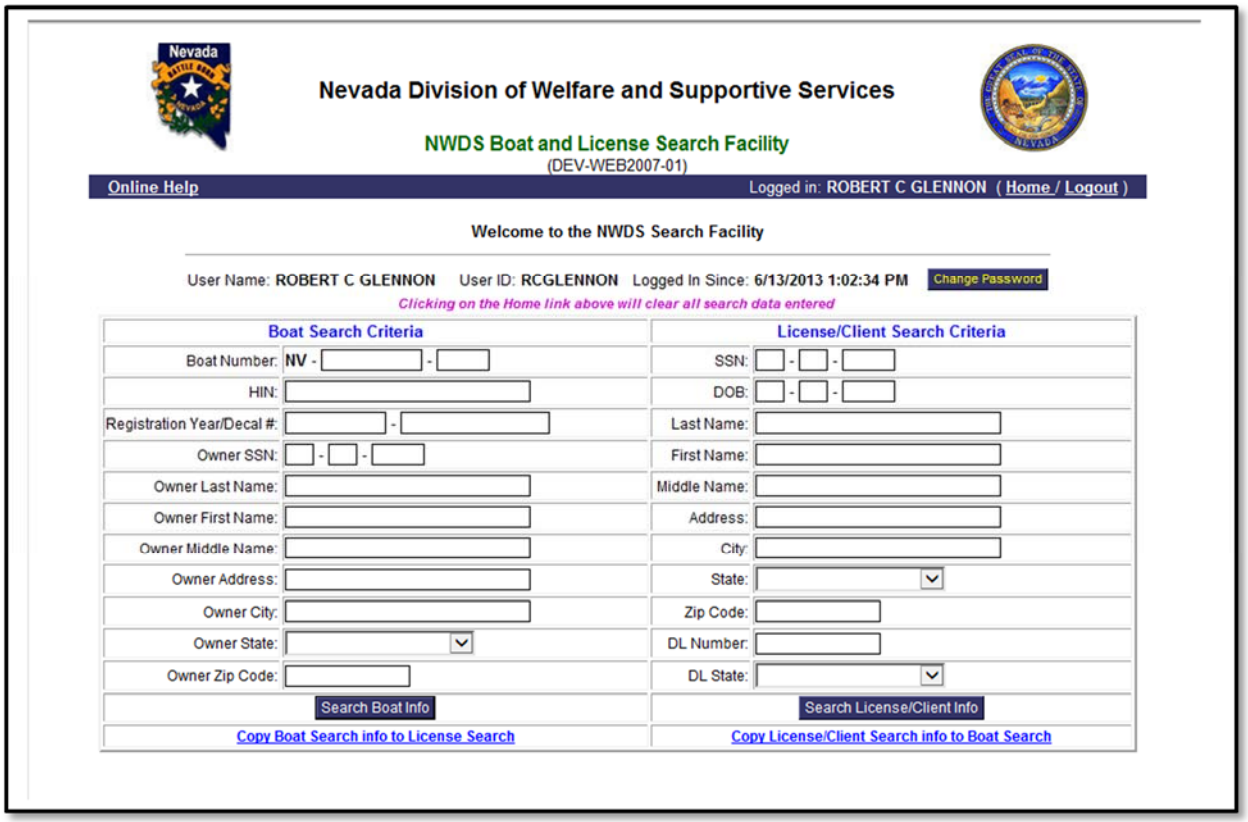

Figure 23: NWDS Welfare Lookup Search Screen

3.4.25.1 The awarded vendor must provide programming and host services for a system to manage NDOW citations and the interfaces to receive data from various business partners. The system must provide database management tools to manage citation data, control access to the system and to generate reports. The system must interface with the Nevada Department of Justice system, Nevada Justice Information System, Nevada Circuit Courts, Department of Children & Families, and the Interstate Wildlife Violator Compact.

SCI currently provides hosting solutions for the Department of Children and Families Support Enforcement Revocations, and the Department of Justice.

SCI will provide ad hoc reporting tools and querying capability to NDOW for Law Enforcement data via the integration of the ActiveReports product by GrapeCity (http://activereports.grapecity.com/developer/) into NWDS in Phase I to be completed by December of 2017 and adding capability to similarly access new features and data of Phase II (such as Volunteer Program, the enhancements to LE, etc.) to be completed by December of 2018. Reports can use user-defined including multiple output formats such as PDF, XLSX, CSV, and DOCX. We will provide sample Law Enforcement reports and listings that NDOW can use as a model to clone or for study when creating brand new reports from the ground up.

The Department of Children and Family Support Enforcement Revocations:

We provide a lookup system for inquiry purposes. Our solution has been an XML interface to the Nevada Division of Welfare and Supportive Services' (DWSS) Child Support Enforcement program in order to look up parents who are in non-compliance with court mandated support requirements.

The current solution does not allow the department to revoke licenses: however, we take no issues with adding an automated revocation feature to give the department the ability to do so.

The Department of Justice:

SCI currently provides an XML link that is used for Boat Lookups. The Department (dispatchers) access our XML web based service to use multiple search criteria to identity boat owners. SCI has no issues working with the Department of Justice to provide access to additional customer data that is pertinent to law enforcement. SCI will collaborate with the department to provide an additional search criteria or enhance the existing system as desired.

SCI will coordinate with the Nevada Circuit Court's automated system to track adjudication. We will provide an interface that will allow the court to update the status of the tickets. The interface will allow the court to set the penalty for revocations and the criteria for paying fines associated with the violations.

SCI currently offers database management tools in NWDS, and will do so in NWDS II (if we are the successful bidder). The following figure illustrates the options currently available to NDOW management.

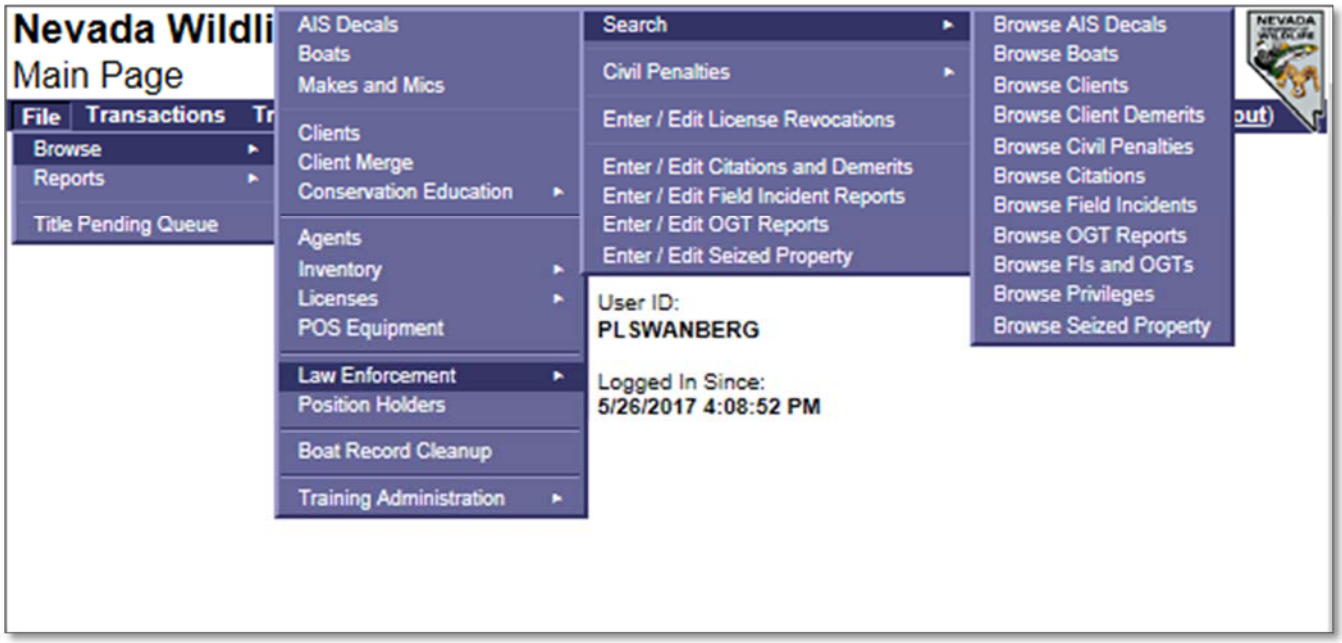

Figure 24: Database Management Tools

3.4.25.2 The system must be fully compatible and seamlessly integrated with the licensing, vessel registration, conservation education/safety, and species harvest registration system. The design and presentation of pages that will be viewed by users will be approved by the Department. The web host must communicate with the citation database to verify the customer's eligibility to purchase prior to all licensing transactions.

Having already fielded Law Enforcement interfaces for law enforcement support in NWDS, SCI's continued and enhanced solution will be compatible and seamlessly integrated with NWDS II licensing, vessel registration, conservation education, and the harvest program.

3.4.25.3 Describe a proposed mobile intuitive application for field personnel. This will include the ability to manage the control tables necessary to operate the mobile app. Control tables are housed in the citation database and exported for transmission to mobile application with interface ability.

Systems Consultants proposes to design an application appropriate for use on field personnel devices. The application will give field personnel access to download license, sale, and tag information. SCI will provide real-time data to field personnel as long as connectivity exists in their location.

3.4.26 Harvest Information Program

	2014	2015	2016
HIP	9,779	8,763	8,971

3.4.26.1 Vendors must propose and provide programming and host services for a complete system to manage wildlife harvest information. The proposed solution must offer the customer the internet based reporting system to report their harvest to NDOW.

Systems consultants has years of experience regarding the feral mandated Harvest Information Program including Arizona, Nevada and Colorado.

We have designed a range of methods that work to collect vital harvesting information that include, web-based data entry, and operator assisted survey retrieval. The following figures are examples of our host services.

HIP Hosting Service for NDOW:

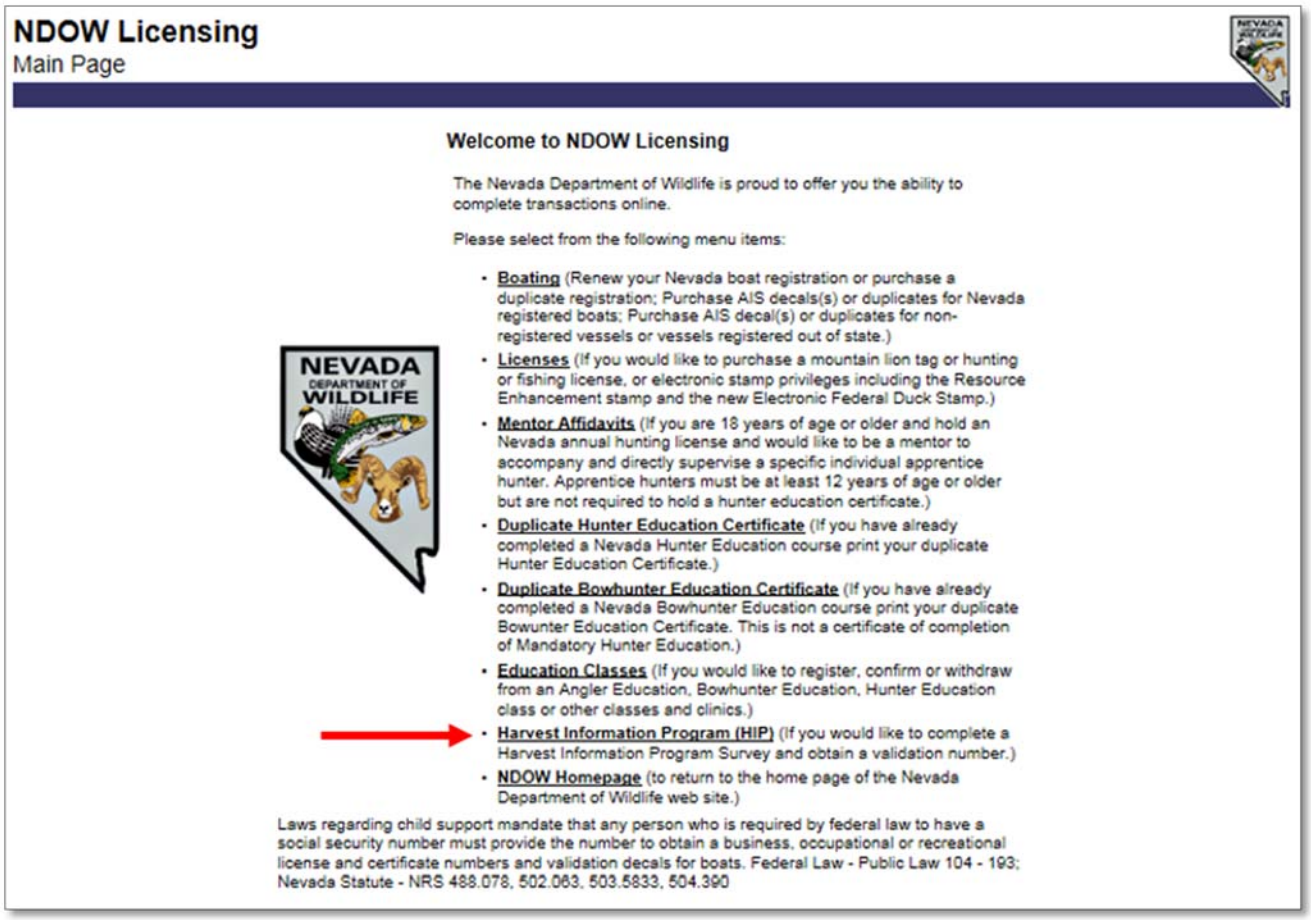

Figure 25: HIP Hosting Service for NDOW - Main Page

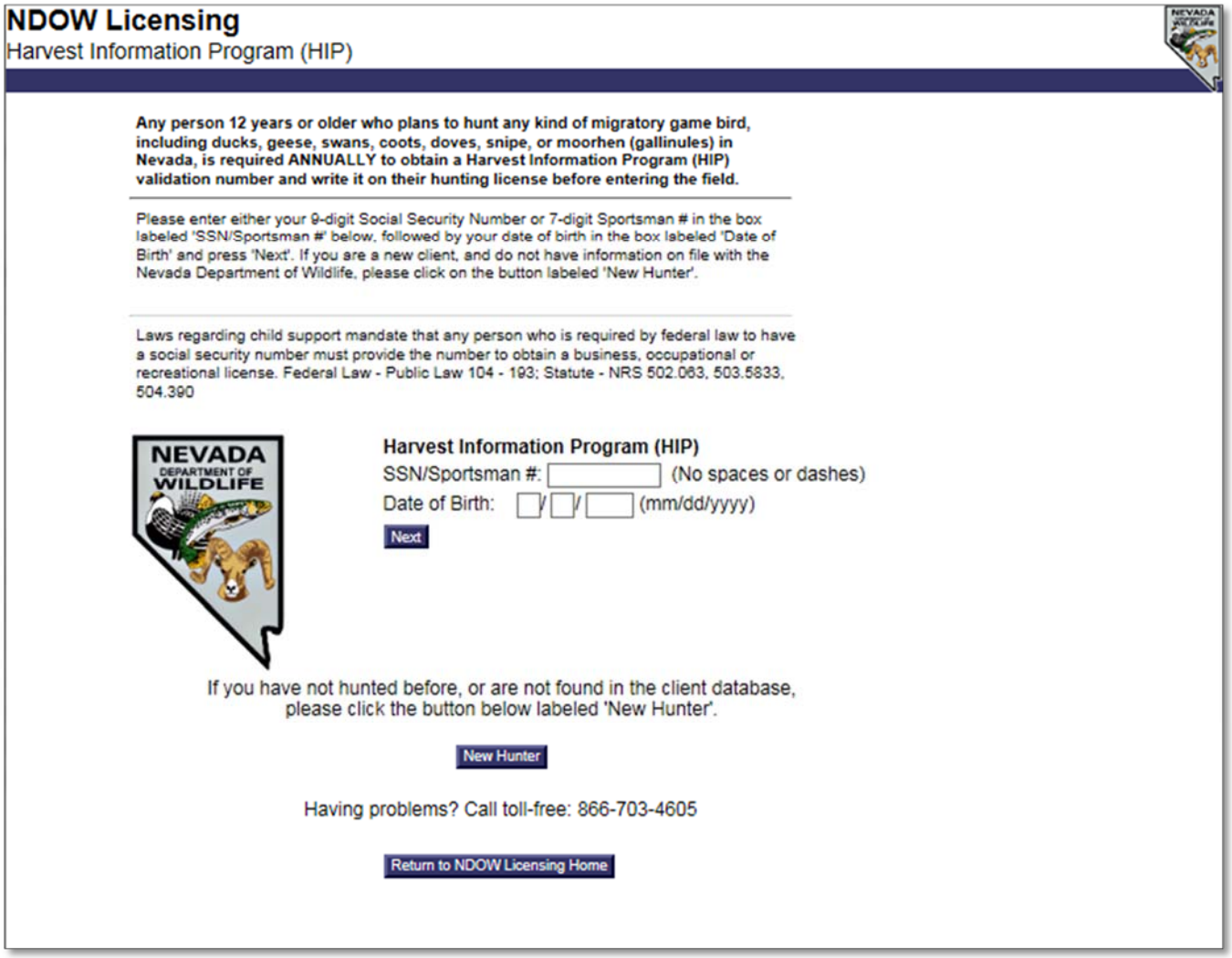

Figure 26: SCI's Harvest Information Program for NDOW - Customer Login

HIP Hosting Services for Colorado:

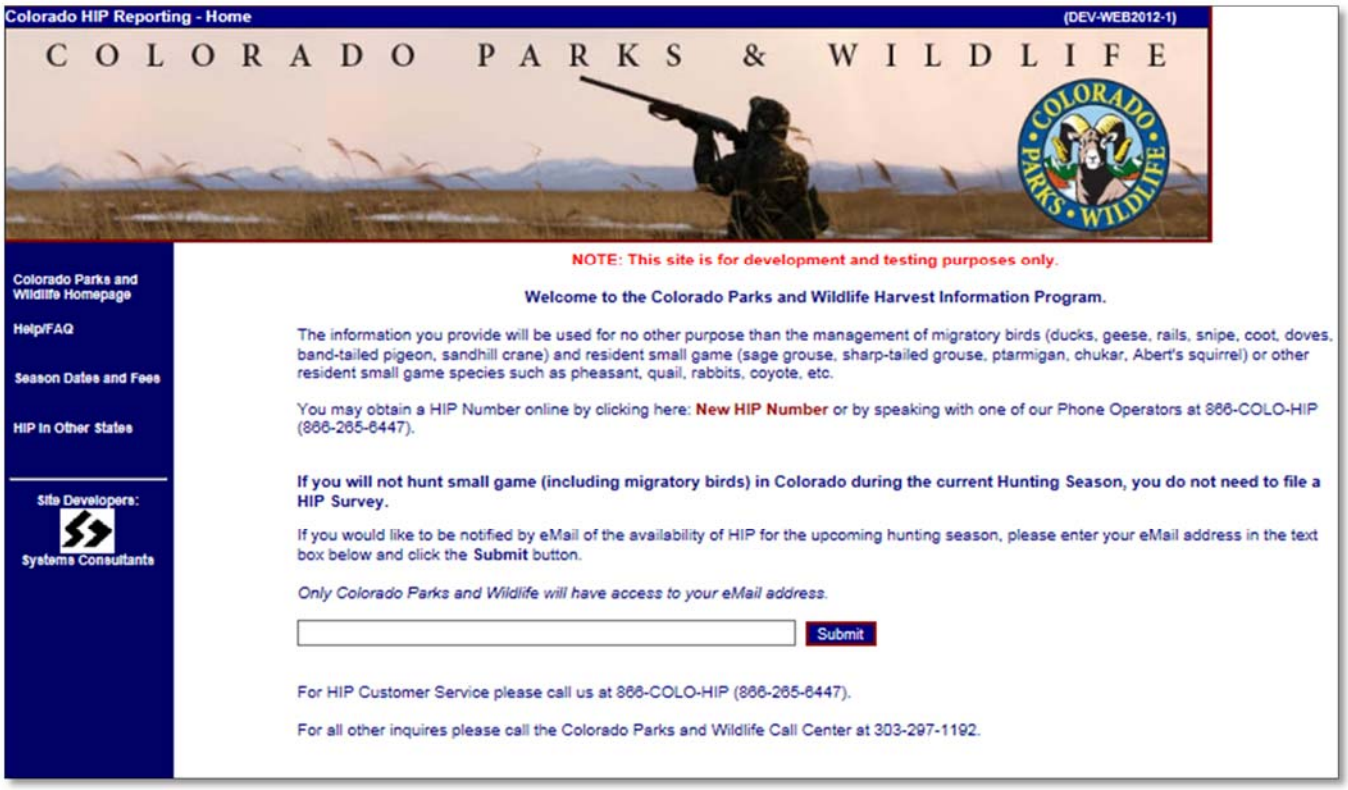

Figure 27: SCI's HIP Hosting Service for Colorado

Figure 28: Colorado HIP Administrative Interface.

3.4.26.2 The system must provide management tools allowing NDOW staff to control access to the system, track entries, view and update harvest information, and produce reports.

The current NWDS system allows NDOW staff to control access to the system, track entries, view and update harvest information, and has proposed a reporting tool for NDOW.

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

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

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

SCI will provide ad hoc reporting tools and querying capability to NDOW for Harvest Information via the integration of the ActiveReports product by GrapeCity (http://activereports.grapecity.com/developer/) into NWDS in Phase I to be completed by December of 2017 and adding capability to similarly access new features and data of Phase II (such as Volunteer Program, the enhancements to LE, etc.) to be completed by December of 2018. Reports can use user-defined including multiple output formats such as PDF, XLSX, CSV, and DOCX. We will provide sample revenue reports and Harvest Report listings that NDOW can use as a model to clone or for study when creating brand new reports from the ground up.

3.4.27 The Nevada Department of Wildlife's big game application and draw is a major source of revenue for the agency. The awarded vendor will design a user friendly, intuitive application process. Clients will have access to view their prior hunt records, bonus points for each species and eligibility by species. All drawings will be conducted using a random number generator as defined in NRS 501 thru 505, https://www.leg.state.nv.us/nrs/index. A seamless draw will be conducted across all species, all weapon classes, and clients can have up to 5 choices per hunt category. In addition to the big game hunts, the system also handles draws for nonresident guided deer, turkey, and swan hunts, and tracks manual entry and issuance of tags by NDOW for landowner damage compensation, elk incentive, private lands elk, bid/auction, small emergency depredations, replacement tags and duplicates.

3.4.27.1 Bonus Point Program. The bonus point program provides additional random draw numbers that enhance an applicant's opportunity to draw a tag. To participate in the bonus point program a client must purchase a hunting or combination hunting fishing license prior to or during the draw application process. The client must not get a refund on the hunting license. If they receive a refund on a hunting license they will not earn any bonus points on unsuccessful applications that year.

SCI has been administering the draw since 1993 and currently maintains a calculation of client bonus points based on these rules. If we are awarded the new contract, we will continue to fulfil this requirement.

A. Random Number Generation is the generation of a sequence of numbers that cannot be reasonably predicted. Regulation requires that the random draw numbers be generated by an algorithm using a number established by the hours, minutes, seconds, and hundredths of a second set forth by the computer clock at the start of the draw. These random draw numbers are assigned randomly across all species applications in the draw.

Systems Consultants has been fulfilling this requirement since 1993 and will continue to do so.

B. Bonus points are "squared" to arrive at the bonus number of draw numbers for the application. If the client or party has 5 bonus points, these would be "squared" and the application would receive 1 point for the application and 25 points for the bonus points or a total of 26 draw numbers.

Systems Consultants will calculate the number of random draw numbers based on the party bonus points as we have been doing since 1993. NWDS II will fulfill the requirements as the application hunt system has been doing.

C. Applications are associated with a "Party" record to ensure that party applications are grouped together. Random numbers that are generated are assigned to the associated Party record for each application that was submitted. If four applicants apply together in a single party application, then their four applications are all linked to the "Party Master" record for that group or party, and the random numbers are assigned to the common "Party Master" record. In this way, everyone in the party has the same random numbers for their common application.

Random draw numbers will be associated with the party record and the success of each application in the party will be based on the lowest random number associated with the party record. SCI has

been fulfilling this requirement since 1993 under the AHS contract, and will continue to do so in NWDS II.

D. If a client does not apply for a tag or a bonus point for a species category for 2 consecutive years or if the client obtains a tag in a species category in the main big game tag draw or a remaining tag draw the bonus points will revert to zero. Hunters who obtain remaining tags do not lose bonus points if the tag is obtained in a remaining tag first come first serve draw.

SCI has been maintaining client bonus points since 1993 and will continue to fulfill this requirement in NWDS II.

E. A client may apply for just a bonus point for a species category as an option if they know they would not want to obtain a tag that year.

SCI has been fulfilling this requirement under the AHS contract and will continue to do so in NWDS II. Clients may apply either to hunt or to only earn a point in each year.

F. Bonus Point Use. When an applicant with more than one bonus point applies the lowest of those draw numbers is used for the drawing.

SCI has been fulfilling this requirement since 1993 and will continue to do so if awarded the NWDS II contract. The lowest draw number will be used to evaluate the success of the party. However, all draw numbers assigned to the party record will be available in the application detail screen in NWDS II for inspection.

G. Bonus Points and Group Applications. Mule deer, antlerless elk and pronghorn horns shorter than ears hunts are the only hunts where group applications for the same hunt and hunter choices are allowed. On group applications, the bonus points for the group is the quotient of the total number of bonus points held by the group, divided by the number of members in the group, rounded to the nearest whole number. If the group is unsuccessful in drawing tags, each member accrues a bonus point on their individual record for that species category.

SCI has been fulfilling this requirement since 1993 under the AHS contract. Unsuccessful group applications will earn a bonus point for the given year provided the client has claimed or purchased a Nevada hunting license.

H. Bonus Point Transferability. Bonus points cannot be transferred to another person or species category on their own record, Once a junior hunter becomes ineligible for the junior hunt by reaching 5 years of application for the hunt or maximum age, any bonus points on record may be transferred automatically to the antlered deer category.

NDWDS II will prevent junior hunters from applying for junior hunt if they have applied 5 or more times for the junior hunt or if they have reached an age where they are ineligible for the junior hunt. Once a hunter becomes in ineligible for the junior hunt, any remaining points on his/her junior hunt category will be transferred to the antlered deer bonus point category.

3.4.27.2 Hunter Eligibility by Hunt. There are several types of eligibility for an applicant. There is eligibility that involving waiting periods after a tag is drawn dependent upon harvest of an animal or not. For example, antlered elk has a waiting period of 7 years. The client is ineligible to apply for a tag for antlered elk (all weapon classes except depredation hunts) regardless of whether they take an animal. The can apply in the 8th year. However, this is a new rule and there are clients that must be grandfathered in under the old rules. They had a 5 year wait if there was no take in 2016 or earlier. These clients will not be extended to the 7 year wait. And in 2016 or earlier those that harvested had a 10 year wait. Dependent upon when they drew the tag the may have become eligible in 2017. Antelope had a similar change to a standardized 3 year wait regardless of harvest starting in 2017. All subspecies of big horn sheep and mountain goat have a 10 year wait. Black bear has 5 year wait if harvest and apply the next year if no harvest eligiblity. Mule deer, antlerless elk, spike elk and horns shorter than ears antelope a client can apply each year. This type of eligibility is in NAC.

SCI is currently fulfilling this requirement under the AHS contract and will continue to do so under the NWDS II.

3.4.27.3` Another type of eligibility is application eligibility where on an annual basis, in February, the Commission can determine what a client can apply for as a species in a draw application period. For example currently applicants have to choose to apply for either antlered mule deer or antlerless mule deer in a draw period they cannot apply for both. For elk they can apply for both antlered elk and antlerless elk and several different hunts for each. For example (Antlered elk (4151, 4161, 4156), antlered elk depredation (4102) and antlerless elk (4181, 4111, 4176), antlerless elk management hunt (4481, 4476, 4411) and antlerless depredation (4107). However the regulation stipulates they can only obtain 1 antlered elk tag and 1 antlerless elk tag. Big horn sheep this year allows for the client to apply for both ewe and ram tags in the same subspecies for the first time, but they cannot draw both. Antelope is like mule deer where the client has to choose from the horns longer than ears hunt (buck) or the horns shorter than ears hunt.

SCI is currently fulfilling this requirement under the AHS contract and will continue to do so under the NWDS II contract.

3.4.27.4 Hunts are assigned a four-digit number and are then grouped into categories that are assigned an alpha designator. General information about the hunt such as hunt category, weapon class, hunt description, species, residency requirements, eligibility rules, etc. are included with the hunt master. In addition, the hunt master has several related files.

SCI is currently fulfilling this requirement under the AHS contract and will continue to do so under the NWDS II contract, as is shown in the following figure.

Figure 29: Hunt Master Screen

3.4.27.5 The related hunts file shows all hunts that must be considered when determining client eligibility for a hunt, i.e., successful harvest for one hunt number may prohibit a client from applying for a different hunt number in subsequent years.

SCI is currently fulfilling this requirement under the AHS contract and will continue to do so under the NWDS II contract.

3.4.27.6 Hunt fees are made up of several components. All hunts (possible exception of PIW) have an application fee, a predator management fee and a tag fee. Some hunts may have additional fees. The fee structure associated with a hunt is defined in the Hunt Fees table.

SCI is currently fulfilling this requirement under the AHS contract and will continue to do so under the NWDS II contract.

3.4.27.7 Hunter choice numbers are set up for each hunt to define the individual geographic units and seasons for which the hunter may apply. One or more unit numbers are associated with a hunter choice number. For a hunt, a unit group, season, and quota are all associated at the hunter choice level.

Within the current AHS contract and under the new NWDS II contract, SCI will continue to provide the ability to define multiple unit groups, seasons, and quotas for each hunter choice.

3.4.27.8 Applications are assigned a key that is made up of several fields. They key includes the year, draw number designation, application number, hunt number or alpha designation and man number.

SCI is currently fulfilling this requirement under the AHS contract and will continue to do so under the NWDS II contract.

3.4.27.9 Log files are used to record information regarding access to specific functions within the system and changes that were made to specific data. Various audit reports can be requested to document changes. Audit reports can also be used to ensure security has not been compromised or to diagnose system problems.

The current NWDS system has an ACTIVITY_LOG table where all logins and movements between modules are logged. Included in this log are "before" and "after" XML, field by field images of records changed, added or deleted; the date, time, User ID, TCP/IP address, server upon which the work was completed, etc.

In addition to the existing browse and reporting available in a "canned" format with NWDS, SCI will provide ad hoc reporting tools and querying capability to NDOW for activity log information via the

integration of the ActiveReports product by GrapeCity (http://activereports.grapecity.com/developer/) into NWDS in Phase I to be completed by December of 2017 and adding capability to similarly access new features and data of Phase II (such as Volunteer Program, the enhancements to LE, etc.) to be completed by December of 2018. Reports can use user-defined including multiple output formats such as PDF, XLSX, CSV, and DOCX. We will provide sample audit logs and activity log reports and listings that NDOW can use as a model to clone or for study when creating brand new reports from the ground up.

3.4.27.10 Season Setting. In late January, the Commission approves the hunts, unit groups and seasons for big game. March, they approve migratory bird seasons a bag limit and swan draw requirements.

If we are the successful bidder, the project manager or designated staff member will attend each of these meetings.

A. June is upland game and the seasons, unit groups and quotas for wild turkey.

If we are the successful bidder, the project manager or designated staff member will attend this meeting.

B. Once these determinations are made they are provided to the Administrator who will update the hunt master and hunter choices files to reflect the decisions. Hunter choice and season information is critical for application processing. Therefore, the information is reviewed and approved by both NDOW and the Administrator to ensure accuracy.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract. A seasons report will be provided to NDOW staff in order to verify accuracy of the data entered.

C. Additionally, during the season setting process, the Commission approves application regulations. This includes the methods and rules for applying, the deadlines for accepting applications, and the dates that the draw results will be available to the public. These dates are public information and are part of regulation. Therefore, the application processing schedule established by the Administrator must ensure that all deadlines are met.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.11 Quota Setting. For big game the quota setting occurs during a separate Commission meeting in early to mid-May and after the deadline for applications. The Commission determines quotas and this information is provided to the Administrator for entry into the system by the Administrator. The quota is entered for each hunter choice number of each hunt. Since the quota number is critical to the draw process, the figures are reviewed and approved by both the Administrator and NDOW to ensure accuracy.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract. A seasons report will be provided to NDOW staff in order to verify accuracy of the data entered.

3.4.27.12 Internet Application. The Internet application, once a client logs in, provides fields for the client information which can be completed or updated if they are already a client. The application also displays the client's bonus points for each species category, and species eligibility information if they are in a waiting period for a species as part of the online application process. The web application is user interactive and has the regulatory requirements programmed into the functionality to prevent applicants from making errors.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.13 The Administrator has a test online application website that they utilized for QA activity. The Administrator tests the functionality prior to turning over to NDOW. NDOW can access and test online application process and rules from the client perspective prior to being made available to the public to ensure that all the requirements are in place.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract. Clients applying to hunt will do so through the same channel as they use to purchase a license or renew a boat.

3.4.27.14 Restricted Nonresident Guided Deer Hunt. In January NDOW provides the Administrator a list of the currently licensed master guides for mule deer. This information includes their master guide license and demographics and valid unit groups which they are licensed. This information is entered by the Administrator and approved by NDOW. The seasons and quotas are approved by the Commission during the big game process in January. These approved hunter choices are provided to the Administrator for entry into the system and reviewed and approved by NDOW before the application period begins. The timeframe is short and occurs the week after the commission meeting. The online application period begins that following Friday.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.15 Restricted Nonresident Guided Hunt Online Internet Application. The master guide with a pin number provided by the Administrator can apply for their clients. The program presents the master guide with the applicant demographic information if they are already a client or presents the blank fields if they are new. This data can be entered or updated by correcting the information in the field. The master guide can select up to five hunter choice numbers which correspond to the geographic areas and seasons where they are licensed to hunt from drop down boxes provided onscreen. At the end of the transaction the client will be sent an email confirmation and/or print the confirmation at that time. The confirmation notice includes a confirmation number that the client can utilize to review their transaction later. If a client applies and then wants to make a change or withdraw it completely the client can withdraw the application in question and resubmit within the deadline for the application period. The client if they miss the regular application deadline may for 7 days after that deadline apply only for bonus points. After those deadlines, a person may request to withdraw an application by submitting a request in writing up until 5 days after the application deadline.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.16 To accomplish party applications for deer online the master guide may add another applicant.. Once a hunter is added, then marking the box next to each hunter in the list will indicate they are to be in the party. Once the party box is marked those applicants in a party will be submitted for the same hunt and hunter choice numbers selected. During the drawing, all the party members will either be successful or unsuccessful as a group.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.17 During the draw, the program will test for open quota in each area beginning with the first choice until successful or until all choices listed have been unsuccessful. Master guides can only have 30 successful clients once that cap is reached all other clients are unsuccessful. The Restricted Nonresident Guided Hunt also has a maximum of 400 tags that can be issued. If that cap is reached any remaining applications will become unsuccessful.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

A. Currently clients that participate in the Restricted Nonresident Guided Deer draw are ineligible to apply for mule deer in the big game tag main draw.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.18 Big Game Application. In the application process a client can apply for all species categories if they are eligible. When the client logs in, the program presents the client their demographic information. This data can be updated by correcting the information in the field(s). The applicant can have multiple hunt categories in one online transaction. The applicant has the option of selecting a hunt category and up to five hunter choice numbers corresponding to the unit groups and season where they wish to hunt.. Or they can apply for bonus points only for the category.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

A. At the end of the transaction the client(s) can be sent an email or text confirmation. The confirmation notice includes a confirmation number that the client can utilize to review their transaction later. If a client applies and then wants to make a change or withdraw it completely the client can withdraw the application in question and resubmit within the deadline for the application period. The client, if they miss the regular application deadline, may for 7 days after that deadline apply only for bonus points. After those deadlines, a person may request to withdraw an application up 5 days after the application deadline.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

B. The online site allows the operator to add additional hunters during the transaction. This could be utilized for group applications or convenience of one or multiple transactions for multiple clients.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

C. Second Draw online internet application-in the online application process a client can apply for any leftover tags from the Big Game Main Draw (follows the same process as the main draw.)

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

D. Following the second draw, any remaining quotas for deer, antelope, elk, mountain goat and any sub species of bighorn sheep will be available through a first come first serve basis.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

E. Applications are entered and edited in the same manner as for the first and second draw. Once entered, all applications will receive a tag until the available quota goes to zero for that hunt and hunter choice.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

F. A cut-off date is established by the Commission for the sale of remaining tags. No more tags can be sold after that date, even if quota is remaining. Any permits remaining after the first draw for swan are in a first come first serve process. Clients may obtain a second swan permit during that process and are limited to 2. However, for swan there is no cut-off date for the issuance of the permits. Permits are sold until the end of the swan season.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract. SCI can offer the ability for clients to purchase remaining swan tags over the counter at their Fallon, NV wildlife administration office.

3.4.27.19 Turkey Online Internet Application. When the client logs in, the program presents the hunter their demographic information. This data can be updated by correcting the information in the field(s). The applicant has the option of selecting up to five hunter choice numbers which correspond to the geographic areas and seasons where they wish to hunt from drop down boxes provided onscreen. Parties are not allowed in turkey hunts. Historically there has been a spring draw and a fall draw that is operated by the Administrator. A client cannot have more than one turkey tag in a calendar year. At the end of the transaction the client can be sent an email confirmation and/or print the confirmation at that time. The confirmation notice includes a confirmation number that the client can utilize to review their transaction later. If a client applies and then wants to make a change or withdraw it completely the client can withdraw the application in question and resubmit within the deadline for the application period. The client if they miss the regular application deadline may for 7 days after that deadline apply only for bonus points. After those deadlines, a person may request to withdraw an application by submitting a request in writing up until 5 days before the draw.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

A. The Administrator processes the private lands applications as first come first serve applications until 7 days before the close of the season.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

B. Any remaining tags for First come first serve Turkey will be available on the online application.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.20 Additional Purchases Online. The online tag application process provides NDOW the opportunity to sell licenses as required for the bonus point program. To provide one stop shopping for NDOW clients the online application site also sells mountain lion tags.

SCI has provided this feature under the existing AHS contract and will incorporate the ability to do so the NWDS II system. The following figure shows the beginning of the mountain lion tag application process.

Figure 30: AHS Mountain Lion Tag Purchase

3.4.27.21 Additional Big Game Tag Opportunities. The online tag application process has additional big game tag applications and draws that occur at the same time. These are Silver State Tags and Partnership in Wildlife tag draws which are specialty tag hunts which allow successful hunters to hunt statewide if they are successful in obtaining a tag through the draw process.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.22 Silver State Tags. Clients that are in waiting periods for certain species are eligible to apply for Silver State tag hunts. These applications are online available online and the client can apply for these tags during a transaction for big game. The hunts, unit group, seasons and quotas are all set up during the big game process for that application period.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

A. If the client is eligible for Silver State hunt and big game they can apply for both. However, when the draw is initiated if the client draws the Silver state tag their big game application automatically becomes ineligible and the client will be awarded a bonus point for that application.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.23 Partnership in Wildlife (PIW). A $10 fee to participate in the PIW this draw is collected for the draw occurs as participation is unknown until the results of big game application for the species is determined. There is current draft regulation that may amend PIW to be drawn prior to the main draw.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract. We are prepared to make any adjustments based on the outcome of the draft regulation.

3.4.27.24 Management Hunts. Currently NDOW only has antlerless elk management hunts. These hunts and tags are available during the application process for big game. The management hunt was developed by NDOW to address elk population problems in specific unit groups but not add more hunters in the field. Where these hunts are approved, the client will have an opportunity to apply for a deer tag and the management elk hunt for same unit group and season for each hunt. The applicant is provided an opportunity opt in on the management hunt if they select a hunter choice for deer where a management hunt for the elk has been approved. These are also called combination hunts. In group applications, not everyone has to opt in on the management hunt.

SCI has provided this feature (figure 31) under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Figure 31: The Current AHS System - Add Additional Hunter Screen

A. During the draw on a group hunt there must be sufficient quota for the base hunt for the group to be successful. And management hunt quota is allocated until exhausted.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.25 Law Enforcement. The program completes a lookup of Nevada hunting privilege revocations and Interstate Wildlife Violator Compact of which NDOW is a member. Online applicants will be provided a message that they are not eligible.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Hunt Description	Points	Year Last Tag	Eligible?	Reason (If Ineligible)
Antlered Mule Deer (1331, 1341, 1371)	0	1993	No	Prohibited by License Revocation.
Res Antlerless Mule Deer (1181)	0		No	Prohibited by License Revocation.
Res Junior Mule Deer (1107)	0		No	Prohibited by License Revocation.

