www.go-planet.com

PLANET technologies

Connie Oswald
Purchasing Division
2919 Washington Street, East
P.O. Box 50130
Charleston, WV 23505

November 26, 2012

Dear Ms. Oswald:

Please accept the following response to your RFP # ABCA33. I have enclosed the Technical and Cost Proposals as well as our Bid Bond of $10,000.

As you will see in our references, Planet Technologies has significant experience with successful projects similar to what the Alcohol Beverage Control Commission is seeking. Many of the projects are for other agencies within West Virginia.

Planet Technologies consistently receives strong reviews from our customers:

- *100% customer satisfaction rating*
- 100% of Planet's clients are likely to recommend us to other organizations
- 100% customer loyalty rating

***Each one of these exceeded industry average for Microsoft Gold Partners***

We look forward to the opportunity to work with The Alcohol Beverage Control Commission on this exciting project.

Sincerely,

Steven Winter
Vice-President

Enclosures

11/29/12 09:59:10 AM
West Virginia Purchasing Division

# West Virginia Alcohol Beverage Commission
## Electronic Licensing ABCA33

Steve Winter
Vice-President
swinter@go-planet.com

Planet Technologies, Inc.
20400 Observation Drive, Suite 204
Germantown, MD 20876
Phone: 301-721-0100
Fax: 301-721-0189
www.go-planet.com

November 29, 2012

## Contents

# Planet Technologies: Introduction

## Planet Technologies' Background

Planet Technologies, a corporation based in Maryland and founded in 1997, is an international professional consulting firm that provides expert knowledge in policy, process management, and the integration and customization of Microsoft technologies in diverse business environments. With nearly 100 employees, we are focused on meeting the needs of United States Public Sector customers including K-12, higher education, and state, local and federal agencies.

Planet understands the driving issues and concerns that Public Sector customers face today. To each engagement, we bring a proven track record with civilian and defense agencies, extensive planning and implementation experience, and the passion to help agencies succeed.

Planet Technologies was built around investing in and developing long term relationships with our customers and corporate partners. We receive consistent positive client feedback and as a result, we have many long-term client relationships - some even exceeding 10 years. Our employees have the experience and dedication to exceed our client's expectations every time. Our combination of state-of-the-art methodologies, flexible solutions, and expertise in Microsoft best practices enables our professionals to help agencies meet critical challenges rapidly, keep them in the forefront of technology, and maintain the operational excellence that is the hallmark of top performing organizations.

## Our Services

Planet offers our client's flexibility in engagement models to meet every business need. We provide strategic planning and policy, project-based engineering and development, IT and business consulting support and services.

Our service models range from Blanket Purchase Agreements (BPAs), state contracts, sub-contracts, co-operative contracts, large federal government contracts, and staffing or on a per project basis.

From its inception, Planet Technologies has worked closely with Microsoft field, vertical, consulting and solution teams to develop new solutions and deliver engagements based on best practices. Our longstanding relationship with Microsoft combined with our deep understanding of the role that technology plays in building a successful business means we can offer unmatched depth of knowledge and expertise. The result—affordable solutions that enable our customers to expand their infrastructure and enhance the support technology provides to the mission of their organizations.

## The Planet Difference – A Unique Microsoft Relationship

Planet Technologies, 100% Microsoft focused and a Gold Certified Partner, is one of approximately 30 Microsoft National System Integrator (NSI) partners in the U.S. which gives us unprecedented access to the latest solutions, the best training, and many exclusive programs that we can offer to our clients. The Microsoft NSI designation was established for elite Microsoft partners to elevate their marketing and delivery strategies across multiple geographic and product segments. Microsoft NSI partners receive greater alignment and engagement of Microsoft field resources, collaborative marketing efforts, deeper product team engagement and executive sponsorship, giving them a competitive advantage in the channel.

In 2010, we were awarded as both a Microsoft Federal Partner of the Year and a State and Local Government Partner of the Year. These awards make us a five time Microsoft Federal Partner winner and a two time State and Local Government Partner winner!

In 2011 Planet Technologies Planet was selected to the 2011 Microsoft Dynamics Inner Circle and President's Club for the work we've done with our SLG clients. This recognition awards an elite group of the most strategic Microsoft Dynamics partners who have performed to a superior standard of excellence by delivering valuable solutions that help Microsoft Dynamics customers achieve increased success.

Planet has an office on the Microsoft campus where we are able to collaborate with managerial, technical and product teams on a daily basis.

We have extensive experience in Microsoft based technologies including a proven pedigree in server systems with a strong focus on data center automation and provisioning. As a result, we are uniquely positioned as the strongest choice of Microsoft Integrator Partners for handling these solutions.

We work closely with Microsoft to co-develop, manage, and deliver technical and marketing programs focused on Windows Server 2008, SharePoint, Windows 7, MDOP, BPOS, Business Intelligence and Cloud computing.

By being part of the initial design and development of Microsoft solutions and then delivering many of the training sessions in support of them, Planet has grown to become one of the worldwide knowledge leaders in Microsoft solutions. We provide this knowledge to our valued customers and, in turn, provide insight from our clients to Microsoft product teams that leverage this operational insight to improve new releases. *This is the Planet Difference.*


We are regularly selected by Microsoft to evaluate new product releases as part of their Early Adopter Programs (EAP) and Technical Adopter Programs (TAP). Just recently, we participated in the Office 2010, Forefront 2010, SharePoint 2010 and Exchange 2010 TAP programs. Microsoft is one of our largest clients and we regularly support large internal projects for them as well as supporting a number of their largest worldwide clients in the areas of development, infrastructure and collaboration.

Planet has developed, in conjunction with Microsoft, custom programs for rapid technology deployments in the areas of System Center Operations Manager, SharePoint, SMS/SCCM, MS Exchange Messaging and Collaboration w/AD, and MIIS/ILM/FIM.

Planet is a regular partner and sub-contractor to Microsoft Consulting Services and we bring our unique skills and talent to many strategic worldwide engagements. These engagements have taken us across the U.S. and into 12 countries worldwide.

## Technology Expertise

Planet has experience architecting and deployment experience in Microsoft solutions to customers ranging in size from 100 users to over one million users. We are experts in the areas of design, deployment, development and migrations of:

| Technology Focus: | |
|---|---|
| Active Directory | Exchange Server |
| System Center Family | SharePoint Portal Server |
| Live@EDU and Office 365 | Office Communications Server |
| Hyper-V | Remote Desktop Services |
| SQL Server | Deployment Automation |
| Windows Server and Desktop Operating Systems | Microsoft CRM |
| Microsoft Identity Lifecycle Manager | Forefront Technologies |
| Windows-based Hosting / Hosted Messaging and Collaboration | Visual Studio .NET Framework |

## NSI Partner

One of 30 U.S. based Microsoft Partners to be managed as a member of the National Systems Integrator Program (NSI). This program recognizes Planet's superior service delivery as well as our close relationship to Microsoft. The Microsoft NSI designation was established for elite Microsoft partners to elevate their marketing and delivery strategies across multiple geographic and product segments. Microsoft NSI partners receive greater alignment and engagement of Microsoft field resources, collaborative marketing efforts, deeper product team engagement and executive sponsorship, giving them a competitive advantage in the channel.

## Microsoft Awards

| Microsoft Awards and Recognition for Excellence |
| --- |
| Microsoft State and Local Partner of the Year 2008-Present |
| Microsoft Dynamics Inner Circle and President's Club 2011 |
| Microsoft Federal Civilian Partner of the Year 2008-Present |
| Five Time Microsoft Federal Partner of the Year (2005-2010) |
| Microsoft Federal Partner of the Year Award 2006 |
| Microsoft Public Sector Partner of the Year Award 2006 |

## Planet Technologies Competencies

Planet Technologies has 7 Microsoft Gold Competencies and 6 Silver Competencies. Coupled with our awards and references it should be clear that Planet Technologies is a leader in Microsoft technologies.

