Please see below for Zedit's RFI questions list.

1. Currently, today who provides general account management of the existing solution. This would be for new users, password resets etc. (Internal SFM staff or vendor resources for the hosted platform)
Currently the vendor GL Solutions creates new accounts and once a user, you can reset your own password through the website.

2. Today with your current provider what hours of support do they provide?
24/7/365

3. How do you initiate a support request?
Through a portal website and working with our accounts manager.

4. Do you receive any KPI's on system performance? (Uptime, ticket closed in period)
This is one of the areas we had issues with the previous vendor, they were slow to respond and rarely fixed issues in a timely manner.

5. Does the current system store any photos today?
No

6. Would migration of historical data include all data from when your current system was built in 2002?
Unknown at this time…..it would depend on what is currently on the system we have in place.

7. Is that vendor able to provide the size of that database in mb or gb?
I am sure once we go into a contract with a new vendor, they will be able to provide anything required before transfer of data into the new system.

8. Would SFM consider options where the Photo ID cards are printed off site by a 3rd party that can integrate directly with the proposed new system to reduce printing costs?
They key here for us, is time. We are looking for a solution that could batch print cards as they are made. During the renewal periods it is an absolute necessity that the cards be produced quickly and sent to the customer so they may continue to do business in Nevada. Without a current card, they can be fined and/or shut down until one is obtained. If we can come up with a fail-safe solution ensuring the cards are produced and sent to the customer in a timely manner, we would be open to such an arrangement, but this would need to be set-up within the structure of the contract. Vendor would be the responsible party so that we are not held to a 3rd party if they should fail to produce the required outcome.

9. How many inspectors/investigators do you have that would require access to the system.
At this time, we have two inspectors and five investigators. We are currently gearing up to go to legislature to get more personnel which would add approximately two more inspectors and 3 more investigators…….. so a possibility of 4 inspectors and 8 investigators total.

10. Should the response to the RFI include effort to implement Certificates of Compliance, Fire Standard Compliant Cigarette Program, Engineering Plans and Inspections. It states that these

are items that are wanted in the future . We would like to know if its required for the first phase of the replacement of the existing solution.

Our goal here was to see what potential vendors could offer, but keeping in mind that the Licensing portion was the most important piece. If the vendor can offer a total solution, but still keep it within a reasonable build time, test and deployment for all of them while keeping costs to a minimum we are definitely open to that. At this time, we just don't have a firm budget amount allowed for the total program and it could come in several years…….it is literally up to the legislature to give us the funding amount (they sit every two years in Nevada and the next session is February – June 2019).

11. The RFI does not specify any requirements around a non-production environment. Does SFM have any requirements for a non-production environment for testing/training after go live.
    Non-production environment? We assume you mean while we are testing your program how would we proceed with day-to-day operations? We would run tests on your system while working in the live database system until final deployment.

12. Our solution allows for integration with Single Sign on or Active directory. Does your current solution have single sign on or use your corporate directory for password management?
    All sign-in is handled by the vendor at their location, nothing is managed internally in Nevada with this program. We wish to keep it this way, as our State IT is too cumbersome to work with in this type of environment causing too many delays.

13. The staff identified that are using your current system– can it be assumed that their environment is using standard PC's running windows 7 professional or windows 10 professional as a desktop environment.
    Yes, we use a combination of Windows 7 on the older PCs and Windows 10 as they are replaced. Standard PCs are replaced every 5 years in Nevada.

14. Has your office been InTouch with IDville or have do you have any of these printers being already with in your state?
    We currently have one IDVille system in use, but it is stand-alone and does specialized cards for Special Deputies. I have not approached IDVille about this program yet as we wanted to get a feel of what systems were out there that could do what we wanted. IDVille was just an example that we used, we understand there are more vendors that could do just a well.

15. In the new Licensing system, will admin staff who process payments today continue to use a POS type terminal for swiping credit cards?
    There are no POS terminals. Currently , fiscal staff upon request of the customer that wishes to pay via credit card takes the information and uses the State's internal system to process the payment. It's not very user friendly and is very cumbersome for us. We have no current on-line payment functions in the current system.

16. Is your current solution is web based? How do they restrict access to the site. (VPN, Access control methods via IP?)
    Yes, the system is web-based and controlled by the vendor who supplies the website and login for all users. Customers and companies cannot access the system at this time, all data is input manually by our internal staff.

17. Would you consider workflow for one license to be similar to another? Would they have similar workflows identified in generic steps below:

   a. Example: Intake of application and corresponding information , processing of fees, license adjudication, (if needed second review or approval), Issuance of license.
   Yes the majority of the licenses (Companies) and certifications (Individuals) are the same. Some have subtle differences that are requirements in the regulations; here is an example:

   1) **A customer applies for a F (Fire Alarm) Certification: they submit their application, payment and letter from the company they work for which tells us their qualifications and then they are scheduled for a test to obtain the card. Once test is completed, and passed, they are issued a certification card.**
   2) **A customer applies for a Blasters Certification: they submit their application, payment, letter from the company, a resume, a copy the ATF clearance letter and/or reciprocity and then are scheduled for testing (not if reciprocity is granted from another state that is waived). Once test is completed, and passed, they are issued a certification card.**

   There are many different scenarios for all of the cards and licenses which would need to be outlined upon acceptance of the contract and the beginning works of the new system.

Thanks your for your assistance in this matter.
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