Figure 32: AHS Eligibility

A. If the client is on the list for a revocation in another state or Nevada and the record has been ratified or accepted by Nevada the client will be prohibited from obtaining a tag until the revocation has expired.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

The following figure illustrates, the notification that appears on the screen in the current solution when a customer has an active revocation.

Figure 33: AHS Ineligibility Notification

3.4.27.26 Quota Verification. As stated in an earlier section the Hunt Season and Quota report on quota is checked to make sure that all hunts appear in the table and that all quotas have been entered correctly. This report is reviewed and approved by both the Administrator and NDOW

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

NDOW Seasons Report 5/16/2017

2017 Main Big Game

RESIDENCY CODE: RESIDENT OF NEVADA **NWDS RES LIC CLASS:** 3060
HUNT#: 1000 **NWDS NON RES LIC CLASS:** 3060
RESIDENT FEE: 30 **NON RESIDENT FEE:** 0
TYPE OF HUNT: PARTNERSHIP IN WILDLIFE
HUNT DESCRIPTIONS: RES PIW MULE DEER HUNT 1000
SHORT DESCRIPTIONS: PIW RES MULE DEER
RESIDENCY DESC: RESIDENT
SPECIES: DEER
GENDER: ANTLERED
WAITING PERIOD: HARVEST: 1 **NO HARVEST:** 1

RC QUESTION 1: 10. Points Left ____ Right ____ (DO NOT INCLUDE EYE GUARD OR BROW TINE)
RC QUESTION 2:

HUNT#: 1000 - RES PIW MULE DEER HUNT 1000
UNIT DESCRIPTION: ANY OPEN UNIT FOR ANTLERED MULE DEER UNIT
HUNTER CHOICE #: 999
SEASON DATES : IN COMPLIANCE WITH SEASON DATES SET FOR EACH MANAGEMENT UNIT OR UNIT GROUPS FOR HUNT 1331, 1341 & 1371
SEASON 1: 08/10/2017 to 01/01/2018
SEASON 2:
SEASON 3:
SEASON 4:
SEASON 5:
SEASON 6:
RESIDENT QUOTA: 22 **NON RESIDENT QUOTA:** 0 **COMBINED QUOTA:** False
HOLD REQUIRED: No
ADDITIONAL TAG OPTION: No
RC DUE DATE: 1/31/2018 5:00:00 PM

SHORT DESC: 999
GAME UNIT: 999
BP ODDS REPORT UNIT:
VALID UNITS: 011, 012, 013, 014, 015, 021, 022, 031, 032, 033, 034, 035, 041, 042, 043, 044, 045, 046, 051, 061, 062, 064, 065, 066, 067, 068, 071, 072, 073, 074, 075, 076, 077, 078, 079, 081, 091, 101, 102, 103, 104, 105, 106, 107, 108, 109, 111, 112, 113, 114, 115, 121, 131, 132, 133, 134, 141, 142, 143, 144, 145, 151, 152, 153, 154, 155, 156, 161, 162, 163, 164, 171, 172, 173, 181, 182, 183, 184, 192, 194, 195, 196, 201, 202, 203, 204, 205, 206, 207, 208, 211, 212, 213, 221, 222, 223, 231, 241, 242, 243, 244, 245, 251, 252, 253, 254, 261, 262, 263, 264, 265, 266, 267, 268, 271, 272, 291
SPECIAL NOTICE:

LANDOWNER:

TOTAL HUNT QUOTA: 1000 **NON RESIDENT QUOTA:** 0 **RESIDENT QUOTA:** 22

Figure 34: Nevada Seasons Report

3.4.27.27 Bonus Point Check. Random checks of the bonus points are made to be sure that points have been updated with the results of the last draw.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.28 Tag Reconciliation. Once the reports are verified, an option is taken to prepare the files for processing credit cards for tags and license sales, tag and license printing, results letters and emails. Tag and licenses are printed in pre–sorted zip code order to take advantage of reduced postal rates. Tags are mailed out along any inserts as approved by NDOW.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.29 The exception is bear tags. Clients receive their bear tags during an indoctrination class rather than receiving them through the mail. For that reason, in drawings where bear tags are part of the quota, the season report has an Orientation field selected. This allows for these tags to be held and printed separately and turned over to NDOW. A report is developed and serves as documentation of the tags that were turned over to NDOW.

SCI has provided this feature (figure 35) under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

NDOW Seasons Report
2017 Main Big Game

5/18/2017

RESIDENCY CODE:	RESIDENT OF NEVADA	**NWDS RES LIC CLASS:**	3093
HUNT#:	6151	**NWDS NON RES LIC CLASS:**	3094
RESIDENT FEE:	100 **NON RESIDENT FEE:** 0		
TYPE OF HUNT:	BEAR HUNT		
HUNT DESCRIPTIONS:	RES BLACK BEAR HUNT 6151		
SHORT DESCRIPTIONS:	BLACK BEAR		
RESIDENCY DESC:	RESIDENT		
SPECIES:	BEAR		
GENDER:	EITHER SEX		
WAITING PERIOD: HARVEST:	6 **NO HARVEST:** 1		
RC QUESTION 1:	10. MALE____ FEMALE____		
RC QUESTION 2:			

HUNT#:	6151 - RES BLACK BEAR HUNT 6151
UNIT DESCRIPTION:	UNITS 192,194-196,201,202,204,206,291 EXCEPT PORTIONS OF 192 & 194 LISTED IN REG.
HUNTER CHOICE #:	341
SEASON DATES :	SEPT 15 - DEC 1, 2017 OR UNTIL HARVEST OBJECTIVE IS MET
SEASON 1:	09/15/2017 to 12/01/2017
SEASON 2:	
SEASON 3:	
SEASON 4:	
SEASON 5:	
SEASON 6:	
RESIDENT QUOTA:	45 **NON RESIDENT QUOTA:** 0 **COMBINED QUOTA:** False
HOLD REQUIRED:	Yes
ADDITIONAL TAG OPTION:	No
RC DUE DATE:	1/31/2018 5:00:00 PM
SHORT DESC:	192
GAME UNIT:	192
BP ODDS REPORT UNIT:	UNITS 192,194-196,201,202,204,206,291 EXCEPT PORTIONS OF 192 & 194 LISTED IN REG.

VALID UNITS: 192, 194, 195, 196, 201, 202, 204, 206, 291
SPECIAL NOTICE: Advisory: Private lands including private Indian trust lands restrict public access in Unit 291.
LANDOWNER:

Figure 35: NDOW Seasons Report

3.4.27.30 Results. All applicants receive an email and or a letter if requested, summarizing their draw results and contributions. These will include line items such as donations to Operation Game Thief or Predator Management. The emails or letters will be proofed by the Department prior to being sent.

SCI will send results emails to all applicants with a valid email address. In addition, results will be made available online. SCI proposes that no letters will be sent to sportsmen.

3.4.27.31 Stand Alone licenses. Currently Residents and Nonresidents can purchase their license during the online in the application process. During the online application process a client can opt to either buy the license now or only if successful. If they buy it during the application process, at the end of the transaction the client can either print the license at home, save it to the desktop or have it fulfilled. If they opted to purchase only if successful and are successful the license will be mailed. The printing of the licenses for those that chose to have it fulfilled will occur throughout the application period and must be mailed within 5-7days of purchase.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

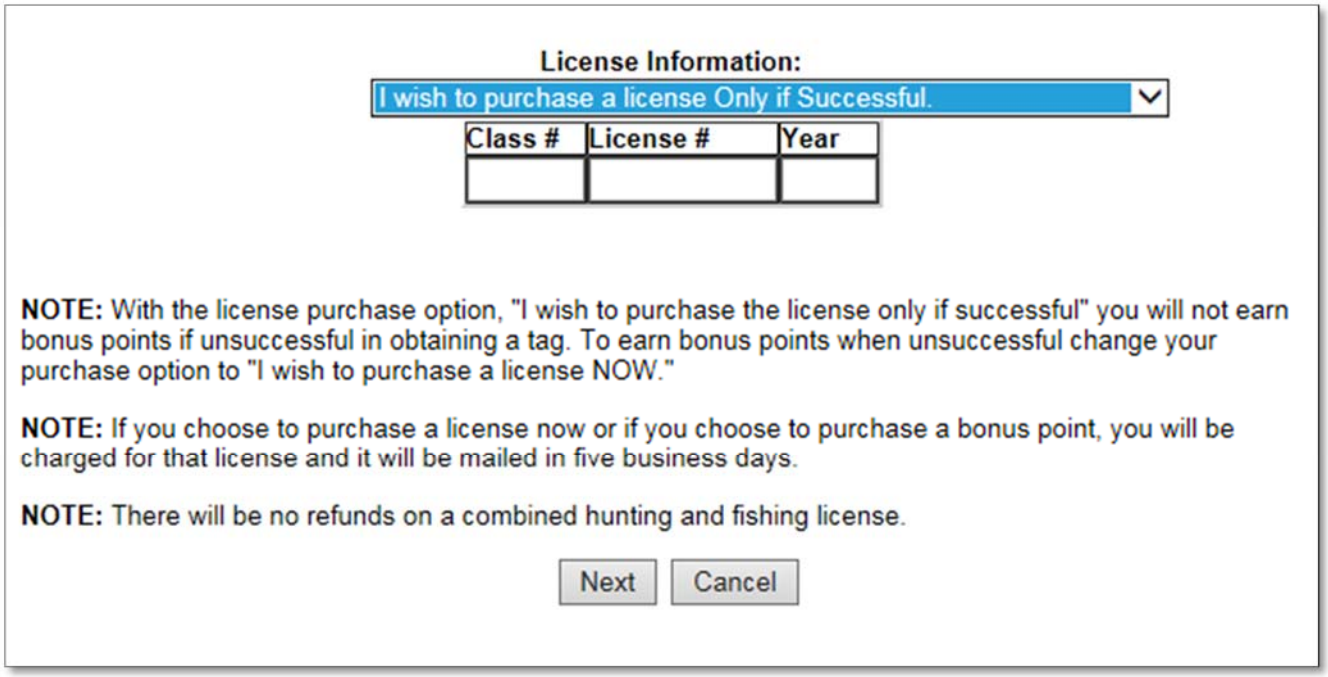

Figure 36: AHS Successful/Not Successful Purchasing Options

3.4.27.32 Draw Conclusion. Immediately following the conclusion of the draw, an electronic copy will be captured on a portable hard drive, sealed in an envelope and placed in a Bank Vault. A series of reports must be run after draw processing is complete. At a minimum the following draw reports will be generated:

A. Draw Number at A Glance Report

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Nevada Department of Wildlife
Draw Numbers at a Glance
2017 Draw 5 , Main Big Game

05/24/17
Page 1

Interval Begin	Interval End	Act. Interval Ave. Draw	Exp. Interval Ave. Draw	Delta %	Actual Interval Count	Exp. Interval Count	Delta	Delta % Dev.
1	2,000,000	1,000,962	1,000,001	-0.05%	152,236	151,844.70	391	0.26%
2,000,001	4,000,000	3,000,621	3,000,001	-0.03%	152,299	151,844.70	454	0.30%
4,000,001	6,000,000	4,998,323	5,000,001	0.08%	152,656	151,844.70	811	0.53%
6,000,001	8,000,000	6,999,624	7,000,001	0.02%	151,358	151,844.70	-487	-0.32%
8,000,001	10,000,000	9,000,493	9,000,001	-0.02%	151,526	151,844.70	-319	-0.21%
10,000,001	12,000,000	11,000,458	11,000,001	-0.02%	151,893	151,844.70	48	0.03%
12,000,001	14,000,000	12,996,443	13,000,001	0.18%	151,679	151,844.70	-166	-0.11%
14,000,001	16,000,000	15,001,790	15,000,001	-0.09%	151,356	151,844.70	-489	-0.32%
16,000,001	18,000,000	17,004,271	17,000,001	-0.21%	151,956	151,844.70	111	0.07%
18,000,001	20,000,000	18,998,001	19,000,001	0.10%	151,312	151,844.70	-533	-0.35%
20,000,001	22,000,000	20,999,181	21,000,001	0.04%	152,013	151,844.70	168	0.11%

Figure 37: Draw Numbers at a Glance Report

B. Tag Sold Remaining Tag

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Nevada Department of Wildlife
Tags Sold and Remaining after 2017 Draw # 5

05/24/2017

			Resident/Combined			Non Resident		
Hunt Number	Hunter Choice	Unit Description	Original Quota	Tags Sold	Tags Remaining	Original Quota	Tags Sold	Tags Remaining
1000	999	ANY OPEN UNIT FOR ANTLERED MULE	22	22	0	0	0	0
1107	690	UNITS 011 - 013	20	20	0	0	0	0
1107	691	UNIT 014	20	20	0	0	0	0
1107	692	UNIT 015	15	15	0	0	0	0
1107	693	UNIT 021	15	15	0	0	0	0
1107	694	UNIT 022	25	25	0	0	0	0
1107	695	UNIT 031	65	65	0	0	0	0
1107	696	UNIT 032	60	37	23	0	0	0
1107	697	UNIT 033	8	8	0	0	0	0
1107	698	UNIT 034	10	10	0	0	0	0
1107	699	UNIT 035	40	40	0	0	0	0
1107	700	UNITS 041, 042	15	15	0	0	0	0
1107	701	UNITS 043 - 046	110	110	0	0	0	0
1107	702	UNIT 051	130	130	0	0	0	0
1107	703	UNITS 061, 062, 064, 066 - 068	475	475	0	0	0	0
1107	704	UNIT 065	20	20	0	0	0	0
1107	705	UNITS 071 - 079, 091	170	170	0	0	0	0
1107	706	UNIT 081	15	15	0	0	0	0
1107	707	UNITS 101 - 109	225	225	0	0	0	0
1107	708	UNITS 111 - 113	275	275	0	0	0	0
1107	709	UNITS 114, 115	60	60	0	0	0	0
1107	710	UNIT 121	70	70	0	0	0	0
1107	711	UNITS 131 - 134	130	130	0	0	0	0
1107	712	UNITS 141 - 145	155	131	24	0	0	0

Page 1

Figure 38: AHS Remaining Tag Report

C. Successful List

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Nevada Department of Wildlife
Successful Draw List
2017 Draw 3, Spring Turkey

02/22/2017

Hunt	Area Unit	Appl #	Man #	Draw #	Quota	Hunter Name	Street Address	City	St	Zip Code
0131	115	600728	1 / 1	2818572	1	ABBOTT, DANIEL E	6235 LA PALMA PKWY	LAS VEGAS	NV	89118-1430
0131	102	600637	1 / 1	433753	9	ABLES, JUSTIN E	PO BOX 281224	LAMOILLE	NV	89828-1224
0131	041	600105	1 / 1	110353	8	ALBRIGHT JR, SAMUEL D	3111 MEADOWLANDS DR	SPARKS	NV	89431-1444
0131	115	600720	1 / 1	2239000	4	ALEXANDER, WAYNE A	1625 JENSEN CT	BATTLE MOUNTAIN	NV	89820-4036
0131	102	600286	1 / 1	588950	7	BAIR, LONI E	720 CLOVER DR	SPRING CREEK	NV	89815-7300
0131	041	600806	1 / 1	1544374	4	BAKE, DALE E	PO BOX 1959	LOVELOCK	NV	89419-1959
0131	041	600805	1 / 1	1396939	5	BAKE, OWEN M	PO BOX 1959	LOVELOCK	NV	89419-1959
0131	203	600556	1 / 1	260774	1	BAKER, JOE D	344 WAGON WHEEL WAY	DAYTON	NV	89403-9767
0131	203	601078	1 / 1	84137	4	BARTON, PHILLIP L	5905 INGLESTON DR	SPARKS	NV	89436-5012
0131	203	600858	1 / 1	180664	2	BENNETT JR, JOE R	PO BOX 1722	TONOPAH	NV	89049-1722
0131	203	600767	1 / 1	48028	3	BERTRAND, TRAVIS E	1201 HARDESTY DR	RENO	NV	89509-3118
0131	203	600463	1 / 1	49403	2	BIRD, RYAN G	1945 ALPHABET DR	RENO	NV	89502-8784
0131	101	601010	1 / 1	757932	3	BROLINE, ALBERT M	400 OMNI DR	SPARKS	NV	89441-8538
0138	203	600793	1 / 1	81646	2	BROWN, BAILEY A	375 WILD HAWK CT	SPARKS	NV	89436-5655
0131	041	600239	1 / 1	913273	1	BROWN, KEITH W	785 OAK CREEK DR	RENO	NV	89511-1064
0131	101	600538	1 / 1	570835	5	BUCKINGHAM, BRENT B	623 HOLIDAY DR	SPRING CREEK	NV	89815-6623
0131	102	600640	1 / 1	903386	4	CARLSON, TODD A	2425 CHUKAR DR	WASHOE VALLEY	NV	89704-9039
0131	243	600305	1 / 1	252114	3	CHAVIRA, PEDRO	4909 EUGENE AVE	LAS VEGAS	NV	89108-3029
0131	203	600695	1 / 1	252940	2	CLARK, CHRISTOPHER M	1375 BELFORD RD	RENO	NV	89509-3903
0131	041	600867	1 / 1	1800279	1	COCHRAN, DAVID S	315 W 2ND ST	BATTLE MOUNTAIN	NV	89820-1855
0131	102	600772	1 / 1	293343	11	COONEY, JAMES R	5400 E BROOKDALE DR	RENO	NV	89523-2218
0131	203	601259	1 / 1	192839	4	COOPER, STAN	2870 SPRINGLAND DR	SPARKS	NV	89434-2643
0131	102	600790	1 / 1	475449	8	DALTON, JERRY E	2320 CONNIE VIEW DR	ELKO	NV	89801-4480
0131	115	600397	1 / 1	1571885	9	D'ANGELO, BARTHOLOMEW J	9025 SILK BONNET CT	LAS VEGAS	NV	89143-5422
0131	203	600839	1 / 1	233713	3	DAVIDS, DENNIS C	1910 BAFFORD LN	FALLON	NV	89406-7418
0131	203	601279	1 / 1	35988	5	DIMSHA, GREG W	475 EMBER CT	SPARKS	NV	89436-8991
0131	102	600786	1 / 1	1081099	1	DUTTON, SHABONYA R	661 ELLENS WAY	ELKO	NV	89801-2841
0132	115	601016	1 / 1	3201455	1	EDWARDS, RONALD E	2034 E PEPPERWOOD DR	SANDY	UT	84092-4703
0131	041	600928	1 / 1	1717965	3	EHNI, ELLERY R	1575 CLEMSON RD	RENO	NV	89502-3170
0131	041	600724	1 / 1	513983	3	FORBUSH, GEORGE M	2040 LENTICULAR DR	SPARKS	NV	89441-4862
0131	203	600759	1 / 1	109349	3	FRENCH, RICHARD W	201 MILKE WAY	SPARKS	NV	89436-6024
0131	203	600605	1 / 1	40065	4	FRENCH SR, ROGER M	5292 BENTGRASS DR	STAGECOACH	NV	89429-8481
0131	243	601033	1 / 1	582263	1	FRUTH, BRANDON J	1514 DOROTHY DR	BOULDER CITY	NV	89005-3608
0131	115	600550	1 / 1	277096	21	GATES, MICHAEL P	130 STONE AVE	BATTLE MOUNTAIN	NV	89820-1936
0138	243	600351	1 / 1	5812413	3	GRAY, CRISTIAN L	913 SAN BRUNO AVE	HENDERSON	NV	89002-9421
0131	041	600824	1 / 1	1063266	9	GREEN, SARAH E	3300 INDIAN LN	RENO	NV	89506-9751
0131	041	600825	1 / 1	1143978	8	GREEN, SCOTT E	3300 INDIAN LN	RENO	NV	89506-9751
0138	115	601169	1 / 1	1537111	2	HANSEN, SIDNEY M	2380 OPAL DR	ELY	NV	89301-3120
0138	243	600713	1 / 1	9344244	1	HARDY, PAYTON R	4104 PERFECT LURE ST	LAS VEGAS	NV	89129-6090
0138	231	600222	1 / 1	5664768	1	HAUGUEL, MAURICE A	2610 TROPICAL SANDS AVE	NORTH LAS VEGAS	NV	89031-1166
0131	115	600221	1 / 1	1118067	14	HAUGUEL, MAURICE R	2610 TROPICAL SANDS AVE	NORTH LAS VEGAS	NV	89031-1166
0132	041	600907	1 / 1	27839928	1	HEFFRON, MARC	8815 NW 76TH ST	TAMARAC	FL	33321-2435
0132	115	600093	1 / 1	2754910	2	HENDERSON, JUSTIN E	276 S 860 E	SALEM	UT	84653-6000

Report: Successful_Draw_List 1

Figure 39: AHS Successful Draw List

D. Unsuccessful List

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

E. Withdraw List

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.33 48 hour Draw Results. Within 48 hours of the draw the initial draw results must be posted on the website. This listing includes a successful, unsuccessful, and withdraw list. It also has a successful list that is alphabetical by hunt and hunter choice.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract. In addition, SCI will send text messages to all applicants identifying the status of their application(s).

A. Due to the number of clients that apply the online lookup must be user friendly. The successful, unsuccessful, and withdraw lists are alphabetical.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Figure 40: AHS Application Status List

B. These online lists are public information and only display the First Name, Last Name, City and successful hunt and unit short description due to privacy concerns.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.34 Post Drawing Reports. Following the second draw the Statewide Warden List is provided to the Law Enforcement Division for distribution to the wardens.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Nevada Department of Wildlife
Law Enforcement List
2017 Draw 2

05/11/2017

Recipient:
Hunt: 5232 NONRES MOUNTAIN LION HUNT 5232
Hunter Choice: MTL Unit: STATEWIDE EXCEPT UNITS 033, 269, 280 - 284 AND 286 WHICH ARE CLOSED
Season: MAR 1, 2017 - FEB 28, 2018

Hunter Name	Street Address	City	St	Zip Code	DOB	Gender	Appl #	Man #
ANDRADE, BRENDON M	1402 ALEXANDRIA DR	SAN DIEGO	CA	92107-3939	12/27/1987	M	601507	1 /
COLLINS, FORREST D	336 HILLHOUSE AVE	MEDFORD	OR	97504-7062	8/30/1955	M	602303	1 /
HENNING, JOHN S	3644 COUNTY ROAD U	ORLAND	CA	95963-9820	11/1/1963	M	000111	1 /
HICKS, PAUL G	222 W EXCHANGE AVE	FORT WORTH	TX	76164-8142	11/13/1958	M	601620	1 /
PEREZ, DANIEL J	PO BOX 218	WESTLEY	CA	95387-0218	10/31/1949	M	602176	1 /
ROSS JR, GEORGE G	300 IRENE ST	TAFT	CA	93268-2210	11/24/1936	M	602255	3 /
WEBBER, ROBERT B	3430 NW SPRINGHILL DR	ALBANY	OR	97321-9127	11/22/1967	M	000006	1 /

Report: Law_Enforcement_List_Draw 1

Figure 41: AHS Post Drawing Reports

3.4.27.35 Bonus Point Update. The final step in the draw process is to update bonus points. Applications are evaluated based upon successful or unsuccessful status. Points are awarded only to unsuccessful applicants. For successful applicants, the bonus points are set back to zero for the hunt(s) for which they were successful.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.36 Remaining Tags. If quota is remaining for any hunt after the second draw for the big game hunt, remaining tags will be issued in a first come first serve process online. The Commission will select an initial date as the first date upon which applications may be accepted for the remaining tags.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.37 Other Reports. The Reports and Labels Menu provides the ability to print a wide variety of standard reports. Types of standard reports include:

A. Print of the Application Master File

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

B. A variety of cash control and finance reports

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract, as is shown in figure 42.

Nevada Department of Wildlife 5/30/2017

2017 Main Big Game Draw
Posting Cash Control Report

Method of Payment	Count	Current Amount	Original Amount
Cash/Check/Money Order	2,329	$267,368.50	$273,712.50
Credit Card -- Authorized Payment	279,891	$10,110,123.80	$7,954,449.60
Grand Totals:	282,220	$10,377,492.30	$8,228,162.10

Figure 42: Cash Control Report

C. A series of client disqualification reports

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Nevada Department of Wildlife 05/30/2017

Exception Report for 2017 Draw 5, Main Big Game

HUNTING LICENSE REVOKED

Batch #	Application	Client Number	Client Name	Birthdate	Field Contents
0000069	001438- P-1	542336628	MCWADE, ADAM P	05/29/1990	Revocation
0000069	001438- T-1	542336628	MCWADE, ADAM P	05/29/1990	Revocation
0000070	001459-1331-2	625121376	WARREN, STUART N	10/21/1974	Revocation
0600086	643676-3251-1	601245474	HINCHA, RICHARD G	09/21/1969	Revocation
0600086	643680-4261-1	601245474	HINCHA, RICHARD G	09/21/1969	Revocation
0600086	643682-1331-1	601245474	HINCHA, RICHARD G	09/21/1969	Revocation
0600102	657266- A-1	585687002	LOPEZ, ROBERT L	09/14/1954	Revocation
0600102	657267- R-1	585687002	LOPEZ, ROBERT L	09/14/1954	Revocation
0600102	657268- O-1	585687002	LOPEZ, ROBERT L	09/14/1954	Revocation
0600102	657269-3251-1	585687002	LOPEZ, ROBERT L	09/14/1954	Revocation

10 Total Exceptions ITING LICENSE REVOKED

Figure 43: AHS Exception Report

D. Print of the Client Master File

SCI has provided this feature as a saleable list under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

E. Quota Reports

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Nevada Department of Wildlife
Tags Sold and Remaining after 2016 Draw # 5

05/25/2016

			Resident/Combined			Non Resident		
Hunt Number	Hunter Choice	Unit Description	Original Quota	Tags Sold	Tags Remaining	Original Quota	Tags Sold	Tags Remaining
1000	999	ANY OPEN UNIT FOR ANTLERED MULE	22	22	0	0	0	0
1101	687	UNITS 114*, 116* EARLY. WITHIN 1 MIL	5	5	0	0	0	0
1101	688	UNITS 114*, 116* LATE. WITHIN 1 MILE	30	30	0	0	0	0
1107	646	UNITS 011 - 013	40	40	0	0	0	0
1107	647	UNIT 014	40	40	0	0	0	0
1107	648	UNIT 016	10	10	0	0	0	0
1107	649	UNIT 021	10	10	0	0	0	0
1107	650	UNIT 022	25	25	0	0	0	0
1107	651	UNIT 031	60	60	0	0	0	0
1107	652	UNIT 032	55	45	10	0	0	0
1107	653	UNIT 033	15	15	0	0	0	0
1107	654	UNIT 034	15	15	0	0	0	0
1107	655	UNIT 035	35	29	6	0	0	0
1107	656	UNITS 041, 042	15	15	0	0	0	0
1107	657	UNITS 043 - 046	110	110	0	0	0	0
1107	658	UNIT 061	130	121	9	0	0	0
1107	659	UNITS 061, 062, 064, 066 - 068	475	475	0	0	0	0
1107	660	UNIT 065	15	15	0	0	0	0
1107	661	UNITS 071 - 079, 091	190	190	0	0	0	0
1107	662	UNIT 081	15	15	0	0	0	0
1107	663	UNITS 101 - 109	225	225	0	0	0	0
1107	664	UNITS 111 - 113	170	170	0	0	0	0
1107	665	UNITS 114, 116	70	70	0	0	0	0
1107	666	UNIT 121	55	55	0	0	0	0

Page 1

Figure 44: AHS Remaining Tag Report

F. Bonus Point Analysis

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

G. Error Statistics

SCI will work with NDOW during the JAD session to determine additional reports.

H. Analysis of Hunter Choices and party size

SCI will work with NDOW during the JAD session to fulfill this requirement.

I Client Profile reports – redacted and open

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

J. Client Application detail reports - redacted and open

The AHS system current provides this report, SCI will add an addition redacted edition of this report.

K. Client Return Card detail reports - redacted and open

SCI will work with NDOW during the JAD session to fulfill this requirement.

3.4.27.38 Returned Tags. Regulation allows for tags to be returned up to 1 business day prior to the opening day of the season. A tag may be returned if the client or a member of the family within the third degree of consanguinity dies, has a medical reason or is in the Armed Forces of the United States and has been transferred. In these cases of a return, the fees are refunded, the application status is changed to unsuccessful, eligibility and bonus points are restored. If the tag is returned prior to 14 days of the opening day of the season an alternate tag is issued. Depending on the timing the refund could occur as a credit to the credit card or there may be a refund check issued if the credit cannot be made. Both the tag refund and the issuance of an alternate tag are reported on the Bi-weekly Revenue and Disbursement report.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

A. Clients can also return a tag for any reason up to one business day prior to the season opening. In these cases, the client will not receive a refund but will have their application marked unsuccessful, have their bonus points and eligibility restored and earn a bonus point for the application status change. Alternate tags are issued if they are returned up to 14 days before the opening day of the season.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.39 Alternative Tags. At the time of application, a client can select an option to be an alternate for that species if a tag is returned on their first hunter choice number. An alternate list is generated after the draw and it will list those applicants that were unsuccessful in drawing a tag in draw number order. When a tag is returned in the required time frame it can be issued to an alternate if there is one available for that hunter choice.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

Nevada Department of Wildlife
Alternate List

06/23/2016

Hunt: 1107 RESIDENT JUNIOR HUNT 1107
Choice: 673 UNIT 192
Area: 192

Draw #	Quota	Appl #	Hunter Name	Street Address	City	St	Zip Code	Day Phone	Home Phone	Alternate Tag Received
5003667	15	701176	JACKSON, TY D	1284 KIMBLES WAY	GARDNERVILLE	NV	89410-5891	(775) 783-3536		
5003667	14	701176	JACKSON, CHASE D	1284 KIMBLES WAY	GARDNERVILLE	NV	89410-5891	(775) 783-3536		
5203989	13	669360	REHBERGER, CHRISTOPHER M	688 BRIDGER CT	INCLINE VILLAGE	NV	89451-8611	(775) 831-7765	(775) 831-7765	
5825084	12	784602	REED, HUNTER E	1362 BROOKE WAY	GARDNERVILLE	NV	89410-4829	(775) 720-7204	(775) 720-7204	
8230223	11	737665	ATKINSON, DYLAN J	840 ALENA WAY	SPARKS	NV	89441-8865	(775) 624-4454		
8694610	10	635392	CUNNING, THOMAS J	1630 SCOTT VALLEY RD	RENO	NV	89523-2154	(775) 409-2411		
9052125	9	640404	CLUTTS, ANDREW I	1589 SARATOGA CT	MINDEN	NV	89423-9214	(775) 392-1711		
9102113	8	793054	FUNK, STERLING I	1407 MISSION ST	GARDNERVILLE	NV	89410-5483	(775) 691-8667	(775) 691-8667	
10408331	7	779276	JACOBSON, ERIK K	2241 PARK PL STE D	MINDEN	NV	89423-8616	(775) 782-5013	(775) 782-5013	
11472737	6	734078	STYES, TANNER C	215 MCCLELLAN DR	WASHOE VALLEY	NV	89704-9728	(775) 230-2975		
11509307	5	784794	BINNELL, MICHAEL J	5100 TWIN SPRINGS RD	RENO	NV	89510-9305	(775) 770-4077		
11937761	4	771938	ANTTI, JONATHAN R	1780 BUCKTHORN CT	MINDEN	NV	89423-4127	(775) 782-2018	(775) 782-2018	
12286943	3	792518	FUNK, HALEY S	1407 MISSION ST	GARDNERVILLE	NV	89410-5483	(775) 691-8667	(775) 691-8667	
13678634	2	648662	SANTOYO, DIEGO X	2584 MACKAY WAY	MINDEN	NV	89423-7019	(775) 781-7363	(775) 881-8466	
14952536	1	704557	LOPRESTI, TAYLOR	1406 RIDGE POINT DR	CARSON CITY	NV	89706-2394	(775) 297-5902		
16118152	0	694942	GANSBERG, LUKE C	1037 WATERLOO LN	GARDNERVILLE	NV	89460-9720	(775) 782-7151	(775) 782-7151	No
18112670	0	675924	HICKS, EMILY E	1881 PINTO CIR	GARDNERVILLE	NV	89410-6818	(775) 265-1918		Yes
21954135	0	788528	EUSE, NICHOLAS C	830 SINGINGWOOD DR	RENO	NV	89509-5921	(775) 846-3811		Yes
22231068	0	703429	MCGILL, DENVER R	1621 CARLSON DR	GARDNERVILLE	NV	89410-6623	(775) 790-2293		Yes
24464453	0	624594	BELLARD, JACKSON P	1701 LA MIRADA ST	CARSON CITY	NV	89703-2322	(775) 883-2448		Yes
27733412	0	603153	HONE, AMANDA L	490 MOTTSVILLE LN	GARDNERVILLE	NV	89460-6308	(775) 782-4571		No
29734031	0	760758	CANNOY, DAKOTA J	1369 LANGLEY DR	GARDNERVILLE	NV	89460-8867	(775) 450-4912	(775) 392-0906	Yes
32886871	0	787113	DANIELS, CAMERON I	1334 TOIYABE AVE	GARDNERVILLE	NV	89410-5328	(775) 781-2535		Yes
33605264	0	757344	LIGGETT III, WILLIAM T	1323 MUIR DR	GARDNERVILLE	NV	89460-8837	(775) 901-0778		Yes
35440358	0	787114	DANIELS, JAXIN	1334 TOIYABE AVE	GARDNERVILLE	NV	89410-5328	(775) 781-2723	(775) 781-2535	Yes
35483631	0	608556	MUSCOTT, KASANDRA E	1374 ELGES AVE	GARDNERVILLE	NV	89410-5352	(775) 443-0671		No
36820219	0	693911	BENSON, JOSHUA S	1127 E ROLAND ST	CARSON CITY	NV	89701-7831	(775) 721-5177	(775) 721-5177	No
36953032	0	749305	CUMMINS, TRINITY	744 LASSEN WAY	GARDNERVILLE	NV	89460-8132	(775) 720-0977		No
38352676	0	734749	DUMAS, TANNER M	1510 LONG BOW CT	GARDNERVILLE	NV	89410-5672	(775) 782-4010	(775) 901-2808	Yes
39697766	0	770943	MORRIS, HUNTER E	2865 MAC DR	MINDEN	NV	89423-8038	(775) 267-6530		No
40288042	0	761196	CANNOY, MADISON L	1369 LANGLEY DR	GARDNERVILLE	NV	89460-8867	(775) 392-0906		Yes
42177522	0	791947	PETERMAN, BRENNAN J	1620 KOONTZ LN	CARSON CITY	NV	89701-6505	(775) 883-5544	(775) 883-5544	Yes
48910551	0	610025	HERNANDEZ, ANTHONY J	1433 SALLY LN	GARDNERVILLE	NV	89460-8238	(775) 790-1306	(775) 265-1588	No
54067153	0	785600	MARICICH, SOPHIA M	PO BOX 1713	GARDNERVILLE	NV	89410-1713	(775) 265-1763		Yes
54067153	0	785600	MARICICH, CHAD J	PO BOX 1713	GARDNERVILLE	NV	89410-1713	(775) 265-1763		Yes
58355703	0	711316	ALTRINGER, CAMDEN M	601 BLUEROCK RD	GARDNERVILLE	NV	89460-8456	(775) 315-3455		No
58355703	0	711316	ALTRINGER, ASHLYN R	601 BLUEROCK RD	GARDNERVILLE	NV	89460-8456	(775) 315-3455		No

Report: Alternate_List_Deer 626

Figure 45: AHS Alternate Tag Report

A. The Alternate tag process in the system automatically charges the clients account and issues the alternate tag.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

B. An exception to this process is for the Restricted Nonresident Guided hunt. If the tag that is being returned is for this hunt the Administrator has review alternate master guide eligibility prior to issuing the tag. If the Master Guide has reached his 30 client maximum for the guided hunt the Administrator must go on to the next alternate.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

C. Alternate tags that are issued and reported.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.40 Third Party Errors. Neither the Administrator nor NDOW is responsible for third-party errors. However, Nevada Administrative Code allows for consideration to the client for specific circumstances where it can be verified in writing by the bank or postal service, that their error was the sole cause for the application to reject. If the error is identified prior to the draw, the application will be corrected to show that it is "OK" to proceed through the draw. If the error is discovered after the draw, after receipt of proper documentation from the bank or postal service, the applicant will receive a bonus point.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.41 Monies from any tags, licenses or refunds issued as part of this section are reported.

SCI has provided this feature on a revenue and disbursements report in the existing AHS system and will continue to do so if awarded the NWDS II contract.

3.4.27.42 Duplicate Tags. In the event of lost or stolen tags, duplicates can be obtained through the NDOW regional offices. The client signs an affidavit and the tag is processed by NDOW staff. A copy of the affidavit is forwarded to the NDOW headquarters office to be filed. Each NDOW office can print duplicate tags directly from the live file. After the tag is printed the pseudo number and actual tag number reconciled by the NDOW staff.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

A. Through access via the Internet NDOW can login remotely to the system. NDOW staff can locate the application and tag record and print the duplicate at their location for the client.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract. Access to all approved components will be made available to NDOW staff through the NWDS II web interface.

3.4.27.43 Manual Tags. Manual tags are issued by NDOW for landowner damage compensation, elk incentive, private land elk, small emergency depredation, Heritage tag hunts. These tags are processed individually using the "Manual/Duplicate Tags" option of the NDOW Processing menu.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract. Users with the necessary privileges may manually enter successful applications and generate a tag for the given application.

3.4.27.44 Military Deferred Tags. Military deferred tags are for those active military that receive notification they are being deployed or mobilized after receiving the tag. Regulation allows for them to return the tag and opt to defer the tag up to two years for the same hunt and unit group. Applicant must provide proper documentation.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract.

3.4.27.45 Saleable Lists. Much of the information in the system is public information and can be made available to clients for a reasonable fee. Formats for delivery of the information include lists, labels, diskettes or other electronic media. The file must have a flag to exclude clients who have requested not to be on the lists. Requests are processed by the Administrator who keeps the fees collected for the work performed.

SCI has provided this feature under the existing AHS contract and will continue to do so if awarded the NWDS II contract, as is shown in figure 46.

SYSTEMS CONSULTANTS
WILDLIFE ADMINISTRATIVE SERVICES OFFICE

2017 COMPUTER GENERATED PRODUCTS ORDER FORM

Payment must be in the form of a Money Order or Cashier's Check made payable to:
SYSTEMS CONSULTANTS, 185 N Maine Street, Fallon, NV 89406 Phone (775) 423-7577

First Name: _____ Middle Initial: ____ Last Name: _____

Address: _____
(PO Boxes cannot be used for Express Mail deliveries)

City: _____ State: _____ Zip Code: _____

eMail Address: _____
(Required for eMailed products including Electronic Labels, Electronic Lists and Electronic Files)

Daytime Telephone Number: _____

Please copy this form for each product ordered.

Product Number: _____ Product Description: _____

Format Type: (Select one)

____ Lists
____ Labels
____ CDs
____ Electronic Lists
____ Electronic Labels
____ Electronic Files

Sort Sequence: (Select one)

____ Name
____ Zip Code & Name (Default for labels)
____ Hunt and Name (Default for lists)
____ Other (Additional charges may apply based on the sort requested. Please contact Systems Consultants at (775) 423-1345 for a quote prior to submitting your order.)

Duplicates: (Select one)

____ Please eliminate duplicate records by Hunter Client Number and only use one per Hunter selected. (***By selecting this option, the Hunt, Hunter Choices, Status and Tag Area data fields will NOT be included in the information you receive!)***

____ Please include all records even if there is more than one record per Hunter selected.

OFFICE USE ONLY							
Rcvd	Init	ToU	Gen	Init	Ship	eMail / ftp / UPS / USPS / Other	Init

2017 Saleable List Order Form and Information 7

Figure 46: AHS Saleable List

3.4.27.46 Volunteer Program

A. Wildlife volunteers are involved in every division of the agency. There are 8,011 volunteers in the current system. The projects include jobs such as stocking, fish sampling, nesting surveys, check station assistance, interpretation, seed collection, and guzzler projects.