Partner Center Dashboard

Browse by Category | Search Marketplace | Search

## Planet Technologies, Inc.

(Rated by 2 customers)

Germantown, Maryland, USA | View Map & Address

Company Overview | Apps + Services | Reviews | Locations

### About Planet Technologies, Inc.

| | |
|---|---|
| INDUSTRY FOCUS | Architecture, Engineering & Construction, Education, General - Applicable to All, Government, Healthcare, Life Sciences, Professional Services |
| COMPANY WEBSITE | http://www.go-planet.com |

Planet Technologies, founded in 1997, is 100% dedicated to the Microsoft platform. It is our mission to share our extensive experience, knowledge and enthusiasm for Microsoft with our clients to help solve their business challenges and keep them on the forefront of technology.

We offer Microsoft based solutions around CRM, SharePoint, business intelligence, cloud services, unified communications, user experience/branding, records management, workflow automation, portal development and collaboration, systems management, virtualization and more.

Our team of 120+ Microsoft consultants includes Microsoft Certified Masters (MCM), Microsoft MVP's, Certified Trainers and CRM Rangers. Their technical knowledge and project management expertise has enabled us to excel for our customers who are some of the largest public sector and commercial organizations in the world.

We are a five time Microsoft Federal Partner of the Year winner and a three time Microsoft State and Local Government Partner of the Year. We are one of only 35 Microsoft National Systems Integrator (NSI) partners which gives us unprecedented access to advanced training on the latest Microsoft products and services.

### Recent Reviews

**Very professional, highly capable organization.** 5.0 OVERALL RATING

REVIEWED BY: [illegible] REVIEWED ON: [illegible] 12 2012

**In-depth knowledge** 5.0 OVERALL RATING

REVIEWED BY: [illegible] REVIEWED ON: [illegible]

▸ Read All 2 Reviews

Submit A Review

*The views and opinions submitted and expressed here are not those of Microsoft.*

### Applications from this company

Project Management for Microsoft Dynamics CRM 2011

Maps for Microsoft Dynamics CRM 2011

Case Management Site

▸ View All Apps

### Professional Services Offered by this Company

Microsoft Dynamics CRM

Microsoft Packaged Services

Office 365 Block-hour Consultation

▸ View All Services

### Competencies & Certifications

**Microsoft** Partner

- Gold Content Management
- Gold Digital Marketing
- Gold Hosting
- Gold Management and Virtualization
- Gold OEM
- Gold Portals and Collaboration
- Gold Search
- Silver Customer Relationship Management
- Silver Desktop
- Silver Learning
- Silver Messaging
- Silver Server Platform
- Silver Software Development

Microsoft Small Business Specialist

Microsoft Partner Network Cloud Power

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Like Send

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## Attachment A: Vendor Response Sheet

### Vendor Experience

1) Provide information regarding the firm and staff qualifications; copies of any staff certifications or degrees applicable to this project: proposed staffing plan:

**Roles**

Due to the timeframes set forth, Planet recommends a team of 1-3 individuals to lead the project. Some resources are capable of performing more than one role. The proposed team will be made up of:

**Planet / Microsoft Senior Consultant:** This individual will be a Subject Matter Expert (SME) on Email and Microsoft Technology and provide guidance and direction to the team based on lessons learned during other customer deployments. The Planet Senior Consultant will participate in a full-time capacity and lead the plan and milestones. Derek Himes and Chad Kuhn will be the Consultants working on this project. Chad and Derek's resumes are following. Please don't both have experience with similar projects and experience within the state of West Virginia.

**Planet Project Manager:** A project manager will be made available part-time to provide leadership, direction, and management of this process. This will allow for all parties to have a single point of contact who can aggregate all information and maintain schedule. Elisabeth Seidlich will be the PM from Planet Technologies. Libi's resume will follow in the resume section of this proposal.

2) Provide resumes for personnel who will be assigned to this project. A listing of what roles shall be filled by each employee, is required.

**Roles**

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## Resumes

Derek William Himes

## Proficiencies

- Dynamics CRM 4, 2011, CRM SDK
- C#.Net, VB.Net, ASP.Net, ASP, VB6
- HTML, AJAX, VBScript, JavaScript, CSS
- XML, XSLT, SOAP, REST, Fiddler
- Scribe Insight, LINQ, LinqPad
- Silverlight, WPF, Expression Blend
- DevExpress Controls and Reporting
- Component Art Control Suite
- Mindjet Mind Manager
- Microsoft Source Safe and TFS
- IIS 6 and 7, SSL, Web Services
- SharePoint 2007, Web Parts
- SQL Server 2000, 2005, 2008, T-SQL, SRS
- Bing Maps and Google Maps API
- Active Directory
- Windows Form Development
- Windows Server2000, 2003, 2008
- Intermec Hardware, Loftware

Senior CRM Developer April 2011 - Present

## Work Experience

Planet Technologies, Mechanicsburg PA

- **PA Office of Administration**

Developed a matter management system for the Pennsylvania Office of General Counsel (OGC) using Microsoft Dynamics CRM 2011. This application is implemented within 32 agencies and accessed by 900 users. It is designed to assist attorneys and support staff in the organization and management of matters. A matter is simply a proceeding, project, or other legal office activity which includes judicial and administrative proceedings; contracts, leases, deeds, invoices, and other transactions; regulatory and legislative activities; legal opinions/advice; and general administrative matters as directed by OGC and agency chiefs counsel. In addition, it will integrate with Microsoft SharePoint 2010 to house over 36,000 legal documents related to matters.

- Howard County Police Department

Developed a three in one application using Microsoft Dynamics CRM 2011 in which consists of Task Management, Event Permitting, and Records Management. Task Management allows the chief and officers to assign and track tasks to staff. Developed a custom solution for single record security as some tasks are confidential. Event Permitting allows the Corporal to enter application submitted by constituents for any event that involves police assistance. I built a linear workflow that allows the event to be submitted and approved all the way through the chain of command. Once decided, reports and letters can be merged and sent to the constituents regarding the event. Records Management is for tracking right to know and press requests that come through the department. This allows the team to manage and process all requests in which may require sending out materials or collecting statistics to share.

- Howard County Emergency Management Response Team

Co-Developed as lead an emergency management application that is used by the county when an emergency such as a tornado or flood occurs. In an event of emergency, the county assembles a call center and an operations facility. Constituents call to report or ask for assistance in which the call is then logged within Microsoft Dynamics CRM 2011. We built an interface using Silverlight and JavaScript to speed up and assist the operator in taking calls. The call is then routed to the call center manager which is typically a police sergeant. The police Sergeant filter requests and then they go to the operations center which is monitored by the police department, health agency, and the fire company. The operations center watches the dashboard and map for incoming requests and dispatches personnel as needed

Work Experience

Senior IT Developer

October 2007 – April 2011

Pennsylvania Office of Attorney General, Harrisburg PA

- Co-Developed a contractor registration application maintaining eighty thousand registrations which generates over four million dollars for the commonwealth biennially. Back-end originally developed in Dynamics CRM 4, we completely re-wrote the application in Dynamics CRM 2011 to handle renewals. The front-end entails a secure registration website that processes e-check and credit card transactions. Also includes a portal to allow constituents to spatially search the contractor registrations.

- Co-Developed a County Asset Forfeiture application which allows all Pennsylvania counties to report an annual audit of all forfeited property and proceeds obtained. Online portal uses a custom membership provider that I wrote for authentication with Dynamics CRM 4 as the back-end.

- Developed a case expense tracking application in Dynamics CRM 4 which is used by the agency's Bureau of Narcotics Investigation, Organized Crime, and Gaming sections. This application tracks and manages agent's expenses that are incurred throughout an investigation. These expenses are reviewed and replenished weekly. Required extensive business logic by using JavaScript and CRM plug-ins.

- Co-Developed an HR personnel system in Dynamics CRM 4. This application manages both employee and personnel actions along with job code and position information. Includes a portal that allows potential employees to apply for employment online. They can submit a resume and supporting documentation which is attached to the applicant's record in CRM.