We have read and understood the significance of the Volunteer program in terms of its depth and scope and integration and significance to NDOW's activities. Several of our staff have participated in volunteer programs including teaching at Workshops (the Application Hunt Workshop explaining the draw process), and assisting at Guzzler projects.

B. The Nevada Department of Wildlife Volunteer Program is administered by the Nevada Department of Wildlife, Conservation Education Division Bureau. Volunteer members work with regular full-time Division staff members such as wildlife and fisheries biologists, wildlife installation specialists, interpreters and other staff.

We have read and understood the significance of the Volunteer program in terms of its depth and scope, and integration and significance to NDOW's activities. Several of our staff have participated in volunteer programs including teaching at Workshops (the Application Hunt Workshop explaining the draw process), and assisting at Guzzler projects.

C. The system must be able to enable volunteers to utilize the online system to track hours, recruitment, application on boarding process, and volunteer duties performed.

SCI will review the Samaritan Technologies Volunteer Program documentation and secure demonstrations from NDOW's Con Ed Division of the system in use. Then we'll hold a JAD session on the Volunteer system requirements and incorporate these capabilities within NWDS II. It is our plan to have a two phase development of the NWDS II, the first phase to come on line at the end of the current contract on December 15, 2017. The second phase including the Volunteer Program features will come line December 1, 2018.

We currently track hours by day, category, travel time, range time, class time, prep time, and etc. for Con Ed Instructors along with mileage via the NWDS Con Ed class/instructor components. We do this to comply with Federal audit rules in regards to treatment of matching of federal funds for volunteer in kind costs for instructors. This effort has been successful, and we've added export capabilities to produce Excel spreadsheets for the requests and the audits.

We see the need to track hours as a logical extension of what has been done for Con Ed Volunteer Instructors. However, we believe it should be expanded so that the volunteers themselves can enter their time by day, category and project and mileage and other in kind donations (if they provide their own equipment, supplies, etc.). We would also propose that the sign up process allow for individuals

to login in and view various volunteer opportunities and sign up. Once signed up, the system would generate follow-up to the project coordinators on NDOW staff so that they could acknowledge the presence of the individual in the project if hours were not submitted and this would trigger automated follow-up by email with the volunteers to submit their time and donations for recognition and federal matching to maximize the match.

In addition, the system could be used for recruitment in two fashions. First, potential volunteers could be contacted based upon exports of emails from Client lists meeting particular criteria. I.e., to recruit participation in a guzzler project, prior participants in other similar project can be contacted, and individuals with some geographic proximity to the site could be contacted in an automated fashion. In addition, the initial application to become a volunteer can be recoded with attributes as to project types they would be interested in helping, and this information could be combed for recruitment for specific projects.

There is another, second aspect to recruitment and that is the impact of instructor volunteers on subsequent participation by their students. Namely, does the instructor of a particular fly-tying class or archery class have a higher participation (both in sheer numbers and in longevity) by students in subsequent fishing license or hunting license purchases? Similarly, with the combining of the AHS and NWDS data bases into a central unified data base it will be possible to track student recruitment to the application hunt process as well, along with measuring their continued participation in the subsequent years.

We will review the application process within Samaritan's system and develop a process to accept applications on line as well as to enter them based upon letters or emails received. At the least, we presume these applications should include categories of interest, time availability, limitations, contact information, etc. etc. Then once an application has been received there should be a process similar to the process used for routing SLAPs through appropriate approvals. I.e., the volunteer who cites heavy equipment experience may need to be vetted appropriately before they are sent opportunities to use their skills.

D. For new volunteers, the system shall create a unique identification (ID) number for each volunteer. The Volunteer ID number shall be used as the primary identifier to associate volunteers to the event. The Volunteer ID number may also be associated to the Customer ID number that belongs to that volunteer.

SCI has extensive experience with converting 3rd party and in house systems for NDOW, loading the data into NWDS, preserving existing IDs and offering a vehicle to begin generating new IDs in the manner preserved by NDOW. We note we have done this on multiple occasions, including the preservation of existing Boat IDs (i.e., NV0001AX), Instructor IDs, Citation #s, License #s, Hunter Ed Certificates, etc. etc. In each of these cases we provided a seamless vehicle for NDOW to define the starting sequence of the next ID. In some cases NDOW opted to continue with the existing numbering uninterrupted (Boat IDs are good example) and in other cases to begin the next number at a different point while preserving the existing numbers (Instructor ID, Hunter Ed Certificates, etc.).

SCI will convert the existing Samaritan system Event IDs for the existing events, preserving the existing IDs. For new IDs we'll have a predefined "next number" in the MISC_PARMS table as we do for Boat IDs, Client IDs, Instructor IDs, etc. This parameter is used by a stored procedure to both retrieve the current "next number" and to update and store a new "next number". If NDOW chooses to number events independently by category of event (in much the same fashion as Hunter Ed Certificates are numbers separately between conventional certificates and Bow Hunter Ed Certificates), then we'll record the "next number" on the Event Category table as we did with the Courses Table in the Con Ed System, allowing for separate numbers, separate prefixes, etc. for each type of certificate (or in the case, each type of event).

E. The proposed solution must include event ID numbers for the event records currently in the volunteer database. For new events, the system shall create a unique identification (ID) number. The Event ID number shall be used as the primary identifier to associate events to volunteers.

SCI has extensive experience with converting 3rd party and in house systems for NDOW, loading the data into NWDS, preserving existing IDs and offering a vehicle to begin generating new IDs in the manner preserved by NDOW. We note we have done this on multiple occasions, including the preservation of existing Boat IDs (i.e., NV0001AX), Instructor IDs, Citation #s, License #s, Hunter Ed Certificates, etc. etc. In each of these cases we provided a seamless vehicle for NDOW to define the starting sequence of the next ID. In some cases NDOW opted to continue with the existing numbering uninterrupted (Boat IDs are good example) and in other cases to begin the next number at a different point while preserving the existing numbers (Instructor ID, Hunter Ed Certificates, etc.).

SCI will convert the existing Samaritan system Event IDs for the existing events, preserving the existing IDs. For new IDs we'll have a predefined "next number" in the MISC_PARMS table as we do for Boat IDs, Client IDs, Instructor IDs, etc. This parameter is used by a stored procedure to both retrieve the current "next number" and to update and store a new "next number". If NDOW chooses to number events independently by category of event (in much the same fashion as Hunter Ed Certificates are numbers separately between conventional certificates and Bow Hunter Ed Certificates), then we'll record the "next number" on the Event Category table as we did with the Courses Table in the Con Ed System, allowing for separate numbers, separate prefixes, etc. for each type of certificate (or in the case, each type of event).

F. The system must compute the proper event fees for each type of event. See attachment of stored procedure on how those events are accounted for to enable reporting to the correct Federal agency for funding.

We were unable to locate the referenced attached stored procedure on how events are accounted to enable reporting to the correct Federal agency for funding. However, we have used both tables and stored procedures for similar determinations and calculations in other parts of AHS and NWDS. We prefer to use tables rather than stored procedures because this puts more power in the hands of

NDOW rather than requiring constant input and update for programmers as new events are added or existing event accounting procedures are changed. Currently NDOW has control over the accounting of License Fees directly (with NDOW's own input) in terms of the LICENSE_TYPES table updates as well as the LICENSE_TYPES_BUDGET_SPLITS that allow NDOW to determine the revenue splits and accounts (one or many) that are used and even to time the usage of these in case changes are made by the Legislature for a new fiscal year, etc.

We will review the requirements during the JAD session for the Volunteer program to determine if we can take the preferred approach of putting more flexibility and control in NDOW's hands by capturing the details in Tables within NDOW's control or whether we need to use stored procedures instead (something which is only within the control of programmers).

G. The system must manage and track participants in volunteer events and generate reports as needed.

We will ensure that the NWDS II system will allow for adding participants (either by the participant themselves in a consumer facing web site, or by NDOW staff in the counter version of the website), updating participant information etc. This information will include their interests, skills, etc. Through the consumer site, the individuals will be able to sign up for upcoming events and see their participation in completed events as well as enter their time and donations for events they participate completed. NDOW will have similar capability to review, update, and track participation by individual volunteers. In addition, there will be a suite of standard reports available that can be rendered to PDF or sent to an Excel Spreadsheet or CSV file as we've done with the Instructor Hours reports in the current NWDS system. Besides these "canned" reports, the new ActiveReports report writing capability will allow NDOW staff to create Ad Hoc Reports, exports, spreadsheets, etc. on demand as they see fit.

H. The system must provide a mechanism to track volunteer years of service, events, and service awards received.

The current NWDS system tracks instructors in "events" (namely classes), and calculates years of service, and proposes service awards by generating a report with suggested awards the instructor should receive based upon their length of service. The proposed awards, are printed in italics on the report to differentiate them from actual awards received. This is a nascent form of the request for tracking volunteer years of service, events and service awards being requested. Namely, in NWDS II, we will track all volunteers and not just instructors (who are volunteers). In addition, we'll track all events, not just classes and workshops. The problem with years of service is the issue of "break in service". Namely, with the Con Ed Hunter Education longevity awards, NDOW asked us how to solve the problem where someone becomes a hunter ed instructor in 1990, teaches for 6 years, leaves the state for 5 years and returns in 2001 to begin teaching again. NDOW didn't want to lose the original date they became an instructor, but they also didn't want the instructor to be credit for the 5 years when out of state. Our solution was to add a second date called "Tenure" date that could be adjusted to determine length of service with breaks in service calculated therein. Namely, the "Tenure" date for the example above would be 1995 as in effect, when the instructor returned in 2001, they should

be credited for five years of prior service and the 10 year, 20 year etc. awards should be earned on the based on the Tenure date, rather than the original 1990 date or the later 2001 date. We would also offer to automate this further by calculating a running total of years of service based upon participation in events. This criteria would be based upon either calendar year OR fiscal year at NDOW's discretion and if the volunteer met the minimum number of hours or events in that calendar or fiscal year, they would earn a year in terms of years of service for the award.

I. Customer Interface. Describe the complete process flow that a customer would go through to perform the following:

During the first phase of NWDS II (ending in December of 2017), we'll revamp and centralize the consumer web interface so that instead of one interface for NWDS activities (Con Ed registration, License Purchase, HIP reporting, Boat Registration renewals, etc.) and one interface for AHS activities (Big Game applications, First Come First Served tag sales, Big Game Harvest Reporting, Bonus point and Eligibility review), we'll have a single site that will incorporate all of these functions as well as add Volunteer program activities during Phase II including enrolling for projects, entering time, etc. etc.

1. Customer ID Location/Creation – Customers wishing to enroll in an event must have a method to locate an existing customer ID or create a new ID which links to other aspects of the system.

During the second phase of NWDS II (ending in December of 2018), we'll Incorporate the Volunteer program aspects and make them available to consumers (i.e., enrolling for a volunteer event and recording subsequent time and donations for that participation. The client will come to a single portal encompassing all interactions with the agency and will answer a question as to whether they are an existing client or a new client. If an existing client, they will have multiple means to identify themselves (Client ID and DOB, SSN and DOB, NV D/L and DOB). Once identified, they will be able to update their address and volunteer preferences and skills, much as they can currently login and update their address for license purchases, etc. If they are new to the system and don't have a client record, they will be able to create a new record complete with demographic information (name, address, DOB, height, weight, skills and volunteer interests and preferences).

If they are a new client, they will be provided with their Client ID for future use and their addition to the list of volunteers will be acknowledged with an email confirmation including their new Client ID. Whether they are an existing client or a new client, once the demographic information has been updated, all subsequent activity in the current session will be linked to this Client ID.

2. Locate and Register for an event - The secure public facing web interface must allow customers/volunteers to view event offerings, register for event and update personal information.

During the second phase of NWDS II (ending in December of 2018), we'll incorporate the Volunteer program aspects and make them available to consumers (i.e., enrolling for a volunteer event and recording subsequent time and donations for that participation. Once the client has either identified themselves as an existing client or created a new client record, they will be able to update their address and volunteer preferences and skills, much as they can currently login and update their address for license purchases, etc. If they are new to the system and don't have a client record, they will be able to create a new record complete with demographic information (name, address, DOB, height, weight, skills and volunteer interests and preferences).

Once identified, they will be given an opportunity for a number of different activities from applying on line for tags to purchasing licenses and reporting harvest to volunteering. If they elect volunteering, they will be presented with a list of opportunities which will be targeted to their skills, interest and geography. If desired, they can temporarily broaden their interest to include other volunteer activities (i.e., if they have expressed interest in "Guzzlers", those choices will come up, but they could expand temporarily to include other projects such as gathering seed, planting seed, etc.). Similarly, they can temporarily change and/or broaden their geographic interests into other areas. The client will come to a single portal encompassing all interactions with the agency and will answer a question as to whether they are an existing client or a new client. If an existing client, they will have multiple means to identify themselves (Client ID and DOB, SSN and DOB, NV D/L and DOB).

3. Enrollment Receipt – The system must produce a receipt upon completion (email confirmation) of enrollment in an event. There must be a means of reprinting this document for a designated timeframe.

The Volunteer features added in Phase II to NWDS II will include the generation of an enrollment receipt upon completion of enrollment in an event. This will be available to print from the completion screen and will also be emailed to the individual. If they revisit the system subsequently and look at their "pending events" activities they will be able to drill down and reprint to PDF and/or re-send the confirmation details as an email. We presume that for historically completed events there won't be a need to reprint the completion of enrollment confirmation and this would suffice in lieu of "a designated timeframe". However, if during the JAD sessions for the Volunteer system NDOW identifies that it either wants historical events available for re-generation of the enrollment confirmation or if it wants to limit the timeframe for this re-generation for even pending events, then will program accordingly.

J. NDOW Staff Interface & Administrative Tools

The Volunteer features added in Phase II to NWDS II will include a "counter" or "back office" system in the same fashion that the current NWDS system offers these kinds of features separate from what the consumer sees in the public facing web site. This staff interface is a secure web site with login security and restrictions as to the functions that can be performed, according to the user's assignment to various groups and those group's privileges.

1. The Vendor will provide a secure web interface to the volunteer database that will be used to access and manipulate real-time system data. All data manipulations must be logged, including the type, date, time and UserID. Describe a solution that will, at a minimum, allow NDOW to perform the following functions:

The current NWDS system has an ACTIVITY_LOG table where all logins and movements between modules are logged. Included in this log are "before" and "after" XML, field by field images of records changed, added or deleted; the date, time, User ID, TCP/IP address, server upon which the work was completed, etc.

a. Management of Volunteers – Includes recruitment, onboarding, enrollment of volunteers, updating information, monitoring event activity, managing specific event types for mail out and contact information (based on volunteer applicant's interests) and the ability to suspend, terminate, or lock out a volunteer.

The Volunteer features added in Phase II to NWDS II will include a "counter" or "back office" system in the same fashion that the current NWDS system offers these kinds of features separate from what the consumer sees in the public facing web site. Functions in this Phase II addition will include recruitment (email or text generation to filtered lists of volunteers or even broader lists of clients who meet appropriate criteria), online or public event based onboarding for grooming the volunteers, enrollment of volunteers, update of client information and associated volunteer skills, interests and geographic preferences, tracking of events (enrollment status, time sheet and donation entry status, etc.), and generation of event enrollment lists for mail outs, texts, emails, etc. Finally, in order to manage "problem" volunteers, it will be possible to suspend the volunteer status to suspend them or terminate them or lock them out from either the consumer site or being chosen via the counter or back office site.

b. Administrative Event Management – includes the ability to view volunteer transactions and change the status of an event or volunteer.

The Volunteer features added in Phase II to NWDS II will include a "counter" or "back office" system in the same fashion that the current NWDS system offers these kinds of features separate from what the consumer sees in the public facing web site. Functions in this Phase II addition will include the ability to change event status or details (dates, locations, etc.) and individually deal with volunteers enrolled in the event (i.e., dis-enrolling them, locking them out, etc.) Where staff changes are made to the event or individual volunteers status within that event, the staffer will be able to have the system optionally generate an email of the changes (to everyone if the event itself has changed, or to individuals added or removed from events).

c. Management of Event Types and Volunteer Interests – Must provide a tool to manage event types with volunteer interests.

The Volunteer features added in Phase II to NWDS II will include a "counter" or "back office" system in the same fashion that the current NWDS system offers these kinds of features separate from what the consumer sees in the public facing web site. Functions in this Phase II addition will include the ability to manage system reference tables defining Event Types (much the same as in the current NWDS system, staff can add new Course Types, determine whether they include certificates and what numbering scheme is used for the certificate, free form and NDOW pre-defined text to display regarding the course, etc. etc.) In addition, there will be a table of Volunteer Interests that can be maintained by NDOW staff including short descriptions suitable for use in browses on both the consumer and back office or counter sites and long descriptions more suitable for drill in for details as well. In addition, a third table of skills that might be useful (computer, photography, back hoe or other heavy equipment, language skills, typing skills, etc.). NDOW staff will be able to associate with event types (i.e., a guzzler project may use heavy equipment operator skills).

d. Merge Instructor Records – The system must provide a mechanism that allows staff to combine volunteer records and all associated history contained within the record when it is identified that a volunteer has multiple ID's.

The current NWDS system has several mechanisms to search for and find duplicate clients. Since all volunteers will have a Client record, these existing mechanisms for locating duplicates will be expanded in NWDS Phase II to include other features for filtering for duplicates. The current NWDS system has a sophisticated feature for grouping a pair of identified duplicates and letting the operator make a choice between the fields between the two records. I.e., "Bob" may the first name in one record and "Robert" in the other. The address in one record may be outdated in the second record but up to date in the first. The "merge requestor" can select the preferred data to preserve with radio buttons (i.e., taking the first name from the second record, but the address from the first) on a field by field basis. They then submit the merge request to the reviewer or reviewers (an email is generated) who can call up the merge request on line in a queue of pending requests and accept it as is or make corrections as appropriate. I.e., in some cases the research or vetting of the request may include having LE Dispatch validate information through their sources (including DMV and NCIC) and this may result in different choices of preserved information (DOB or SSN are good examples) than was selected by the "merge requestor". When the merge is finally submitted by the merge reviewer, the preserved Client ID record is kept and updated with the selected data (whether from record 1 or record 2) and the other Client ID record is deleted. At the same time, there are a host of records (Licenses, Tags, HIP reports, Class Registrations, Citations, Field Investigations, Suspensions, etc.) that are re linked to the surviving client record rather than being "orphaned". This list of associated records will be expanded in Phase II with volunteer records including events, time and donations associated with events, etc. etc.

K. Describe any additional system functionality the vendor can provide in the event management component and marketing information to Nevada customers with excellence. (May provide NDOW with post-event analytics to measure success and opportunity to enable recruitment, retention and reactivation).

We believe that NDOW should spur recruitment and retention with a program of offering instruction and certifications as a sort of "merit badge" for sportsmen clients. The FAA (Federal Aviation Administration), AOPA (Aircraft Owners and Pilots Association), PADI (Professional Association of Diving Instructors) and even United Blood Services do this.

The FAA has a "WINGS" program where general aviation pilots can participate in various seminars, webinars, etc. and "earn" credits and certificates that apply to various WINGS levels of pilot proficiency (Basic, Advanced and Master levels are available in the program). The primary purpose is to promote proficiency as a means towards safety, but there are many other benefits to the pilot community in including education, increased awareness and even recruitment and retention.

The PADI organization has many certifications (night diving, ice diving, cave diving, navigation, buoyancy, deep diving, altitude diving, etc. etc.) and these are utilized to qualify in a system of professional and recreational levels. In the recreational regime there are open water, advanced open water, rescue diver and master diver levels. These are obtained by taking some required certifications (some of which are even taught outside the PADI regimen such as "First Responder" courses that are required for the Rescue Diver cert and Master Diver level) and then selecting amongst some optional certifications (including even digital underwater photography and fish identification). In some cases, the certifications obtained actually provide privileges not available otherwise (i.e., dive shops are not supposed to provide NITROX, an alternative air mixture to non "Enriched Air" certified divers), but in most cases the levels are to further cement the relationship with the diver and promote education, awareness, recruitment and retention just as with the FAA.

The AOPA organization also has a series of safety briefings that are available and generate a "certificate" upon completion. We propose to add these features (including certificate generation of attractive custom certificates for specialties such as "reloading", "muzzleloader", "fly-tying" etc.).

NDOW could anchor these programs by creating sportsmen categories such as "Basic Sportsmen", "Advanced Sportsmen", "Master Sportsmen" and hopefully even associate benefits with these categories in the way that PADI and AOPA have with their programs and which even UDWR has with programs like the "Dedicated Sportsmen" and "Lifetime Hunter". United Blood Services tracks blood donations by volunteers in their "Be a Hero" program and they've secured third party benefits (at NO cost to UBS) for various levels in the program. Seeing how aggressively a number of sporting equipment manufacturers and retailers have supported the Silver State Tag program with camping and hunting equipment, it seems logical to assume these same benefactors would LOVE to lay their hands on lists of "Advanced" sportsmen and "Master Sportsmen" and even individuals who have not yet achieved one of these levels and provide benefits such as coupons and even equipment as inducements. This would help promote recruitment and retention.

If NDOW agrees with the concepts above, we propose to provide the system infrastructure to track requirements for levels of certification and provide tools to acknowledge these levels and retrieve and export the information for those who achieve the levels.

Finally, because of the integration of the Volunteer program within the NWDS II structure and the merging of AHS data and functionality, we would have a single platform where the consequences of various programs of instruction, workshops, events, etc. could be associated with clients and their license purchases, big game applications, volunteer contributions of time, money and in kind donations to measure performance and retention. The ad hoc user friendly report-writing tool (ActiveReports) we have proposed for Phase I of the NWDS II system will be integrated with all of this volunteer information in Phase II to allow NDOW staff to make custom ad hoc associations between various combinations of information to make these analytical performance and metric assessments.

3.5 SECURITY STANDARDS

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

The NWDS and AHS systems SCI currently implements with NDOW meet the State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A. The NWDS II system proposed by SCI will also meet this requirement.

3.5.2 Protection of sensitive information shall include the following:

3.5.2.1 Sensitive information in existing legacy applications shall encrypt data as is practical.

NWDS currently fulfills this requirement using 2048 bit encryption, and we will continue this requirement in NWDS II (if awarded the contract). Data is stored in an encrypted database using SQL Transparent Database Encryption.

3.5.2.2 Confidential personal data shall be encrypted.

Confidential personal data is encrypted in the current NWDS and AHS system and will continue in the NWDS II model.

3.5.2.3 Any electronic transmission of personal information shall comply with NRS 603A.215 (2 & 3).

The current solution currently fulfill this requirement. The NWDS II system will comply with NRS 603A.215 (2 & 3).

3.5.2.4 Sensitive data shall be encrypted in all newly developed applications.

If SCI is the awarded vendor, we will encrypt sensitive data in all newly developed applications.

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

SCI will develop detailed security documentation for NWDS II for review and approval within 60 days of award.

SCI has an established Risk Management Process. Our Risk Management Plan for NWDS II uses a three-phase process: risk assessment, risk abatement, and risk monitoring. The process is based on continuously looking forward to identify possible risk areas and managing performance before risks impact the program. It is a continuous process throughout the life of the program.

Risk Assessment

The first phase of the process includes identification of risks, analysis, prioritization, and assignment of responsibility for creating and implementing a Risk Abatement Plan. Success of our Risk Management Plan depends on early identification of risks and determining the probability and consequence of those risks to the program. Our staff is empowered and encouraged to identify cost, schedule, or performance risks at any time. Weekly, the Program Manager will analyze any newly identified risks to determine the probability (likelihood of occurrence) and consequence (significance or impact of occurrence). Once these factors are determined, the Project Lead prepares a prioritized risk list for consideration by the NDOW Program Manager.

The SCI and NDOW Program Managers have the responsibility for management of NWDS II Program risks. They jointly assess risks and segregates them according to their impact on the program.
Low program risks are conditions where the probability of occurrence is unlikely and where occurrence would have minor effect on the program goals and objectives--only normal monitoring and control are required for the low-risk category.

Medium program risks are occurrences that would affect the program objectives, schedule, or cost with a probability of occurrence high enough to require close control of all contributing factors and establishment of risk milestones and development of an alternative position. This type of risk would be handled as an action item with periodic reporting at all status meetings with NDOW.

High program risks have a high probability of occurrence, and these occurrences would pose a significant impact on the program. Control and monitoring is mandatory, with a risk abatement plan and a contingency position identified and developed.

SCI suggests that the probability of a risk occurring be assessed on a 1-5 scale where 1 is highly improbable and 5 is very probable. Similarly, the risk consequences (severity) could be assessed on a 1-5 scale where 1 is of little consequence and 5 is of great consequence. Averaging the two factors then produces a Risk Score of 1-5, as explained in Figure 47.

Risk scores of 1-2.5 are coded green and the risk is monitored without attempting to mitigate it. Risk scores of 2.5–3.5 are coded yellow and formally monitored each week in the Weekly Meeting. Scores of 3.5-5 are coded red and risk mitigation strategies are developed, implemented, and closely monitored. Status is reported weekly.

Risk Probability 1-5	***Risk Severity 1-5***	
Risk Score = Risk Probability + Risk Severity / 5		
Risk Score 1-2.5	***Risk Score 2.5-3.5***	***Risk Score 3.5-5***

Figure 47: Proposed Risk Assessment Scoring

Once the risks are assessed, they are ranked and the SCI Program Manager assigns responsibility for risk abatement planning to a specific individual. The results of the risk assessment phase are documented on a Risk Identification/Assessment Report. This report contains appropriate contract identifying information, consequences, and probability of risk, and a risk factor denoting severity. The results of each weekly risk assessment are posted on our electronic bulletin board in the SIRI system, so that all employees have access to the information and can use the information as a catalyst to identify risk areas and assist in the resolution of pending risks.

Risk Abatement

After receiving guidance from the Program Managers, the project staff will develop a Risk Abatement Plan for each critical risk. After approval by the Program Management, the project staff will implement the Risk Abatement Plan. The Project Managers are also responsible for establishing the specific technical performance measures, metrics, cost reports, and milestones for use in monitoring/controlling the Risk Abatement Plan.

Risk Monitoring

Once the Risk Abatement Plan is implemented, the SCI Program Manager will monitor the plan's progress by collecting tracking data, and reporting status and forecasting information. The Program Manager tracks the Risk Abatement Plan status weekly. He may continue to monitor the risk, direct a revision if the current actions are not accomplishing their goal, or close the risk if it has been completely mitigated. The Program Manager will brief the status of all medium and high risks at all weekly Progress Reviews.

Potential Risks and Mitigation Strategies

SCI's NWDS II team will perform a preliminary risk analysis as part of project plan revision after the kickoff meeting and initial JAD sessions. We will identify and assess risk areas and identify actions to be taken to mitigate those risks following the matrix in Figure 48.

Risk	***Probability***	***Consequence***	***Area***	***Mitigation***
TBA				

Figure 48: Risk Analysis and Mitigation Format

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

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

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

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

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

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

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

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

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

A formal ECP system is proposed for change control to accomplish enhancements and changes. Figure 49 is a sample ECP Form. When a change requirement is identified by either NDOW or SCI, the originator will document the requirements on the ECP form. The ECP will be researched by SCI and an

estimate for completion will be developed. The ECP will then be slated for discussion. If the change is urgent, an immediate teleconference will be arranged.

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

	NDOW Nevada Wildlife Data System Engineering Change Proposal (ECP)	Systems Consultants (SCI)

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

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

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

Status of ECP	
Approved	Rejected

Figure 49: ECP Change Form

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

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

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

SCI will comply with the state's Information Security Consolidated Policy 100, Section 4.7, Software Development and Maintenance and State Standard 131, "Security for System Development".

3.5.10.1 Separate development, test and production environments shall be established on State systems.

SCI maintains a complete development/test/training version of our current solution.

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

3.5.10.2 Processes shall be documented and implemented to control the transfer of software from a development environment to a production environment. New hardware/software is not introduced into a production environment until it is fully tested and accepted by the State.

Software loads are performed only by the WASO Information Systems Manager, or, in his absence, by the Director of Wildlife Services. SCI currently requires that that software transfers to the NWDS production environment be approved in writing by the NWDS II Liaison, Don Sefton. This process will be formally incorporated into the Internal Controls during the upcoming review and update.

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

As previously mentioned, SCI maintains a complete development / test / training version of our current solution, and will do the same for the durations of the NWDS II contract. The development/ test/ training environment uses a completely separate and different web server and SQL server than the NWDS II production environment.

3.5.10.4 Access to compilers, editors and other system utilities shall be removed from production systems.

The production systems for NWDS and AHS are maintained by SCI and contain no compilers, editors, or system utilities. The same will be true for the proposed NWDS II system.

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

SCI permits members of the development staff short-term access to the NWDS production system to address emergent problems.

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

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

Should we be awarded the contract for the new NWDS II system, we will address system security in every ECP and during every JAD session

Section VI: Scope of Work

4. SCOPE OF WORK

The department is examining all aspects of its data management and online customer services. NDOW seeks to take advantage of emerging technologies, add intuitive functionality and integrate mobile functions to create a combined system that is customer friendly for our stakeholders and easy to use for our employees and partners. The vendor will partner with a long term solution to deliver quality to Nevada's citizens.

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

The AHS conducts the computerized game tag drawings, producing and mailing game tags and licenses awarded through the application process. The program also processes files for refunds; processing tag returns, issues alternate tags, produces reports for NDOW and the public, processes tag return card questionnaires and also provides a call center for the program, handling correspondence to include emails, confirmations, required mailings and phone calls from the public regarding the program. In a similar format to big game, NDOW issues furbearing questionnaires to all trapping license holders. These questionnaires also have a deadline and if the license holder does not submit on time the customer is unable to purchase the trapping license in the following year. The Volunteer Program tracks recruits, volunteers and events for NDOW, and conservation education program tracks and manages students and certificates.

NWDS addresses the needs of several user populations:

- Customers. The public has access to the licensing, vessel registration, AIS, HIP and Hunter Education, boating education, and volunteers functions of the NWDS database via their personal internet connection.

- License Agents. The Department has more than 80 licensed agents statewide who have access to NWDS to sell permits, licenses and stamps to customers through Point of Sales (POS) systems. Equipment is currently provided by the Department to the agents.

- NDOW employees, affiliates and partners

AHS addresses the needs of two distinct user populations:

- Customers. The public has access to the Application Hunt system through the www.huntnevada.com website database via their personal internet connection. They can view their personal account or apply for tags during the open application period for each draw.

- NDOW employees. Active users of the AHS include the all divisions with a majority of the data need used by two divisions:

- Operations Division employees conducting inquiries or sales associated with tags.
- Law Enforcement Division employees for the purpose of license and tag revocations and citations. AHS customers can process transactions through AHS in the following ways.

The Volunteer Program addresses the needs of two distinct user populations:

- Volunteers
- NDOW staff

Enhancements to NWDS, AHS and the Volunteer Program data bases are routinely requested from various sources (legislative changes, Wildlife Commission, department requirements, etc.).

Objectives for the purposed solution must be:

- Internet based, fully formatted for mobile use as well as desktop computers.
- Fully-operational system bringing together separate database programs with reporting function based on one customer number with information on one screen that includes history.
- Meet NDOW's operational rules and business processes including all fiscal governance and responsibilities.
- Leverage all technology currently available enabling citizens to experience a unified, easy to use, self-service application.
- Comply and accommodate all Nevada Revised Statute (NRS), Nevada Administrative Code (NAC), annual regulations, federal requirements. (addressing those that change in current legislation)
- Activities and deliverables for the proposed solution combining these three systems (including the privatized draw) may include but are not limited to the following:
- Deliver the project for requirements for each system, to include organizing project work team, finalize detailed work plan, define areas of responsibility, and develop a detailed schedule that begins implementation December 15, 2017 or December 15, 2018.
- Address system requirements by providing solutions to major functions, finalize scope of application and determine interest in all or partial sections of this RFP.
- Proposed general design based on ***Section 10, Reference Library*** (to include potential enhancements).

- Develop plan implementation tasks, personnel requirements and implementation time tables to include all test, data requirements, technical/functional requirements, training and other specific detail to this RFP.

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

4.1 VENDOR RESPONSE TO SCOPE OF WORK

4.1.1 Within the proposal, vendors shall provide information regarding their approach to meeting the requirements described within ***Sections 4.4 through 4.5.***

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

4.1.2 If subcontractors shall be used for any of the tasks, vendors shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

SCI will not use subcontractors for this project.

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

SCI has complied with this requirement.

4.2 DELIVERABLE SUBMISSION AND REVIEW PROCESS

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

4.2.1 General

4.2.1.1 The contractor shall provide one (1) master (both hard and soft copies) and six (6) additional hard copies of each written deliverable to the appropriate State Project Manager as identified in the contract.

SCI will provide one (1) master (both hard and soft copies) and six (6) additional hard copies of each written deliverable to the appropriate State Project Manager as identified in the contract.

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

Upon approval, SCI will provide an electronic copy to the State unless specifically exempted from doing so.

4.2.1.3 The electronic copy shall be provided in software currently utilized by the agency or provided by the contractor.

SCI will provide all deliverables using Microsoft Word 2010 / 2013©, Microsoft Excel 2010 / 2013 ©, and/or Adobe Acrobat©. Other Formats can be negotiated as desired by NDOW.

4.2.1.4 Deliverables shall be evaluated by the State utilizing mutually agreed to acceptance/exit criteria.

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

4.2.2 Deliverable Submission

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

SCI will comply with the deliverable submission requirements in 4.2.2.1.

A. Cover letter;

SCI's summary document will contain a cover letter.

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

SCI's summary document will contain a table of contents with a brief description of the content of each section.

C. Anticipated number of pages; and

SCI's summary document will contain the anticipated number of pages.

D. Identification of appendices/exhibits.

SCI's summary document will identify all appendices/exhibits.

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

SCI will comply will comply with the requirements of 4.2.2.2. Our summary document will 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.

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

SCI will comply with the deliverable submission requirements in 4.2.2.3. Our deliverables will be developed according to the approved format and content of the summary document for each specific deliverable.

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

SCI will provide a walkthrough of each deliverable as required in 4.2.2.4

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

SCI will comply with the deliverable submission requirements in 4.2.2.5. Deliverables will be submitted no later than 5:00 PM, per the approved contract deliverable schedule and shall be accompanied by a deliverable sign-off form with the appropriate sections completed by the SCI.

4.2.3 Deliverable Review

SCI will comply with the deliverable submission requirements in 5.2.3.

4.2.3.1 General

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

SCI has read and understands that the State's review time begins on the next working day following receipt of the deliverable.

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

SCI has read and understands that the State's review time shall be determined by the approved and accepted detailed project plan and the approved contract.

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

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

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

SCI has read and understands that any subsequent deliverable dependent upon the State's acceptance of a prior deliverable will not be accepted for review until all issues related to the previous deliverable have been resolved.

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

SCI has read and understands that deliverables determined to be incomplete and/or unacceptable for review shall be rejected, not considered delivered and returned to the contractor.

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

SCI has read and understands that after review of a deliverable, the State shall return to the contractor the project deliverable sign-off form with the deliverable submission and review history section completed.

4.2.3.2 Accepted

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

SCI has read and understands that if the deliverable is accepted, the original deliverable sign-off form signed by the appropriate State representatives shall be returned to the contractor.

B. Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable ***(refer to Section 7, Financial).***

SCI has read and understands that once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable

4.2.3.3 Comments/Revisions Requested by the State

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

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

SCI has read and understands that if the state has comments and/or revisions to a deliverable, the original deliverable sign-off form with an updated entry to the deliverable submission and review history section will be delivered to SCI by the State.

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

SCI has read and understands that if the State has comments and/or revisions to a deliverable, the State will attach to the deliverable sign-off form 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 shall be completed within the times specified in the contract.

SCI has read and understands that if the State has comments and/or revisions to a deliverable, the State's first review and return with comments will be completed within the times specified in the contract.

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

SCI has read and understands that if the State has comments and/or revisions to a deliverable, 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 shall be completed within three (3) working days after completion of the contractor's review or a mutually agreed upon time frame.

SCI has read and understands that if the State has comments and/or revisions to a deliverable, a meeting to resolve outstanding issues will 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 shall be documented separately.

SCI has read and understands that if the State has comments and/or revisions to a deliverable, agreements made during meetings to resolve issues will be documented separately.

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

SCI has read and understands that if the State has comments and/or revisions to a deliverable, once an agreement is reached regarding changes, the contractor will incorporate them into the deliverable for resubmission to the State..

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

SCI has read and understands that if the State has comments and/or revisions to a deliverable, all changes will be easily identifiable by the State.

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

SCI has read and understands that if the State has comments and/or revisions to a deliverable, resubmission of the deliverable will occur within five (5) working days or a mutually agreed upon time frame of the resolution of any outstanding issues.

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

SCI has read and understands that if the State has comments and/or revisions to a deliverable, the resubmitted deliverable will 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.

SCI has read and understands that if the State has comments and/or revisions to a deliverable, 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.

SCI has read and understands that if the State has comments and/or revisions to a deliverable, 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.

SCI has read and understands that if the State has comments and/or revisions to a deliverable, 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 shall be returned to the contractor.

SCI has read and understands that if the State has comments and/or revisions to a deliverable, 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 shall provide one (1) updated and complete master paper copy of each deliverable after approval and acceptance by the State.

SCI has read and understands that if the State has comments and/or revisions to a deliverable, the contractor will 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 7, Financial)***.

SCI has read and understands that if the State has comments and/or revisions to a deliverable, once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable.

4.2.3.4 Rejected, Not Considered Delivered

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

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

SCI has read and understands that if the State considers a deliverable not ready for review, the original deliverable sign-off form with an updated entry to the deliverable submission and review history section will be returned to the contractor.

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

SCI has read and understands that if the State considers a deliverable not ready for review, the original deliverable and all copies with a written explanation as to why the deliverable is being rejected, not considered delivered will be returned to the contractor.

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

The contractor shall 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 shall be completed within three (3) working days after completion of the contractor's review or a mutually agreed upon time frame.

A meeting to discuss the State's position regarding the rejection of the deliverable will 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 shall occur within a mutually agreed upon time frame.

SCI has read and understands that if the State considers a deliverable not ready for review, resubmission of the deliverable will occur within a mutually agreed upon time frame.

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

SCI has read and understands that if the State considers a deliverable not ready for review, the resubmitted deliverable will be accompanied by the original deliverable sign-off form.

G. Upon resubmission of the completed deliverable, the State shall follow the steps outlined in ***Section 4.2.3.2, Accepted,*** or ***Section 4.2.3.3, Comments/Revisions Requested by the State***.

SCI has read and understands that if the State considers a deliverable not ready for review, upon resubmission of the completed deliverable, the State will follow the steps outlined in Section 4.2.3.2, Accepted, or Section 4.2.3.3, Comments/Revisions Requested by the State.

4.3 PROJECT KICK OFF MEETING

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

A project kick off meeting shall 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 shall include, but not be limited to:

4.3.1 Deliverable review process;

SCI has read and understands that the deliverable review process will be covered in the kick off meeting.

4.3.2 Determining format and protocol for project status meetings;

SCI has read and understands that determining format and protocol for project status meeting will be covered in the kick off meeting.

4.3.3 Determining format for project status reports;

SCI has read and understand that determining format for project status reports will be covered in the kick off meeting.

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

SCI has read and understands that setting the schedule for meetings between representatives from the State and the contractor to develop the detailed project plan will be covered in the kick off meeting.

4.3.5 Defining lines of communication and reporting relationships;

SCI has read and understands that defining lines of communication and reporting relationships will be covered in the kick off meeting.

4.3.6 Reviewing the project mission;

SCI has read and understands that reviewing the project mission will be covered in the kick off meeting.

4.3.7 Pinpointing high-risk or problem areas; and

SCI has read and understands that pinpointing high-risk or problem areas will be covered in the kick off meeting.

4.3.8 Issue resolution process.

SCI has read and understands that the issue resolution process will be covered in the kickoff meeting

4.4 PLANNING AND ADMINISTRATION

Because SCI is the incumbent and the original developer of both NWDS and AHS, the majority of the transition and data migration requirements required of this RFP will be eliminated should Systems Consultants be awarded the contract. We strongly support the requirement for planning the execution of contract tasks, the scheduling and accomplishment of enhancements and upgrades, and the planning of system modifications occasioned by changes in law and regulation.

4.4.1 Objective

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

SCIs included Project Plan is a skeleton effort pending the results of the kickoff meeting and subsequent determination of State priorities and desires.

Our general approach to software design and development is Software Life Cycle Management under the PADDTI Model – Plan, Analyze, Design, Develop, Test, and Implement. This cycle is carried out for the initial development and is repeated each year for the life of the program.

<u>Plan:</u> We will ask for a kick off meeting with NDOW to clarify the system requirements and to plan the work. We will finalize the formal project plan in Microsoft Project™ establishing the key events, JAD sessions requiring NDOWS's participation, milestones for progress reviews, development deadlines, testing schedules, etc. This schedule will be submitted to NDOW management for review and approval, signifying the Agency's commitment to provide the appropriate personnel for JAD, design reviews, and testing.
Project progress will be reviewed weekly at the SCI Staff Meeting and asset reallocation will be accomplished as required to maintain the performance schedule.

<u>Analyze:</u> The first step in design is to understand the purpose and define the desired outcomes. Much of our analysis was conducted during the preparation of our proposal using the requirements disseminated in the RFP. Working with Department personnel directly knowledgeable in the area and expanding from the detailed process information contained in the RFP, we will carefully review

the purpose of each requirement and the desired outcome. The degree of specificity is a key consideration here, as it is necessary to fully comprehend the destination before setting out on the trip.

For the out years, each modification requested will be thoroughly analyzed with input from NDOW to determine any system or systemic impact.

<u>Design:</u> Next, working from the detailed expanded requirements, we verify and/or define the inputs required to generate the outcomes and specify the sources for each datum. The data may be resident in the system, or it may be necessary to redesign a form, web page, or a table to collect the desired input.

Our design staff will then establish the information architecture required to retrieve, validate, process, and output the data and formalize the design. This design furnishes the blueprint for the programming staff.
The outcome of the Design Step is a System Design Document that will guide the programmers during the development phase.

Subsequent modifications are incorporated into the Design Document annually before any programming is undertaken.

<u>Develop:</u> The designers and programmers meet for an overview of the requirement and a detailed walkthrough of the design considerations and decisions. Included in the process is the impact of the addition, change, or enhancement on the system architecture. Work assignments are made to each of the programmers, and the system designer walks through each assignment with the assigned programmer. Our goal is that each programmer develop a stand-alone module under the design guidance furnished by the designer.

Each programmer is responsible for developing his/her assigned module and fully testing its functionality.

SCI will maintain an up-to-date development version of the NDOW system on a separate server for the life of the contract.

<u>Testing:</u> SCI's QA Department is charged with the development and execution of detailed Test Plans that exercise all aspects of the system. These plans are developed from the design requirements to ensure that the delivered product meets the requirements.

Application testing is accomplished using the dedicated test system and URLs, completely separate from the development environment.

We also utilize "regression testing". We author a new QA test for any QA discrepancy or bug that occurs during the life of the contract. This is done to prove that subsequent changes do not re-

introduce a previous bug or undo an old "fix". Significant modifications call for regressive testing involving a full repeat of the test script.

<u>Implementation:</u> SCI will develop a comprehensive Implementation Plan for the NDOW system to include documentation, training, provisioning, pilot testing, resolution of issues, and fielding. Once testing is complete and all defects and corrections have been made and verified using the test scripts, NDOW will be asked to certify the production environment.

4.4.2 Activities

The awarded vendor shall:

4.4.2.1 Work with the State to provide a detailed project plan with fixed deadlines to include, but not be limited to:

SCI will work with the State to provide a detailed project plan with fixed deadlines.

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

SCI uses Microsoft Project© for project planning and progress reporting. We have placed tentative deadlines into the draft plan for the deliverables listed

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

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

C. Completion date of each task;

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

D. Project milestones;

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

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

Specific criteria will be developed for each milestone.

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

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

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

SCI will participate in project meetings as directed by NDOW. We offer full TurboMeeting hosting capability including video as an alternative to face-to-face meetings when required. We will prepare the agenda in concert with the State's Project Manager and develop all presentation materials required, and we will promptly review and comment all meeting minutes provided by the State.

The agenda may include, but not be limited to:

A. Review and approval of previous meeting minutes;

SCI has read and understands that the agenda may include, but is not limited to review and approval of previous meeting minutes.

B. Contractor project status;

SCI has read and understands that the agenda may include, but is not limited to the contractor project status.

C. State project status;

SCI has read and understands that the agenda may include, but is not limited to the State project status

D. Contract status and issues, including resolutions;

SCI has read and understands that the agenda may include, but is not limited to

E. Quality Assurance status;

SCI has read and understand that the agenda may include, but is not limited to the quality assurance status.

F. New action items;

SCI has read and understands that the agenda may include, but is not limited to new action items.

G. Outstanding action items, including resolutions;

SCI has read and understand that the agenda may include, but is not limited to outstanding action items, including resolutions.

H. Setting of next meeting date; and

SCI has read and understand that the agenda may include, but is not limited to setting of the next meeting date.

I. Other business.

SCI has read and understand that the agenda may include, but is not limited to other business.

4.4.2.3 Provide written semi-monthly project status reports delivered to State project management by the third (3rd) working day following the end of each reporting period. The format shall 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 shall include, but not be limited to the following:

SCI will provide monthly status reports in a mutually agreeable format to be decided at the Kickoff Meeting by the third working day following the end of the period.

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

SCI has read and understands that status reports will include, but not be limited to the overall completing 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, Joint Application Development (JAD) sessions and conclusions/decisions determined;

SCI has read and understands that status reports will include, but not be limited to accomplishments during the period, including State staff/stakeholders interviewed, meetings held, Joint Application Development (JAD) sessions and conclusions/decisions determined

C. Problems encountered and proposed/actual resolutions;

SCI has read and understands that status reports will include, but not be limited problems encountered and proposed/actual resolutions.

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

SCI has read and understands that status reports will include, but not be limited to what is to be accomplished during the next reporting period.

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

SCI has read and understands that status reports will include, but not be limited to issues that need to be addressed, including contractual.

F. Quality Assurance status;

SCI has read and understands that status reports will include, but not be limited to the quality assurance status.

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

SCI has read and understands that status reports will include, but not be limited to the updated MS Project time line showing percentage completed, tasks assigned, completed and remaining.

H. Identification of schedule slippage and strategy for resolution;

SCI has read and understands that status reports will include, but not be limited to the identification of schedule slippage and strategy for resolution.

I Contractor staff assigned and their location/schedule;

SCI has read and understands that status reports will include, but not be limited to the contractor staff assigned and their location/schedule.

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

SCI has read and understands that status reports will include, but not be limited to the State resources required for activities during the next time period.

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

SCI has read and understands that status reports will include, but not be limited to the resource allocation percentages including planned versus actual by project milestone.

4.4.2.4 Develop a comprehensive approach for handling communications with both internal and external audiences. Effective communication is critical to the development of productive relationships with concerned stakeholders. The communication plan shall include, but not be limited to: a plan for generation, documentation, storage, transmission and disposal of all project information.

SCI will develop a comprehensive Communications Plan to specifications agreed upon at the Kickoff Meeting within 30 days of contract award.

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

SCI will develop a comprehensive Risk Management plan covering Year 1 of the contract to specifications agreed upon at the Kickoff Meeting within 45 days of contract award. SCI's risk management philosophy is built upon the product of the estimated numerical severity of the consequences of an occurrence (1-5) and the estimated numerical likelihood of the occurrence (1-5). Higher scores indicate greater investments in mitigation strategies.

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

SCI will develop a Quality Assurance Plan to specifications agreed upon at the Kickoff Meeting within 60 days of contract award. Our quality assurance process is built around a dedicated staff of 3 full-time QA personnel and very detailed, very comprehensive test scripts in Step #, Description, Expected Result, Actual Result, and Initials/ Date format. Tests are run regressively until all aspects of the module work properly. A sample test script has been included under Section X, Other Information.

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

SCI will re-document our Change Management Plan to specifications agreed upon at the Kickoff Meeting within 15 days of award. We propose an Engineering Change Proposal approach comprising a comprehensive description of the issue, the inputs, the process, and the desired end state. The structured approach also includes proposed start date, duration, completion date, resources required, and dependencies sufficient to build the project in MS Project.

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

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

4.2.2.9 The State shall 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 shall be required to participate on site for a period of not to exceed three (3) days.

SCI will participate in PIER as required.

4.5 Calendar of Activities

4.5.1 Objective

The objective of this task is to inform vendors of the calendar of events so that vendors may accurately plan implementation.

4.5.2 Activities

NDOW and the awarded vendor shall:

Activity Number	Date	Responsible Party	Calendar Event
4.5.2.1	December 1, 2017	NDOW/Contractor	Start revising post card for Spring Turkey. Approximately 1500 postcards mailed.
4.5.2.2	December 1, 2017	NDOW/Contractor	Vessel Registration Renewal notices out. Approximately 53,000 notices mailed.
4.5.2.3	December 15, 2017	NDOW/Contractor	Vessel Registration and Title Module go live
4.5.2.4	December 15, 2017	Contractor	Update Hunter Choice and Season tables for Spring Public Lands Turkey in the Hunt Master File according to Commission regulation.
4.5.2.5	December 17, 2017	NDOW	Review Hunter Choice and Season tables for Spring Public Lands Turkey.
4.5.2.6	January 5, 2018	NDOW/Contractor	Test online application site for SpringTurkey.
4.5.2.7	January 15, 2018	NDOW/Contractor	Provide lists of licensed master guides and valid units to Administrator

Activity Number	Date	Responsible Party	Calendar Event
4.5.2.8	January 15, 2018	Contractor	Mail post cards Spring Turkey.
4.5.2.9	January 15, 2018	Contractor	Final courtesy big game harvest questionnaire reminder letters mailed. Approximately 7,000 letters mailed.
4.5.2.10	January 19, 2018	Contractor	Spring Turkey application period begins. Look up for Turkey Nonreturn of Turkey harvest questionnaire.
4.5.2.11	January 19 2018	NDOW/ Contractor	License sales begin during Spring Turkey Application process. Soft opening of 365 license sales on application site only.
4.5.2.12	January 25 to February 14, 2018	NDOW/ Contractor	Test Internet online application process for Restricted Nonresident Guided Hunt on the test site.
4.5.2.13	January 26 and 27, 2018	Informational	Commission Meeting Big Game Season setting January 26-27 Carson City, Nevada Involves regulations that affect upcoming draws.
4.5.2.14	January 30, 2018	NDOW/ Contractor	Forward final Hunter Choice, Unit Group and season information to the Administrator for update of the Hunt Master File for Restricted Nonresident Guided Deer Hunt draw.
4.5.2.15	January 31, 2018	Contractor	Final big game harvest questionnaire deadline.

Activity Number	Date	Responsible Party	Calendar Event
4.5.2.16	February 5, 2018	Contractor	Big Game Non-return of harvest questionnaire Administrative Penalty Fee Letters mailed. Approximately 2553 letters mailed.
4.5.2.17	February 5 to April 16, 2018	Contractor	Receive non-return penalty payments online. Online payment deadline same as main draw deadline
4.5.2.18	February 7, 2018	NDOW/ Contractor	Forwards the Hunter Choice, Unit group and season information to the Administrator for update of the Hunt Master File for the Big Game Main Draw.
4.5.2.19	February 9, 2018	Contractor	Mail Master Guide online application packets to the guides. Approximately 89 packets mailed (subject to change due to new methodology).
4.5.2.20	February 10 to March 1, 2018	NDOW/ Contractor	Review, update and approve the Hunt Master file season table for the Main Draw.
4.5.2.21	February 13, 2018	Contractor	11 pm application deadline for 2018 Spring Public Lands Turkey
4.5.2.22	February 20, 2018	Contractor	11 pm Bonus Point application deadline for 2018 Spring Public Lands Turkey
4.5.2.23	February 28, 2018	Contractor	Spring Turkey drawing.
4.5.2.24	March 1, 2018	NDOW/ Contractor /POS	365 License Start date – all sales venues
4.5.2.25	March 1, 2018	NDOW/ Contractor /POS	IWVCS Interface

Activity Number	Date	Responsible Party	Calendar Event
4.5.2.26	March 1, 2018	NDOW/ Contractor /POS	Hunter Education Module Interface
4.5.2.27	March 1, 2018 thru March 16, 2018	NDOW/Contractor	Test Internet online application process for the Big Game drawing.
4.5.2.28	March 2, 2018	Contractor	Spring Turkey Online results.
4.5.2.29	March 9, 2018	Contractor	Spring Turkey Tag and results letters/emails out.
4.5.2.30	March 9, 2018	Contractor	Spring Turkey FCFS Application period opens
4.5.2.31	March 9, 2018	Contractor	Restricted Nonresident Guided application deadline 11 p.m.
4.5.2.32	March 14, 2018	Contractor	Big Game application reminder post card mailed. Approximately 64,000 post cards mailed.
4.5.2.33	March 16, 2018	Contractor	Restricted Nonresident Guided online Bonus point only and application withdraw deadline 11 p.m.
4.5.2.34	March 19, 2018	Contractor	Big Game application period begins. Look up for Big Game Nonreturn of harvest questionnaire.
4.5.2.35	March 21, 2018	Contractor	Restricted Nonresident Guided draw.
4.5.2.36	March 23, 2018	Contractor	48-hour release of Restricted Nonresident Guided Drawing results to the website.
4.5.2.37	March 16 and March 17, 2018	Informational	Commission Meeting - Laughlin, Nevada Migratory Bird and Swan Season setting.
4.5.2.38	April 16, 2018	Contractor	Big Game application deadline 11 p.m.

Activity Number	Date	Responsible Party	Calendar Event
4.5.2.39	April 18, 2018	NDOW/ Contractor	Send out Furbearing Harvest Questionnaires to all Trapping license holders
4.5.2.40	April 23, 2018	Contractor	Big Game bonus point only application deadline 11 p.m.
4.5.2.41	May 11 thru May 12, 2018	Informational	Commission Meeting - Carson City, Nevada – Quota Setting.
4.5.2.42	May 15, 2018	NDOW/ Contractor	Forwards the quota information to the Administrator to update the Hunt Master File.
4.5.2.43	May 16, 2018	Contractor	Updates Hunt Master file season table with the quota information provided by NDOW
4.5.2.44	May 16 thru May 18, 2018	NDOW/ Contractor	Reconcile monies PRE DRAW with NDOW Fiscal Services prior to draw.
4.5.2.45	May 17 thru May 18, 2018	NDOW/ Contractor	Reviews and approves the quota information in the Hunt Master file season table.
4.5.2.46	May 23, 2018	NDOW/ Contractor	Main draw occurs. Public attendance with members of the County Advisory Boards and Commissioners.
4.5.2.47	May 24 thru May 29, 2018	NDOW/ Contractor	Review remaining tag information with NDOW for posting on NDOW website.
4.5.2.48	May 23 to June 21	Contractor	Process saleable list requests.
4.5.2.49	May 25, 2018	Contractor	Big Game Draw 48 hour draw results posting by 5 p.m.

Activity Number	Date	Responsible Party	Calendar Event
4.5.2.50	May 28 to June 8, 2018	NDOW/ Contractor	Review and approve Season Table for second draw. Review/test online application process for second draw.
4.5.2.51	May 31, 2018	NDOW/ Contractor	Deadline for Furbearing Harvest Questionnaires
4.5.2.52	May 31, 2018	NDOW/ Contractor	Trapping License holders that did not return questionnaire trapping license privileges are suspended and ineligible to purchase next year trapping licenses. Unless they pay a $50 admin fee. Trapping license valid period is July 1 – June 30. Approximately 200 noncompliant trapping license holders.
4.5.2.53	June 8, 2018	NDOW/ Contractor	Big Game draw final results release date.
4.5.2.54	June 8, 2018	NDOW/ Contractor	Application process available for second draw for remaining big game tags.
4.5.2.55	June 8 thru August 31, 2018	Contractor	Process hunting license refund requests. Refunds generated are reported on the bi-weekly revenue and disbursement. Approximately 20 refunds

Activity Number	Date	Responsible Party	Calendar Event
4.5.2.56	June 8, 2018 to January 2019	Contractor	Process tag refund requests and issue to alternate tags if possible. Monies associated with tags refunded and alternates tags issued are reported on the biweekly revenue and disbursement.
4.5.2.57	June 22 to June 23, 2018	Informational	Commission Meeting – Lovelock, NV – Upland Game Setting – Includes Wild Turkey
4.5.2.58	June 25, 2018	Contractor	Second Draw deadline 11 p.m.
4.5.2.59	July 3, 2018	NDOW	Start processing duplicate tag requests at regional offices. Reconcile tags at the time of issuance.
4.5.2.60	July 2, 2018	Contractor	Second Draw bonus point only deadline 11 p.m.
4.5.2.61	July 13, 2018	Contractor	Big Game Second Draw 48 hour draw results posting by 5 p.m.
4.5.2.62	July 13, 2018	NDOW/ Contractor	Review and approve Big Game season report for First Come First Serve Draw
4.5.2.63	July 13 to July 18, 2018	NDOW	Review, test and approve Big Game First Come First Serve application site
4.5.2.64	July 20 to July 24, 2018	NDOW	Provide season, hunter choice for Swan. Test online application site for Swan Draw
4.5.2.65	July 21, 2018	Contractor	Big Game remaining Tags final results.

Activity Number	Date	Responsible Party	Calendar Event
4.5.2.66	July 28, 2018	Contractor	Start accepting remaining tag applications for the big game First Come First Serve online process.
4.5.2.67	July 28, 2018	Contractor	Online site for Swan becomes available.
4.5.2.68	August 10 thru August 11, 2018	Informational	Commission Meeting – Lincoln County, NV -
4.5.2.69	July 28 thru November 30, 2018	Contractor	Process applications for big game remaining tags daily.
4.5.2.70	Aug 1, 2018 to January 31, 2019	Contractor	Process big game harvest questionnaires as they are received
4.5.2.71	Sept 6, 2018	Contractor	Swan draw.
4.5.2.72	Sept 8, 2018, 2018	Contractor	Swan 48-hour release date.
4.5.2.73	Sept 15, 2018	Contractor	Swan final release date.
4.5.2.74	September 24 to January 2019	Contractor	Process swan applications received through First Come First Serve until the close of the season in January.
4.5.2.75	September 21 and 22, 2018	Contractor	Commission Meeting – Las Vegas, NV. Vendor presentation of draw report and statistics.

Section VII: Company Background and References

5.1 VENDOR INFORMATION

5.1.1 Vendors shall provide a company profile in the table format below.

Question	Response
Company name:	***Systems Consultants***
Ownership (sole proprietor, partnership, etc.):	***Sole Proprietorship***
State of incorporation:	***NA***
Date of incorporation:	***NA***
# of years in business:	***38***
List of top officers:	***Donald H. Sefton, Principal*** ***Monty C. Martin,***
Location of company headquarters:	***185 N. Maine Street*** ***Fallon, NV 89406***
Location(s) of the office that shall provide the services described in this RFP:	***185 N. Maine Street*** ***Fallon, NV 89406***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***65 FTE***
Number of employees nationally with the expertise to support the requirements in this RFP:	***65 FTE***
Location(s) from which employees shall be assigned for this project:	***185 N. Maine Street*** ***Fallon, NV 89406***

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

5.1.3 The selected vendor, prior to doing business in the State of Nevada, shall 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:	***NV20101587444***
Legal Entity Name:	***Donald H. Sefton dba*** ***Systems Consultants***

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

Yes	**X**	No	

If "No", provide explanation.

5.1.4 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.

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

Yes	**X**	No	

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

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

Question	Response
Name of State agency:	***Nevada Department of Wildlife***
State agency contact name:	***Maureen Hullinger***
Dates when services were performed:	***12/1993 - Present***
Type of duties performed:	***Application Hunt System Hunt applications, computer services, tag draws/fulfillment and web services.***
Total dollar value of the contract:	***$14.5 Million - Ongoing Operations***

5.1.6 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 shall be performing or producing the services which you shall be contracted to provide under this contract, you shall disclose the identity of each such person in your response to this RFP, and specify the services that each person shall be expected to perform.

5.1.7 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 shall also be disclosed.

Does any of the above apply to your company?

Yes		No	**X**

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

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

5.1.8 Vendors shall review and provide if awarded a contract the insurance requirements as specified in ***Attachment D, Insurance Schedule for RFP 3432.***

SCI will review and provide the insurance requirements as specified in Attachment D, Insurance Schedule for RFP 3432

5.1.9 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.

SCI - Background:

Systems Consultants (SCI) is a sole-proprietorship owned by Donald H. Sefton. Located in Fallon, Nevada, the Company provides software solutions and technology services to the Wildlife Administration industry.

SCI was founded in Los Angeles in 1979 by Donald H. Sefton to provide integrated, standards-based hardware and software computer solutions to government and industry clients. We moved our operations to Fallon, Nevada, in 1989. Over the intervening 37 years since our founding, we have focused our business on the use of personal computers, local area networks, and the Internet to provide services to our customers and the public. The business areas we have served include the telephone industry, law firms, real estate, health care, financial services, retail, federal/state/county government, and the military. While we have provided a wide range of services, 100% of our operation is now targeted in the wildlife arena.

The Company currently employs 60 FTE employees, 35 of whom work full-time. We have 7 supervisors, 9 full-time operators, and 40 part-time/seasonal operators.

Having worked in the wildlife industry for 24 years, we provide tailored and complex relational databases for the implementation of software systems which integrate wildlife administration functions. Such functions include license sales via SCI hosted public facing web sites, designed point of sale (POS) software and hardware systems designed to target the needs of clients in the wildlife industry. Furthermore, we implement license fulfilment, state specific draw processing of applications, boat registration and renewal, as well as back office administrative tools for reporting and data entry. In addition, we incorporate government mandated provisions for identifying civil and wildlife violations that integrate with hunting regulations and privileges, for example the Interstate Wildlife Violators Compact System implemented by SCI.

Pertinent to this RFP, SCI offers NDOW our 24 years of expertise in collecting vital wildlife harvest reporting for statistical analysis via our state of the art call center, and efficient and user friendly designed websites. Having operated 24x7x365 telephone call center for wildlife administrative services for 24 years, Nevada, Idaho, Utah, Arizona, Kentucky, and New Mexico, SCI offers NDOW experienced, friendly, and well trained operators, and administrative staff to meet or exceed the standard survey effort.

SCI- Qualifications:

Don Sefton has over 40 years of experience. He spearheaded a team at SCI in providing computer-based solutions for the challenges on business, industry, health care, the military, and federal and state government. Don was the primary designer/project manager of both the Application Hunt System© and the Nevada Wildlife Data System, and he wrote the draw, refund, and tag applications. He has been the primary interface with NDOW for hunt administration policy matters for the past 24 years and attends all Nevada Board of Wildlife Commissioners meetings as an expert resource for the Application Hunt System© Nevada Wildlife Data System. Don is a graduate of IBM's program management training course. He has many years of experience in the arena, including managing the design, development, testing, and implementation of SCI's AWDS platform, NWDS. He brings a wealth of leadership expertise to the project as well as the technical, financial, and scheduling skills necessary to complete the NDOW project on time and within the budget we have set out.

5.1.10 Provide a brief description of the length of time vendor has been providing services described in this RFP to the public and/or private sector.

SCI has been providing the services described in this RFP for 24 years.

WHY PARTNER WITH SYSTEMS CONSULTANTS?

Backed by 24 years of experience, we are uniquely qualified to provide the services requested in this RFP:

- ✓ We have a proven track record of working with state wildlife agencies successfully administering a large and difficult segment of their business (hunters) since 1993.
- ✓ We design, develop, and maintain public facing websites to handle high volume traffic.
- ✓ We have over 14 years of experience in the management, design, development, implementation, training, maintenance and evolution of single point-of-sale (POS) hunting and fishing licensing sales systems.
- ✓ We have 24 years of harvest reporting experience including outgoing telephone surveys, and state mandated programs, and U.S. Fish and Wildlife (USFW) HIP requirements.
- ✓ We are currently providing harvest reporting services in four states. Idaho: Telephone and Internet, NV: Telephone, Fax, Mail, and Internet; Utah: Telephone and Internet; and Colorado: Internet and Phone HIP reporting.
- ✓ We provided Internet, Phone, Fax, and USPS based harvest report services for New Mexico in 2006.
- ✓ Our system design includes POS workstations and software to process license sales for an unlimited number of License Vendors.
- ✓ We have operated a call center for 24 years and we offer 24 x 7 x 365 service with Automated Call Distribution and digital call recording.
- ✓ We have held the Nevada game tag allocation contract since its inception in 1992 and the Utah game permit allocation contract since its inception in 1995.
- ✓ We have successfully distributed tags and permits through mass mailing for 24 years.
- ✓ We have the experience and in-depth understanding to design a complex licensing system to run efficiently and effectively, while incorporating a plethora of rules and regulations as mandated by commission changes, and the State and Federal Government.
- ✓ All our system designs incorporate links to state sites for hunters to access the information they need.
- ✓ Our software solutions are fast, efficient, and user friendly.
- ✓ SCI has designed a random number generator to produce and assign draw numbers
- ✓ We have been providing IWVCS & Law Enforcement Support since 2005.
- ✓ We have 17 years of experience the ACH process, transfers, accounting and reconciliation.
- ✓ We implement a robust set of System Management Tools for all our clients.
- ✓ We are currently taking user experience to the next level with mobile optimization.
- ✓ We are committed to security and employ Trustwave™ to frequently test our systems for vulnerability.
- ✓ SCI has a fully functioning Hunter Education module.

Figure 50: Why Partner with SCI

5.1.11 Financial information and documentation to be included in accordance with ***Section 11.5, Part III – Confidential Financial Information***.

5.1.11.1 Dun and Bradstreet Number

Our Dun and Bradstreet Number in Part III of our proposal.

5.1.11.2 Federal Tax Identification Number

Our Federal Tax Identification Number is included in Part III of our proposal.

5.1.11.3 The last two (2) years and current year interim:

A Profit and Loss Statement
B. Balance Statement

SCI submitted our confidential financial information in Part III of our proposal.

5.2 SUBCONTRACTOR INFORMATION

Subcontractors are defined as a third party, not directly employed by the contractor, who shall provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.

5.2.1 Does this proposal include the use of subcontractors?

Yes		No	***X***

If "Yes", vendor shall:

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

5.2.1.2 If any tasks are to be completed by subcontractor(s), vendors shall:

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

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

5.2.1.3 Provide the same information for any proposed subcontractors as requested in ***Section 5.1, Vendor Information***.

5.2.1.4 Business references as specified in ***Section 5.3, Business References*** shall be provided for any proposed subcontractors.

5.2.1.5 Provide the same information for any proposed subcontractor staff as specified in ***Section 5.4, Vendor Staff Skills and Experience Required***.

5.2.1.6 Staff resumes for any proposed subcontractors as specified in ***Section 5.5, Vendor Staff Resumes***.

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

5.2.1.8 Vendor shall notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in ***Section 5.2, Subcontractor Information***. The vendor shall receive agency approval prior to subcontractor commencing work.

5.2.1.9 All subcontractor employees assigned to the project shall be authorized to work in this country.

5.3 BUSINESS REFERENCES

5.3.1 Vendors shall provide a minimum of five (5) business references from similar projects performed for private and/or public sector clients within the last five (5) years.

SCI submitted reference questionnaires to the following clients:

1. ***Michael McBeath***
2. ***Robert Haughian***
3. ***The Utah Division of Wildlife Resources – Application Hunt System***
4. ***The Utah Division of Wildlife Resources – Non Mandatory Harvest Reporting***
5. ***The Colorado Parks & Wildlife – HIP Reporting***

5.3.2 Business references shall show a proven ability of:

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

Noted.

5.3.2.2 Developing and executing a comprehensive application test plan;

Noted.

5.3.2.3 Developing and implementing a comprehensive training plan;

Noted.

5.3.2.4 Experience with comprehensive project management;

Noted.

5.3.2.5 Experience with cultural change management;

Noted.

5.3.2.6 Experience with managing subcontractors; and

Noted.

5.3.2.7 Development and execution of a comprehensive project management plan.

5.3.3 Vendors shall submit ***Attachment E, Reference Questionnaire*** to their business references.

SCI submitted Attachment E to our business references.

5.3.4 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 9, 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.

Noted.

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

Noted.

5.4 VENDOR STAFF SKILLS AND EXPERIENCE REQUIRED

The vendor shall provide qualified personnel to perform the work necessary to accomplish the tasks defined in ***Section 4, Scope of Work***. The State shall 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.

5.4.1 Project Manager Qualifications

The Project Manager assigned by the awarded vendor to the engagement shall have:

SCI has proposed Donald Sefton as the Project Manager for the NWDS system. He meets or exceeds all the requirements listed in section 5.4.1.1 – 5.4.1.6

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

Donald Sefton is currently meeting this requirement.

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

Donald Sefton is currently meeting this requirement.

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

Donald Sefton is currently meeting this requirement.

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

Donald Sefton is currently meeting this requirement.

5.4.1.5 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

Donald Sefton is currently meeting this requirement.

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

Donald Sefton is currently meeting this requirement.

5.4.2 Technical Lead Qualifications

The technical lead assigned by the awarded vendor shall have:

SCI has proposed Monty Martin as the Technical Lead for the NWDS system. He meets or exceeds all the requirements listed in section 5.4.2.1 – 5.4.2.5.

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

Monty Martin is currently meeting this requirement.

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

Monty Martin is currently meeting this requirement.

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

Monty Martin is currently meeting this requirement.

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

Monty Martin is currently meeting this requirement.

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

Monty Martin is currently meeting this requirement.

5.4.3 Implementation Lead Qualifications

The implementation lead assigned by the awarded vendor shall have:

SCI has proposed Wayne Taylor as the Implementation Lead for the NWDS system. He meets or exceeds all the requirements listed in section 5.4.3.1 – 5.4.3.4.

5.4.3.1 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;

Wayne Taylor is currently meeting this requirement.

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

Wayne Taylor is currently meeting this requirement.

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

Wayne Taylor is currently meeting this requirement.

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

Wayne Taylor is currently meeting this requirement.

5.4.4 Individual Team Member Qualifications

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

SCI has proposed individual team members for the NWDS system. They individually or collectively meet or exceed all the requirements listed in section 5.4.4.1 – 5.4.4.6.

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

SCI team members individually or collectively meet this requirement.

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

SCI team members individually or collectively meet this requirement.

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

SCI team members individually or collectively meet this requirement.

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

SCI team members individually or collectively meet this requirement.

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

SCI team members individually or collectively meet this requirement.

5.4.4.6 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.

SCI team members individually or collectively meet this requirement.

Section VIII: Attachment H – Proposed Staff Resume(s)

5.5 VENDOR STAFF RESUMES

A resume shall be completed for each proposed individual on the State format provided in ***Attachment H, Proposed Staff Resume,*** including identification of key personnel per ***Section 13.3.19, Key Personnel.***

SCI read, understands and will comply with the information in section 13.3.19.

PROPOSED STAFF RESUME FOR RFP 3432

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Systems Consultants

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	Donald H. Sefton	**Key Personnel: (Yes/No)**	Yes
Classification; i.e., Project Manager, Implementation Lead, etc.	Project Manager		
# of Years in Classification:	38	**# of Years with Firm:**	38

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE ***Information should include a brief summary of the proposed individual's professional experience.***

Mr. Sefton has worked in computer programming in a variety of capacities since 1967. He founded Systems Consultants in 1979, and has accumulated extensive experience in systems design and analysis in developing application software for a wide variety of industries.

He is currently involved in the evaluation, design, development and project management of all computer systems developed by the company. These systems typically utilize microcomputer technology and encompass database, telecommunications, graphics, computer based training, financial applications and mathematical and statistical analysis.

Frequently Mr. Sefton is involved in the bridging of existing technology or the development of new technology. Mr. Sefton has authored a book and several magazine articles in addition to providing consulting services to a number of Fortune 500 companies. He speaks German in addition to English, and holds a current Top Secret clearance with special background investigation.

Mr. Sefton was the program manager for the development of the Nevada Application Hunt System© and the Nevada Wildlife Data System. In this capacity he made the major implementation decisions including choice of language and database, and he provided archetypes for screen and report formats. He made the primary architectural decisions and directed the efforts of the other programmers who worked on the project.

Mr. Sefton designed and programmed the random number generator and wrote many of the key application hunt system programs including the permit printing, check printing, letter printing, check register, password maintenance, duplicates merge, several standard reports, and the statistical report writer.

In addition to the Application Hunt System© Mr. Sefton developed the prototype for the Arizona Game & Fish Department Web-based License Sales System and the prototype for the New Mexico Department of Game and Fish Vendor License Sales program.

Mr. Sefton has had extensive JAD experience in the development of the applications for the Nevada Department of Wildlife, the Arizona Department of Fish and Game, the Utah Division of Wildlife Resources, and numerous military programs.

Mr. Sefton will manage the design and development of the new NDOW project.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

01/1993 – Present
Nevada Department of Wildlife
6980 Sierra Center Parkway
Reno, NV 89512
Title: Project Manager

Application Hunt System:

The Application Hunt System (AHS) processes web and paper hunt applications and executes the Nevada's game tag drawings. The SCI Call/Data Center supports the effort.

SCI's Nevada Application Hunt System handles over 240,000 tag applications per year with 230,000+ being taken on the web via our site during relatively short availability periods, resulting in an extremely high volume of web transactions and telephone inquiries to our processing center.

The process involves license sales to resident and out-of-state hunters, look-ups on Hunter Ed, acceptance of applications, screening for law enforcement and legal system holds (including IWVCS), execution of the draws, publication of the results, and a mass mailing of the tags to

successful hunters. All web payments are credit card transactions with the fees collected and deposited in an SCI account for ACH transfer to the designated State of Nevada bank account.

We fulfill over 37,000 tags and 36,000 licenses per year under this contract. In addition, we provide call center support for as many as 15,000+ toll free calls each year. There have been four consecutive contracts. The current contract runs to 2019 with option years.

The Application Hunt System™ is a database application developed in Microsoft Access 2000™ and Microsoft SQL™. It is accessed locally by Wildlife Administrative Services Office personnel via a local area network (LAN) and remotely by NDOW users using Remote Desktop Services (RDA) via a Sprint DS-3 connection and one Charter 100mbps connection.

The Application Hunt System™ is designed to perform a host of tasks for the Nevada controlled hunts

01/2002 - Present
Nevada Department of Wildlife
6980 Sierra Center Parkway
Reno, NV 89512
Title: Project Manager

Nevada Wildlife Data System:

NWDS is an automated wildlife data system (AWDS) comprising Internet, POS, and Counter License Sales; Special Licenses and Permits; Conservation Education Management; Boat Titling and Registration; Law Enforcement; Retail Sales and Inventory Management; Office Cash Accounting; and Financial Reporting.

NWDS is designed to automate most of NDOW's daily business operations under one, integrated system, accessed by headquarters and field personnel through the Nevada WAN via a web browser. Transactions occur in real time to one set of linked SQL™ databases.

The system accommodates hunting and fishing license sales by NDOW outlets, the Internet, and retail agents as well as sales of special licenses and permits through NDOW. The conservation education program offers online registration for classes as well as printing certificates and instructor and facility scheduling and management. NDOW outlets perform boat titling and registration, and registration renewals are offered through either the SCI web site or through an NDOW office. Law enforcement uses the system data, performs case management, and administers citations and revocations, including a two-way connection to Justice Link. NWDS also offers management of POS equipment, retail sales and inventory, and overall retail financial management.

Mr. Sefton was the chief architect of NWDS from its inception.

2/1996 – Present
Utah Division of Wildlife Resources
1594 West North Temple,
Suite 2110, Box 146301
Salt Lake City, UT 84114
Title: Project Manager

Utah Application Hunt System:

SCI's Utah Application Hunt System handles over 450,000 game permit drawing applications annually on the web via our site during relatively short availability periods, and an extremely high volume of transactions and telephone inquiries to our processing center. The process involves the sale of hunting licenses, acceptance of applications, screening for legal holds (including IWVCS), executing the draws, publication of the results, and a mass mailing of the permits to successful hunters. Mandatory post season harvest reporting for premium big game hunts is accommodated, as well. All payments are credit card transactions with the fees collected and deposited directly to State accounts. We fulfill 100,000 permits and over 60,000 licenses. Our processing center supports 60,000+ toll free calls each year for Utah. There have been five consecutive hunt application contracts with the current effort running until 2019 with option years.

SCI has provided an online orientation course for Utah Swan Hunters since 1999.

SCI has provided non-mandatory harvest reporting services for Utah since 2009. These surveys are conducted via outgoing telephone calls and a public web site.

Mr. Sefton designed the original Utah draw system. The Application Hunt System™ is a database application developed in Microsoft SQL 2003™ with a Microsoft Access front end. It is accessed locally by Wildlife Administrative Services Office personnel via the SCI local area network (LAN). UDWR users have access to live data via Remote Desktop Services (RDA).

EDUCATION
Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

1974 - Bachelor of Science Mathematics - University of Southern California - Los Angeles, California

CERTIFICATIONS
Information required should include: type of certification and date completed/received.

N/A

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)
Information required should include: environments, hardware, software, tools and databases.

Hardware/Software/Environments:

Environments:	DOS, Windows, UNIX
Hardware:	PCs, Minicomputers,, Mainframes
Software:	IBM DOS, DOS/VS, OS-MFT, OS-MVT, OS-SVS, OS-MVS, TSO, CICS, Unix, Perkin Elmer OS/#2, PRIMOS, Applesoft, p-System, CPM, MS DOS, Novell Netware, All Windows, Btrieve, SQL, Studio.NET, and Visual Studio.
Databases:	MS Access, MS SQL

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

Bob Haughian
Chief, Administrative Services
Nevada Department of Wildlife
Phone: (775)688-4851
bhaughian@ndow.org

Greg Sheehan
Director
Utah Division of Wildlife Resources
Phone: (801)538-4700
gregsheehan@utah.gov

Tommy Ford
President, Ford Construction
Former Chairman
Nevada Board of Wildlife Commissioners
Phone: (702)682-7707
tfordcontracting@gmail.com

PROPOSED STAFF RESUME FOR RFP 3432

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Systems Consultants

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	Monty C. Martin	**Key Personnel: (Yes/No)**	Yes
Classification; i.e., Project Manager, Implementation Lead, etc.	Director of Wildlife Administration Services		
# of Years in Classification:	11	**# of Years with Firm:**	18

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Mr Martin has 28 years of experience as a computer systems engineer with experience in systems analysis; hardware installation; programming; maintenance of hardware, software, and networks; and computer security. As the Director of Wildlife Administrative Services, Mr Martin manages all aspects of WASO operations with the assistance of three direct reporting Managers – Admin Services, Training, and Information Services.

Formerly the SCI Wildlife Information Systems Manager, Mr. Martin was responsible for the maintenance and enhancement of the Nevada Department Of Wildlife (NDOW) and Utah Division of Wildlife Resources (UDWR) big game application and draw processing systems, the Arizona Game and Fish Department (AZGFD) online license sales system, the New Mexico Department of Game and Fish (NMDGF) hunter license sales and special hunt data entry system, and the Idaho Department of Fish and Game (IDFG) hunter return card processing system. Mr Martin managed three programmers in support of the above- mentioned applications.

Previously, Mr Martin served as Project Manager/WAN Administrator for a large development project to create advanced interactive training and partial simulation to enhance visualisation and comprehension of concepts and tactics for FA-18 pilots. Project involved development of an advanced user interface, multimedia, 3D graphics, and software components that model FA-18 flight characteristics, cockpit avionics, and weapon systems delivered over a wide area network. He coordinated a 12 person team including software engineers, 2D/3D graphics artists, non-linear (digital) video editing personnel, and FA-18 subject matter experts. He was responsible for evaluation of new computer technologies to determine suitability for incorporation into current

development plans, and he set-up, maintained, administered and set policies for a wide area Microsoft NT network.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

09/1998 – Present
Nevada Department of Wildlife
6980 Sierra Center Parkway
Reno, NV 89512
Title: Director of Wildlife Administration Services

Application Hunt System:

The Application Hunt System™ is a database application developed in Microsoft Access 2000™ and Microsoft SQL™. It is accessed locally by Wildlife Administrative Services Office personnel via a local area network (LAN) and remotely by NDOW users using Microsoft Remote Desktop Services via a Sprint DS-3 connection and one Charter 100mbps connection.

The SCI Call/Data Center supports the effort.