- Developed a consumer outreach application that manages outreach and consumer fair events. Both solutions have a public facing registration form with a Dynamics CRM 4 back-end. I wrote an advanced dashboard integrated within CRM 4 to provide statistics on the office's consumer outreach initiative.

- Developed a victim reference application which is used to track and manage court cases that have victims involved. The application manages the status of charges filed and appeals on a case and allows the office to work as a liaison with victims. Built using Dynamics CRM 4.

- Presented numerous demonstrations to external state agencies to showcase our solutions designed using Dynamics CRM as a rapid application development platform. These demonstrations are playing a vital role in a deployment of Dynamics CRM throughout the entire commonwealth.

- Participated in a Microsoft white paper and video case study for Dynamics CRM 4 showcasing our initiative using Dynamics CRM as a rapid development platform.

- Participated in the early adopter program for Dynamics CRM 2011. Had weekly meetings with Microsoft to discuss functionality and issues within the CRM 2011 Beta, CTP, and RC versions.

- Using both the CRM 4 and CRM 2011 SDKs, I've developed numerous plugins and applications to extend the functionality of both Dynamics CRM 4 and 2011. Some examples include a membership provider, auditing, record id generator, content management, multi-parental record cascading, rich text editor, and interactive approval workflows.

**Work Experience**

Programmer Analyst — January 2004 – October 2007

Graham Packaging Company, L.P., York, PA

- Co-Wrote a barcode driven inventory-tracking system that provided a $150,000 annual savings and reduced customer complaints, lot discrepancies, and shipping related errors to less than one percent within the first year of production in two pilot plants. It also provides the plant's management with 99.9% accuracy in current inventory, status, location, and traceability within the plant and external warehouses. I wrote the data tiers using an entity/collection framework in C#.Net. Connected the data tier to stored procedures using SQL 2005. Imported and exported data to and from SAP via web services. Worked closely with Intermec to install touchscreen computers running Windows XP and long range barcode scanners on each fork truck. I also installed and configured wireless barcode printers to label each pallet.

Programmer Analyst

January 2004 – October 2007

## Work Experience

Graham Packaging Company, L.P., York, PA

- Built a cycle counting solution that was deployed and used at all North American facilities for both monthly and year-end inventory counts. This application complimented the barcoding solution as described above.
- Developed a global safety incident management system which consisted of a thick client and an interactive web application. This solution automated the incident submission and management workflows which were extremely useful by providing detailed KPI data for reporting. This application is being used in eighty-five plants worldwide. Developed using C#.Net, ASP.Net, and SQL with DevExpress Reporting.

- Created an application for the administrative staff at remote plants to manage users and computers in Active Directory within their current facility. I developed this application using visual basic 6 and it uses a SQL 2000 backend for logging any functions that have been completed at any location for auditing. This application can complete a host of minor network administrative functions without the need to contact anyone for assistance. Security is managed using groups in active directory.

## Non Development Work Experience

| | | |
|---|---|---|
| Systems Programmer 2 | Penn National Insurance, Harrisburg PA | January 2003 - January 2004 |
| Help Desk Support Specialist 2 | Penn National Insurance, Harrisburg PA | April 2001 - January 2003 |
| Network Help Desk Support (Contract) | AMP/Tyco Electronics, Harrisburg PA | June 2000 - April 2001 |
| Help Desk PC Specialist (Contract) | Ingersoll Rand Headquarters, Shippensburg, PA | January 2000 - June 2000 |
| Help Desk Hardware Technician (Contract) | Penn National Insurance, Harrisburg PA | February 1999 - January 2000 |
| Technical Support Technician | MindSpring Internet Services , Harrisburg, PA | June 1997 - February 1999 |

## Technical Training

| | | |
|---|---|---|
| Microsoft Certified Technology Specialist – Microsoft Dynamics CRM 4 | | July 2011 |
| Developing Applications using VB, C#, and ASP.Net. | Hands-On Technology Training., Boston, MA | March 2006 |
| Implementing and Supporting Windows XP Professional | Productivity Point International, Camp Hill, PA | November 2003 |
| Windows 2000 Client and Advanced Server with Active Directory | MindLeaders.com E-Learning, Harrisburg, PA | December 2002 |
| A+ PC Hardware and Operating System Technologies | MindLeaders.com E-Learning, Harrisburg, PA | June 2002 |
| Certified Help Desk Professional | STI Knowledge, Harrisburg, PA | January 2002 |
| Microsoft Certified Systems Engineer | Advanced Computer Technology Training, Timonium, MD | March 2000 |

Chad Benjamin Kuhn

Employment

Planet Technologies 2011- present
**Job Title:** Senior Software Developer

Project/Skills Used:

- Working with West Virginia Department of Health and Human Resources to implement a new internal grant management system. The system is developed in Microsoft Dynamic CRM 2011 and to meet the client's business processes Silverlight, JavaScript, custom reporting utilizing ASP.Net and DevExpress were needed. The system handles the entire grant life cycle from the request for funds to the closing of the grant.

**Pennsylvania Office of Attorney General** Harrisburg, PA
2008-2011
**Job Title**: IT Generalist Administration

Project/Skills Used:

- Designed and coded Pennsylvania's Do Not Call registration system utilizing Microsoft Speech Server 2007, Windows Workflow Foundation, Silverlight 4 and Microsoft CRM 2011. This system also integrates with our PBX phone system so that PA residents can call and enter their information through a series of voice prompts. This information is stored within the CRM database and processed further by internal employees.

- Developed a Case Expense Tracking System in Microsoft CRM 4 that monitors available funds and case expenses for agents, offices and task forces of the Pennsylvania Attorney General. Built multiple reports using the DevExpress toolkit and reporting suite. This system also syncs nightly with two other systems: a vendor purchased system and an internal custom-built CRM 4 based application. This system also integrates with Cummins-Allison money scanners, using Scribe Insight middleware, to save drug buy and seized money into Microsoft CRM 4 through a series of custom workflows and plug-ins.

- Designed a system that handles both online and mailed-in applications for the new Home Improvement Contractors Registration (HIC) law. Utilized a front-end ASP.Net website that uses Microsoft LINQ and both CRM 4 & 2011 endpoints. We also used Microsoft CRM's Internet Facing Deployment, which allows a 3rd party vendor to handle entry of paper applications. I also implemented all of the goecoding and map integration with both Google and Bing APIs. There have been approximately $3.8 million in transactions that have been processed through the online system.

- Developed multiple lines of business applications for different divisions/sections within the organization. All of these applications required information gathering, design, analysis, integration and data migration from the legacy systems.

Acknowledgements:
- Video case study by Microsoft on how The Pennsylvania Office of Attorney General has used Microsoft CRM 4 to build applications fast and affordably in-house

- Video case study by Cummins-Allison about the implementation of their money scanners into multiple offices around the state with one centralized database and how I integrated them into Microsoft CRM 4

- Participated in the EAP program for Microsoft Dynamic CRM 2011

**Visual Impact Productions Inc**. York, PA
2002-2008
**Job Title**: Software Developer

Projects/Skills Used:

- Was the technical lead on a .5 million dollar custom CRM project written in .NET, AJAX and older elements in classic ASP. The CRM project required regular system enhancements, data integration (import and export) to legacy system, custom business logic (accounting, quoting, ordering, product management, reporting, etc.), heavy AJAX implementation due to complexity of interface requirements and database management and system documentation.