SCI's Nevada Hunt Application System handles over 240,000 tag applications per year with 230,000+ being taken on the web via our site during relatively short availability periods, resulting in an extremely high volume of web transactions and telephone inquiries to our processing center. The process involves license sales to resident and out-of-state hunters, look-ups on Hunter Ed, acceptance of applications, screening for law enforcement and legal system holds (including IWVCS), execution of the draws, publication of the results, and a mass mailing of the tags to successful hunters. All web payments (credit card transactions) are collected and reconciled with the state. We fulfill over 37,000 tags and 36,000 licenses per year under this contract.

In addition, we provide call center support for as many as 15,000+ toll free calls each year. There have been four consecutive contracts current contract runs to 2019

Mr. Martin manages the Nevada Game Draws.

09/1998 - Present
Utah Division of Wildlife Resources
1594 West North Temple Suite 2110, Box 146301
Salt Lake City, UT 84114
Title: Director of Wildlife Administration Services

Utah Application Hunt System:

The Application Hunt System™ is a database application developed in Microsoft Access 2000™ and Microsoft SQL™. It is accessed locally by Wildlife Administrative Services Office personnel via a local area network (LAN) and remotely by UDWR users using Microsoft Remote Desktop Services via a Sprint DS-3 connection and one Charter 100mbps connection.

The SCI Call/Data Center supports the effort.

SCI's Utah Application Hunt System handles over 450,000 game permit drawing applications annually on the web via our site during relatively short availability periods, an extremely high volume of transactions and telephone inquiries to our processing center. The process involves the sale of hunting licenses, acceptance of applications, screening for legal holds (including IWVCS), executing the draws, publication of the results, and a mass mailing of the permits to successful hunters. Mandatory post season harvest reporting for premium big game hunts is accommodated, as well. All payments are credit card transactions with the fees collected and deposited directly to State accounts. We fulfill 100,000 permits and over 60,000 licenses. Our processing center supports 60,000+ toll free calls each year for Utah. There have been 5 consecutive hunt application contracts with the current effort running until 2019 with option years thereafter.

2/1996 – Present
Utah Division of Wildlife Resources
1594 West North Temple,
Suite 2110, Box 146301
Salt Lake City, UT 84114
Title: Director of Wildlife Administration Services

Utah Application Hunt System:

SCI's Utah Application Hunt System handles over 450,000 game permit drawing applications annually on the web via our site during relatively short availability periods, and an extremely high volume of transactions and telephone inquiries to our processing center. The process involves the sale of hunting licenses, acceptance of applications, screening for legal holds (including IWVCS), executing the draws, publication of the results, and a mass mailing of the permits to successful hunters. Mandatory post season harvest reporting for premium big game hunts is accommodated, as well. All payments are credit card transactions with the fees collected and deposited directly to State accounts. We fulfill 100,000 permits and over 60,000 licenses. Our processing center supports 60,000+ toll free calls each year for Utah. There have been five consecutive hunt application contracts with the current effort running until 2019 with option years.

SCI has provided an online orientation course for Utah Swan Hunters since 1999.

SCI has provided non-mandatory harvest reporting services for Utah since 2009. These surveys are conducted via outgoing telephone calls and a public web site.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

1987 **-** Bachelor of Science in Computer Science- Arkansas State University - Jonesboro, Arkansas

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

Information required should include: environments, hardware, software, tools and databases.

Hardware/Software/Environments:

Environments:	Microsoft Networks
Hardware:	Work Stations, Servers, Switches, WatchGuard Firewall, Raid, LTO 6 tape drive, LaserJet Network Printers.
Software:	Microsoft Visual Studio 2010, Microsoft Access, Word, Excel, Project and Visio. Microsoft Server 2000, 2003, 2008, 2012
Databases:	MS Access, MS SQL

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

Len Giuliani, (559)998-0878, lgiuliani@aol.com

Billy White, (703) 989-3096, bmwhite@rockwellcollins.com

Frank Wesh, (775) 857-2235, fwesh@charter.net

PROPOSED STAFF RESUME FOR RFP 3432

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Systems Consultants

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	**Richard G. Elzinga**	**Key Personnel: (Yes/No)**	Yes
Classification; i.e., Project Manager, Implementation Lead, etc.	Sr. Programmer/Analyst		
# of Years in Classification:	49	**# of Years with Firm:**	14

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Mr. Elzinga has 40 years of experience in the Computer and Telecommunications industries. He has progressed from the design of computer equipment, software, and operating systems to programming, systems management, and consulting. He has held positions such as Executive Director of computer service bureaus and corporate information systems divisions to President and CEO of a major software development company.

Mr. Elzinga benefits from a broad and deep perspective of computer and telecommunication industries that few possess. He has designed computer software systems for over 27 years and has managed computer design and service organizations for the telecommunications, military, health care, and insurance sectors. He has designed software applications in many languages for mainframes, PCs, the web, and complex networks.

As General Manager, Mr. Elzinga took over a failing computer services bureau and turned it around from 6-figure losses to 6-figure profits while increasing sales by 15% per year.

Mr. Elzinga designed and implemented a proprietary software compiler that combined the best features of COBOL and FORTRAN for Singer/Librascope and Control Data Corporation.

In the late 70's, Mr. Elzinga was engaged by American Medical International to design, organize, and build their complete data processing organization. In less than 3 years, the division grew from nothing to over 200 personnel with 4 data centers, supporting applications and computers in 50 hospitals on 5 continents.

He is the founder and principal architect in the design and development of Quantum Series tele management software for the Angeles Group. Mr. Elzinga was the President, CEO, and CFO during a period that the Company grew at a rate of 25% per year for over 20 years and became one of the top tele management software companies in North America.

RELEVANT EXPERIENCE
Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

04/2003 – Present
Nevada Department of Wildlife
6980 Sierra Center Parkway
Reno, NV 89512
Title: Sr. Programmer/Analyst

The Nevada Wildlife Data System:

NWDS is an automated wildlife data system (AWDS) comprising Internet, POS, Counter License Sales, Special Licenses and Permits, Conservation Education Management, Boat Titling and Registration, Law Enforcement, Retail Sales and Inventory Management, Office Cash Accounting and Financial Reporting.

NWDS is designed to automate most of NDOW's daily business operations under one integrated system, accessed by headquarters and field personnel through Nevada WAN via a web browser. Transactions occur in real time to one set of linked SQL™ databases.

The system accommodates hunting and fishing license sales by NDOW outlets, the Internet and retail agents as well as sales of special licenses and permits through NDOW. The conservation education program offers online registration for classes as well as printing certificates, and instructor and facility scheduling and management. NDOW outlets perform boat titling and registration and registration renewals are offered through either the SCI web site or through an NDOW office. Law enforcement uses the system data, performs case management and administers citations and revocations, including a two-way connection to Justice Link. NWDS also offers management of POS equipment, retail sales and inventory and overall retail financial management.

Mr. Elzinga designed the NWDS POS module.

09/2003 to 07/2005
Arizona Game and Fish Department
5000 West Carefree Highway
Phoenix, AZ 85086
Title: Sr. Programmer/Analyst

The Application Hunt System:

This contract involved Internet and telephone license sales, taking online hunt applications, operating the First Come-First Served Draw, posting draw results and associated financial reporting. SCI designed, developed, implemented and operated a telephone/web boat registration program for AZGFD, as well.

SCI developed and operated the system for Internet and telephone sales of game and fish licenses and also developed and operated the Hunt Application web site and the First Come, First Served Hunting Permit web application for AZGFD. The system included hunter report card information for migratory birds and waterfowl as defined in the Federal Harvest Information Program (HIP). Telephone assistance for Arizona hunters was available 24x7x365 from the Wildlife Administrative Services Office.

Implementation of the licensing system took place two months after award with the draw application systems following according to schedule.

Mr. Elzinga designed the licensing and boat renewal programs for Arizona.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

High school diploma - Grand Rapids High School, Grand Rapids

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

1961 - Certifications: USAF Computer Technician 1960/Sage Technician

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

Information required should include: environments, hardware, software, tools and databases.

Hardware/Software/Environments:

Environments:	Mainframe DOS, Mainframe OS MVS, PC DOS, Windows, Unix
Hardware:	Personal Computers, Mainframes, Minicomputers
Software:	IBM DOS, DOS/VS, OS-MFT, OS-MVT, OS-SVS, OS-MVS, TSO, CICS, Unix, Perkin—Elmer's OS/#2, PRIMOS, CPM, MS-DOS, Novell Netware, 3-COM Ethernet, Windows 98/ME/2000/XP, BTRIEVE.NET
Databases:	MS-Access, MS-SQL

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

Robert Snyders, President
Channel Islands Harbor Foundation, Inc.
3900 Pelican Way

Oxnard, CA 93035-4367
(805)984-1342

Ronald Consiglio, CPA, Executive Board Member
Mannkind Corporation
1705 Emerald Isle Way
Oxnard, CA 93035
(805)382-1025

Harmon Cogert, Past President
Parent's Magazine
4207 Harbour Island Lane
Oxnard, CA 93035
(805)382-9818

PROPOSED STAFF RESUME FOR RFP 3432

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Systems Consultants

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	Wayne Taylor	**Key Personnel: (Yes/No)**	Yes
Classification; i.e., Project Manager, Implementation Lead, etc.	Implementation Lead Qualifications/ Web Programmer		
# of Years in Classification:	13	**# of Years with Firm:**	**13**

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Mr. Taylor is an exceptionally skilled web programmer with significant capabilities in SQL database programming, network security, PC and network hardware-software integration, and computer graphic arts. He maintains, updates, and enhances many of SCI's wildlife websites on an ongoing basis, and he participates in design and ECP efforts.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

06/2004 – Present
Nevada Department of Wildlife
6980 Sierra Center Parkway
Reno, NV 89512
Title: Programmer

The Application Hunt System:

Mr. Taylor has maintained and managed multiple e-Commerce websites to accommodate the running of the Nevada ©Application Hunt System activities. He ported and rewrote a number of these websites from ASP.NET 1.1 to ASP.NET 2.0, and from ASP.NET 2.0 – ASP.NET 4.5. He is responsible for creating store procedures, database users and updating and inserting SQL statements for each of these websites. He has integrated XML web-services and Google maps API into the existing websites.

9/1998 – Present

Utah Division of Wildlife Resources
1594 West North Temple,
Suite 2110, Box 146301
Salt Lake City, UT 84114
Title: Programmer

Mr. Taylor has maintained and managed multiple e-Commerce websites to accommodate the running of the Utah Application Hunt System activities. He ported and rewrote a number of these websites from ASP.NET 1.1 to ASP.NET 2.0, and from ASP.NET 2.0 – ASP.NET 4.5.

He is responsible for creating store procedures, database users and updating and inserting SQL statements for each of these websites.

He has integrated XML web-services and Google maps API into the existing websites.

He maintains both the Utah Mandatory and Non-mandatory Harvest Report systems.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

2000 - Bachelor of Science Degree - Digital Media – Pacific Union College – Angwin, California

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

2000 - Certification3D Studio Max - Computer Arts Institute - San Francisco, California

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

Information required should include: environments, hardware, software, tools and databases.

Hardware/Software/Environments:

Environments:	Microsoft Networks
Hardware:	Workstations, Servers, Switches, Firewalls, Load Balancer
Software:	Microsoft Visual Studio, Microsoft Server 2000 – 2012, Microsoft Office Suite
Databases:	Microsoft Networks

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

Donald H. Sefton, Owner
Systems Consultants
775-423-1345
dsefton@sci-nevada.com

Thomas L. Reeves, Retired Executive Director
Systems Consultants
775-423-1345
treeves@sci-nevada.com

Rhonda Blevins, Information Systems Manager
Systems Consultants
775-423-1345
rblevins@sci-nevada.com

PROPOSED STAFF RESUME FOR RFP 3432

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Systems Consultants

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	Andrew R. Ariens	**Key Personnel: (Yes/No)**	Yes
Classification; i.e., Project Manager, Implementation Lead, etc.	**Web Programmer**		
# of Years in Classification:	17	**# of Years with Firm:**	17

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Mr. Ariens has 17 years of experience as a web programmer with experience in ASP (VBScript) and ASP.NET (VB.NET). Mr. Ariens has designed websites for online hunting applications for Nevada and Utah. He had a major role in the design and programming of several major modules of the Nevada Wildlife Data System, and he has designed and developed the consumer website for the Nevada Department of Wildlife's Nevada Wildlife Data System, including online consumer boat renewal, license sales, conservation education, and the web-based application used by NDOW office personnel.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

02/1999 – Present
Nevada Department of Wildlife
6980 Sierra Center Parkway
Reno, NV 89512
Title: Web Programmer

The Nevada Wildlife Data System:

Mr. Ariens wrote the NWDS Licensing Module, the Nevada Application Hunt System Web Application system, the NWDS Consumer Boat Registration and Renewal system, and the NWDS Licensing System.

Andrew writes in .ASP, ASP.NET, VB.NET and is very experienced in the Studio.NET environment.

2/1999 – Present
Utah Division of Wildlife Resources
1594 West North Temple,
Suite 2110, Box 146301
Salt Lake City, UT 84114
Title: Programmer

The Utah Application Hunt System:

Mr. Ariens wrote the Utah Application Hunt System™ Web Application system and the Utah Swan Indoctrination Course system.

Andrew writes in .ASP, ASP.NET, VB.NET and is very experienced in the Studio.NET environment.

EDUCATION
Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

1997– Churchill County High School – Diploma – Fallon, Nevada

CERTIFICATIONS
Information required should include: type of certification and date completed/received.

NA

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)
Information required should include: environments, hardware, software, tools and databases.

Hardware/Software/Environments:

Environments:	Microsoft Windows, DOS
Hardware:	PC
Software:	Active Server Pages (ASP) 2.0, ASP.NET, Microsoft.NET, VBScript, VB.NET
Databases:	Microsoft SQL Server 7.0/2000/2005/2008/2012

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

Paula Lannen, plannen@ndow.org, 775-688-1983
Bobbi Guss, bguss@ndow.org, 775-688-1890
Monty Martin, mmartin@sci-nevada.com, 775-423-1345

PROPOSED STAFF RESUME FOR RFP 3432

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Systems Consultants

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	Crystal R Barraque	**Key Personnel: (Yes/No)**	Yes
Classification; i.e., Project Manager, Implementation Lead, etc.	Wildlife Operations Manager		
# of Years in Classification:	3	**# of Years with Firm:**	17

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Ms Barraque has worked her way up through the ranks at SCI, serving first as a Customer Service Representative, then in supervisory capacities of increasing levels of responsibility, culminating in her current position as SCI's Wildlife Operations Manager. She is experienced in every area of our wildlife operations and eminently qualified to perform the tasks in the RFP.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

01/2015 – Present
Nevada Department of Wildlife
6980 Sierra Center Parkway
Reno, NV 89512
Title: Wildlife Operations Manager

The Application Hunt System:

The Application Hunt System (AHS) processes web and paper hunt applications and executes the Nevada's game tag drawings. The SCI Call/Data Center supports the effort.

SCI's Nevada Hunt Application System handles over 240,000 tag applications per year with 230,000+ being taken on the web via our site during relatively short availability periods, resulting in an extremely high volume of web transactions and telephone inquiries to our processing center. The process involves license sales to resident and out-of-state hunters, look-ups on Hunter Ed, acceptance of applications, screening for law enforcement and legal system holds (including

IWVCS), execution of the draws, publication of the results, and a mass mailing of the tags to successful hunters. All web payments are credit card transactions with the fees collected and deposited in an SCI account for ACH transfer to the designated State of Nevada bank account. We fulfill over 37,000 tags and 36,000 licenses per year under this contract. In addition, we provide call center support for as many as 15,000+ toll free calls each year. There have been four consecutive contracts. The current contract runs to 2019.

Ms. Barraque is responsible for managing and training the supervisors and employees for the Application Hunt System Process of the Idaho Harvest Report Cards. This included training CSRs to answer the clients' questions, inputting the records on the Web Site, and data input. She prepares queries and reports for the Department of Wildlife and manages all day to day operations for our NDOW contracts as well as all of the other wildlife contracts we have.

4/2011 – Present
Utah Division of Wildlife Resources
1594 West North Temple,
Suite 2110, Box 146301
Salt Lake City, UT 84114
Title: Wildlife Operations Manager

The Utah Application Hunt System:

SCI's Utah Hunt Application System handles over 450,000 game permit drawing applications annually on the web via our site during relatively short availability periods, and an extremely high volume of transactions and telephone inquiries to our processing center. The process involves the sale of hunting licenses, acceptance of applications, screening for legal holds (including IWVCS), executing the draws, publication of the results, and a mass mailing of the permits to successful hunters. Mandatory post season harvest reporting for premium big game hunts is accommodated, as well. All payments are credit card transactions with the fees collected and deposited directly to State accounts. We fulfill 100,000 permits and over 60,000 licenses. Our processing center supports 60,000+ toll free calls each year for Utah.

There have been five consecutive hunt application contracts with the current effort running until 2019 with option years.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

1995 – Hana High school – Diploma – Hana, Hawaii

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)
Information required should include: environments, hardware, software, tools and databases.

Hardware/Software/Environments:

Environments: Microsoft Windows
Hardware: PC
Software: Microsoft Access, Word, Excel

REFERENCES
A minimum of three (3) references are required, including name, phone number, fax number and email address.

Judi Tutorow, Licensing Coordinator
Utah Division of Wildlife Resources
(801)538-4851, (801)538-4709, juditutorow@utah.gov

Maureen Hullinger, Management Analyst III/License Office Supervisor
Nevada Department of Wildlife
4600 Kietzke Lane, Reno, NV 89512,
(775)688-1881,
mhullinger@ndow.org

Summer Crea, Supervisor
Idaho Department of Fish and Game
(208) 287-2742
summer.crea@idfg.idaho.gov

Rhonda Blevins, Information Services Manager
Systems Consultants
Phone: (775) 423-1577
Fax: (775) 423-0799
rblevins@sci-nevada.com

PROPOSED STAFF RESUME FOR RFP 3432

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Systems Consultants

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	Rhonda F. Blevins	**Key Personnel: (Yes/No)**	Yes
Classification; i.e., Project Manager, Implementation Lead, etc.	Wildlife Information Systems Manager		
# of Years in Classification:	10	**# of Years with Firm:**	16

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Ms. Blevins has 10 years of experience as a database manager with experience in programming; and maintenance of software, Ms. Blevins is responsible for the maintenance and enhancement of the Nevada Department Of Wildlife (NDOW) and Utah Division of Wildlife Resources (UDWR) big game application and draw processing systems. Ms. Blevins oversees the Quality Assurance department.
Prior to this, Ms. Blevins was the Utah Supervisor

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

09/1998 – Present
Nevada Department of Wildlife
6980 Sierra Center Parkway
Reno, NV 89512
Title: Wildlife Information Systems Manager

The Application Hunt System:

The Application Hunt System™ is a database application developed in Microsoft Access 2000™ and Microsoft SQL™. It is accessed locally by Wildlife Administrative Services Office personnel via a local area network (LAN) and remotely by NDOW users using Microsoft Remote Desktop Services via a Sprint DS-3 connection and one Charter 100mbps connection.

The SCI Call/Data Center supports the effort.

SCI's Nevada Hunt Application System handles over 240,000 tag applications per year with 230,000+ being taken on the web via our site during relatively short availability periods, resulting in an extremely high volume of web transactions and telephone inquiries to our processing center. The process involves license sales to resident and out-of-state hunters, look-ups on Hunter Ed, acceptance of applications, screening for law enforcement and legal system holds (including IWVCS), execution of the draws, publication of the results, and a mass mailing of the tags to successful hunters. All web payments (credit card transactions) are collected and reconciled with the state. We fulfill over 37,000 tags and 36,000 licenses per year under this contract.

In addition, we provide call center support for as many as 15,000+ toll free calls each year. There have been four consecutive contracts. The current contract runs to 2019.

9/1998 – Present
Utah Division of Wildlife Resources
1594 West North Temple,
Suite 2110, Box 146301
Salt Lake City, UT 84114
Title: Wildlife Information Systems Manager

The Utah Application Hunt System:

The Application Hunt System™ is a database application developed in Microsoft Access 2000™ and Microsoft SQL™. It is accessed locally by Wildlife Administrative Services Office personnel via a local area network (LAN) and remotely by UDWR users using Microsoft Remote Desktop Services via a Sprint DS-3 connection and one Charter 100mbps connection.

The SCI Call/Data Center supports the effort.

SCI's Utah Application Hunt System handles over 450,000 game permit drawing applications annually on the web via our site during relatively short availability periods, an extremely high volume of transactions and telephone inquiries to our processing center. The process involves the sale of hunting licenses, acceptance of applications, screening for legal holds (including IWVCS), executing the draws, publication of the results, and a mass mailing of the permits to successful hunters. Mandatory post season harvest reporting for premium big game hunts is accommodated, as well. All payments are credit card transactions with the fees collected and deposited directly to State accounts. We fulfill 100,000 permits and over 60,000 licenses. Our processing center supports 60,000+ toll free calls each year for Utah. There have been 5 consecutive hunt application contracts with the current effort running until 2019 with option years thereafter.

EDUCATION
Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

1988 – Churchill County High School - Diploma

CERTIFICATIONS
Information required should include: type of certification and date completed/received.

NA

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)
Information required should include: environments, hardware, software, tools and databases.

Hardware/Software/Environments:

Environments:	Microsoft Networks
Hardware:	Work Stations, Servers, Switches, WatchGuard Firewall, Raid, LTO 6 tape drive, LaserJet Network Printers.
Software:	Microsoft Visual Studio 2010, Microsoft Access, Word, Excel, Project and Visio. Microsoft Server 2000, 2003, 2008, 2012
Tools:	Microsoft SQL Server 2000, 2005, 2008, 2012, Microsoft Access
Databases:	Microsoft Networks

REFERENCES
A minimum of three (3) references are required, including name, phone number, fax number and email address.

Brinda Israel 775-217-6396

Jennifer Locanas 775-217-0440

Corie Candee 775-217-9454

PROPOSED STAFF RESUME FOR RFP 3432

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	Systems Consultants

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	X	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.			
Name:	Amber Hardin	**Key Personnel: (Yes/No)**	Yes
Classification; i.e., Project Manager, Implementation Lead, etc.	Wildlife Information Systems Manager		
# of Years in Classification:	2	**# of Years with Firm:**	11

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Mrs. Hardin has worked her way up through the ranks at SCI, serving first as a Customer Service Representative, then in supervisory capacities of increasing levels of responsibility, culminating in her current position as SCI's Training Facilitator. With her years of experience with the SCI, and experience in training working for the Nevada Department of Employment, Training, and Rehabilitation, Amber offers a solid support to employees and clients learning new software designed by SCI, or changes to software in place.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the project/position and software/hardware used during the project engagement.

09/2014 – Present
Systems Consultants
185 N. Maine Street
Fallon, NV 89406
Title: Wildlife Operations Manager

In an ongoing capacity, creating PowerPoint presentations for class training sessions (training included phone operations, customer service, resource usage and information retrieval, the proper protocol for getting supervisor intervention or assistance, and rules and laws by contract), creating and proctoring examinations for training sessions, performing specialized one-on-one training sessions for new or struggling operators, quality assurance call monitoring and reports, tracking and reporting repeat offenses for failure to follow training and protocol, acting as a multi-contract point of contact for operators needing assistance or intervention, and creating/updating manuals and training materials. Software/hardware use includes Microsoft Access, Excel, Word, Outlook,

OneNote, and PowerPoint, Shoretel VOIP phone systems, Oaisys call monitoring software, and using both the most current version of I.E. and Google Chrome on a PC utilizing a Windows 7 operating system.

09/2014 – Present
Systems Consultants
185 N. Maine Street
Fallon, NV 89406
Title: Utah Wildlife Administrative Services Supervisor

Overseeing phone operations and customer service provided to Utah Wildlife customers and clientele, keying and executing data reports, creating new hunt information in the Utah Database, business-to-business and business-to-customer communications effective through phone and email, tracking/initiating refunds and charges, deescalating impassioned customers, and creating/editing applications and license purchases where applicable.

Software/hardware use included Microsoft Access, Excel, Word, Outlook, and PowerPoint, Shoretel VOIP phone systems, Oaisys call monitoring software, Core FTP file sharing software, and using both the most current version of I.E. and Google Chrome on a PC utilizing a Windows 7 operating system.

01/2014 – 09/2014
Nevada Department of Employment, Training, and Rehabilitation
121 Industrial Way
Fallon, NV 89406
Title: Workforce Service Representative

As a workforce Services Rep I, Amber conducted interviews with Unemployment Insurance participants to assist in job placement and activity tracking, reporting participant progression or regression, creating client files for tracking and updating, resume creation and assistance, maintaining large amounts of client files physically and electronically, state workforce/local workforce research, creating job orders for business owners, email and phone communications between state agencies, businesses, and clients, and interview, resume, and job application education.

Software/Hardware use included PCs with Windows 7, Microsoft Office and Excel, several state created/project specific utilities used to communicate client status with the Unemployment Division, state software created for creating job orders and filling job orders, and testing software used to gauge a client's office knowledge, spreadsheet savvy and typing speeds.

04/2006 – 01/2014
Systems Consultants
185 N. Maine Street
Fallon, NV 89406
Title: Customer Service Representative

As a customer service representative, Amber performed phone operations and customer service for wildlife customers, faxes, phone logs and reports, inventory, mass mailings, processing paperwork, processing online applications, light tech support, license sales, tag sales, quality assurance web testing, test script writing, and call monitoring.

Software/hardware use included phone logs programs, online application systems, Microsoft Word, and Shoretel VOIP phone systems; all software used on a PC, and throughout the time of employment utilized XP, Vista, and 7 operating systems.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

2003 - High School Diploma
In Progress – Bachelor of Science – Health Promotion

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

NA

HARDWARE/SOFTWARE SUMMARY (BE SPECIFIC)

Information required should include: environments, hardware, software, tools and databases.

Hardware/Software/Environments:

Environments:	Windows
Hardware:	PC, VOIP telephone, printer, fax machine, scanner.
Software:	Windows XP, Vista, 7 and 10, Microsoft Office 2003-2013, Shoretel VOIP software, Core FTP software, Adobe Reader (various versions), Oaisys call monitoring software.
Tools:	Brightmetrics (call reporting tool for Shoretel)
Databases:	Microsoft Access

REFERENCES

A minimum of three (3) references are required, including name, phone number, fax number and email address.

Pam Giovanetti – Workforce Services Rep II with Nevada JobConnect
Phone: (775) 423-5115
Fax: (775) 423-6116
Email: pggiovanetti@nvdetr.org
mhullinger@ndow.org

Summer Crea,
Supervisor
Idaho Department of Fish and Game
(208) 287-2742
summer.crea@idfg.idaho.gov

Crystal Barraque – Operations Manager with Systems Consultants
Phone: (775) 423-1345
Fax: (775) 423-0799
Email: crb@sci-nevada.com

5.6 PRELIMINARY PROJECT PLAN

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

SCI has included all the preliminary project plan information as listed below.

5.6.1.1 Gantt charts that show all proposed project activities;

SCI has included a Gantt chart that shows all proposed project activities in Section IX.

5.6.1.2 Planning methodologies;

Donald Sefton, project manager and president of SCI has spearheaded large scale projects with similar scope to that of NWDS II. A successful project is determined by meticulous planning, a thorough understanding of the scope of work arrived at through experience and effective communication with NDOW project management. In addition, a project of this magnitude requires balance of time and cost. SCI is committed to delivering the NWDS II System to NDOW in a timely and cost effective manner with minimal risk. SCI's NWDS II System will provide a rewarding and user-friendly experience for both customers and NDOW staff.

We developed a preliminary project plan for RFP purposes with a preliminary project schedule in Microsoft Project. We will refine and expand the schedule as required based on the Kickoff Meeting and subsequent contact with NDOW Program Management. We are confident that we have the platform, the experienced development staff, and the management expertise to deliver all the requirements of NWDS II on time and within budget.

Our preliminary project schedule is provided under Section IX of our proposal. SCI will work closely with NDOW to deliver a comprehensive Project Plan no later than (90) calendar days after the award of the contract.

Our general approach to software design and development is Software Life Cycle Management under the PADDTI Model – Plan, Analyze, Design, Develop, Test, and Implement. This cycle is carried out for the initial development and is repeated each year for the life of the program.

<u>Plan:</u> We will ask for a kick off meeting with NDOW to clarify the system requirements and to plan the work. We will finalize the formal project plan in Microsoft Project™ establishing the key events, Joint Application Development (JAD) sessions requiring NDOW participation, milestones for progress reviews, development deadlines, testing schedules, etc. This schedule will be submitted to the NDOW management for review and approval, signifying the Agency's commitment to provide the appropriate personnel for JAD, design reviews, and testing.

<u>Analyze:</u> The first step in design is to understand the purpose and define the desired outcomes. Much of our analysis was conducted during the preparation of our proposal using the requirements

disseminated in the RFP. Working with Department personnel directly knowledgeable in the area and expanding from the detailed process information contained in the RFP, we will carefully review the purpose of each requirement and the desired outcome. The degree of specificity is a key consideration here, as it is necessary to fully comprehend the destination before setting out on the trip.

For the out years, each modification requested will be thoroughly analyzed with input from NDOW to determine any system or systemic impact.

Design: ***Next, working from the detailed expanded requirements, we verify and/or define the inputs required to generate the outcomes and specify the sources for each datum. The data may be resident in the system, or it may be necessary to redesign a form, web page, or a table to collect the desired input.***

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

The outcome of the Design Step is a System Design Document that will guide the programmers during the development phase.

Subsequent modifications are incorporated into the Design Document annually before any programming is undertaken.

Develop: ***The designers and programmers meet for an overview of the requirement and a detailed walkthrough of the design considerations and decisions. Included in the process is the impact of the addition, change, or enhancement on the system architecture. Work assignments are made to each of the programmers, and the system designer walks through each assignment with the assigned programmer. Our goal is that each programmer develop a stand-alone module under the design guidance furnished by the designer.***

Each programmer is responsible for developing his/her assigned module and fully testing its functionality.

SCI will maintain an up-to-date development version of the NWDS II system on a separate server for the life of the contract.

Testing: ***SCI's QA Department is charged with the development and execution of detailed Test Plans that exercise all aspects of the system. These plans are developed from the design requirements to ensure that the delivered product meets the requirements.***
Application testing is accomplished using the dedicated test system and URLs, completely separate from the development environment.

We also utilize "regression testing". We author a new QA test for any QA discrepancy or bug that occurs during the life of the contract. This is done to prove that subsequent changes do not re-introduce a previous bug or undo an old "fix". Significant modifications call for regressive testing involving a full repeat of the test script.

<u>Implementation:</u> SCI will develop a comprehensive Implementation Plan for the NWDS II system to include documentation, training, provisioning, pilot testing, resolution of issues, and fielding. Once testing is complete and all defects and corrections have been made and verified using the test scripts, NDOW will be asked to certify the production environment.

5.6.1.3 Milestones;

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

5.6.1.4 Task conflicts and/or interdependencies;

Task conflicts and/or interdependencies will be identified and assessed during the development of the detailed project plan.

5.6.1.5 Estimated time frame for each task identified in ***Section 4, Scope of Work***; and

SCI has included the requirements of 5.6.1.5 in our preliminary project plan.

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

The overall project will be complete by 12/2018. Task schedules will be refined during the JAD sessions and development of the detailed project plan.

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

SCI will not be using subcontractors on this effort

5.6.3 The preliminary project plan shall be incorporated into the contract.

The preliminary project plan will be incorporated into the contract.

5.6.4 The first project deliverable is the finalized detailed project plan that shall include fixed deliverable due dates for all subsequent project tasks as defined in ***Section 4, Scope of Work***. The contract shall be amended to include the State approved detailed project plan.

SCI has read and understands that the first project deliverable is the finalized detailed project plan that shall include fixed deliverable due dates for all subsequent project tasks as defined in Section 4, Scope of Work. The contract shall be amended to include the State approved detailed project plan

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

SCI has an established Risk Management Process. Our Risk Management Plan for NWDS II uses a three-phase process: risk assessment, risk abatement, and risk monitoring. The process is based on continuously looking forward to identify possible risk areas and managing performance before risks impact the program. It is a continuous process throughout the life of the program.

Risk Assessment

The first phase of the process includes identification of risks, analysis, prioritization, and assignment of responsibility for creating and implementing a Risk Abatement Plan. Success of our Risk Management Plan depends on early identification of risks and determining the probability and consequence of those risks to the program. Our staff is empowered and encouraged to identify cost, schedule, or performance risks at any time. Weekly, the Program Manager will analyze any newly identified risks to determine the probability (likelihood of occurrence) and consequence (significance or impact of occurrence). Once these factors are determined, the Project Lead prepares a prioritized risk list for consideration by the NDOW Program Manager.

The SCI and NDOW Program Managers have the responsibility for management of NWDS II Program risks. They jointly assess risks and segregates them according to their impact on the program.
Low program risks are conditions where the probability of occurrence is unlikely and where occurrence would have minor effect on the program goals and objectives--only normal monitoring and control are required for the low-risk category.

Medium program risks are occurrences that would affect the program objectives, schedule, or cost with a probability of occurrence high enough to require close control of all contributing factors and establishment of risk milestones and development of an alternative position. This type of risk would be handled as an action item with periodic reporting at all status meetings with NDOW.

High program risks have a high probability of occurrence, and these occurrences would pose a significant impact on the program. Control and monitoring is mandatory, with a risk abatement plan and a contingency position identified and developed.

SCI suggests that the probability of a risk occurring be assessed on a 1-5 scale where 1 is highly improbable and 5 is very probable. Similarly, the risk consequences (severity) could be assessed on a 1-5 scale where 1 is of little consequence and 5 is of great consequence. Averaging the two factors then produces a Risk Score of 1-5, as explained in Figure 51.

Risk scores of 1-2.5 are coded green and the risk is monitored without attempting to mitigate it. Risk scores of 2.5–3.5 are coded yellow and formally monitored each week in the Weekly Meeting. Scores of 3.5-5 are coded red and risk mitigation strategies are developed, implemented, and closely monitored. Status is reported weekly.

Risk Probability 1-5	***Risk Severity 1-5***	
Risk Score = Risk Probability + Risk Severity / 5		
Risk Score 1-2.5	***Risk Score 2.5-3.5***	***Risk Score 3.5-5***

Figure 51: Proposed Risk Assessment Scoring

Once the risks are assessed, they are ranked and the SCI Program Manager assigns responsibility for risk abatement planning to a specific individual. The results of the risk assessment phase are documented on a Risk Identification/Assessment Report. This report contains appropriate contract identifying information, consequences, and probability of risk, and a risk factor denoting severity. The results of each weekly risk assessment are posted on our electronic bulletin board in the SIRI system, so that all employees have access to the information and can use the information as a catalyst to identify risk areas and assist in the resolution of pending risks.

Risk Abatement

After receiving guidance from the Program Managers, the project staff will develop a Risk Abatement Plan for each critical risk. After approval by the Program Management, the project staff will implement the Risk Abatement Plan. The Project Managers are also responsible for establishing the specific technical performance measures, metrics, cost reports, and milestones for use in monitoring/controlling the Risk Abatement Plan.

Risk Monitoring

Once the Risk Abatement Plan is implemented, the SCI Program Manager will monitor the plan's progress by collecting tracking data, and reporting status and forecasting information. The Program Manager tracks the Risk Abatement Plan status weekly. He may continue to monitor the risk, direct a revision if the current actions are not accomplishing their goal, or close the risk if it has been completely mitigated. The Program Manager will brief the status of all medium and high risks at all weekly Progress Reviews.

Potential Risks and Mitigation Strategies

SCI's NWDS II team will perform a preliminary risk analysis as part of project plan revision after the kickoff meeting and initial JAD sessions. We will identify and assess risk areas and identify actions to be taken to mitigate those risks following the matrix in Figure 51.

Risk	***Probability***	***Consequence***	***Area***	***Mitigation***
TBA				

Figure 52: Mitigation Matrix

5.6.6 Vendors shall provide information on the staff that shall be located onsite in Carson City. If staff shall be located at remote locations, vendors shall 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.

The requirement to locate staff on site in Carson City was removed per Amendment 1.

5.7 PROJECT MANAGEMENT

Vendors shall describe the project management methodology and processes utilized for:

5.71 Project integration to ensure that the various elements of the project are properly coordinated;

The goal of project management is the efficient, economical, and timely employment of SCI and NDOW assets – personnel, time, and operating capital - leading to implementation of the deployment of NWDS II.

Methodology:

Donald Sefton, project manager and president of SCI has spearheaded large scale projects with similar scope to that of NWDS II. A successful project is determined by meticulous planning, a thorough understanding of the scope of work arrived at through experience and effective communication with NDOW project management. In addition, a project of this magnitude requires balance of time and cost. SCI is committed to delivering the NWDS II System to NDOW in a timely and cost effective manner with minimal risk. SCI's NWDS II System will provide a rewarding and user-friendly experience for both customers and NDOW staff.

5.7.2 Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully;

Our general approach to software design and development is Software Life Cycle Management under the PADDTI Model – Plan, Analyze, Design, Develop, Test, and Implement. This cycle is carried out for the initial development and is repeated each year for the life of the program.

<u>Plan:</u> We will ask for a kick off meeting with NDOW to clarify the system requirements and to plan the work. We will finalize the formal project plan in Microsoft Project™ establishing the key events, Joint Application Development (JAD) sessions requiring NDOW participation, milestones for progress reviews, development deadlines, testing schedules, etc. This schedule will be submitted to the NDOW management for review and approval, signifying the Agency's commitment to provide the appropriate personnel for JAD, design reviews, and testing.

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

<u>Analyze:</u> The first step in design is to understand the purpose and define the desired outcomes. Much of our analysis was conducted during the preparation of our proposal using the requirements disseminated in the RFP. Working with Department personnel directly knowledgeable in the area and expanding from the detailed process information contained in the RFP, we will carefully review the purpose of each requirement and the desired outcome. The degree of specificity is a key consideration here, as it is necessary to fully comprehend the destination before setting out on the trip.

For the out years, each modification requested will be thoroughly analyzed with input from NDOW to determine any system or systemic impact.

<u>Design:</u> Next, working from the detailed expanded requirements, we verify and/or define the inputs required to generate the outcomes and specify the sources for each datum. The data may be resident in the system, or it may be necessary to redesign a form, web page, or a table to collect the desired input.
Our design staff will then establish the information architecture required to retrieve, validate, process, and output the data and formalize the design. This design furnishes the blueprint for the programming staff.
The outcome of the Design Step is a System Design Document that will guide the programmers during the development phase.
Subsequent modifications are incorporated into the Design Document annually before any programming is undertaken.

<u>Develop:</u> The designers and programmers meet for an overview of the requirement and a detailed walkthrough of the design considerations and decisions. Included in the process is the impact of the addition, change, or enhancement on the system architecture. Work assignments are made to each of the programmers, and the system designer walks through each assignment with the assigned programmer. Our goal is that each programmer develop a stand-alone module under the design guidance furnished by the designer.

Each programmer is responsible for developing his/her assigned module and fully testing its functionality.
SCI will maintain an up-to-date development version of the NWDS II system on a separate server for the life of the contract.

<u>Testing:</u> SCI's QA Department is charged with the development and execution of detailed Test Plans that exercise all aspects of the system. These plans are developed from the design requirements to ensure that the delivered product meets the requirements.

Application testing is accomplished using the dedicated test system and URLs, completely separate from the development environment.

We also utilize "regression testing". We author a new QA test for any QA discrepancy or bug that occurs during the life of the contract. This is done to prove that subsequent changes do not re-introduce a previous bug or undo an old "fix". Significant modifications call for regressive testing involving a full repeat of the test script.

<u>Implementation:</u> SCI will develop a comprehensive Implementation Plan for the NWDS II system to include documentation, training, provisioning, pilot testing, resolution of issues, and fielding. Once testing is complete and all defects and corrections have been made and verified using the test scripts, NDOW will be asked to certify the production environment.

5.7.3 Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule;

We have developed a preliminary project plan for RFP purposes with a preliminary project schedule in Microsoft Project. We will refine and expand the schedule as required based on the Kickoff Meeting and subsequent contact with NDDW Program Management. We are confident that we have the platform, the experienced development staff, and the management expertise to deliver all the requirements of NWDS II on time and within budget.

Our preliminary project schedule is provided under section 5.6.1.1 of our proposal. SCI will work closely with NDOW to deliver a comprehensive Project Plan no later than (90) calendar days after the award of the contract.