- Programmed various digital multimedia software applications written in Director

- Programmed e-learning software in classic ASP

- Contributed to many other database-driven web applications of various complexity levels utilizing multiple web-based technologies: .NET 2.0 (C# & VB) , AJAX, Classic ASP, Coldfusion, CSS, Flash, MS Access, MSSQL Server 2000 & 2005, MySQL, PHP, Visual Basic, XML

Technical Skills

Programming Languages:
Microsoft CRM 4 & 2011, .NET 2.0/3.5/4.0 (C# & VB), ADA95, AJAX, C++, CSS, Classic ASP, Coldfusion, DHTML, Director, Flash, HTML, Java, Javascript, PHP, SQL, Visual Basic, XHTML, XML, XSLT, SQL Reporting Services, Silverlight 4/5, LINQ

Operating Systems:
Mac OS X; Solaris Unix; Windows 95-Window 7; Linux - Fedora; Red Hat;

Databases:
FoxPro, MySQL, MSSQL Server 2000-2008, MS Access

Tools/APIs:
DevExpress Toolkit, Scribe Insight, Windows Workflow Foundation, Service Desk Express, Google Maps API, Bing Maps API, Authorize.NET API

Education

Penn State University
B.S. Degree in Computer Science, May 2002

Certifications
Microsoft Dynamics CRM 4.0 Extending Microsoft Dynamics

ELISABETH SEIDLICH

PROFESSIONAL EXPERIENCE

- Business Development & Strategic Planning
  Communications
- Project& Customer Relations Management
  Architecture & Design
- Program Management
  Development

- Integrated Marketing
- E-commerce Applications
- Database Application Design &

Career History
Planet Technologies—Germantown, MD August 2005 to present

***Program Manager & Project Manager***

Responsible for coordination and execution of domestic SLG and higher Education customer engagements:

- Serve as project manager for key Higher Education accounts: University of Maryland, Cornell University, Upenn Wharton School of Business, Mary Washington University. Served as project manager for other long term projects with: MedImmune (Now Astra Zeneca), United Nations, FMCS.
- Work with Microsoft account representatives to define market opportunities and conduct engagements for Microsoft Enterprise Programs in commercial, SLG and education markets: Windows Web Based Hosting marketing initiative, Desktop Deployment (MDOP, ACF, DDPF & BDD), Windows Server 2008, and Vista Application Compatibility Program.
- Facilitate resource allocation for Planet's domestic development and engineering teams: project staffing and recruitment efforts.
- Accomplishments include: Successful completion of BizTalk data integration project for MedImmune that merged 5 systems including: SAP, Siebel, and departmental sales for pharmaceutical lines—served as account, dev team and project manager. Successfully managed University of Maryland's migration to Active Directory from Novell including security identity development component (MS MIIS development project) completed March 2008. Delivered project under budget and won extension for Exchange mail migration to begin Spring 2008.

HFD, L.L.C.—Washington, DC 1999-2005

***General Manager & Lead Project Manager***

Directed all activities related to business development, project management, and corporate operations:

- Managed key accounts and handled all project management activities related to projects for: NIH National Institute for General Medical Sciences, Howard Hughes Medical Institute, Harvard University, AAAS and World Resources Institute.
- Architected, designed and developed client Web sites and applications—code development and graphics design, and hosting management. Designed e-commerce and online registration applications with reporting modules based on UI specifications and customer needs.
- Suggested business process improvements and enhanced HFD's competitive market positioning by researching new technologies and industry practices.

- Managed all aspects of HFD's corporate finances and operations: cash flow analysis, accounts receivable, accounts payable, expense analysis, payroll and budgetary projections.
- Defined and executed corporate marketing strategies including: product/service pricing, corporate identity and branding, marketing communications collateral, promotions, press relations and events planning.

Micrografx—Annapolis, MD 1998 - 1999

**Marketing Manager**

Marketed high-end, technical graphics software products and solutions to an international, Fortune 500 customer base:

- Developed and executed integrated marketing communications program with a special focus on Web and interactive media.
- Wrote, edited and coordinated production of all print marketing materials such as fact sheets, white papers, case studies, brochures, FAQs, tradeshow materials, and advertisements.
- Formulated and executed detailed promotions strategies for product pricing, special offers, channel marketing and partner programs.
- Collaborated with engineering and technical sales teams to create targeted product demos and to improve product training.
- Established and maintained relationships with key VARs, partners and industry competitors.
- Planned, managed and executed the complete redesign of the company's Web site.
- Planned, organized and budgeted all activities related to annual software user conference.

Phillips Publishing International, Inc. —Potomac, MD 1996 - 1998

**Marketing Associate**

Coordinated direct mail marketing programs for wireless telecom publishing group:

- Wrote and designed targeted direct mail programs for retention and new business efforts. Compiled budgets and financial statements for executive management review.
- Participated in launch of *Wireless Today* Web portal product.
- Tracked sales results and set parameters for new efforts. Used software to manage list performance and generate target demographics. Met regularly with fulfillment and mail teams to assess performance and suggest methods of improving high volume direct mail efforts.
- Attended regular knowledge-share meetings with other marketing teams to allow for cross-pollination of product lines and to support overall group initiatives.
- Coordinated all aspects of tradeshow representation and ad placements. Attended regular trade events and maintained relations with industry groups such as CTIA, PCIA, and the CDMA group.

Education

University of Maryland, College Park University Honors Program

B.S. Marketing, R.H. Smith School of Business, 1996 GPA 3.8

Knowledge Base & Technical Skills

Microsoft Enterprise Solutions products including by not limited to: Exchange, Active Directory,

MOSS 2007/SharePoint, Systems Center Configuration Manager, Systems Center Operations

Manager, ILM;

Technical skills: HTML, Javascript (basic), CSS, cross-browser and cross-platform compatibility

standards, Section 508 compliance Quark, Photoshop, InDesign, Acrobat, Fireworks,

Dreamweaver, Front Page

Operating Systems: PC Vista, Windows XP & Macintosh X, MS Office (Word, Excel, Access,

PowerPoint, LiveMeeting), Quickbooks, Open Air, dotProject, QuickArrow

3) The vendor must have completed at least two (2) government licensing projects within the past five (5) years which are similar in scope to the project for which this RFP is soliciting proposals. The vendor must provide a brief description of this project the time frame for development. And the vendors opinion of the success of the project.

Planet Technologies is assisting The Pennsylvania Liquor Control Board in their current utilization of the Microsoft Dynamics CRM platform for a wide array of line of business applications. One of which is a Case Management solution that their Chief Counsel is using to manage all cases including license application cases. Powerful workflow, email notifications, reporting, mail merge, auditing, dashboards, and custom data views enable a 360 view of cases, hearings, and appeals. Planet is confident with the success of the project and believes that what Planet did for the PA LCB meets and exceeds the requirements of PA LCB. This project was completed in the Fall of 2012.

The City of Charleston SC requires businesses to submit an application for a Business License/Certificate of Occupancy. Planet Technologies created a CRM application for the receipt of the application and tracking of it throughout its entire lifecycle. The business owner submits an application through a web portal where they can track the status and receive updates. The lifecycle involved workflow processes for notifying inspectors to visit the site to perform an inspection. Upon approved inspection, the license would get issued and mailed to the business owner. The implementation of an electronic license management system reduced large amounts of paperwork and enabled users such as inspectors to be mobile while updating information in the system real-time. Planet Technologies concludes that this project was successful and met the needs of the City of Charleston. The project was completed in July 2012.

4) Provide descriptions of similar projects completed which should entail the location of the project, project manager name and contact information, type of project, and what the project goals and objective where and how they were met.

| | |
|---|---|
| Institution Name | State of West Virginia |
| Street Address | Bldg #5, 10th Floor<br>1900 Kanawha Blvd E.<br>Charleston, WV 25305 |
| Contact Person/Title | Christopher Bailey/Applications and CM Team Lead |
| Telephone Number | (304) 957-6800<br>christopher.d.bailey@wv.gov |
| Brief Description of Scope of Work | - Working with West Virginia Department of Health and Human Resources to implement a new internal grant management system. The system is developed in Microsoft Dynamic CRM 2011 and to meet the client's business processes Silverlight, JavaScript, custom reporting utilizing ASP.Net and DevExpress were needed. The system handles the entire grant life cycle from the request for funds to the closing of the grant. |

| | |
|---|---|
| Institution Name | PA Office of Administration |
| Street Address | 555 Walnut Street<br>Harrisburg, PA 17106<br>717-787-5440 |
| Contact Person/Title | Nick Melnick |
| Telephone Number | 717-787-5440<br>nmelnick@state.pa.us |
| Brief Description of Scope of Work | The Grants Management application supports the complete life cycle for an organization's grants – from creation and authorization, to execution, and to final closing. Grants are managed by users through a flexible role-based departmental security structure that controls user access to the Grants throughout its life cycle. This structure allows users specific access rights to interact with the information and processes associated with a Grant, such as authorization workflows; documents; financial data such as allocated funds, funding sources, and budgets; Grantees and payments, expenditures and other reports they submit; change orders for an authorized grant; previous versions; as well as an audit trail of all updates and workflow transactions conducted by each user throughout a Grant's<br>lifetime. Additionally, the system provides a one-click mechanism to assemble the many exhibits, financial data, and other aspects of the Grant into a single document on the fly, as determined by current user-selections for the structure of the grant, as well as the draft or final authorization status of the Grant. |

5) Provide references from this project that is willing to discuss the vendor's performance in this specific area. The required reference information is as follows: contact name, phone number, mailing address, email address, and contact's title.