5.7.4 Management of contractor and/or subcontractor issues and resolution process;

The process for resolving issues with the contractor will be addressed by the Project Manager and NDOW's designated representative.

5.7.5 Responding to and covering requested changes in the project time frames;

All changes to the Production System will be managed through the Engineering Change Proposal (ECP) System. The ECP Plan will include the completion of a Design Document and a report setting for the effect of the ECP, if any, on planning, analysis, design, development, training, implementation and updates to existing system Design Documents. The plan will clearly indicate the additions, deletions, or changes to the system Design Document by explicit reference to the documentation affected and shall also describe the following:

- ***Design and business rule descriptions including proposed updates to existing system Design Documents;***
- ***Development, testing, and implementation tasks, milestones, and completion dates;***
- ***Impacts on existing programming code and functionality; and***
- ***Functionality outcomes that shall be delivered for testing.***

5.7.6 Responding to State generated issues;

SCI will be in close communications with NDOW from start to finish via weekly meetings, telephone communications as necessary, and email notifications of project updates. We have detailed a communications plan in our project plan.

5.7.7 Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control;

Leadership and subject area experience/expertise are the keys to successful project management. Don Sefton has over 40 years of experience in software systems development. Since 1979, he has spearheaded the team at SCI in providing computer-based solutions for the challenges of business, industry, healthcare, the military, and federal and state government. In the wildlife administrative services arena, Don was the primary designer/project manager of both the Application Hunt System© and the Nevada Wildlife Data System, and he wrote the draw, refund, and tag applications. He has been the primary interface with NDOW for hunt administration policy matters for the past 23 years and attends all Nevada Board of Wildlife Commissioners meetings as an expert resource for the Application Hunt System© and the Nevada Wildlife Data System.

While SCI already has a long standing and mutually beneficial relationship with NDOW , we are committed to build on it with this new undertaking, NWDS II. Our team has held the contracts with the state of Nevada to provide licensing and draw systems since their inception (1992 and 2002), and we have also held the contract with the State of Utah for draw services since inception (1995). These experiences have rewarded the partnerships by evolving system solutions with rapid advances in technology without compromising system security, maintaining positive user experience by putting the customer first, and developing strong methods of communications among the states we serve. Having long standing relationships with our clients gives us an advantage in the industry. We have a program management model that has proved successful over years of experience. We will use our systematic approach/process to ensure that the NWDS II system we implement will meet the high quality requirements and performance standards of the Nevada Department of Wildlife Business Support System RFP on schedule and within budget.

We suggest Microsoft Project as the primary tool for tracking the project. It is the industry standard and enjoys wide acceptance. We have developed a preliminary project plan in Project and included it with our proposal. Project provides a visual Gantt chart depiction of the project and the status of each tracked task, and it can be easily updated for each weekly management meeting. Our experience with Project for resource allocation and cost tracking has led to significant duplication due to the lack of flexibility and interoperability, so we prefer to use an internal tracking system for these functions. We view resource allocation as the primary factor influencing schedule and cost, and we track it very carefully. Summary statistics on resources can be provided monthly if necessary.

5.7.8 Resource management to ensure the most effective use of people involved in the project including subcontractors;

Resource management is a shared responsibility of SCI and NDOW. We have successfully implemented resource management throughout our 24 year partnership. SCI's project manager will continue to identify and source the appropriate people involved the NWDS II project. SCI will not be using subcontractors on this effort.

5.7.9 Communications management to ensure effective information generation, documentation, storage, transmission and disposal of project information; and

A comprehensive approach for managing communications with both internal and external audiences is required to ensure the success of the program. Effective communication is critical to the development of productive relationships with concerned stakeholders. Our communication plan includes a communication management table, roles and responsibilities, identification of formal communications channels, and a plan for generation, documentation, storage, transmission and disposal of all project information.

In order to ensure proper program control, only Mr. Sefton or, in his absence Mr. Martin, will be authorized to commit the Company to a course of action. SCI asks that a single POC in NDOW management be designated to fulfil this role for the State.

5.7.10 Risk management to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

SCI has an established Risk Management Process. Our Risk Management Plan for NWDS II uses a three-phase process: risk assessment, risk abatement, and risk monitoring. The process is based on continuously looking forward to identify possible risk areas and managing performance before risks impact the program. It is a continuous process throughout the life of the program.

Risk Assessment

The first phase of the process includes identification of risks, analysis, prioritization, and assignment of responsibility for creating and implementing a Risk Abatement Plan. Success of our Risk Management Plan depends on early identification of risks and determining the probability and consequence of those risks to the program. Our staff is empowered and encouraged to identify cost, schedule, or performance risks at any time. Weekly, the Program Manager will analyze any newly identified risks to determine the probability (likelihood of occurrence) and consequence (significance or impact of occurrence). Once these factors are determined, the Project Lead prepares a prioritized risk list for consideration by the NDOW Program Manager.

The SCI and NDOW Program Managers have the responsibility for management of NWDS II Program risks. They jointly assess risks and segregates them according to their impact on the program.

Low program risks are conditions where the probability of occurrence is unlikely and where occurrence would have minor effect on the program goals and objectives--only normal monitoring and control are required for the low-risk category.

Medium program risks are occurrences that would affect the program objectives, schedule, or cost with a probability of occurrence high enough to require close control of all contributing factors and establishment of risk milestones and development of an alternative position. This type of risk would be handled as an action item with periodic reporting at all status meetings with NDOW.

High program risks have a high probability of occurrence, and these occurrences would pose a significant impact on the program. Control and monitoring is mandatory, with a risk abatement plan and a contingency position identified and developed.

SCI suggests that the probability of a risk occurring be assessed on a 1-5 scale where 1 is highly improbable and 5 is very probable. Similarly, the risk consequences (severity) could be assessed on a 1-5 scale where 1 is of little consequence and 5 is of great consequence. Averaging the two factors then produces a Risk Score of 1-5, as explained in Figure 53.

Risk scores of 1-2.5 are coded green and the risk is monitored without attempting to mitigate it.
Risk scores of 2.5–3.5 are coded yellow and formally monitored each week in the Weekly Meeting.
Scores of 3.5-5 are coded red and risk mitigation strategies are developed, implemented, and closely monitored. Status is reported weekly.

Risk Probability 1-5	***Risk Severity 1-5***	
Risk Score = Risk Probability + Risk Severity / 5		
Risk Score 1-2.5	***Risk Score 2.5-3.5***	***Risk Score 3.5-5***

Figure 53: Proposed Risk Assessment Scoring

Once the risks are assessed, they are ranked and the SCI Program Manager assigns responsibility for risk abatement planning to a specific individual. The results of the risk assessment phase are documented on a Risk Identification/Assessment Report. This report contains appropriate contract identifying information, consequences, and probability of risk, and a risk factor denoting severity. The results of each weekly risk assessment are posted on our electronic bulletin board in the SIRI system, so that all employees have access to the information and can use the information as a catalyst to identify risk areas and assist in the resolution of pending risks.

Risk Abatement

After receiving guidance from the Program Managers, the project staff will develop a Risk Abatement Plan for each critical risk. After approval by the Program Management, the project staff will implement the Risk Abatement Plan. The Project Managers are also responsible for establishing the specific technical performance measures, metrics, cost reports, and milestones for use in monitoring/controlling the Risk Abatement Plan.

Risk Monitoring

Once the Risk Abatement Plan is implemented, the SCI Program Manager will monitor the plan's progress by collecting tracking data, and reporting status and forecasting information. The Program Manager tracks the Risk Abatement Plan status weekly. He may continue to monitor the risk, direct

a revision if the current actions are not accomplishing their goal, or close the risk if it has been completely mitigated. The Program Manager will brief the status of all medium and high risks at all weekly Progress Reviews.
Potential Risks and Mitigation Strategies

SCI's NWDS II team will perform a preliminary risk analysis as part of project plan revision after the kickoff meeting and initial JAD sessions. We will identify and assess risk areas and identify actions to be taken to mitigate those risks following the matrix in Figure 54.

Risk	Probability	Consequence	Area	Mitigation
TBA				

Figure 54: Risk Analysis and Mitigation Format

5.8 QUALITY ASSURANCE

Vendors shall describe the quality assurance methodology and processes utilized to ensure that the project shall satisfy State requirements as outlined in ***Section 4, Scope of Work*** of this RFP.

Don Sefton has over 40 years of experience and Quality Assurance (QA) has always played a critical role for him. He has developed software for military applications where QA was literally a life and death matter. His philosophy of QA is that it should be integral to system development and grow organically. The QA should be script based and the scripts should evolve continuously. Whenever errors are encountered and fixed, appropriate "regression" tests are added to the script so that future testing will always include test not only functionality, but prior errors.

Systems Consultants maintains a permanent staff of 3 independent experienced test personnel led by the Information Systems Manager to perform initial and regression testing on all of our applications. The QA staff is augmented by local sportsmen for usability testing as required. SCI will develop and submit a comprehensive Quality Assurance Plan after JAD. The contents of the QA Plan will include SCI's quality assurance approach, our methods for change control, our processes for the resolution of issues, and our interfaces with test personnel at NDOW.

The quality review of system requirements will be conducted at the conclusion of the JAD process to ensure that all design requirements have been captured. Our system design team will verify that the requirements stated in the below documents have been addressed for inclusion in the system design:

5.9 METRICS MANAGEMENT

Vendors shall describe the metrics management methodology and processes utilized to satisfy State requirements as outlined in ***Section 4, Scope of Work*** of this RFP. The methodology shall include the metrics captured and how they are tracked and measured.

Mr. Sefton has had extensive project management and JAD experience in the development of the NWDS and AHS system for the Nevada Department of Wildlife. Moving forward, he brings 24 years of experience overseeing the management of the day-to-day operations the NWDS project will require, and has thoroughly analyzed Section 4, Scope of Work for the NWDS II system. We have included in our proposal a preliminary project plan, and will provide NDOW a formal plan upon award of the contract.

Having built the current systems and managed their progress, Don brings a wealth of leadership in weighing/analyzing the NWDS II project metrics with the time lines, and scheduling the progression of the project through the two (2) phases we have proposed. The technical, financial, and management skill necessary to complete NWDS II within the time and budget we have set out have been tested and proven with over two decades of management experience.

The metrics of the NWDS II system will be documented and reviewed by NDOW based on the detailed project plan and meetings with NDOW.

5.10 DESIGN AND DEVELOPMENT PROCESSES

Vendors shall describe the methodology, processes and tools utilized for:

5.10.1 Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State;

SCI is continuously analyzing potential solutions by comparing our solutions with our competitor's solutions. In addition, we gain experience and knowledge by providing similar solutions to other clients in the wildlife arena that we can share with potential or existing clients. Also, we spend time researching new products, ideas, and technologies that are on the market. SCI also attends trade shows that bring together disciplines in the industry and new concepts and ideas we can incorporate into our design and offer our clients.

5.10.2 Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need;

In developing the detailed operational concept of the system, we rely heavily on our 20+ years of direct daily experience with NDOW, NDOW's clients, and our more periodic experience with the Wildlife Commission, the Legislature and auditors. We utilize tools inherent in SQL to develop data base schemas and diagrams and we will use ERP software to document the existing data structures

and interactions in Phase I to be concluded in December of 2017 and especially the new features and requirements that will be developed in Phase II to be concluded in December of 2018. We use Studio.NET screen design features to develop sample screen layouts for review with NDOW in order to capture the look and feel that will be used in the operational concept of the system. It is possible to prototype with these tools as well.

5.10.3 Identifying the key design issues that shall be resolved to support successful development of the system; and

SCI has identified the design issues included in the RFP, and will collaborating with NDOW during the course of the JAD sessions to clarify such issues. In addition, we will work closely with NDOW to identify and agree on any other desired additions or enhancements, which will support the successful development of the NWDS II system.

5.10.4 Integrating the disciplines that are essential to system functional requirements definition.

SCI will be in close communication with the subject matter experts in the JAD sessions to discuss the requirements of the project. Taking information from the RFP and the JAD sessions, the SCI project manager will compare the technical functions of the existing system with the new requirements to determine what additions need to be integrated or built into the new system.

5.11 CONFIGURATION MANAGEMENT

Vendors shall describe the methodology, processes and tools utilized for:

5.11.1 Control of changes to requirements, design and code;

SCI will re-document our Change Management Plan to specifications agreed upon at the Kickoff Meeting within 15 days of award. We propose an Engineering Change Proposal approach comprising a comprehensive description of the issue, the inputs, the process, and the desired end state. The structured approach also includes proposed start date, duration, completion date, resources required, and dependencies sufficient to build the project in MS Project.

5.11.2 Control of interface changes;

SCI is prepared to work with any 3rd parties (banks, credit card processors..etc.). While we cannot control changes these companies make to their interface, we are willing to up-date our code to support interface changes.

5.11.3 Traceability of requirements, design and code;

SCI is proposing to use Visual Studio Team Service to trace changes in code.

5.11.4 Tools to help control versions and builds;

SCI is proposing to use Visual Studio Team Service to trace changes in code. Upgrades to newer versions will not be made without a complete test and repeat of the User Acceptance Test plan.

5.11.5 Parameters established for regression testing;

We author a new QA test for any QA discrepancy or bug that occurs during the life of the contract. This is done to prove that subsequent changes do not re-introduce a previous bug or undo an old "fix". Significant modifications call for regressive testing involving a full repeat of the test script.

5.11.6 Baselines established for tools, change log and modules;

Baselines will be established and recorded through the use of Visual Studio Team services recording a change log for each module. This give us the ability to reverse change back to the base line if needed.

5.11.7 Documentation of the change request process including check in/out, review and regular testing;

All changes to the Production System will be managed through the Engineering Change Proposal (ECP) System. The ECP Plan will include the completion of a Design Document and a report setting for the effect of the ECP, if any, on planning, analysis, design, development, training, implementation and updates to existing system Design Documents. The plan will clearly indicate the additions, deletions, or changes to the system Design Document by explicit reference to the documentation affected and shall also describe the following:

Design and business rule descriptions including proposed updates to existing system Design Documents; Development, testing, and implementation tasks, milestones, and completion dates;
Impacts on existing programming code and functionality; and
Functionality outcomes that shall be delivered for testing.

ECPs are documented and tracked on the ECP Request Form shown in Figure 55.

NWDS II System

Engineering Change Proposal (ECP)

Systems Consultants

Project Information			
ECP No.	Date:	Submitter Name:	
NDOW Project Manager:		SCI Project Manager:	
Production Date:			
Title of Request Change:			
Business Justification: (Short Description of Business Need for ECP)			

Reason for ECP	
☐Regulatory Requirement ☐Business Need ☐Requirements Omissions/Change ☐Programming Error/Omission ☐Design Error/Omission ☐Other	Description / Comments

Information & Requirements
(Requirements that must be met with implementation of solution)
Description of Technical Response
(Brief overview of solution to be implemented to meet requirements. Supports estimates)
Impacted Areas of the System

☐Customer Account	☐Financial Management	☐Inventory Management
☐Catalog	☐Sales Environments	☐Reporting/Analysis
☐Document Management	☐Special Hunts	☐Content Management
☐Fulfillment	☐Harvest Reporting	☐System Administration
☐Dealer Account	☐Law Enforcement	☐Security

Impact of ECP
(Risk and/or benefit overview)

Estimate
(This is only an estimated number of hours and is subject to review prior to final acceptance.)

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

Authorization

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

Status of ECP

☐**Approved**	☐**Rejected**

Figure 55: Engineering Change Proposal (ECP)

5.11.8 Documentation of the change control board and change proposal process; and

SCI Proposes the ECP change proposal process, which we have described thoroughly throughout the proposal.

All changes to the Production System will be managed through the Engineering Change Proposal (ECP) System. The ECP Plan will include the completion of a Design Document and a report setting for the effect of the ECP, if any, on planning, analysis, design, development, training, implementation and updates to existing system Design Documents. The plan will clearly indicate the additions, deletions, or changes to the system Design Document by explicit reference to the documentation affected and shall also describe the following:

Design and business rule descriptions including proposed updates to existing system Design Documents; Development, testing, and implementation tasks, milestones, and completion dates;
Impacts on existing programming code and functionality; and
Functionality outcomes that shall be delivered for testing.

5.11.9 Change log that tracks open/closed change requests.

Changes to the system are tracked in weekly status meetings. The status of the updates (open/closed/in progress) are provided to NDOW management weekly.

5.12 PEER REVIEW MANAGEMENT

Vendors shall describe the methodology, processes and tools utilized for:

5.12.1 Peer reviews conducted for design, code and test cases;

Both the project manager and QA department will evaluate coding changes prior to submission to NDOW for testing.

5.12.2 Number of types of people normally involved in peer reviews;

SCI conducts weekly meetings with our programmers and QA staff.

5.11.3 Types of procedures and checklists utilized;

Our current QA plan has been approved by NDOW. It incorporates our utilization of functional design reviews, which are performed by our project manager and programming staff.

5.12.4 Types of statistics compiled on the type, severity and location of errors; and

In the current NWDS system errors are recorded on test logs. We propose to upgrade our solution to report these statistics in the NWDS II system using Visual Studio Team Service.

5.12.5 How errors are tracked to closure.

SCI proposes a more formal approach to track errors to resolution by utilizing Visual Studio Team Service.

5.13 PROJECT SOFTWARE TOOLS

5.13.1 Vendors shall 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 2.4, Current Computing Environment***.

Our Hardware and Software Toolkit is always changing as the technology advances. That said, SCI does not operate on the leading (and often bleeding) edge of technology. Our practice is to observe new products as they are introduced to the user communities and to make our upgrade and enhancement decisions based on those few products that prove themselves in the competitive marketplace.

Our proposed software toolkit is shown in Figure 56.

SCI Software Toolkit	
Microsoft Access Developers Tools	AccuMail FrameWorks AccuMail CASS Postal Data Base, AccuMail Developers Tool Kit, AccuMail Pro-Sort,
Microsoft SQL 2016	Adobe Acrobat DC Pro
Microsoft Visual Studio .NET	Adobe RoboHelp 2015
Microsoft Office 2013 / 2016 Access Excel Word	Microsoft Remote Desktop Services
Microsoft Project 2016	
Microsoft Visio 2016	
WinFax Pro	ShoreTel Communicator (102 Users)
Windows Server 20012 / 2016 (75 Users)	Oaisys Management Studio
Visual Studio Team Service	WASP Bar Code Fontware
Windows 7/10	Backup Exec

Figure 56: SCI Current Software Toolkit

5.13.2 Costs and training associated with the project software tools identified shall be included in ***Attachment I, Project Costs.***

SCI has included the cost and training associated with the project software tools in Attachment I, Project Costs.

Section IX – Preliminary Project Plan

Nevada Wildlife Data System II (NWDS II)

ID	Task Mode	Task Name	Duration	Start	Finish	Predecesso	Resource Names
1		**NWDS II Schedule**	354 days	Tue 8/8/17	Fri 12/14/18		
2		**Project Planning & Management**	57 days	Tue 8/8/17	Wed 10/25/17		
3		Kickoff	1 day	Tue 8/8/17	Tue 8/8/17		
4		Project Management Plan	1 day	Tue 8/8/17	Tue 8/8/17	3SS	
5		Communications Plan	1 day	Tue 8/8/17	Tue 8/8/17	3SS	
6		QA Plan	1 day	Tue 8/8/17	Tue 8/8/17	3SS	
7		Issue Resolution Plan	1 day	Wed 8/9/17	Wed 8/9/17	6	
8		Risk Management Plan	1 day	Wed 8/9/17	Wed 8/9/17	6	
9		Change Control Plan	1 day	Wed 8/9/17	Wed 8/9/17	6	
10		Training Plan	1 day	Wed 9/27/17	Wed 9/27/17	38	
11		Implementation Plan	1 day	Wed 10/25/17	Wed 10/25/17	41	
12		**NWDS II Analysis and Design**	58 days	Wed 8/9/17	Fri 10/27/17		
13		**Joint Application Design (JAD)**	58 days	Wed 8/9/17	Fri 10/27/17		
14		JAD Session 1 - Bus Rqmts Validation	2 days	Wed 8/9/17	Thu 8/10/17	3	
15		JAD Session 2 - System Administrative Tools	2 days	Fri 8/11/17	Mon 8/14/17	14	
16		JAD Session 3 - User Management / System Security	2 days	Tue 8/15/17	Wed 8/16/17	15	
17		JAD Session 4 - Client Management	2 days	Thu 8/17/17	Fri 8/18/17	16	
18		JAD Session 5 - Agent Management	2 days	Mon 8/21/17	Tue 8/22/17	17	
19		JAD Session 6 - License Management	4 days	Wed 8/23/17	Mon 8/28/17	18	
20		JAD Session 7 - Hunt Management	4 days	Tue 8/29/17	Fri 9/1/17	19	
21		JAD Session 8 - Consumer Web Site / Telephone Sales	2 days	Mon 9/4/17	Tue 9/5/17	20	
22		JAD Session 9 - POS Agent Sales	4 days	Wed 9/6/17	Mon 9/11/17	21	
23		JAD Session 10 - Reports / Exports / Imports	2 days	Tue 9/12/17	Wed 9/13/17	22	
24		JAD Session 11 - Special Interfaces	2 days	Thu 9/14/17	Fri 9/15/17	23	
25		JAD Session 12 - Custom Reporting	2 days	Mon 9/18/17	Tue 9/19/17	24	
26		JAD Session 13 - Harvest Reporting	2 days	Wed 9/20/17	Thu 9/21/17	25	
27		JAD Session 14 - Volunteer Management	2 days	Fri 9/22/17	Mon 9/25/17	26	

1st Quarter: Jan, Feb, Mar; 2nd Quarter: Apr

Task | External Tasks | Manual Task | Finish-only
Split | External Milestone | Duration-only | Deadline
Milestone | Inactive Task | Manual Summary Rollup | Progress
Summary | Inactive Milestone | Manual Summary | Manual Progress
Project Summary | Inactive Summary | Start-only

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Nevada Wildlife Data System II (NWDS II)

ID	Task Mode	Task Name	Duration	Start	Finish	Predecesso	Resource Names
28		JAD Session 15 - Warden Mobile Module	2 days	Tue 9/26/17	Wed 9/27/17	27	
29		JAD Session 16 - Mobile Client application	2 days	Thu 9/28/17	Fri 9/29/17	28	
30		NWDS II Design Document	10 days	Mon 10/2/17	Fri 10/13/17	29	
31		Review / Revise Design Document	10 days	Mon 10/16/17	Fri 10/27/17	30	
32		**NWDS II Phase I**	91 days	Tue 8/15/17	Tue 12/19/17		
33		**NWDS II Development Phase I**	48 days	Tue 8/15/17	Thu 10/19/17		
34		Client Table migration to NWDS II	20 days	Mon 8/21/17	Fri 9/15/17	17	
35		Spring Turkey Application Process moved to NWDS II	30 days	Mon 9/4/17	Fri 10/13/17	20	
36		Harvest Reporting Moved from AHS to NWDS II	20 days	Fri 9/22/17	Thu 10/19/17	26	
37		NWDS II converted to mobile friendly format	30 days	Tue 8/15/17	Mon 9/25/17	15	
38		Phase I Design Freeze	1 day	Tue 9/26/17	Tue 9/26/17	37	
39		**NWDS II Testing Phase I**	48 days	Wed 9/27/17	Fri 12/1/17		
40		QA Test Script	25 days	Mon 10/30/17	Fri 12/1/17	31	
41		SCI Acceptance Testing	20 days	Wed 9/27/17	Tue 10/24/17	38	
42		NDOW Acceptance Testing	20 days	Wed 10/25/17	Tue 11/21/17		
43		Client Table Migration to NWDS II	5 days	Wed 10/25/17	Tue 10/31/17	41	
44		Spring Turkey Application Process	5 days	Wed 11/1/17	Tue 11/7/17	43	
45		Harvest Reporting	5 days	Wed 11/8/17	Tue 11/14/17	44	
46		Mobile Friendly	5 days	Wed 11/15/17	Tue 11/21/17	45	
47		NWDS II Implementation Phase I	**1 day**	**Wed 11/22/17**	**Wed 11/22/17**	**42**	
48		**Training and Documentation Phase I**	20 days	Wed 11/22/17	Tue 12/19/17		
49		System Training Development	15 days	Wed 11/22/17	Tue 12/12/17	42	
50		User Documentation	20 days	Wed 11/22/17	Tue 12/19/17	42	
51		Technical Documentation	20 days	Wed 11/22/17	Tue 12/19/17	42	
52		**NWDS II Phase II**	255 days	Wed 12/20/17	Tue 12/11/18	32	
53		**NWDS II Development Phase II**	165 days	Wed 12/20/17	Tue 8/7/18		
54		POS	165 days	Wed 12/20/17	Tue 8/7/18		

1st Quarter: Jan, Feb, Mar; 2nd Quarter: Apr

Task | External Tasks | Manual Task | Finish-only
Split | External Milestone | Duration-only | Deadline
Milestone | Inactive Task | Manual Summary Rollup | Progress
Summary | Inactive Milestone | Manual Summary | Manual Progress
Project Summary | Inactive Summary | Start-only

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Nevada Wildlife Data System II (NWDS II)

ID	Task Mode	Task Name	Duration	Start	Finish	Predecesso	Resource Names
55		POS Messaging Features	21 days	Wed 12/20/17	Wed 1/17/18		
56		Barcode Scanning	14 days	Thu 1/18/18	Tue 2/6/18	55	
57		Agent Supply Order Module	20 days	Wed 2/7/18	Tue 3/6/18	56	
58		POS License Printing	40 days	Wed 3/7/18	Tue 5/1/18	57	
59		Signature Capture	20 days	Wed 5/2/18	Tue 5/29/18	58	
60		POS Browser	10 days	Wed 5/30/18	Tue 6/12/18	59	
61		Multiple Monitor Functionality	20 days	Wed 6/13/18	Tue 7/10/18	60	
62		Mobile Device Friendly	20 days	Wed 7/11/18	Tue 8/7/18	61	
63		NWDS	130 days	Wed 12/20/17	Tue 6/19/18		
64		Warden Mobile Interface	40 days	Wed 12/20/17	Tue 2/13/18	32	
65		Volunteer Module	60 days	Wed 12/20/17	Tue 3/13/18	32	
66		Game Draws and reporting moved from AHS to NWDS II	30 days	Wed 2/14/18	Tue 3/27/18	64	
67		Other AHS features moved to NWDS II	70 days	Wed 12/20/17	Tue 3/27/18	32	
68		TXT Messaging / Notifications	5 days	Wed 3/28/18	Tue 4/3/18	66	
69		Custom Reporting Feature	20 days	Wed 4/4/18	Tue 5/1/18	68	
70		Ability to update printer templates	60 days	Wed 3/28/18	Tue 6/19/18	67	
71		Auto Renew of annual privileges	20 days	Wed 5/2/18	Tue 5/29/18	69	
72		Agent / Corporate Chain functionality	15 days	Wed 3/14/18	Tue 4/3/18	65	
73		Accounting Updates	60 days	Wed 12/20/17	Tue 3/13/18	32	
74		Client may compare pricing when shopping	15 days	Wed 4/4/18	Tue 4/24/18	72	
75		NDOW manage on screen text and maps	20 days	Wed 4/25/18	Tue 5/22/18	74	
76		NDOW managed surveys during license sales	20 days	Wed 3/14/18	Tue 4/10/18	73	
77		Mobile App for clients to be notified when in geographic areas	125 days	Wed 12/20/17	Tue 6/12/18	32	
78		Draw results update	5 days	Wed 5/23/18	Tue 5/29/18	75	
79		Non Resident Guided Application Process moved to NWDS II	20 days	Wed 12/20/17	Tue 1/16/18		
80		Main Big Game Application Process moved to NWDS II	20 days	Thu 2/1/18	Wed 2/28/18		
81		2nd Draw Application Process moved to NWDS II	20 days	Thu 3/1/18	Wed 3/28/18		

1st Quarter: Jan, Feb, Mar; 2nd Quarter: Apr

Task | External Tasks | Manual Task | Finish-only
Split | External Milestone | Duration-only | Deadline
Milestone | Inactive Task | Manual Summary Rollup | Progress
Summary | Inactive Milestone | Manual Summary | Manual Progress
Project Summary | Inactive Summary | Start-only

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Nevada Wildlife Data System II (NWDS II)

ID	Task Mode	Task Name	Duration	Start	Finish	Predecesso	Resource Names
82		Swan Application Process moved to NWDS II	20 days	Tue 5/1/18	Mon 5/28/18		
83		Phase II Design Freeze	1 day	Wed 6/20/18	Wed 6/20/18	63	
84		**NWDS II Testing Phase II**	95 days	Wed 6/20/18	Tue 10/30/18		
85		POS	60 days	Wed 8/8/18	Tue 10/30/18	54	
86		QA Test Script	20 days	Wed 8/8/18	Tue 9/4/18		
87		SCI Acceptance Testing	20 days	Wed 9/5/18	Tue 10/2/18	86	
88		NDOW Acceptance Testing	20 days	Wed 10/3/18	Tue 10/30/18	87	
89		NWDS	91 days	Wed 6/20/18	Wed 10/24/18	63	
90		QA Test Script	30 days	Wed 6/20/18	Tue 7/31/18		
91		SCI Acceptance Testing	30 days	Wed 8/1/18	Tue 9/11/18	90	
92		NDOW Acceptance Testing	30 days	Wed 9/12/18	Tue 10/23/18	91	
93		NWDS II Implementation Phase II	1 day	Wed 10/24/18	Wed 10/24/18	92	
94		**Training and Documentation Phase II**	25 days	Wed 10/24/18	Tue 11/27/18		
95		System Training Development	25 days	Wed 10/24/18	Tue 11/27/18	92	
96		User Documentation	25 days	Wed 10/24/18	Tue 11/27/18	92	
97		Technical Documentation	25 days	Wed 10/24/18	Tue 11/27/18	92	
98		**POS Configuration Build-Up and Deployment**	30 days	Wed 10/31/18	Tue 12/11/18		
99		Break-Out and Build-Up	10 days	Wed 10/31/18	Tue 11/13/18	88	
100		Configure, Test, Pack-Up, and Ship	15 days	Wed 11/14/18	Tue 12/4/18	99	
101		NDOW Staff Training	5 days	Wed 11/28/18	Tue 12/4/18	94	
102		Call Center/Counter Training	5 days	Wed 11/28/18	Tue 12/4/18	94	
103		Train POS Agents	10 days	Wed 11/28/18	Tue 12/11/18	94	
104		**Replicated Server**	20 days	Wed 12/20/17	Tue 1/16/18	32	

1st Quarter: Jan, Feb, Mar; 2nd Quarter: Apr

Task | External Tasks | Manual Task | Finish-only
Split | External Milestone | Duration-only | Deadline
Milestone | Inactive Task | Manual Summary Rollup | Progress
Summary | Inactive Milestone | Manual Summary | Manual Progress
Project Summary | Inactive Summary | Start-only

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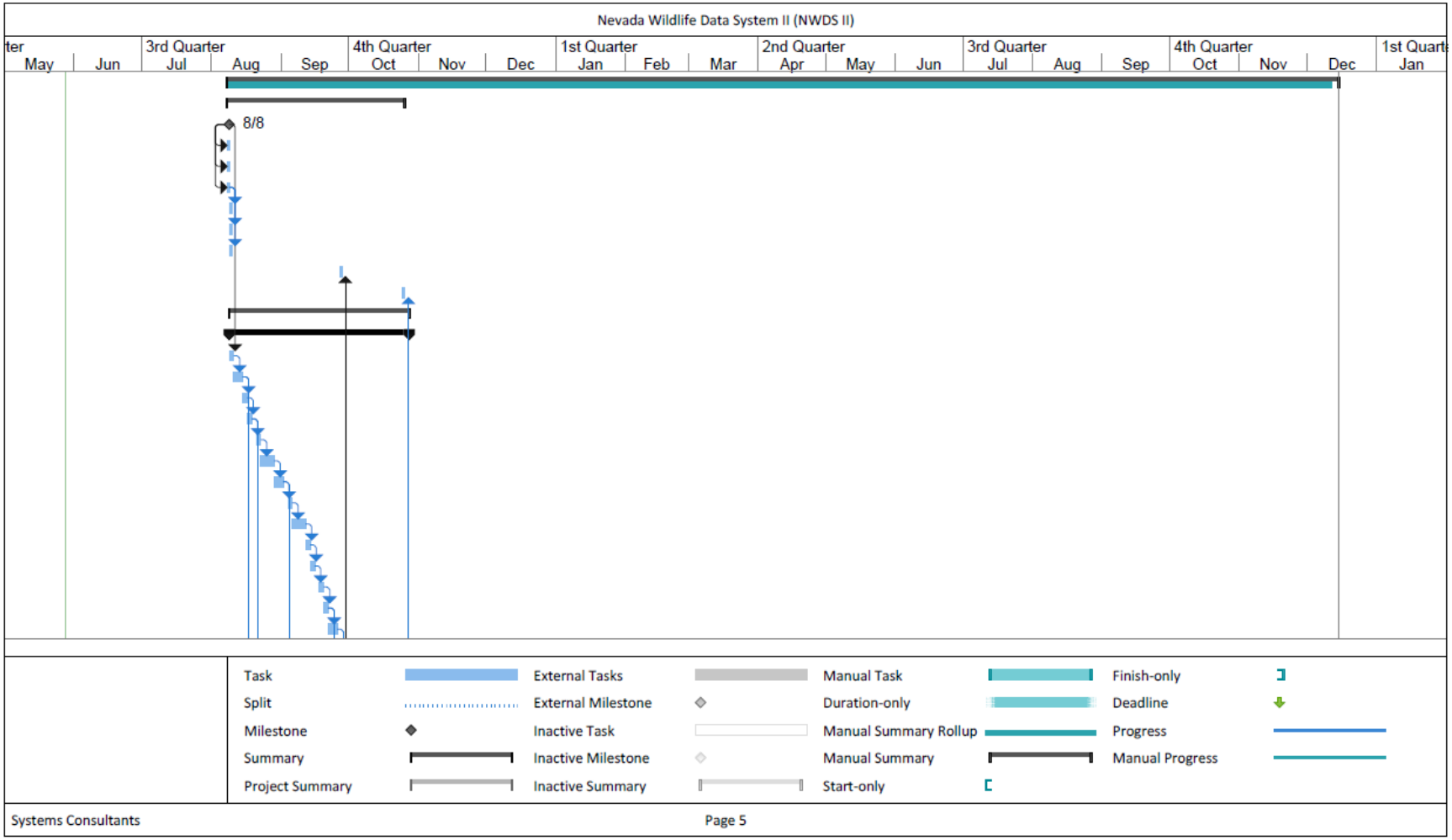
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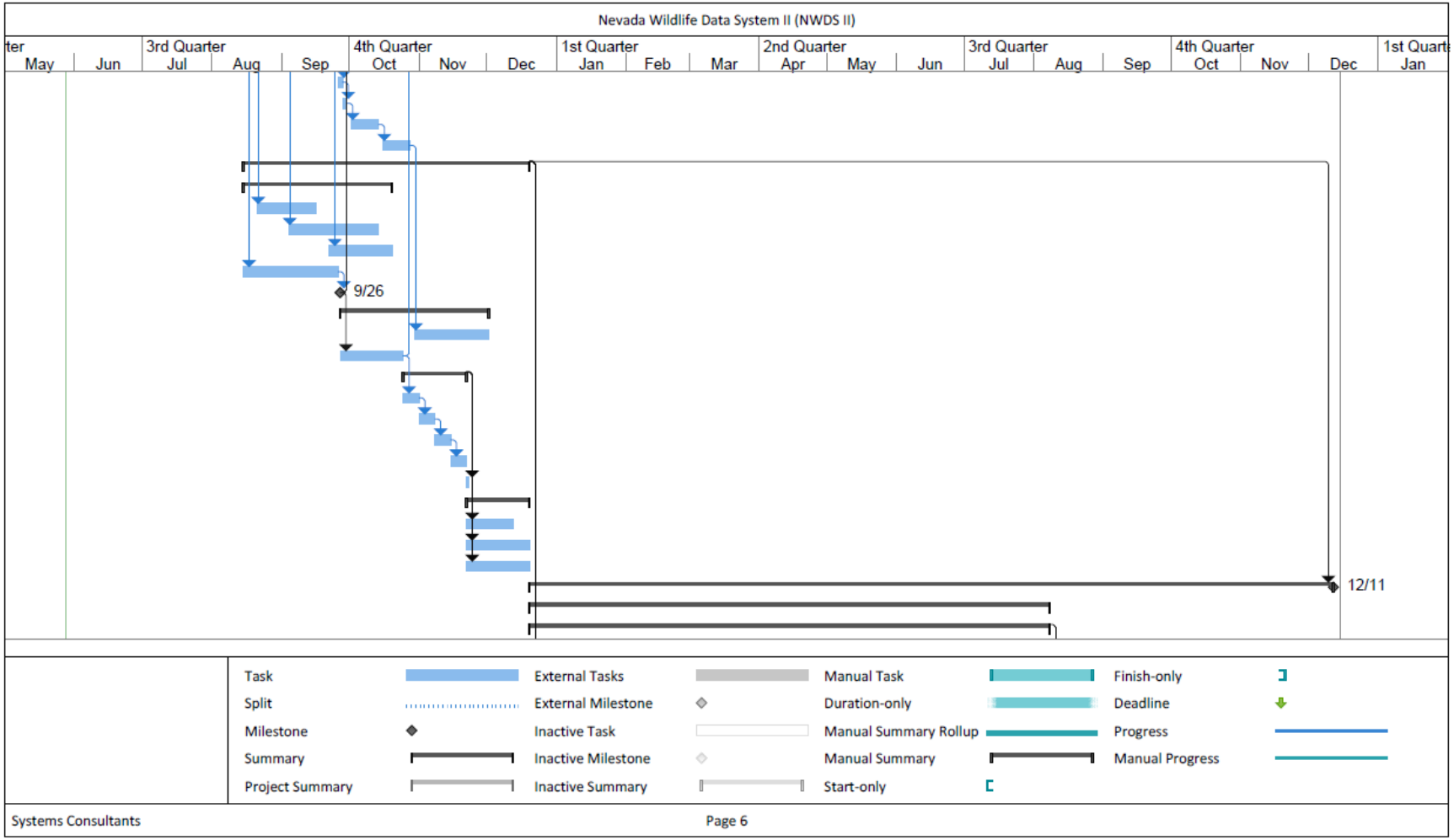
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Systems Consultants
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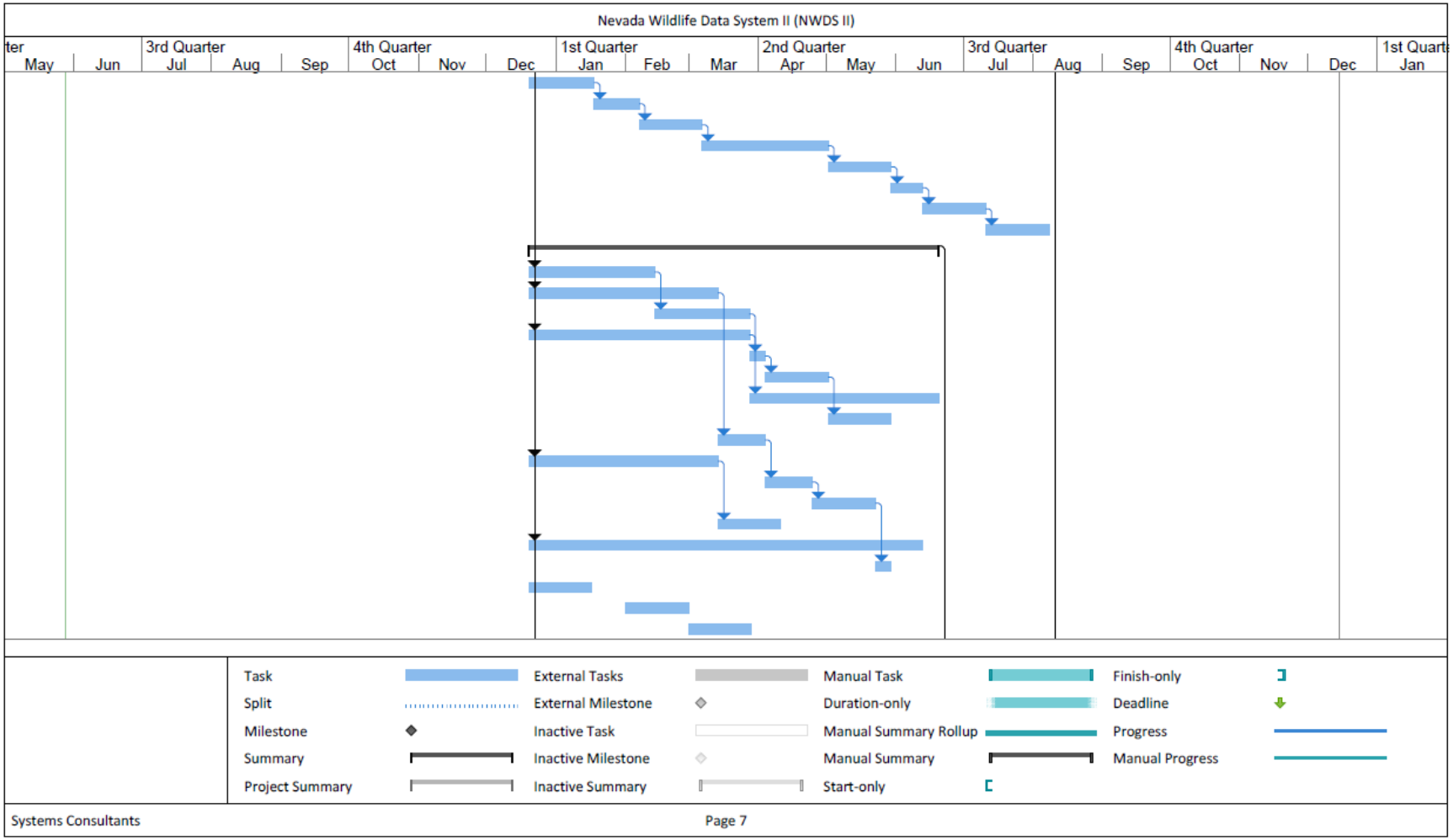
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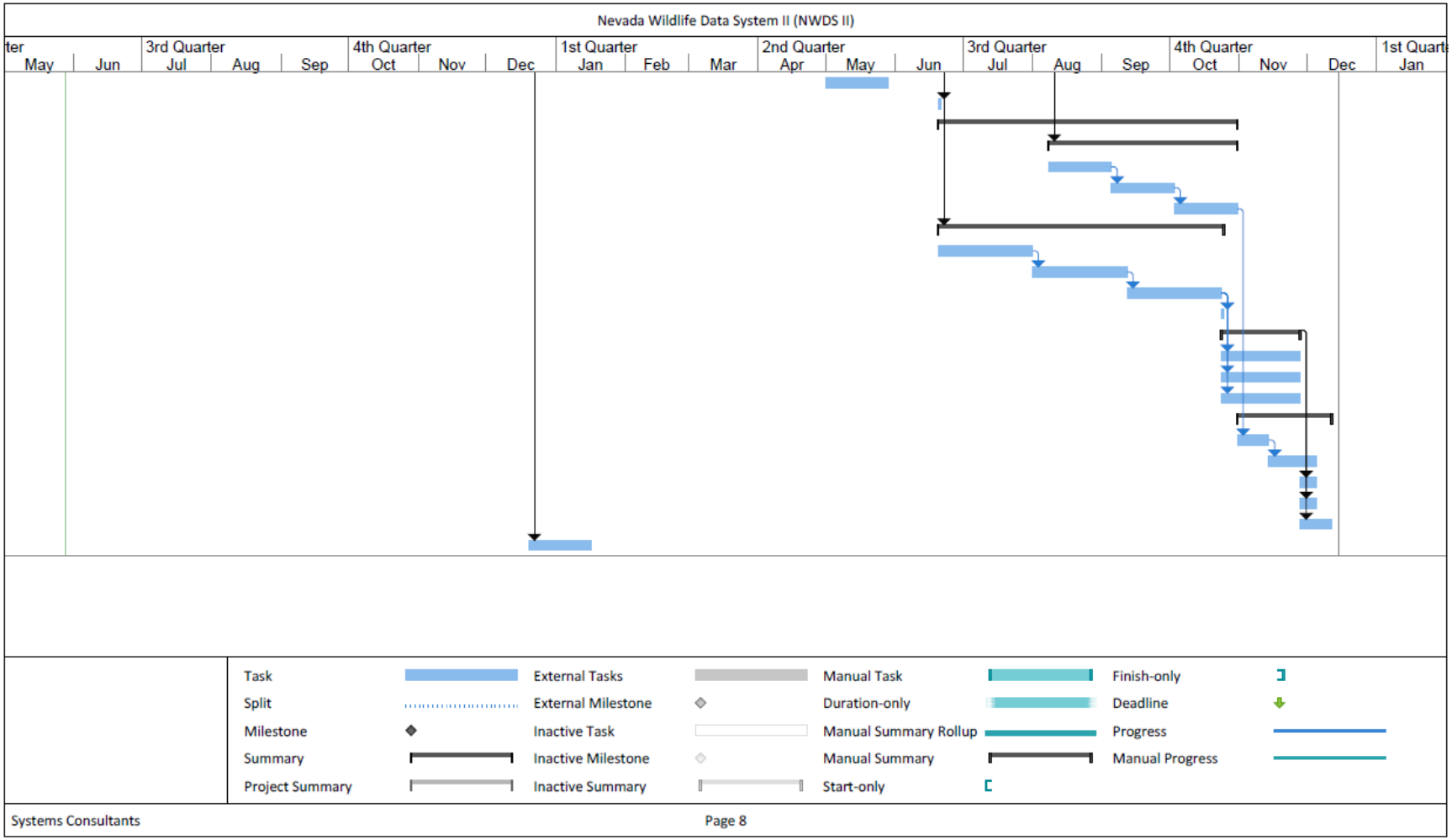
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Manual Progress
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Section X – Other Informational Material