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Chief Information Officer

Howard County Government, Maryland
Art Helbig
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Ascend Building 8930 Stanford Blvd
Columbia, MD 21701
ahelbig@howardcountymd.gov
Systems Development Manager

Pennsylvania Office of OIT
Nick Melnick
717 787-5440
555 Walnut Street
Harrisburg, PA 17106
nmelnick@state.pa.us
Business Application Development Manager

## Vendor Disclosures

Identify any and all subcontractors that will be involved in the development, implementation, training, and ongoing support of the system. The primary vendor will be responsible for any and all work performed by the subcontractors.

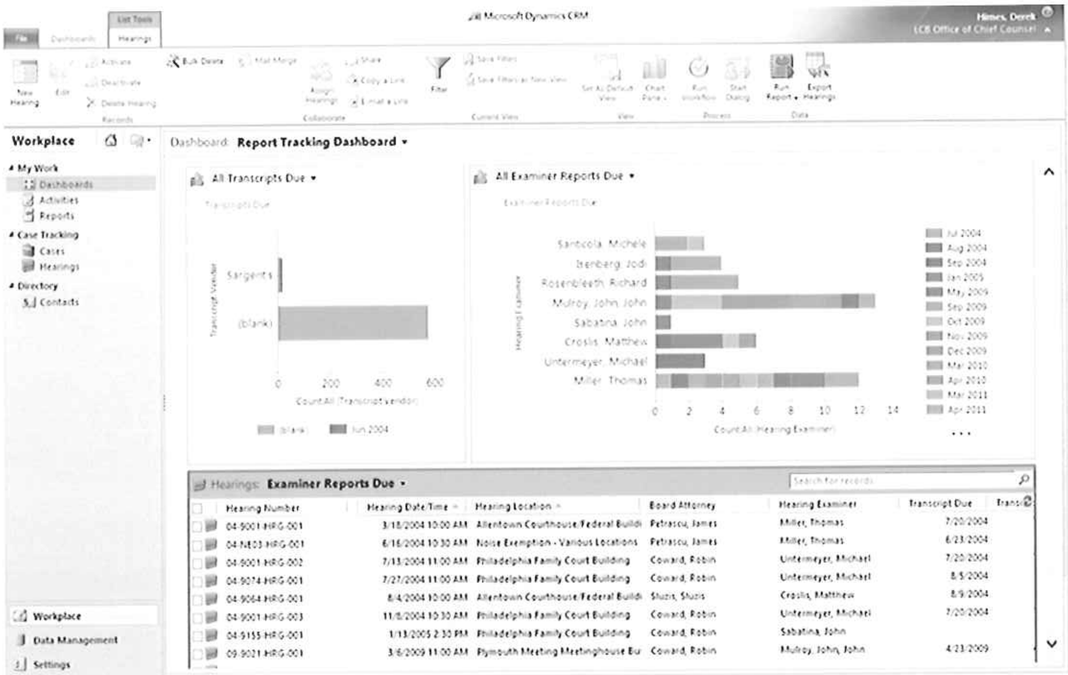
Planet Technologies does not anticipate subcontracting any portion of this project.

## 2.4 Project Goals and Objectives

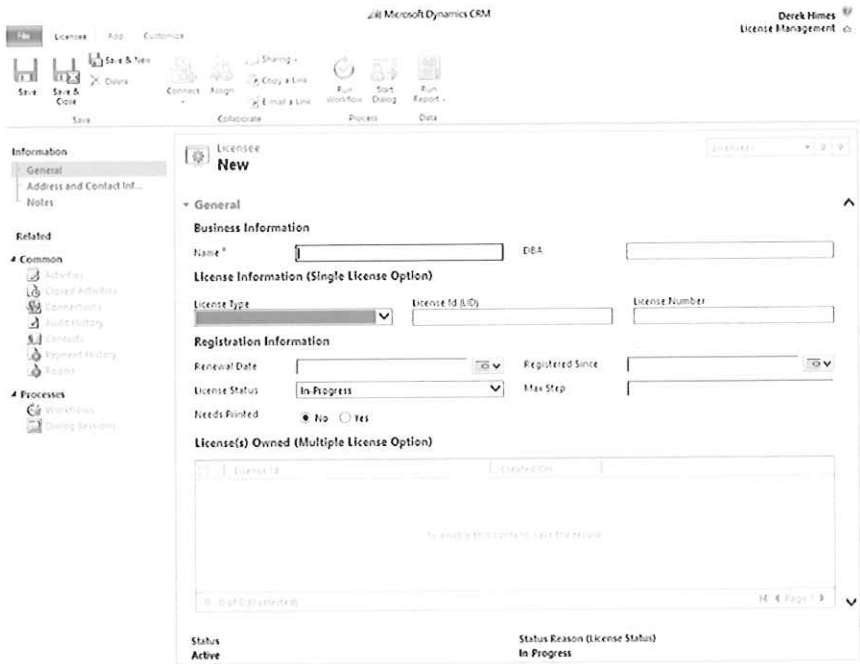
Planet Technologies recommends the Microsoft Dynamics CRM 2011 platform to build the E-Licensing Application. Microsoft Dynamics CRM 2011 is a web based tool that allows for rapidly building and relating entities in which provides a ripple effect of functionality;

- Custom Forms and Fields
- Advanced Find and Query
- Filtered Data Views
- Workflow Wizard
- Mobile Access and Offline Capability (Microsoft Outlook Required for Offline Capability)
- Detailed Reporting, Charts, and Dashboards
- Data Auditing
- Mail Merge
- Notes, Activities, and File Attachments
- Duplicate Detection
- Record Ownership with Sharing and Assign Capability
- Parental Data Relationships
- Record Status
- Granular Role Based Security Model for Access and Data
- SharePoint Integration for Expanding Document Management Capability

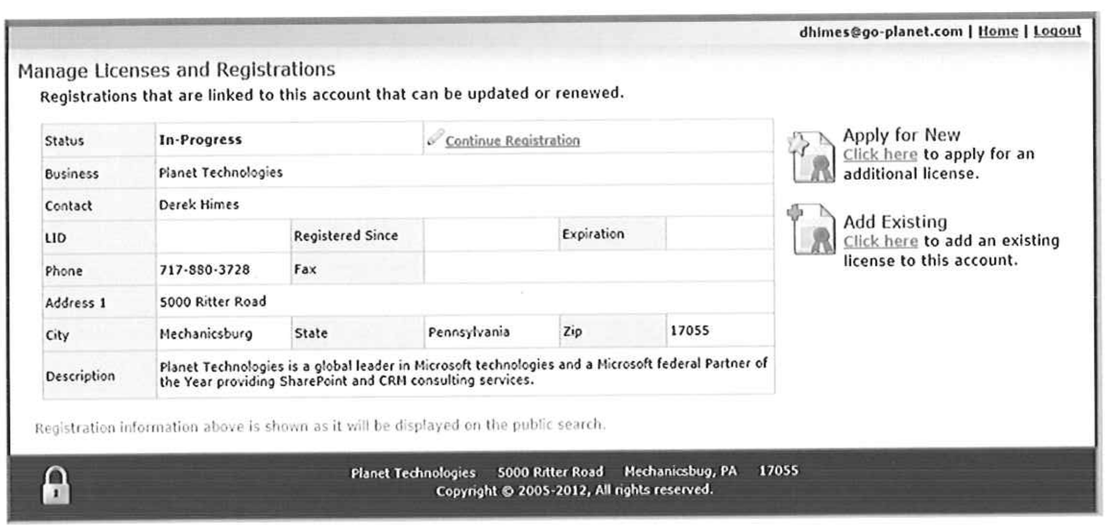
The above functionality that creating an entity provides, is out-of-box functionality meaning that custom development is not needed to provide this functionality. Although the flexibility of Microsoft Dynamics CRM 2011 allows direct integration with development tools to provide very complex business logic in managed format. This enables extending any of the current functionality as well as interacting with the user to enforce business rules.




1. Licensing
   Microsoft Dynamics CRM 2011 is a web based platform that would be hosted within the intranet and provide ABC staff the ability to search, create, update, and/or delete based on their assigned user role. While user roles would provide data access security, Dynamics CRM 2011 also provides field level security and role based forms. Users would be able to manage applications, applicants, and other tracked entities such as facilities, organizations, companies, and/or businesses. Specific workflow triggers would be set to start workflow based on any and unlimited business processes. One sample workflow would be renewal reminder email.

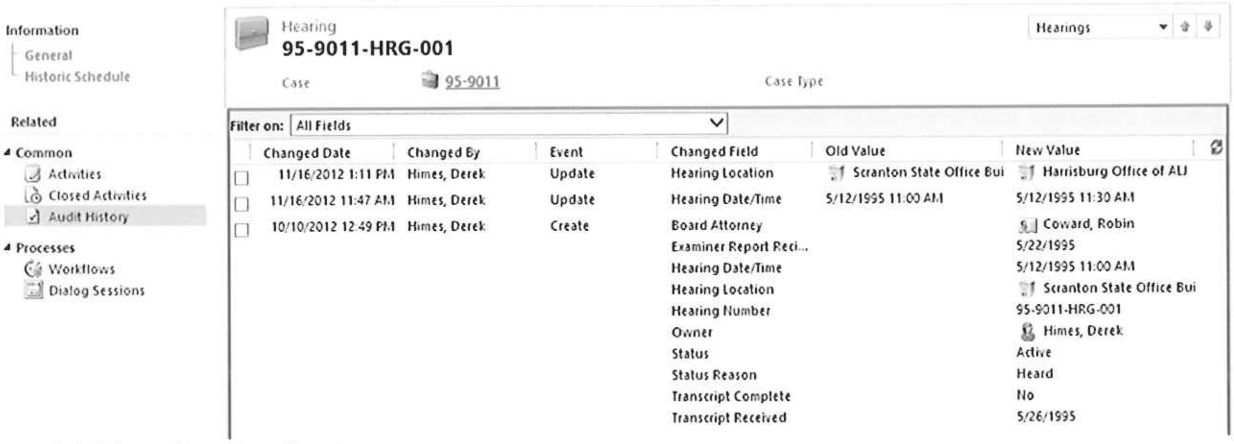



Applicants would utilize an external web portal for managing their licenses. They would be able to create an account in which will enable them to manage multiple licenses. Creating an account allows for begin able to save a partial application and return to complete it.



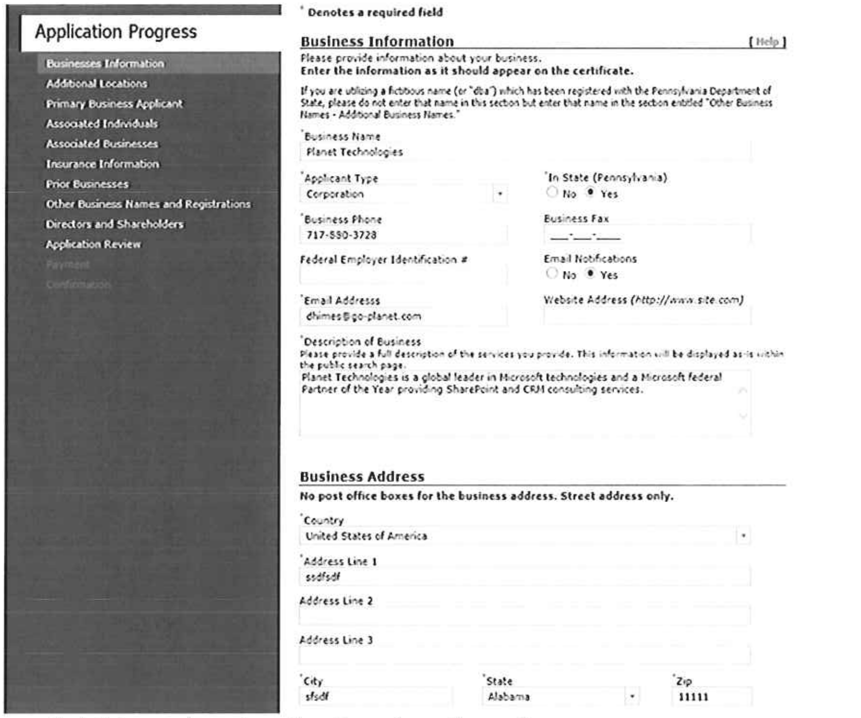

1. Licensing (continued)

As either internal or external users are modifying and entering data, detailed auditing will log all the transactions made to the data. Including the field, transaction, old/new values, date/time of the change, and who made the change.