NDOW SPRING TURKEY DRAW APPLICATION TESTING SCRIPT

1.	**NEW 2010 draws:** The application withdrawal process has been updated to online withdrawals only. The test for the withdrawal is separate and will need to be printed and included during the testing process.			Added EDA 8/9/10
2.	Test Site URL: http://dev.sci-nevada.com/appstest	This URL takes you to the Available Draws screen and does not need to be the secured https URL.		Revised EDA 12/13/10
3.	For Swan, the word "Permit" is used in lieu of "Tag". For all other Species, it is "Tag". Per MCM, 9/15/06, 11:13 a.m.			
4.	NDOW is changing the verbiage from 'group' to 'party'.	Ensure all references to group have been updated to party even the error messages that are created.		
5.	Because Turkey is tested in one year and goes live in the next, the expiration date year will be wrong. Because it is dynamic it will correct itself automatically on 1/1/XXXX.			Added JXM 11/7/14
6.	Click on each hyperlink in the left green bar from each screen to ensure the correct information is displayed and the blue title bar (or gray tab at the top) displays the correct title.	Ensure you are taken to the correct link, with no errors. **This was a problem in the Spring Turkey First Come First Serve.**		Revised JXM 5/18/17

7.	**Notes:** - Only one person per application (NO Groups). - A hunting license is needed and the hunter may already have this license, or can choose to purchase a license now, or only if Successful. - Bonus points are rolled together. - Hunters may apply for as many as five hunt choice numbers. - An applicant must be 12 years of age before the opening of every season to which the application pertains. - **Draw 3**	**Note:** For Spring turkey only. The license selection will have a year range listed on it, i.e. 2015 – 16. This is because Spring Turkey is the first draw of the year and both years licenses are valid.		**Revised JXM 11/12/15**
8.	**RESOURCE ENHANCEMENT STAMP**	**RESOURCE ENHANCEMENT STAMP**	**RESOURCE ENHANCEMENT STAMP**	
9.	The Resource Enhancement Stamp screen will be displayed on a page after the residency attestation page for a resident hunter OR after the demographics page for a non-resident hunter.	There will be a separate script for the Resource Enhancement Stamp. If it is to be offered in the draw the separate script will need to be printed and tested as well as this script.		Revised JXM 1/14/15
10.	**LICENSE INFORMATION**	**LICENSE INFORMATION**	**LICENSE INFORMATION**	
11.	**Note:** As Spring Turkey is the first draw of the new year and testing normally starts the year prior (2011 draw testing starts 2010), there will be issues with the license recording due to the XML interface. This has to do with the new year date of license sales set by Nevada. There is	Always eMail any license issues you receive during testing to the programmer and let him decide if this is because of the XML interface, data issue or programming.		

	also data that will need to be updated in AHS for the new year.			
12.	Per eMail from MCM 12/17/12 3:30 p.m. we no longer need to ask Nevada if Mtn Lion Tags and Stamps will be sold in Spring Turkey.	For Information purposes only: In 2009, Nevada decided to not sell Stamps at the last minute because of the start valid date.		Revised SXH 1/3/13
13.	**NOTE:** For Spring Turkey and FCFS Spring Turkey, License info for either the current year or the previous year can be used, when indicating license already purchased. Per Melody, 02/23/07.			02/23/07 ADM Added
14.	**New to 2009** – the description of the licenses in the drop down box on the license type selection screen is to include the license year.	Ensure the year displayed is for the current year licenses.		Added EDA 2/25/09
15.	**NOTE:** the following 2 test will currently not be able to be completed by QA in Spring Turkey. It can only be tested in live by RFB. At one point it was unable to be tested until after the new year (Jan 1st) due to the XML interface not writing licenses to the table.	Leaving the tests in the script so that QA can check each year with RFB to see if there have been any revisions to the process.		Added SXH 2/6/13
16.	Enter a hunter and select to purchase a license. Complete the application. Go to the NWDS Backend Test link and the QA- License Sales Query. Filter the LIC_DRAW_NUMBER to the current draw. The LICS_YEAR should be set to the correct license year.	Ensure a "D" is recorded in the LIC_TRAN_SOURCE column, not an "A". Per eMail from MCM 6/2/09 9:51 a.m.		Revised SXH 1/11/10

	Note: As Spring Turkey is the first draw of the new year and testing normally starts the year prior (2011 draw testing starts 2010), there will be issues with the license recording due to the XML interface. This has to do with the new year date of license sales set by Nevada. There is also data that will need to be updated in AHS for the new year.			
17.	Enter a hunter and select to purchase a license. Complete the application. Go to the NWDS Backend Test link and the QA- License Sales Query. Filter the LIC_DRAW_NUMBER to the current draw. The LICS_YEAR should be set to the correct license year.	Ensure the current draw # "3" is displayed in the LIC_DRAW_NUMBER column. Per eMail from MCM 6/2/09 9:51 a.m.		Revised SXH 1/11/10
18.	**STAMPS**	**STAMPS**	**STAMPS**	
19.	Per eMail from MCM 12/17/12 3:30 p.m. we no longer need to ask Nevada if Mtn Lion Tags and Stamps will be sold in Spring Turkey. If this changes in the future the tests can be copied from another Nevada script.	For Information purposes only: In 2009, Nevada decided to not sell Stamps at the last minute because of the start valid date. NOTE: Each year it will need to be asked if the Mtn Lion tag and the Stamps will be sold in the Spring Turkey Draw. When performing the following tests this information will need to be taken into account. The tests for these sections will be left in the script for information and history		Revised SXH 1/3/13

		purposes but may not pertain each year.		
20.	**MTN LION TAG SELECTION**	**MTN LION TAG SELECTION**	**MTN LION TAG SELECTION**	
21.	Per eMail from MCM 12/17/12 3:30 p.m. we no longer need to ask Nevada if Mtn Lion Tags and Stamps will be sold in Spring Turkey. If this changes in the future the tests can be copied from another Nevada script.	For Information purposes only: In 2009, Nevada decided to not sell Stamps at the last minute because of the start valid date. **NOTE:** Each year it will need to be asked if the Mtn Lion tag and the Stamps will be sold in the Spring Turkey Draw. When performing the following tests this information will need to be taken into account. The tests for these sections will be left in the script for information and history purposes but may not pertain each year.		Revised SXH 1/3/13
22.	**REVIEW ELIGIBILITY**	**REVIEW ELIGIBILITY**	**REVIEW ELIGIBILITY**	
23.	Enter a new or existing hunter. On the demographics screen click the Next button. Answer the residency attestation question. Select the license choice.	The read only "Review Eligibility Information" screen should open and display the text "Review your eligibility information below before continuing" followed by the demographic information fields, license choice table, and the Eligibility Information table. The buttons Next and Cancel will be below the Eligibility table.		Revised SXH 2/6/13

24.	The following Notes should be displayed above the Eligibility table.	**NOTE:** With the license purchase option, "I wish to purchase the license only if successful" you will not earn bonus points if unsuccessful in obtaining a tag. To earn bonus points when unsuccessful change your purchase option to "I wish to purchase a license NOW." **NOTE:** If you choose to purchase a license now or if you choose to purchase a bonus point, you will be charged for that license and it will be mailed in five business days. **NOTE:** There will be no refunds on a combined hunting and fishing license.		Revised SXH 2/6/13
25.	The Eligibility Information table should have the following column headings and a row for each hunt species category: - Hunt Description - Points - Year Last Tag - Eligible? - Reason (If Ineligible)			Revised SXH 4/3/12
26.	Enter a new or existing hunter. On the demographics screen click the Next button. Answer the residency attestation question. Select the license choice. On the Review Eligibility screen click the Cancel button.	You should be returned to the Login screen.		Revised SXH 2/6/13
27.	Enter a new or existing hunter. On the demographics screen click the Next button. Answer the residency	You should be taken to the Continue to Applications screen.		Revised SXH 2/6/13

	attestation question. Select the license choice. On the Review Eligibility screen click the Next button.			
28.	**CONTINUE TO APPLICATIONS**	**CONTINUE TO APPLICATIONS**	**CONTINUE TO APPLICATIONS**	
29.	Enter a new or existing hunter. On the demographics screen click the Next button. Answer the residency attestation question. Select the license choice. On the Review Eligibility screen click the Next button. On the Continue to Applications screen the Customer Information table will be displayed at the top of the screen and followed by the Continue to Applications button.	The Customer Information table will have the columns: - Nevada Sportsman's # - Hunter Name - View? - Edit? - Delete?		
30.	Enter a new or existing hunter. On the Continue to Application screen click the View button.	You should be taken to the Review Eligibility screen. The Cancel button will be at the bottom of the screen.		
31.	Enter a new or existing hunter. On the Continue to Application screen click the Edit button.	You should be taken to the demographics screen. The buttons Next and Cancel will be at the bottom of the screen.		
32.	Enter a new or existing hunter. On the Continue to Application screen click the Edit button. You should be taken to the demographics screen. Click the Next button.	You should proceed to the Residency Attestation screen again. **Note:** Non-residents will advance to the license selection screen.		Revised JXM 1/16/14
33.	Enter a new or existing hunter. On the Continue to Application screen click the Edit button. You should be	You should be returned back to the Continue to Application screen.		

	taken to the demographics screen. Click the Cancel button.			
34.	Enter a new or existing hunter. On the Continue to Application screen click the Delete button.	You should be taken to Review Eligibility screen with the question "Are you sure you want to delete this hunter?		
35.	Enter a new or existing hunter. On the Continue to Application screen click the Delete button. Click the No button for the question "Are you sure…"	You should be returned to the Continue to Applications screen.		
36.	Enter a new or existing hunter. On the Continue to Application screen click the Delete button. Click the Yes button for the question "Are you sure…"	You should be taken to the Login screen and the hunter should be deleted from the application.		
37.	Enter a new or existing hunter. On the Continue to Applications screen click the Continue to Applications button.	You should be taken to the Select Species screen.		
38.	**SELECT SPECIES**	**SELECT SPECIES**	**SELECT SPECIES**	
39.	Enter a new or existing hunter. On the Select Species screen the Customer Information table will be displayed at the top of the screen with the column headings: - Nevada Sportsman's # - Hunter Name The button Edit Hunter will be below the table and followed by a gray line across the screen. The statement **No Hunt Information Currently Entered** will be	If the hunter is ineligible for a species it will still display in the list and if selected an error message will then display.		Revised JXM 1/14/15

	displayed next and followed by another gray line across the screen. Followed by the statement **Select Hunt Application Type Below**. A title **Spring Turkey** is next with a list of the available species below it each having a radio button for selection. The button Hunter Choice Information will follow the list of available species.			
40.	Enter a new or existing hunter. On the Select Species screen click the Hunter Choice Information button without selecting a species.	You should receive the error message: - You Must Choose an Application Type.		
41.	Enter a new or existing hunter. On the Select Species screen click the Edit Hunter button.	You should be returned to the Continue to Application screen.		
42.	Enter a new or existing resident adult hunter. On the Select Species screen select the Jr Turkey tag and click the Hunter Choice Information button.	You should receive the error message: - Hunter is not eligible for this hunt.		
43.	A "What's This" hyperlink was added to Main for the Silver State species. As this draw does not offer Silver State species ensure the Silver State "What's This" hyperlink is not displayed on the Select species screen.			Added SXH 3/28/13
44.	**HUNT CHOICE**	**HUNT CHOICE**	**HUNT CHOICE**	
45.	**Note:** NV requested that the method for the displaying and selecting of the hunt choices change from a drop down list to a radio button format.	Ensure the hunt choices are selected by radio button and not a drop down list. Per email from RFB 11/18/11		Added SXH 11/18/11

46.	On the, continue to Applications screen click Next. Click a Turkey Radio button. Click the Hunter Choice Information button.	You should be taken to the hunt choice screen.		Revised JXM 2/20/12
47.	At the top of the screen should be the following statement: Click on the header link in the Operation Game Thief Donation column for information regarding Operation Game Thief and donating. **Turkey** Below the species will be the text: "**Select up to (5) hunter choices for the hunter(s) listed below**", The Customer Information table will be displayed below the text with the columns: - Nevada Sportsman's # - Hunter Name - Operation Game Thief Donation (with box) - Predator Management Donation (with box) Followed by the statement: Please refer to the 20-- Wild Turkey regulations for seasons. The Hunt Choice table will follow the statement which is followed by the buttons Next and Cancel.	On the hunt choice screen the statement: **Please refer to the (Current Year) Wild Turkey regulations for seasons.** Should be displayed. Requested By: Maureen Hullinger in the 2003 Fall Turkey Draw Date: August 18, 2003		

48.	On the Hunt Choice screen the Hunt Choice(s)/Description table should show the hunt # and hunt description. The column headings should be - Radio choices (1st, 2nd, etc.) - Hunter Choice # - Hunt - Description - Unit Group Description	Requested By: NV-Maureen Date: 7/27/2004 The column heading "Choice" has been changed to "Hunter Choice #".		Revised JXM 2/20/12
49.	**Note:** New to 2008 the Operation Game Thief Donation heading should be bold print and a hyperlink to an explanation of what it is.			Revised SXH 11/24/09
50.	On the Hunt choice screen, do NOT select a hunt # choice. Click Next.	You should receive the error message: - You must choose at least one hunt choice.		
51.	On the Hunt choice screen select the bonus point code for the 1st choice and then select a hunt # for the 2nd choice. Click Next.	You should receive the error message: - You can't combine a bonus point only choice with other hunt choices.		
52.	Enter a new or existing hunter. On the Hunt Choice screen the Bonus Point choice should only have a 1st choice radio button. There should not be a 2nd through 5th choice.	Ensure the bonus point can only be selected as a 1st choice.		Revised SXH 3/1/12
53.	On the Hunt choice screen duplicate a hunt # choice and then click Next.	You should receive the error message: - You cannot pick Duplicate hunt choices.		
54.	Enter a new or existing hunter. On the Select your hunter choice(s) screen <u>do **NOT**</u> select a 1st hunt choice #; however, select a 2nd, 3rd, 4th, or 5th hunt #. Click Next.	You should receive the error message: - Must at least select a 1st Hunter Choice.		Revised SXH 2/7/13

55.	Enter a new or existing hunter. On the Select your hunter choice(s) screen select a 1st hunt choice #; however, skip selecting a 2nd. Then select a 3rd, 4th, and 5th hunt #. Click Next.	You should receive the error message: - Hunt choice selection must be in order, 'No Choice' selections must be at the end of your list.		Revised JXM 1/16/14
56.	Enter a Youth hunter. Select either the Adult or Youth Hunt. Enter hunt choice and continue through to the select species screen. Select the other hunt and click next.	You should receive the error message: - An application already exists for this species.		Revised JXM 1/16/14
57.	**In 2009,** NDOW added applicant advisories to some of the hunter choices. If a hunter selects a hunt choice with the additional applicant advisory, a second page will be displayed.	The statement – Check each box to acknowledge you have read and understand the text. - will be displayed at the top of the screen. Below the statement will be the advisory with a check box and the unit number for the advisory. Below the advisor ies the buttons Next and Back will be displayed.		Revised SXH 2/7/13
58.	When checking the hunt choices check that the advisories are updated as well.			Revised SXH 2/7/13
59.	Enter a new or existing hunter; select a hunt choice # that has a least one advisory. When the advisory is displayed do not click the checkbox. Click the Next button.	You should receive the error message: - Check all check boxes to continue.		Revised SXH 2/7/13
60.	Enter a new or existing hunter; select a hunt choice # that has a least one advisory. When the advisory is displayed click the checkbox. Click the Next button.	You should be taken to the Review Hunt Choice screen.		Revised SXH 2/7/13

61.	Enter a nonresident hunter and select to purchase a license only if successful. Select NR Turkey and complete the application. Then enter the same hunter again, changing him to a resident. Continue through the application and select the resident turkey. Repeat using a Resident hunter and for the second application change him to a nonresident.	You should get the error message: - An application already exists for this species.		Added JXM 1/10/2014
62.	Review hunt choices to insure Private Land Hunts which require the Landowner's signature, i.e., Paradise Valley, is not included as hunt choices for the application process. Per JC, 12/11/06, 1:40 p.m.	If these hunt choices are listed, contact the Programmer. Ensure the asterisk and a note explaining the asterisk for landowner choices is not displayed.		Revised SXH 12/08/09
63.	Enter a hunter, and apply for the maximum number of hunt choices allowed. Complete the application.	Ensure the hunt choice numbers are displayed correctly throughout, including the authorization successful, printer friendly version, both eMails, and the backend reports.		2/15/06 ADM Added
64.	Enter a hunter, select hunt choices annotating the hunt numbers and the hunt description. As you complete the application check each screen for the entire hunt number and the hunt description for accuracy.	Ensure the entire description is accurate for each individual hunt choice on the following screens: - Review Hunt Choice - I agree with the above terms - Authorization Successful - Printer Friendly version - Session Id and Confirmation - Client eMail		Added SXH 1/16/13

		- Full Info eMail A problem in 2012 Spring Turkey on the Authorization Successful screen the description for the 1st hunt choice was the description for all of the selected hunt choices below.		
65.	Enter a hunter for Spring Turkey. After choosing the hunt number, click Next, and then use the Back browser to go back and change your hunt number(s). Change your hunt number(s), and complete the application.	Ensure the changed hunt choice number(s) are displayed. You should be able to go back and change your hunt choices by using the back browser. A problem in the 2006 Nevada Main Big Draw.		3/27/06 ADM Added
66.	**Note:** the donation field should only allow five digits including the decimal point.	Per eMail from WET, 06/20/08, 8:34 a.m.		Revised 12/24/08 EDA
67.	Edit the donation by inserting a letter within the amount.	You should receive the error message: - Predator Management Donation or Operation Game Thief Donation must be numbers.		
68.	Edit the donation by inserting a negative dollar amount.	You should receive the error message: - Predator Management Donation or Operation Game Thief Donation must be positive values.		
69.	Enter an application. Enter a donation that is less than a whole number, i.e., $.313.	You should receive the error message: - Predator Management Donation or Operation Game Thief Donation should not have fractional cents. Per DHS, 7/19/05, 9:05 AM - I wouldn't want us to accept a donation of a fractional cent and round up or		12/11/06 ADM Revised

		down. This is the kind of thing that ends up being written about in sarcastic newspaper articles. If we encounter fractional cents, we should display an error message.		
70.	On the "Select your hunter choice(s)" screen enter a donation amount and then click Next. Answer the alternative question as you like and click next.	The Donation Confirmation screen should open and display the text: - *You specified a total donation of $**.** for this application. To confirm click "YES" below. If you made an error click "NO" to make changes.* **Do you wish to continue? Yes or No.**		Revised JXM 11/25/15
71.	Enter a client. Make a donation for the hunt. The confirmation screen for the donation should be displayed. Click the "YES" button that you want to make the donation.	You should proceed either to the advisory or review hunt choices screens. You will be able to see the amounts you have for all fees and donations.		Revised JXM 1/16/14
72.	Enter a client. Make a donation for the hunt. The confirmation screen for the donation should be displayed. Click the "NO" button that you do not want to make the donation.	You will be returned to the Hunt Choice screen. Edit the donation amount to null or zero to remove the donation.		
73.	Enter a client. Make a donation(s) for the hunt. The confirmation screen for the donation should be displayed. Click the "NO" button that you do not want to make the donation. On the hunt choice screen remove the donation(s) and continue forward again.	You should not receive the donation confirmation message for a donation of $0.00.		Added JXM 114/25/15

74.	Enter an application select license and hunt choice, do not enter a donation. Select to edit hunt choice information. Change the hunt choice, do not add a donation.	You should not receive the donation confirmation message the first or second time.		
75.	Enter a new or existing hunter and select a species. On the Hunt choice screen select the bonus point choice.	Ensure the species in annotated after the hunt number and before the hunt choice (bonus point only) the same way it is for a hunt choice number. Ensure it is displayed the same way on each screen, Payment Authorized, Printer Friendly, both eMails and the Session ID and Confirmation screen. (I.E. **Hunter Choice(s): 1:** KBP - 3151 - RES NELSON BHS - BONUS POINT ONLY) Per eMail from MCM, 4/15/11, 10:25 a.m.		
76.	**ALTERNATE TAG SELECTION**	**ALTERNATE TAG SELECTION**	**ALTERNATE TAG SELECTION**	
77.	New to 2013 starting with Guided.	There will now be an Alternate Tag screen added to the application site. All hunters should be able to select to become an alternate for all species that they have applied for. This Alternate Tag screen will display immediately after the hunter choice screen. If a bonus point is selected they will not receive the Alternate Tag screen.		Revised SXH 3/29/13

78.	Enter a new or existing hunter. Select a species and continue to the hunt choice screen. Select your choices and click Next.	You should be taken to the alternate tag screen with the question: Do you want to be considered for alternate tags should one become available? Below this will be a note. **Note:** if you opt "Yes" to be considered for alternate tag, and if you are selected, your credit card will automatically be charged the tag fee. Per regulation alternates can be selected up to 14 business days prior to the season opening. Below the note will be a table with the following columns: Hunter Name Nevada Sportsman's # Alternate Opt In In the Alternate Opt In column radio buttons will be displayed with Yes or No. Below the table will be the Next button.		Revised SXH 3/29/13
79.	Enter a new or existing hunter. Select a species and continue to the hunt choice screen. Select your choices and click Next. On the Alternate Tag screen click Next	You should receive the error message: - You must select Yes or No next to each name to determine if you want to be considered for alternate tags should one become available.		Revised SXH 3/29/13

	without selecting either the Yes or No radio button.			
80.	Enter a new or existing hunter. Select a species and continue to the hunt choice screen. Select your choices and click Next. On the Alternate Tag screen click the Yes radio button. Click Next.	On the Review Hunt Choice screen ensure the answer is displayed in the Alternate Opt In column.		Revised SXH 3/29/13
81.	Enter a new or existing hunter. Select a species and continue to the hunt choice screen. Select your choices and click Next. On the Alternate Tag screen click the No radio button. Click Next.	On the Review Hunt Choice screen ensure the answer is displayed in the Alternate Opt In column.		Revised SXH 3/29/13
82.	Enter a new or existing hunter. Select a species and on the hunt choice screen select the bonus point choice.	You should not receive the alternate tag screen.		Revised SXH 3/29/13
83.	Enter a new or existing hunter. Select a species and a hunt choice, select Yes to the Alternate tag question. On the Review Hunt choice screen click the Next button.	You should proceed to the Select Species screen and the application should be displayed.		Revised SXH 3/29/13
84.	Enter a new or existing hunter. Select a species and a hunt choice, select Yes to the Alternate tag question. On the Review Hunt Choice screen click the Edit button.	You should be returned to the hunt choice screen.		Revised SXH 3/29/13
85.	Enter a new or existing hunter. Select a species and a hunt choice select Yes to the Alternate tag question. On the Review Hunt Choice screen click the Edit button.	Ensure when you are returned to the Review Hunt choice screen the revised choices are displayed including the correct Alternate choice.		Revised SXH 3/29/13

	When returned to the hunt choice screen change the choices.			
86.	Enter a new or existing hunter. Select a species and a hunt choice, select Yes to the Alternate tag question. On the Review Hunt Choice screen click the Cancel button.	You should proceed to the Select Species screen and the application should not be displayed.		Revised SXH 3/29/13
87.	Enter a new or existing hunter. Select a species and a hunt choice, select Yes to the Alternate tag question. Back on the Select Species screen, click the Edit hunter button and return to the demographics screen. Change some information and continue to the Select Species screen again.	Ensure the application is still displayed and that the Alternate choice is still displayed and is correct. **Note:** Changing the residency or Date of Birth will cause the application to be deleted.		Revised JXM 1/16/14
88.	Enter a new or existing hunter. Select a species and a hunt choice, select Yes to the Alternate tag question. On the Select Species screen, click the View button for the application.	Ensure the Review Hunt Choice screen displays the Alternate Opt In column with the correct answer. The Back button should be displayed at the bottom of the screen.		Revised SXH 3/29/13
89.	Enter a new or existing hunter. Select a species and a hunt choice, select Yes to the Alternate tag question. On the Select Species screen click the Edit button for the application and do not change any information.	Ensure as you proceed back through the screens the Review Hunt Choice screen displays the Alternate Opt In column with the correct answer.		Revised SXH 3/29/13
90.	Enter a new or existing hunter. Select a species and a hunt choice select Yes to the Alternate tag question. On the Select Species	Ensure the Alternate Opt In column displays the change and is correct on all screens. Check the backend and		Revised SXH 3/29/13

	screen click the Edit button for the application and change your answer to No for the Alternate tag.	confirmation eMails to ensure the change has recorded correctly.		
91.	Enter a new or existing hunter. Select a species and a hunt choice, select Yes to the Alternate tag question. On the Select Species screen click the Delete button for the application	When returned to the Select species screen ensure the application is deleted.		Revised SXH 3/29/13
92.	Enter a new or existing hunter. Select a species and a hunt choice select Yes to the Alternate tag question. Complete the application and then withdraw the application. Enter the same hunter again and apply for the same species.	Ensure you receive the alternate tag screen the second time.		Revised SXH 3/29/13
93.	**Note:** Ensure that the Alternate Opt In column displays in the Hunt Choice table on the I agree with the above terms screen, Authorization Successful/Printer Friendly, both confirmation eMails and the Session ID and Confirmation screen. And that the correct answer is displayed.			Revised SXH 3/29/13
94.	**AGREE WITH ABOVE TERMS**	**AGREE WITH ABOVE TERMS**	**AGREE WITH ABOVE TERMS**	
95.	Enter a new or existing hunter, select a license choice, RES stamp, species, and a hunt choice. On the Hunter Choice screen, click Continue to Payment.	The "I agree with the above terms" screen should open and display the following: **Totals** table includes rows for: Application Fees, Donations, License and Stamp Privilege Fees, and Grand Totals.		Revised JXM 12/2/16

		The License Information table should have the title **License Selection** and include the columns titled Hunter Name, Nevada Sportsman's #, Class, Description, Fee, and License Status. **NOTE:** If you choose to purchase a license now or if you choose to purchase a bonus point, you will be charged for that license and it will be mailed in five business days. **NOTE:** There will be no refunds on a combined hunting and fishing license. The Resource Stamp table will be next with the title **Resource Enhancement Stamp Selection** and the columns Hunter Name, Nevada Sportsman's #, Resource Enhancement Stamp Choice, and Fee. The Application Information table or tables will includes the column titles of Hunter Name Nevada Sportsman's # App Fee* Operation Game Thief Donation Predator Management Donation Alternate Opt In		

		The party statement will be between the titles of the columns and the hunter's information. It will be "This application is for 1 hunter only." The title Hunt Choice will be above the rows of hunt choice #'s and unit description. The explanation of App fees will be below the table. *App Fees include $10.00 Application Fee, $3.00 Predator Control Fee, and $2.00 Res On-Line Convenience Fee OR $3.50 Non-Res On-Line Convenience Fee. (If the selection is for a Bonus point, the $3.00 Predator Control Fee will not be displayed in the breakdown. Located below the tables should be the Return to Applications button and then the following statements each with a checkbox: - As the person who prepared this application, I declare **under penalty of NRS** that to the best of my knowledge the information provided in this application is true and correct and no false statement has been provided. **I agree with the above terms.**		

		For master guides and brokers, I declare I have in my possession a legally valid power of attorney from the person(s) described in this application. In the event an investigation is required into the validity of this application, you should retain a copy of the power of attorney. The statements are followed by the Continue to Credit Card Screen button.		
96.	Enter a new or existing hunter, on the demographics screen select for the License Information "I wish to purchase the license now. Continue with the application. On the "I agree with the above terms" screen click Continue to Credit Card screen without agreeing to the terms.	You should receive the error message: - You must agree to the terms below before you can continue. In the Totals table make sure the License Fee is NOT doubled.		Revised SXH 4/3/12
97.	Enter a new or existing hunter, select a license choice, species, and a hunt choice. Continue to the "I Agree With Above Terms" screen. Click the checkbox for the Master Guides statement, do not click the checkbox for the I agree with the above terms statement.	You should not receive an error message and should be taken to the credit card screen. Only one of the checkboxes must be checked not both.		Revised SXH 2/7/13
98.	Enter a new or existing hunter, select a license choice, species, and a hunt choice. Continue to the "I Agree With Above Terms" screen. Click the checkbox for the, I agree with the	You should not receive an error message and should be taken to the credit card screen. Only one of the checkboxes must be checked not both.		Revised SXH 2/7/13

	above terms statement, do not click the checkbox for the Master Guides statement.			
99.	Enter a new or existing hunter, select a license choice, species, and a hunt choice. On the I Agree with the above terms screen ensure the Return to Applications button is displayed on the screen in addition to the Continue to Credit Card screen button.	This is to make sure they don't have to start a new application just to do an edit. Per MCM eMail 04/17/07 11:42 a.m.		Revised SXH 2/7/13
100.	Enter a new or existing hunter, select a license choice, species, and a hunt choice on the "I Agree With Above Terms" screen click the Return to Applications button.	You should be returned to the Select Hunt Type screen.		Revised SXH 2/7/13
101.	Enter a new or existing hunter, select a license choice, species, and a hunt choice on the "I Agree With Above Terms" screen, check one or both of the check boxes and click the Continue to Credit Card screen button.	You should be taken to the Credit Card screen.		Revised SXH 2/7/13
102.	**AUTHORIZATION SUCCESSFUL AND PRINTER FRIENDLY**	**AUTHORIZATION SUCCESSFUL AND PRINTER FRIENDLY**	**AUTHORIZATION SUCCESSFUL AND PRINTER FRIENDLY**	
103.	Enter a new or existing hunter and complete the application. At the top of the Authorization Successful screen the following statement is displayed:	Ensure the words "Exit to Main Page" is in bold print.		

	Below is your transaction information. If you want to print out this information, click the button below for a printer-friendly version of this page. Or is you wish to exit click the **"Exit to Main Page"** button below. Below this statement will be the "Printer Friendly Version" button, which will be followed by the statement: To print any licenses or stamps purchased during this transaction click on the links next to the hunters information below.			
104.	Below the statement there will be a box titled Totals with the following line items: - Application Fees - Donations - License and Stamp Privilege Fees - Grand Total	Ensure all of the line items are correct and the fees are displayed.		Revised JXM 12/2/16
105.	Below the Totals box will be the button "Unable to print or had issues printing License(s)?" and the following statement: Printing hunter License(s) requires Adobe Acrobat Reader: Followed by the Free Adobe link.	Ensure the Free Adobe link is displayed below the statement and is functional.		
106.	The statement "Printing hunter License(s) requires Adobe Acrobat Reader:" and the Free Adobe link	Per email from WET, 3/2/11, 11:19 a.m.		

	will be displayed even if there are not any licenses to print on the transaction.			
107.	Below the free Adobe Acrobat link will be the license information table titled **License Selection** with the following columns: - Hunter Name - Nevada Sportsman's # - Class - Description - Fee - License Status - Print License	Ensure all of the information is correct for the application submitted. For a license purchased now the License status should be "Purchased now" with the license number displayed. The Fee column will have the license fee displayed. For a license purchased only if successful the License status should be "Purchase if Successful". The Fee column will have the license fee displayed. For a license already owned the License status should be "Already Own". The Fee column will have $0.00 displayed.		
108.	If the user already owns a license or selected to purchase if successful, the Print License column will be blank. If the user selected to purchase the license now the column will have a gray button that states "Click here to print (hunter's name) License".	Test for all three scenarios.		
109.	The following notes will be displayed below the License Table. **NOTE:** If you choose to purchase a license now or if you choose to purchase a bonus point, you will be			

	charged for a license and it will be mailed in five business days. **NOTE:** There will be no refunds on a combined hunting and fishing license.			
110.	Below the Notes the Resource Stamp table will be displayed with the title **Resource Enhancement Stamp Selection** and the columns: - Hunter Name - Nevada Sportsman's # - Resource Enhancement Stamp Choice - Fee - Print Stamp	Ensure the choice statement is correct for the application.		
111.	If the user selected to purchase the Resource Stamp now, the Print Stamp column in the Resource Enhancement Stamp Selection table will state "Click here to print Stamp". If the user selected to not purchase the stamp the column will be blank.	Test for both scenarios.		
112.	The Application Information table will include the column titles: - Name - Nevada Sportsman's # - App Fee* - Operation Game Thief Donation - Predator Management Donation - Alternate Opt In The party statement will be between the titles of the columns and the			Revised SXH 3/29/13

	hunter's information. It will be "This application is for 1 hunter only." The title Hunt Choice will be above the rows of hunt choice #'s and unit description.			
113.	The following statement will follow each Application Table:	*App Fees include $10.00 Application Fee, $3.00 Predator Control Fee, and $2.00 Res On-Line Convenience Fee OR $3.50 Non-Res On-Line Convenience Fee. (If the hunter selects a bonus point the $3.00 Predator Control Fee will not be displayed in the statement and should not be included in the App Fee Total)		
114.	The Session ID, Confirmation #, the Credit Card information, and the Billing Address will be below the Fee statement.	Ensure the credit card number is blocked except for the last four numbers.		
115.	**New in 2012:** Nevada requested that a link to a survey be added to the Authorization successful screen. We will not conduct the survey we will only offer the way for the hunter to answer the survey if they wish.	Check each year to see if Nevada wants the survey to be accessible or not. **Note:** In 2013, NDOW stated that until further notice the survey will only be on the Main Draw.		Revised JXM 11/19/13
116.	Enter and complete an application. On the Authorization successful screen the question "Would you like to take a brief (10 to 14 question) anonymous survey about your experience today?" and the buttons Yes and No will be	Ensure you are taken to the survey Nevada will provide. **Note:** In 2013, NDOW stated that until further notice the survey will only be on the Main Draw.		Revised JXM 11/19/13

	displayed below the Billing information. Click the Yes button.			
117.	Enter and complete an application. On the Authorization successful screen the question "Would you like to take a brief (10 to 14 question) anonymous survey about your experience today?" and the buttons Yes and No will be displayed below the Billing information. Click the No button.	You should remain on the Authorization successful screen, the question and buttons will be grayed out. **Note:** In 2013, NDOW stated that until further notice the survey will only be on the Main Draw.		Revised JXM 11/19/13
118.	**2016:** NDOW requested that a link be added to the Authorization Successful page for Dream Tags Information and Purchase.	The link should be located above the "Exit to Main Page" and read: For {Current Year} Dream Tag Raffle Ticket information and purchase, click here		Added JXM 12/2/16
119.	Click on the Dream Tag link and make sure it goes to the correct site.	The Link should take you to the page: https://dev3.sci-nevada.com/huntnevada/appstest/NvSpringTurkey/DreamTagInstructions.aspx		Added JXM 12/2/16
120.	Enter and complete an application. On the Authorization successful screen the Exit to Main Page button should be displayed at the bottom of the screen. If the survey is to be offered the Exit to Main Page button will be displayed below the survey question and buttons. If the survey is not to be offered the button will be displayed below the Dream Tags information link.	Ensure the button is displayed in the correct spot depending on the status of the survey. **Note:** In 2013, NDOW stated that until further notice the survey will only be on the Main Draw.		Revised JXM 12/2/16

121.	Enter and complete an application. On the Authorization, successful screen click the Exit to Main Page button.	You should be returned to the Available Hunts screen.		
122.	On the Authorization, Successful screen, click the Printer Friendly version button.	You should be taken to a second screen with all of the information from the Authorization Successful screen. The hyperlink Back to Invoice will be displayed at the bottom of the screen.		
123.	On the Authorization, Successful screen, click the Printer Friendly version button. On the Printer Friendly version screen click the Back to Invoice hyperlink.	You should be taken back to the Authorization Successful screen.		
124.	**PRINTABLE LICENSE**	**PRINTABLE LICENSE**	**PRINTABLE LICENSE**	
125.	**Note:** In the following tests, the references to Stamps and Mtn. Lion tags are being left in the script since it will be up to Nevada each year to decide if we are going to sell the Stamps and Mtn. Lion tags. Do not delete or modify these tests unless it is determined by Nevada that the Stamps and Mtn. Lion tags will never be sold during Spring Turkey.	If we are selling the stamps and Mtn. Lion tags, ensure the references in the following tests are right. Per eMail from MCM 12/17/12 3:30 p.m. we no longer need to ask Nevada if Mtn Lion Tags and Stamps will be sold in Spring Turkey.		Revised JXM 11/19/13
126.	**ELIGIBILITY**	**ELIGIBILITY**	**ELIGIBILITY**	
127.	**Resident Applicants:** Any resident of Nevada is eligible to apply once for Resident Wild Turkey Hunt 0131 or Resident Wild Turkey Hunt 0135 during the draw. Applicants can only apply for one type of hunt for wild turkey during the draw.	**In 2011**, the 0135 hunt was not available online. Verify in future years testing if it should or should not be available online.		

	HUNTERS MAY ONLY RECEIVE ONE TURKEY TAG IN A CALENDAR YEAR. The resident tag fee is $20.00.			
128.	**Nonresident Applicant:** Any nonresident of Nevada is eligible to apply once for Nonresident Wild Turkey Hunt 0132 or Wild Turkey Hunt 0137 during the draw. Applicants can only apply for one type of hunt for wild turkey during a draw. **HUNTERS MAY ONLY RECEIVE ONE TURKEY IN A CALENDAR YEAR.** The nonresident tag fee is $50.00.	**In 2011**, the 0137 hunt was not available online. Verify in future years testing if it should or should not be available online.		Added SXH 1/11/08
129.	**NEW IN 2008 –** A Junior hunt is now available. The age limit for this hunt is 12 – 18. - Must be 12 prior to the opening of the hunt season and not attain their 18th birthday until after the last day of the hunt season indicated. - Hunt is closed to nonresidents. - No remaining tags allocated. - One bearded wild turkey.	This was changed in 2011 by NDOW.		Revised EDA 1/7/11
130.	**Note:** The Junior hunter must be eligible for the earliest season date (usually the Archery hunts) for the bonus point choice to be available. Per eMail from BXI 3/15/12 8:17 a.m. **Note:** To read the NAC pertaining to Youths, go to:	**NAC 502.4177 Submission of application for sole purpose of obtaining bonus point.** (NRS 501.105, 501.181, 502.160) 1. Except as otherwise provided in subsection 2, a person who is at least 12 years of age and does not wish to obtain a tag may apply to the Department for the sole purpose of obtaining a bonus point for a tag other		Revised JXM 1/11/17

	http://www.leg.state.nv.us/nac/nac-502.html#NAC502Sec063	than a restricted nonresident deer tag. Such an application may be submitted by a person who is under 12 years of age if he or she will attain the age of 12 years before the commencement of the earliest season for the category of the species to which the application relates.		
131.	Enter an existing hunter; change the DOB to the day before the Junior hunt starts and before the late hunt would start for the adult tags. The hunter should be 12 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23) The DOB should be 3/14/YY.	You should be able to apply for both the Junior and Adult Hunts.		Revised SXH 1/7/10
132.	Enter an existing hunter; change the DOB to the day the Junior hunt starts and before the late hunt would start for the adult tags. The hunter should be 12 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23) The DOB should be 3/15/YY.	You should be able to apply for the Adult hunts starting after the age of 12 but **NOT** the Junior hunts. In the eligibility table in the Junior hunt line the reason should be – Doesn't meet the age requirements for any of the choices in this hunt.		Revised SXH 2/8/13
133.	Enter an existing hunter; change the DOB to the day the Junior hunt would end and before the late hunt would start for the adult tags. The hunter should be 12 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23) The DOB should be 3/23/YY.	You should be able to apply for the Adult hunts starting after the age of 12 but **NOT** the Junior hunts. In the eligibility table in the Junior hunt line the reason should be – Doesn't meet the age requirements for any of the choices in this hunt.		Revised SXH 2/8/13

134.	Enter an existing hunter; change the DOB to the day before the adult late hunt would begin and after the Junior hunts would end. The hunter should be 12 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23 and the adult hunts would start 3/25) The DOB should be 3/24/YY.	You should be able to apply for the Adult hunts starting after the age of 12 but **NOT** the Junior hunts. In the eligibility table in the Junior hunt line the reason should be – Doesn't meet the age requirements for any of the choices in this hunt.		Revised SXH 2/8/13
135.	Enter an existing hunter; change the DOB to the day the adult late hunt would start and after the Junior hunts would end. The hunter should be 12 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23 and the adult hunts would start 3/25) The DOB should be 3/25/YY.	You should receive the error message: - Youth must be 12 prior to the opening of the hunt season indicated and not attain their 18th birthday until after the last day of the hunt season indicated, pursuant to NAC 502.063.		Revised EDA 1/7/11
136.	Enter an existing hunter; change the DOB to the day before the Junior hunts start and before the late hunt for the Adult tags would start. The hunter should be 18 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23 and the adult hunts would start 3/25) The DOB should be 3/14/YY.	You should be able to apply for the Adult hunts **NOT** the Junior hunts. In the eligibility table in the Junior hunt line the reason should be – Doesn't meet the age requirements for any of the choices in this hunt.		Revised SXH 2/8/13
137.	Enter an existing hunter; change the DOB to the day the Junior hunts starts and before the late hunts for the Adult tags would start. The hunter should be 18 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23 and the	You should be able to apply for the Adult hunts **NOT** the Junior hunts. In the eligibility table in the Junior hunt line the reason should be – Doesn't meet the age requirements for any of the choices in this hunt.		Revised SXH 2/8/13

	adult hunts would start 3/25) The DOB should be 3/15/YY.			
138.	Enter an existing hunter, change the DOB to the day before the Junior hunts end and before the late hunts for the Adult tags would start. The hunter should be 18 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23 and the adult hunts would start 3/25) The DOB should be 3/22/YY.	You should be able to apply for the Adult hunts **NOT** the Junior hunts. In the eligibility table in the Junior hunt line the reason should be – Doesn't meet the age requirements for any of the choices in this hunt.		Revised SXH 2/8/13
139.	Enter an existing hunter, change the DOB to the day the Junior hunts end and before the late hunts for the Adult tags would start. The year should be as if the hunter would be 18 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23 and the adult hunts would start 3/25) The DOB should be 3/23/YY.	You should be able to apply for the Adult hunts **NOT** the Junior hunts. In the eligibility table in the Junior hunt line the reason should be – Doesn't meet the age requirements for any of the choices in this hunt.		Revised SXH 2/8/13
140.	Enter an existing hunter, change the DOB to the day after the Junior hunts end and before the late hunts for the Adult tags would start. The year should be as if the hunter would be 18 the year of the hunt. (If the season dates for the junior hunt is 3/15 to 3/23 and the adult hunts would start 3/25) The DOB should be 3/24/YY.	You should be able to apply for both the Junior and Adult Hunts.		Revised EDA 1/7/11
141.	Enter a client that was successful in the previous years Fall Turkey.	The client should be able to apply.		
142.	Enter a client that was successful in the previous years Spring Turkey.	The client should be able to apply.		
143.	**RETURN CARD**	**RETURN CARD**	**RETURN CARD**	

144.	Enter a hunter that received a tag in one of the previous year's Turkey draws, but has NOT returned their questionnaire.	On the Review Eligibility Information screen at the bottom, in the Eligibility Information table in the column "Eligible?" should be "No" and in the column "Reason (If Ineligible)" should be "Failed to return questionnaire".		Revised JXM 1/16/14
145.	Enter a hunter that received a tag in one of the previous year's Turkey draws but is in a Late status and has paid the fine. **Note:** A hunter in Late status has not necessarily paid their fine. Check the Eligibility table under the columns Admin Fine and Date Fine Paid. If these columns are blank, then hunter has not paid the fine.	You should be able to apply.		Added EDA 1/7/11
146.	Enter a hunter that received a tag in one of the previous year's Turkey draws but is in a Late status and has not paid the fine.	On the Review Eligibility Information screen at the bottom, in the Eligibility Information table in the column "Eligible?" should be "No" and in the column "Reason (If Ineligible)" should be "Failed to return questionnaire".		Revised JXM 1/16/14
147.	Enter a hunter that received a tag in one of the previous year's Turkey draws and has returned their questionnaire.	You should be able to apply.		Revised EDA 12/17/08
148.	Enter a hunter that received a tag in one of the previous year's Turkey draws, but the questionnaire is in reject status.	You should not be able to apply. On the Review Eligibility Information screen at the bottom in the Eligibility Information table in the column "Eligible?" should be "No" and in the		Revised JXM 1/16/14

	Note: Change column EL_RETURNED_QUEST to a capital "R" cannot have pd late fee.	column "Reason (If Ineligible)" should be "Failed to return questionnaire".		
149.	Enter a hunter that received a tag in the previous year's main big game draw, but has NOT returned their questionnaire.	The hunter should be able to enter and submit an application without an error message, as Big game reporting has nothing to do with turkey eligibility.		Added EDA 12/24/08
150.	Enter a hunter that received a tag in the previous year's nonresident-guided draw, but has NOT returned their questionnaire.	The hunter should be able to enter and submit an application without an error message, as Big game reporting has nothing to do with turkey eligibility.		Added EDA 12/24/08
151.	Enter a hunter who has submitted the return card for a big game species but it is in Reject status.	You should be able to apply.		Added EDA 12/24/08
152.	**MISC. HUNTERS**	**MISC. HUNTERS**	**MISC. HUNTERS**	
153.	To get the AR clients. Go to the Query QA - Money Owed by Clients. Run the query. When the query comes up you need to look at the RDOC_TOTAL_REFUND and the RDOC_TOTAL_PAID_IN and if the difference is not 0 then this client owes money.			
154.	Enter a hunter that is NSF in NWDS. **Note:** There is a NSF query in the backend of NWDS.	The hunter will be stopped on the review eligibility screen with the error message at the top of the screen: **This applicant is not eligible for any hunts in this draw.** On the eligibility table the following note will be displayed in the "Eligible" column for all species. - **Funds Owed. Admin Code 502 - Please contact the NDOW License Office.**		Revised JXM 12/7/15

155.	Enter a client that owes the division money (AHS NSF) (A/R Due). **Note:** Use the AHS query, Money owed by clients.	The hunter will be stopped on the review eligibility screen with the error message at the top of the screen: **This applicant is not eligible for any hunts in this draw.** On the eligibility table the following note will be displayed in the "Eligible" column for all species. - **Funds Owed.**		Revised JXM 12/7/15
156.	**Note:** To acquire a hunter that is on revocations the following procedure should be used, or enter a new revocation yourself. **New in 2016:** Hunter with a different SSN will be considered a different person IF both SSN's are legitimate SSN's. If a fictitious SSN in recorded in AHS, the programming will disregard the SSN's and not compare them at all. The only exception to this is if only the last four numbers of the SSN are entered in IWVCS and the whole number is recorded in AHS, the programming will then only compare the last four numbers. Per MCM Mon 6/27/2016 11:20 AM	Use the query QA_CustID_ Lookup in IWVCS Test Backend. The column VIOL_STATE can be changed to accommodate the state you are working with. The species then can be manipulated by selecting an SSN from the query and then looking the hunter up in the IWVCS test site and editing the information displayed. **Note:** The hunter's name must match exactly what is in AHS for IWVCS to recognize the hunter. Per WET Tue 4/24/2012 3:13 PM, also if a client # has been entered into IWVCS is must match the sportsman in AHS per MCM.		Revised JXM 12/22/16
157.	Enter a hunter that is on the revocation list, but has a fictitious SSN in AHS. Make sure the name and DoB are the same in both systems.	They should not be allowed to apply, as the programming has disregarded the SSN because it started with a letter or 4 or more zeros in AHS.		Added JXM 6/27/16

		Note: If a client number is entered in IWVCS it must match the sportsman number as that is checked first.		
158.	Enter a hunter that is on the revocation list, but has a SSN in IWVCS that is only the last four numbers. Make sure the name, DoB and last four of the SSN are the same in both systems.	They should not be allowed to apply, as the programming has only compared the last four of the SSN that is in AHS.		Added JXM 6/27/16
159.	Enter a hunter that is on the REVOCATION list but has been reinstated.	You should be able to apply for this hunter.		
160.	Enter a hunter that is on the revocation list but will be reinstated prior to the release date.	You should be able to apply for this hunter. The timeframe has been changed to allow a hunter to apply if the hunter will be off revocation by the release date. Per MAL, 12/20/05, 3:48 p.m.		1/9/06 ADM Revised
161.	Enter a hunter that is on the revocation list and will not be reinstated until after the release date.	On the Review Eligibility screen shown in red text in the "Reason (If Ineligible) column should be: "Prohibited by License Revocation".		Revised JXM 11/19/13
162.	Enter a hunter that is on the revocation list for Turkey and will not be reinstated until after the release date. Continue to the review eligibility screen.	The hunter will be stopped on the review eligibility screen with the error message at the top of the screen: **This applicant is not eligible for any hunts in this draw.** On the eligibility table the following note will be displayed in the "Eligible" column for Turkey, **Prohibited by License Revocation.**		Revised JXM 12/7/15

		Only the cancel button will be on the bottom of the screen.		
163.	Enter a hunter that is on the revocation list but can hunt Turkey.	You should be able to apply for this hunter.		
164.	Log into IWVCS as UT use a NV resident to complete the following steps. Click the "Action" tab and the Suspend Entry tab. Enter the NV hunter's name. When the system does not recognize the hunter click the Create New Violator and Suspension button. Complete the hunter's demographics information, select a type of violation as well as suspend a species. Enter Citation #, Conviction Date, Beginning and Ending Suspension dates, click the Non-compact revocation checkbox. Click the Submit New Record button.	Non compact means the hunter is suspended only in the original state for that species but they can hunt for that species in other states. Compact means the hunter is suspended in all states for that species.		Added SXH 2/12/14
165.	Enter the hunter that has been revised to have a non-compact violation in another state.	Ensure the hunter can apply for that species in the Utah draw that's open.		Added SXH 2/12/14
166.	Enter the hunter that has been revised to have a non-compact violation in the state of NV while testing NV.	Ensure the hunter cannot apply for that species in the NV draw.		Added SXH 2/12/14
167.	Note Steps to Ratify a violation: File Browse Ratification Enter SSN Select State from list			Added SXH 2/12/14

	Click Ratify button Click Ratify Changes button Click Yes			
168.	Enter a hunter that has a compact violation which has been ratified in NV. The compact violation must be for a different species than you are currently testing for. Then enter a new non-compact violation for the same hunter using the steps shown above (ensuring the non-compact violation is in a different state other than NV). Ensuring the non-compact violation is the species you are currently testing for.	Ensure the hunter can apply for the species you are testing for.		Added SXH 2/12/14
169.	Enter a client that has received a CITATION and has not completed the safety course.	On the Review Eligibility screen shown at the top, you should receive the error message: - This applicant is not eligible for any hunts in this draw. In red text in the "Reason (If Ineligible) column should be: "Prohibited by citation".		Revised JXM 12/19/14
170.	Enter a client that has received a citation and has completed the safety course.	You should be able to apply. **NOTE:** To be able to apply, the Hunter Safety date must be AFTER the Citation Date. **In the 2005 Main Draw**, there was an individual who was able to apply. His citation was issued on 8/29/2004 and		10/18/05 ADM Revised

		this Hunter Safety was issued on 1/1/1994. When running your query for testing, look for similar examples to test.		
171.	Enter a client who has been flagged deceased.	You should receive the error message: - Your records have been restricted to prevent online applications. If you believe this is incorrect, call 800-576-1020 to speak to an operator for assistance.		
172.	Using the NDOW query – QA Clients Merged in NWDS – enter a hunter using the AHS ID and dob. Complete the application.	Ensure the Sportsman's ID is updated to the ID that is in NWDS by checking the backend WEBAPPS table, both confirmation eMails and the Authorization Successful/Printer Friendly screens. Per email from MCM 9/14/10 2:34 p.m.		Revised JXM 4/28/14
173.	Using the NDOW query – QA Clients Merged in NWDS – enter a hunter using the SSN and dob. Complete the application.	Ensure the Sportsman's ID is updated to the ID that is in NWDS by checking the backend WEBAPPS table, both confirmation eMails and the Authorization Successful/Printer Friendly screens. Per email from MCM 9/14/10 2:34 p.m.		Revised JXM 4/28/14
174.	**DOUBLE – CHECK**	**DOUBLE - CHECK**	**DOUBLE - CHECK**	
175.	Enter a hunter and continue to the Hunt Choice screen. Do not select any hunts. Click on the back browser button until you are returned to the	Ensure only the 2nd hunter is displayed. The first one should be deleted from the application.		Revised SXH 5/11/12

	hunter log in screen. You should receive the following error message: - An Error has occurred with this application. Please click the button below to start a new application. Click the Start Over button and enter a second hunter and proceed back through the application.	Issue in **2011 Spring Turkey** when a hunter was able to add a second person as a party application. There are no party applications for Spring Turkey and the second hunter was not charged any application fees.		
176.	Enter an existing hunter using the Client ID (SSN) and DOB. Complete an application for Spring Turkey. Next, enter the same hunter; however, use the Nevada Sportsman's # and DOB. Continue through the application and select turkey again. Click Next.	You should receive the error message: - An application already exists for this species.		Added JXM 1/16/16
177.	Enter an existing hunter using the Nevada Sportsman's # and DOB. Complete an application for Spring Turkey. Next, enter the same hunter; however, use the Client ID (SSN) and DOB. Continue through the application and select turkey again. Click Next.	You should receive the error message: - An application already exists for this species.		Added JXM 1/16/16
178.	Enter a new application. On the demographics screen enter more text than the field is set up for. The following are the fields are sizes of the field. WA_SSN 9 WA_FIRST_NAME 20	Either a message will be displayed or the data being entered will stop allowing input. We want to make sure when we send the application for authorization that no errors are received and that all the data writes to the table. There was a problem in Turkey draw where a client was		

	WA_MIDDLE_INITIAL 1 WA_LAST_NAME 20 WA_ADDRESS 50 WA_CITY 30 WA_ZIP 10 WA_DL_NUMBER 25	attempting to apply and kept getting an error on authorization. The webapp record was not written but the webtrans record was.		
179.	Enter an existing hunter that has already purchased a license and the information is pre-filled on the demographics page. Make sure they can't purchase another license and they aren't charged for a second one.	Ensure that the throughout the entire application they aren't charged for another license on any of the screens. Double check the backend, the eMails, invoice, printer friendly version and the Confirmation # and Session ID Review screens. This was a **problem in 2007**, the existing license was displayed but throughout the rest of the screens on the application and on all the eMails, etc., the client was charged again for another license. Per Maureen Hullinger, 06/13/07, 9:42 a.m. and DS 06/13/07, 10:13 a.m.		Added SXH 06/20/07
180.	Enter an existing client using the Client ID (SSN) and PIN.	Make sure the correct record is displayed.		
181.	Enter an existing client using the Client ID (SSN) and DOB.	Make sure the correct record is displayed.		
182.	Enter a hunter using the Blank Application. On the demographics screen insert a SSN that does NOT exist in the system. Complete the session. Start a new session and again enter a hunter using the Blank Application. On the demographics	You should receive the error message; - Client ID (SSN) already in use. Please contact the Wildlife Administrative Office at 800-576-1020.		Revised EDA 12/17/08

	screen insert the same SSN as the first hunter; however, enter a different name, address, and Date of Birth.	Problem found in the 2004 Big Game Draw. Date: 2/12/2004		
183.	Throughout the application process, including any error messages ensure the correct term "Tag" is used with the exception of the Swan "Permit" and the Transportation "Permit".	This will ensure the application process is in compliance with the proclamation. Added as a result of problems with the 2006 Utah Cougar.		9/20/06 ADM Added
184.	After completing the application, use the confirmation and session ID's to "View" the application, verify that the information is correct and it looks the same as the invoice. If a donation was given make sure it is displayed.			
185.	Enter a client. View the Application Information using the Session ID and Confirmation #. Under the table with the hunt choices the following statement should be displayed – App Fees include $10.00 Application Fee, $3.00 Predator Control Fee, and $2.00 Res Online Convenience Fee OR $3.50 Non-Res Online Convenience Fee.	Ensure the $3.00 Predator Control Fee states Control and not Management. This statement is also displayed on the I agree with the above terms, Authorization Successful, Printer Friendly and both eMails.		Revised EDA 12/17/08
186.	When completing the transaction make sure all of the pages (last page on site, printer friendly invoice, and eMail) all have the same totals.			
187.	From the credit card screen enter the required information; however,	You should not receive the following XML Syntax error:		

	select (Pick State) for the State/Province then for the Country select a different country other than US.	- Authorization Failed: XML syntax error: Required attribute “state” for tag: “pp.address ”must be blank.		
188.	Enter an application for an existing hunter that has recorded in NWDS a hair color, eye color and has also already purchased a license for the current year. Submit the application.	After submitting the application check in NWDS that the eye color and the hair color are not deleted from the system.		Added SXH 4/11/08
189.	Enter an application for an existing hunter that has recorded in NWDS a hair color, eye color and has also already purchased a license for the current year. Change the eye and hair color. Submit the application.	After submitting the application check in NWDS that the eye color and the hair color have been updated in the system.		Added SXH 4/11/08
190.	Enter an application for an existing hunter that has recorded in NWDS residency, residency years and months and has also already purchased a license for the current year. Change the residency years and months. Submit the application.	After submitting the application, check in NWDS that the information has been updated in the system.		Added SXH 4/11/08
191.	Enter a hunter using the blank application, and add a valid Social Security Number. Complete the application.	You should be able to complete the application with no errors. **In the 2006 Utah Antlerless Hunt**, an ODBC Driver error was received, and the application could not be completed.		5/15/06 ADM Added
192.	Enter an existing hunter. Click Next from the Demographics screen. Click on the Back Browser. Change the first name; then click Next. Complete the application.	Ensure the name is changed throughout all the subsequent screens, both eMails, and Back-End report.		5/19/06 ADM Added

		Problem found in the 2006 Utah Antlerless with changed name not accepted when using the Back Browser.		
193.	Enter a new hunter on a blank application, do not use SSN, and use International as the State and Country as other than the U.S. and ZIP Code as 99999. Selected that they have already purchased a license and enter the license information.	Ensure the Hunter is able to submit an application or purchase a tag (if FCFS) and that you don't receive the message "This applicant is not eligible for any available hunts". Problem with NV FCFS Fall Turkey, 2007. Per MAL 09/19/07, 1:44 p.m.		Added SXH 10/02/07
194.	**VERBIAGE**	**VERBIAGE**	**VERBIAGE**	
195.	On the Authorization Successful, View Application, and the Printer Friendly version the (Client #, Address, and Phone Numbers (Day # & Home#) should not be displayed.			
196.	On confirmation eMails (Client's and Full) the hunter's Application Information (Name, Nevada Sportsman's #, Address, and Phone Numbers (Day # & Home#) should be displayed BEFORE the application information or credit card billing information.	Requested By: NDOW – Maureen Date: 7/16/2004		
197.	On the Authorization Successful and Both Confirmation eMail make sure the following text is shown: **Note:** If you choose to purchase a license now or if you choose to purchase a bonus point, you will be	Requested By: Maureen Date: 4/7/2004		

	charged for that license and it will be mailed in five business days. **Note:** There will be no refunds on a combined hunting and fishing license.			
198.	On the Credit Card screen the verbiage displayed under the Totals table should be: **NOTE**: For now only application fees, donations, and fees for any licenses and stamp privileges to be purchased now will be charged. After the draw, successful applications will be charged for the tag fee and any license and Stamp Privilege fees (if the client requested the license only if successful). If the card is declined for the tag and license fees, the tag will be awarded to an alternate. Don't let that happen! Make sure you have sufficient funds available.	Requested By: Maureen Hullinger Date: 02/11/2004		Revised SXH 2/7/13
199.	Throughout the application process, including any error messages ensure the correct term "Tag" is used with the exception of the Swan "Permit" and the Transportation "Permit".	This will ensure the application process is in compliance with the proclamation. **Added as a result of problems with the 2006 Utah Cougar.**		
200.	**Note:** If Stamps are available for purchase in the draw the title in the Totals Table will be License and Stamp Privilege Fees. It should not be License Fees unless the Stamps are not being sold.	Check the following screens for the correct title in the Totals table: - I agree with the above terms - Credit Card - Authorization Successful - Printer Friendly		Added SXH 4/5/12

		- Session ID and Confirm - Client eMail - Full Info eMail		
201.	**eMails**	**eMails**	**eMails**	
202.	The Client eMail and the Full Information eMails will have the following format: Thank you for submitting your online application for the Nevada 20—(name of draw). Here is your Session ID and Confirmation Number. Session ID: (all capital letters and numbers) Confirmation #: ###### If you have any questions regarding your online application, you may view your application information at: http://dev3.sci-nevada.com/huntnevada/appstest/default.aspx I'd like to receive news from the Nevada Department of Wildlife. • Hunter Name • Hunter's Complete Address, including Country • Hunter Day Phone Number • Hunter Home Phone Number	Check the NVHUNTCONF eMails to make sure we record all information. Insure all the information is displayed on the Full Info eMails. Add Group ID to all Full Info eMails, Per MAL 9/14/06, 8:36 a.m. and DS, 10/17/06, 3:28 p.m. The residency attestation questions will display for a non-resident application but the answers will all be False.		Revised JXM 2/24/16

	• Client ID (SSN) (Full Info Only) • Nevada Sportsman's # • PIN (Full Info Only) • Hunter Education • Resident (Yes or No) • Resident Years • Resident Months • Date of Birth (redacted on client email) • Height • Weight • Gender (redacted on client email) • DL State (redacted on client email) • DL Number (redacted on client email) • eMail Address (redacted on client email) • New Hunter (Y or N)(Full info only) • Attestation Statement (resident only) • Residency Questions (both resident and nonresident) (Full Info Only) • License/Stamp Information • Resource Enhancement Stamp Choice • Notes • Application Details (see notes) • Group ID (Full Info Only)			

	• Group Statement (see notes) • Transaction Details • Credit Card Type • Credit Card Number (has all but last 4 redacted on both emails) • Credit Card Expiration Date (redacted on both emails) • Credit Card Billing Phone Number • Credit Card EMail Address (redacted on client email) • Credit Card Name • Credit Card Complete Billing Address, including Country • Auth Code (Full Info Only) • IP Address (Full Info Only) • Transaction ID (Full Info Only) • Browser information (Full Info Only)			
203.	On the Full Info emails below the transaction ID, the Browser Capabilities are to be displayed. **Note:** When checking the fields for type and using Firefox, the type will be Firefox and Name will be Gecko. This is okay.	The fields will be – Type = Name = Version = Major Version = Minor Version = Platform = Is Beta = True or False Is Crawler = True or False Is AOL = True or False Is Win16 = True or False Is Win32 = True or False Supports Frames = True or False Supports Tables = True or False		

		Supports Cookies = True or False Supports VBScipt = True or False Supports JavaScript = detail Supports Java Applets = True or False Supports ActiveXControls = True or False IP Address: (This will be displayed twice on the Full Info email)		
204.	**Note:** On the Client eMail and the Full Info eMails in the Application Details section the following format will apply: The title "Application Details" will have a dotted line above it and below it. Followed by a double line and the headings - Hunter Detail for this Hunt - App Fee - OGT - PM - Alt Tag Below these headings will be a single line. Followed by the party statement. Followed by another single line. The hunter's name and the fee information applicable for the headings will be on the same line. The hunt choice selection will be next and will be followed by another single line. Under this single line will be the following explanation of fees;	**Party Statement:** For one hunter: - This application is for 1 hunter only. Per eMail from MCM, 08/07/08, 2:48 p.m. (this is a similar format to UDWR) Maureen from NDOW requested the following format changes to the client eMail per eMail date 8/7/08 2:48 pm.		Revised JXM 12/8/15

	App Fees include $10.00 Application Fee, $3.00 Predator Control Fee, and $2.00 Res Online Convenience Fee OR $3.50 Non-Res Online Convenience Fee (OGT = Operation Game Thief Donation/PM = Predator Management Donation)			
205.	There are a few differences between the client eMail and the full info eMail. The Client eMail will not include the Resident Questions or the Browser Capabilities information.	The Authorization code will now be displayed on all Full Info eMails as all sites are using the same credit card vendor.		
206.	Check the confirmation eMails: - Gender is redacted on the client email. -make sure we are getting a duplicate of the eMail sent to the client. - On the Client eMail ensure the PIN is removed. Per eMail MCM 04/16/07.			Revised JXM 12/9/15
207.	The Client eMail should have the following information redacted: - Date of Birth - Gender - DL State - DL Number - eMail Address - Credit Card number (except for the last 4) - Credit Card expiration date - Billing eMail Address	Ensure the information is not displayed.		Added SXH 2/12/14

208.	The Full Info eMail should have the following information redacted: - Credit Card number (except for the last 4) - Credit Card expiration date	Ensure the information is not displayed.		Added SXH 8/18/14
209.	Enter a hunter. Insert your own personal (Home) eMail Address on the Demographics screen, and check the box on the Credit Card screen to receive a copy. Complete the application. Repeat by inserting you own personal (Home) eMail Address on the Credit Card Screen as the Credit Cardholder eMail Address.	Ensure the copy of the Hunter's eMail is received at your own personal (Home) eMail Address with no problems.		
210.	Ensure that the hyperlink "I'd like to receive news from the Nevada Department of Wildlife" is displayed on the Client eMails.	Click on the link and ensure you are taken to the correct site. Per eMail MCM 11/01/07 1:43 p.m.		
211.	After completing a transaction, ensure the Tag Fee column is not displaying on the eMails.	Per MCM, 01/31/07, 10:30 a.m.		
212.	**Note:** The residency attestation questions will display for a non-resident application but the answers will all be False.	Double check that the questions will be displayed on the Full Info email. Per email from WET Tue 1/24/2012 1:51 PM. The questionnaire will not be on the emails for a res hunter applying for the n/r guided.		
213.	Double check the Client eMail, Full Information eMail, Confirmation screen and backend reports to ensure the CID number is not displayed or			

	stored anywhere. Per eMail from MCM 04/26/07 11:14 a.m.			
214.	Enter and complete an application selecting a bonus point hunt choice. On the eMails in the Application Details area ensure the lines for the boxes around the PM donation is straight and even and not shorter than the rest of the box.	Ensure the box around the Application Details is straight and even for all app types (i.e. – bonus only, silver state, and hunt choices).		Added SXH 3/29/12
215.	**MISC. TESTS**	**MISC. TESTS**	**MISC. TESTS**	
216.	For the Spring Turkey app open the HAWEBAPPS table and check for the bonus point code in the column WA_HUNT_CHOICE.	- For Hunt # 0131 Resident Limited Entry the bonus point code is "**WBP**". - For Hunt # 0135 Resident General Season the bonus point code is "**XBP**" - For Hunt # 0132 Non-Resident Limited Entry the bonus point code is "**YBP**" - For Hunt # 0137 Non-Resident General the bonus point code is "**ZBP**" - For Hunt #0138 Junior Resident the bonus point code is **"JWB"**		Revised EDA 1/11/11
217.	Select a Turkey hunter that was not successful in the draw last year or selected to purchase a bonus point. Go to the HAELIGBL table and search by the hunter's SSN. The hunter should have two records for turkey in the EL_HUNT_NO column, one with the hunt number and one with the hunt letter. The hunter's bonus points will be displayed with the hunt letter record	Ensure the bonus points that are displayed in the HAELIGBL table matches what is displayed on the application site.		Added SXH 1/8/10

	(W, X, Y, or Z) and not the hunt number record (0131, 0132, 0135, or 0137). Enter the hunter into the application site.			
218.	After submitting application, go to Cybersource. Ensure that the total displayed matches the total all of the application fees, donations, licenses, etc. that were charged and that it agrees with the backend, eMails, Payment Authorized, Printer Friendly, and Session ID.	**Problem in 2008 2nd Draw** when Predator Control fee wasn't charged but was displayed on eMails, Printer Friendly, Payment Authorized, Session ID and the backend during testing.		Revised JXM 2/24/16
219.	Enter a resident hunter. Go to the backend query QA—Transaction Status Change, and change the WA_STATUS column from "A" for "Accepted" to an "I" for "Incomplete. Re-apply for the same client. Repeat the test for a nonresident hunter.	You should be able to complete the application with no error messages, and the Application(s) that were changed from Accepted to Incomplete should not show as Existing Apps from Previous Sessions. Added per MAL, 11/2/05, 9:47 am, due to problems in the 2006 Utah Turkey Draw Application.		Revised JXM 12/9/15
220.	Enter an application for a hunter. In the backend in the query QA—Status Change, WT_STATUS column, change the status of the application from "A" to "S". Go back to the application process and attempt to enter this individual again. Do this again, by changing the "S" to an "F" then trying to apply with this same hunter.	You should receive an error message, that this hunter already has an application in.		Revised JXM 12/9/15

221.	**NOTE:** the following test will currently not be able to be completed by QA in Spring Turkey. It can only be tested in live by RFB. At one point it was unable to be tested until after the new year (Jan 1st) due to the XML interface not writing licenses to the table.	Leaving the test in the script so that QA can check each year with RFB to see if there have been any revisions to the process.		Revised SXH 2/7/13
222.	On the outside modem, enter a resident client using the Nevada Sportsman # and DOB. Complete the application. Repeat test, using a different resident client by using the Nevada Sportsman # and PIN. Repeat test, using a different resident client by using the Client ID (SSN) and Date of Birth. Repeat test, using a different resident client by using the Client ID (SSN) and PIN. Repeat test, using a new resident client by using the blank application. Repeat the five tests above, using non-resident clients.	You should be able to process the application through to completion with no errors. Check the Printer Friendly Version, All three eMails, and the Back End Reports to ensure the application is correct, and all information is displayed as required. There was a problem with the Turkey FCFS where people outside the office could not connect. ML, 10/7/05, 4:15 pm.		10/11/05 ADM Added
223.	Enter and complete an application on the MAC computer.	Ensure the application has been submitted and completed.		Added SXH 4/10/08

224.	Enter and complete an application in Chrome, Firefox and Internet Explorer.	Problem in 2014 When the certificate was showing as revoked in all browsers except Chrome.		Added JXM 2/11/14
225.	**BONUS POINT ONLY**	**BONUS POINT ONLY**	**BONUS POINT ONLY**	
226.	**New to 2011:** Nevada has changed the rule that a hunter can now have 7 days after the draw closes to apply for bonus points only. They can withdraw their original application and re-apply for bonus points or just apply for bonus points if they have not already applied during the draw process.			Added EDA 1/10/11
227.	For the Spring Turkey app open the HAWEBAPPS table and check for the bonus point code in the column WA_HUNT_CHOICE.	- For Hunt # 0131 Resident Limited Entry the bonus point code is "**WBP**". - For Hunt # 0135 Resident General Season the bonus point code is "**XBP**" - For Hunt # 0132 Non-Resident Limited Entry the bonus point code is "**YBP**" - For Hunt # 0137 Non-Resident General the bonus point code is "**ZBP**" - For Hunt #0138 Junior Resident the bonus point code is **"JWB"**		Revised EDA 1/11/11
228.	Select a Turkey hunter that was not successful in the draw last year or selected to purchase a bonus point. Go to the HAELIGBL table and search by the hunter's SSN. The hunter should have two records for turkey in the EL_HUNT_NO column, one with the hunt number and one with the hunt letter. The	Ensure the bonus points that are displayed in the HAELIGBL table matches what is displayed on the application site.		Added SXH 1/8/10

	hunter's bonus points will be displayed with the hunt letter record (W, X, Y, or Z) and not the hunt number record (0131, 0132, 0135, or 0137). Enter the hunter into the application site.			
229.	Verify on the Available Draws screen that the column Bonus Point Only End date is correct and the 7 days after the draw ends.	If this is not correct, correct the dates using the table dbo_HADRAWSQL in the backend.		Revised SXH 5/16/12
230.	Change the Bonus Point begin date and the Application end date on the draw record to the same past date/timeusing the table dbo_HADRAWSQL in the backend.	The date on the Available Draws screen should reflect the new date.		Revised SXH 5/16/12
231.	With the bonus point only begin date changed to a past date, enter an application.	You should only be able to apply for the bonus point. No hunt choices should be available or displayed.		Revised SXH 2/8/13
232.	With the bonus point only begin date changed to a past date, enter an application.	Ensure the title "20YY (Species) Online Application" has changed to "20YY (Species) Online Bonus Point Only Application" on each screen throughout the application.		Revised SXH 2/8/13
233.	With the bonus point only begin date changed to a past date, enter and complete an application.	Check the backend reporting and confirmation eMails to ensure only the bonus point selection is recorded and displayed.		Added EDA 1/10/11
234.	With the bonus point only begin date changed to a past date; enter an application with a hunter who has an application in already.	You should not be able to apply for a bonus point and a hunt.		Added JXM 4/21/11
235.	With the bonus point only begin date changed to a past date; enter a hunter	Ensure only the bonus point option is available and that none of the hunter choices are displayed.		Added EDA 3/16/11

	who will turn 12 before all of the season start dates.			
236.	With the bonus point only begin date changed to a past date; enter a hunter who will turn 12 after one of the season start dates. On the Select Species screen, click on the radio button for a species that the hunter is age eligible to hunt but not age eligible for a bonus point. **Note:** Remember that a hunter must be 12 before the start of the earliest season date for the species applying for to be eligible for the bonus point.	On the select species screen you should receive the error message: - Hunter is not eligible for this hunt.		Revised JXM 12/18/15
237.	With the bonus point only begin date changed to a past date; enter a hunter who will turn 12 after all of the season start dates. Select Turkey and click next.	On the select species screen you should receive the error message: - Hunter is not eligible for this hunt.		Revised JXM 1/16/14
238.	With the bonus point only begin date changed to a past date; withdraw an application that was done with the option to purchase a license only if successful. Enter that same person in the bonus point only application.	Ensure that the hunter must select a license option again and that the license selection screen contains the available licenses.		Added EDA 1/12/11
239.	With the bonus point only begin date changed to a past date, withdraw an application that was done with the option to purchase a license now. Enter that same person in the bonus point only application.	Ensure the hunter does not have to purchase another license and the license information is prefilled on the demographics screen.		Added EDA 1/12/11

240.	Change the Bonus Point end date to a past date using the table dbo_HADRAWSQL in the backend.	Ensure you are not able to select Spring Turkey from the Available Draws screen.		Revised SXH 5/16/12
241.	Change the Bonus Point begin date and the Application end date back to the correct dates when these tests have been completed using the table dbo_HADRAWSQL in the backend.			Revised SXH 5/16/12
242.	**FINAL TESTS**	**FINAL TESTS**	**FINAL TESTS**	
243.	Whenever any changes are done to the actual application process, complete an application and check the backend reports to ensure everything is being reported properly and check the Cybersource site to ensure all fees are being recorded correctly.	Problems in 2008 when changes were made to license printing and purchasing during the Crane application and in Nevada when updated to Cybersource.		Revised JXM 1/7/16
244.	After Nevada has approved the site, print and complete the NV After Site Approval Testing Script.			
245.	After Nevada has approved the site, and completion of the NV After Site Approval Testing Script, print and complete the NV After Site Approval Spring Turkey Testing Script.			
246.	Once the site has been approved by Nevada, do print screens of the entire site going through the application process and submission. This should be added to the results folder as the Ending print screens.	The user will not be able to do this on the MAC.		Added EDA 10/29/08