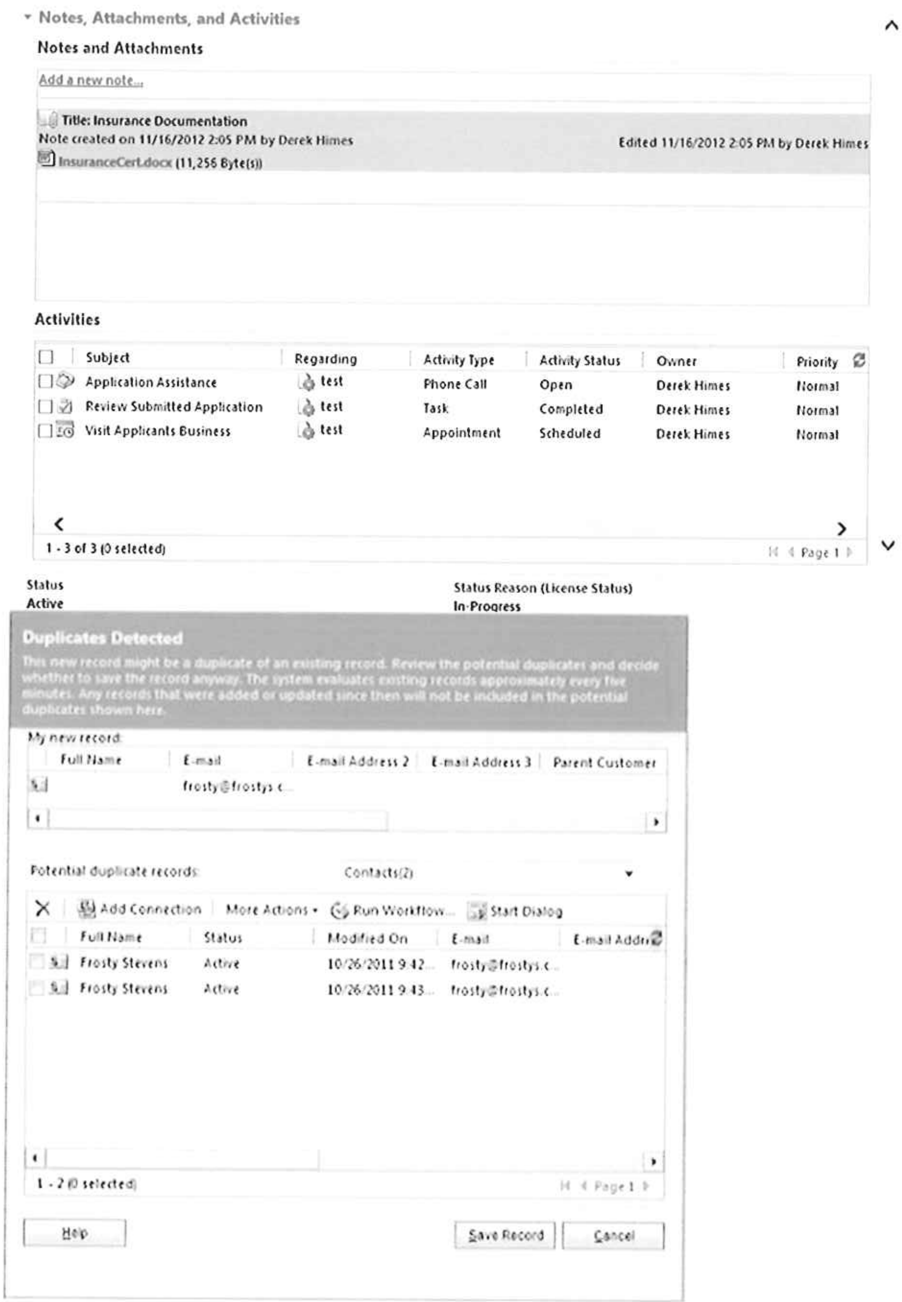

1.1 Licensing Application

The application form is a wizard that walks the user through all the steps required in order to submit a final application. The portal is an ASP.Net application and the individual steps would be developed/configured to reflect the path needed for specific license types. Additional steps may show/hide depending on other steps. If documentation is required, a step would be to upload the documents in which would then be uploaded with the record in CRM. Workflows will be automatically get started as triggers would be defined by the staff.



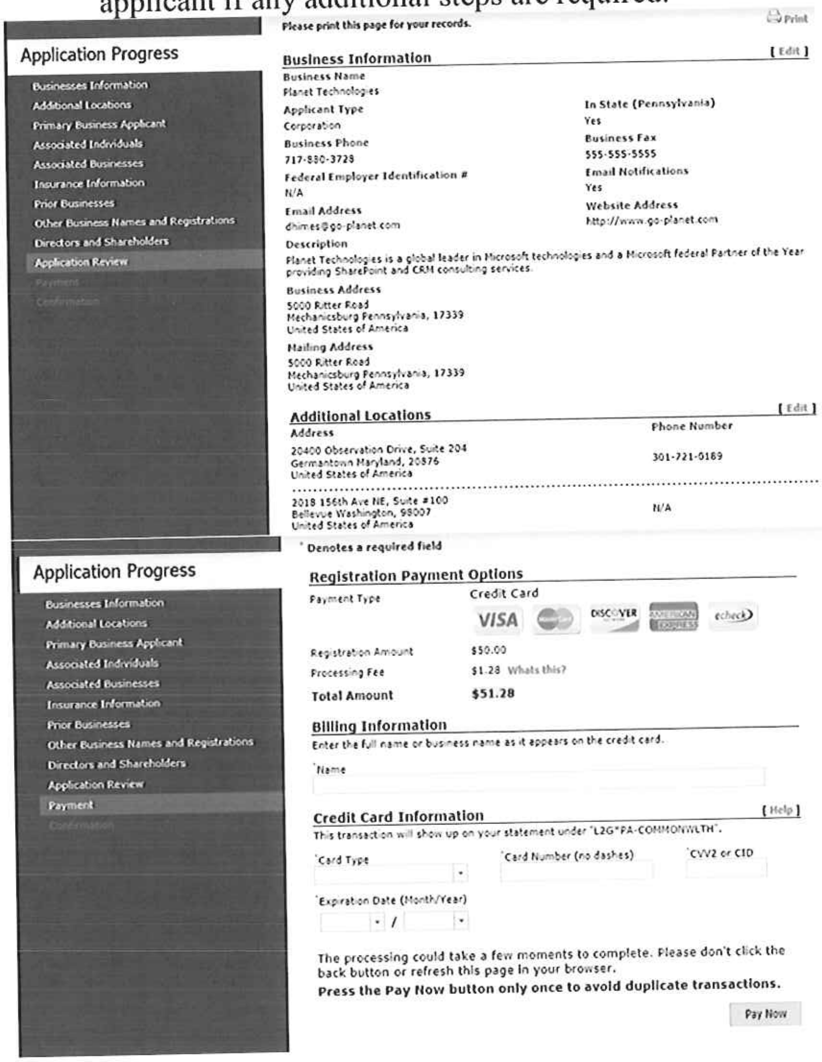

1.1 Licensing Application (continued)

As the user is entering/updating data, all changes are happening in the CRM database. If an applicant were to contact the office regarding assistance for applying, an operator would be able to see the partial application within CRM and assist the user. Also, when users create records online, the system will look to see if the record already exists and if so, relates the record rather than creating a duplicate record. CRM provides the ability to setup duplicate detection rules and will prompt the user is it recognizes a potential duplicate and provides ways to fix. In addition, CRM provides the ability to merge contact and account (business) records.

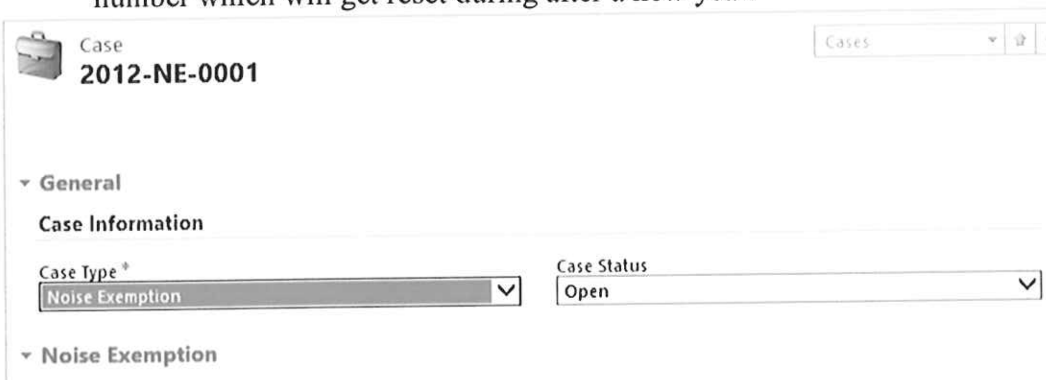



1.1 Licensing Application (continued)

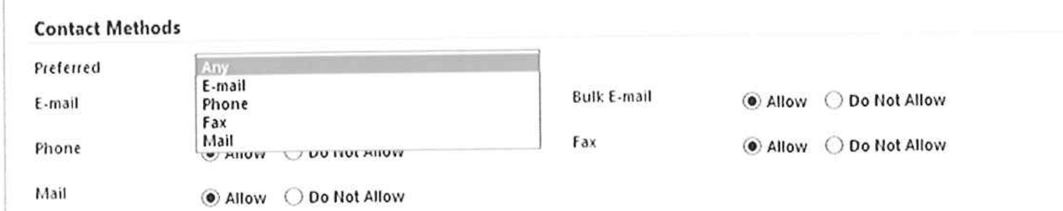
The last step is a review page of all the information entered. The applicant is given the opportunity the go back to the individual sections to make changes before submitting. If the process for the selected license type requires payment, the user would go to a payment site in which they can submit payment and either get a LID generated from CRM or just a receipt with the confirmation number. This page would also notify the applicant if any additional steps are required.



Unique identification numbers will be generated based on any needed business logic. For example, an ID may consist of the current year, the case type, and an auto incrementing number which will get reset during after a new year.



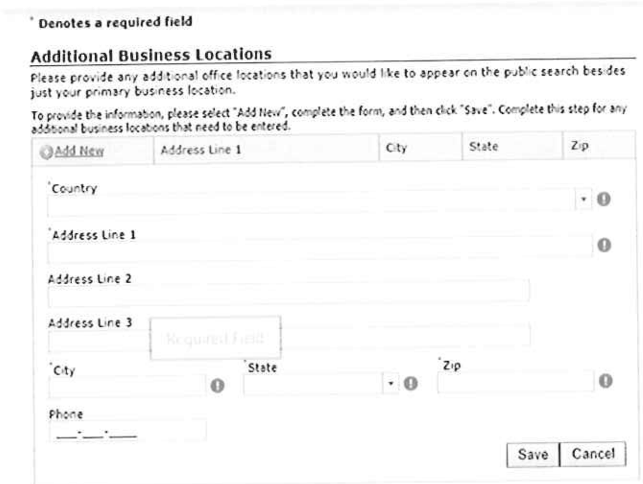

All entities can have flags to specify their preferred methods of contact.




### 1.1.2 On-line Application

The portal will allow the applicant to begin another application and if they have already created a previous application, the next one will be pre-filled with their existing information.

The controls used in the portal are the DevExpress control suite in which provides mask and data validation functionality which provides data integrity. In addition, the functionality is certified by DevExpress for every major internet browser currently used on the internet.


* Denotes a required field

**Additional Business Locations**

Please provide any additional office locations that you would like to appear on the public search besides just your primary business location.

To provide the information, please select "Add New", complete the form, and then click "Save". Complete this step for any additional business locations that need to be entered.

| Add New | Address Line 1 | City | State | Zip |
|---|---|---|---|---|

*Country

*Address Line 1

Address Line 2

Address Line 3

*City

*State

*Zip

Phone

Save Cancel

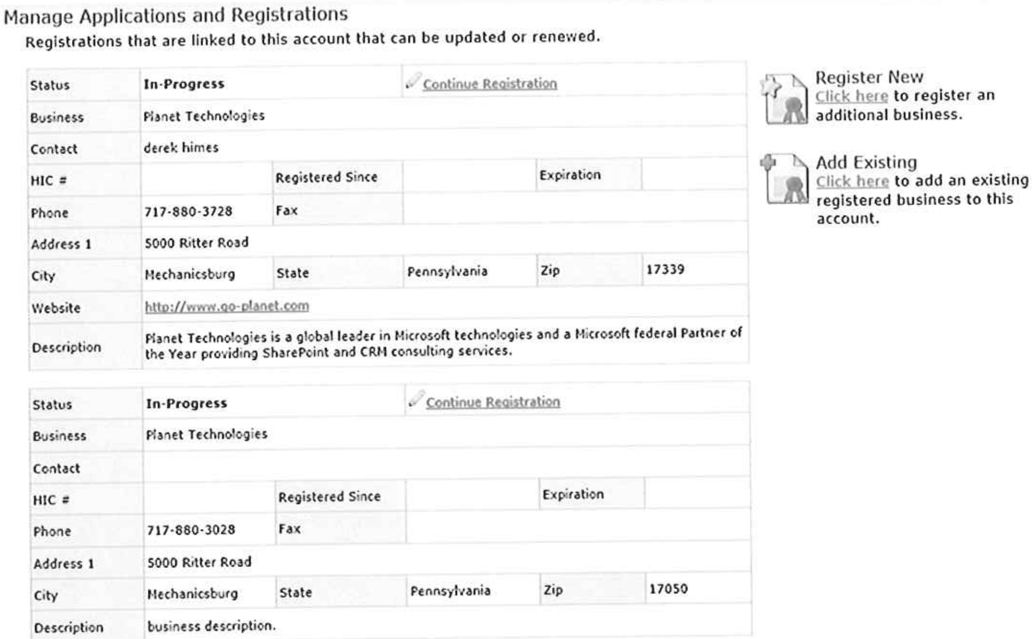
1.1.2 On-line Application (continued)

Once the application has been submitted, CRM will provide the applicant with a confirmation number. Workflow will notify any entity needed based on any logic such as application type.

The wizard would be developed/configured to notify the user if any other process is required to accompany their application. For example if an applicant doesn't have a digital copy of the documentation, they could mail it in along with the confirmation number. The staff would be able to match this document to the application and update its status. During this entire process, the applicant would be able to login into the portal and see the current status of their application.

1.1.2.1 Pause, Save, Return, Edit

As applicants start an application, all the data and current step are being actively stored within CRM. When an applicant leaves the website and they come back, they will be able to continue where they left off.



Manage Applications and Registrations

Registrations that are linked to this account that can be updated or renewed.

| | | | | | |
|---|---|---|---|---|---|
| Status | In-Progress | | Continue Registration | | |
| Business | Planet Technologies | | | | |
| Contact | derek himes | | | | |
| HIC # | | Registered Since | | Expiration | |
| Phone | 717-880-3728 | Fax | | | |
| Address 1 | 5000 Ritter Road | | | | |
| City | Mechanicsburg | State | Pennsylvania | Zip | 17339 |
| Website | http://www.go-planet.com | | | | |
| Description | Planet Technologies is a global leader in Microsoft technologies and a Microsoft federal Partner of the Year providing SharePoint and CRM consulting services. | | | | |

| | | | | | |
|---|---|---|---|---|---|
| Status | In-Progress | | Continue Registration | | |
| Business | Planet Technologies | | | | |
| Contact | | | | | |
| HIC # | | Registered Since | | Expiration | |
| Phone | 717-880-3028 | Fax | | | |
| Address 1 | 5000 Ritter Road | | | | |
| City | Mechanicsburg | State | Pennsylvania | Zip | 17050 |
| Description | business description. | | | | |

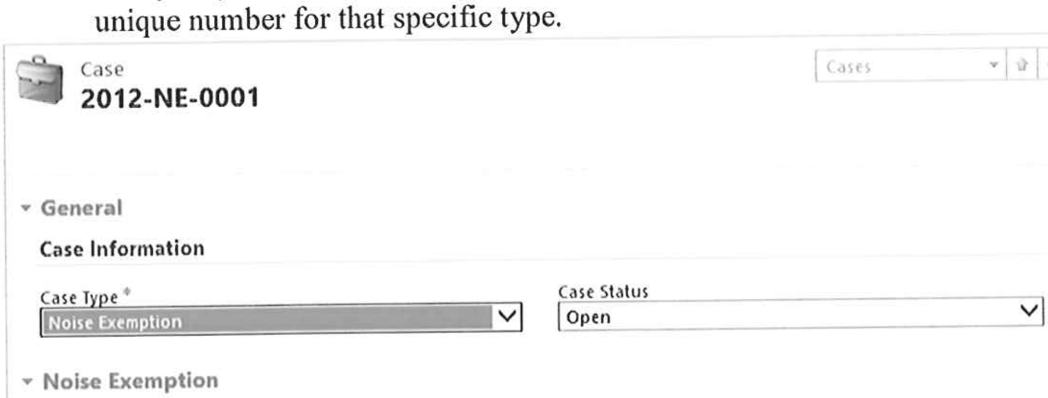
Register New
Click here to register an additional business.

Add Existing
Click here to add an existing registered business to this account.

When an applicant logs into the website the date/time of this login will be recorded. Also as records in CRM get updated, another date/time is recorded. Using this information, workflow be able to notify the applicant regarding the agency's intent to abandon the application within a specified period if they haven't logged in and made any changes within a set period of time.

### 1.1.3 License Number

A license number would be generated from within CRM. This number could be formatted in any way to fit the required business need. Each license type could have a code and a unique number for that specific type.



### 1.1.4 License Period

An entity would be created in order to manage the license periods in which workflow would be utilized to act on the required business logic as needed. CRM will generate the license effective and expiration dates based on provided logic and license terms.

## 1.2 Renewals

A license type record will be defined in which will provide the ability to select valid time periods and expiration dates for renewal notifications. Special types like Limited Licenses will have the open to configure the maximum times it is available to renewal.

The web portal will reflect this logic to the applicant and will the one place where they will be able to manage all aspects of all their licenses.

Once licensed, the applicant will have the option to renew ahead of time and proceed with all prerequisites required for renewal. Once the transaction is complete, the expiration dates will be adjusted accordingly and automatically based on the logic described above.

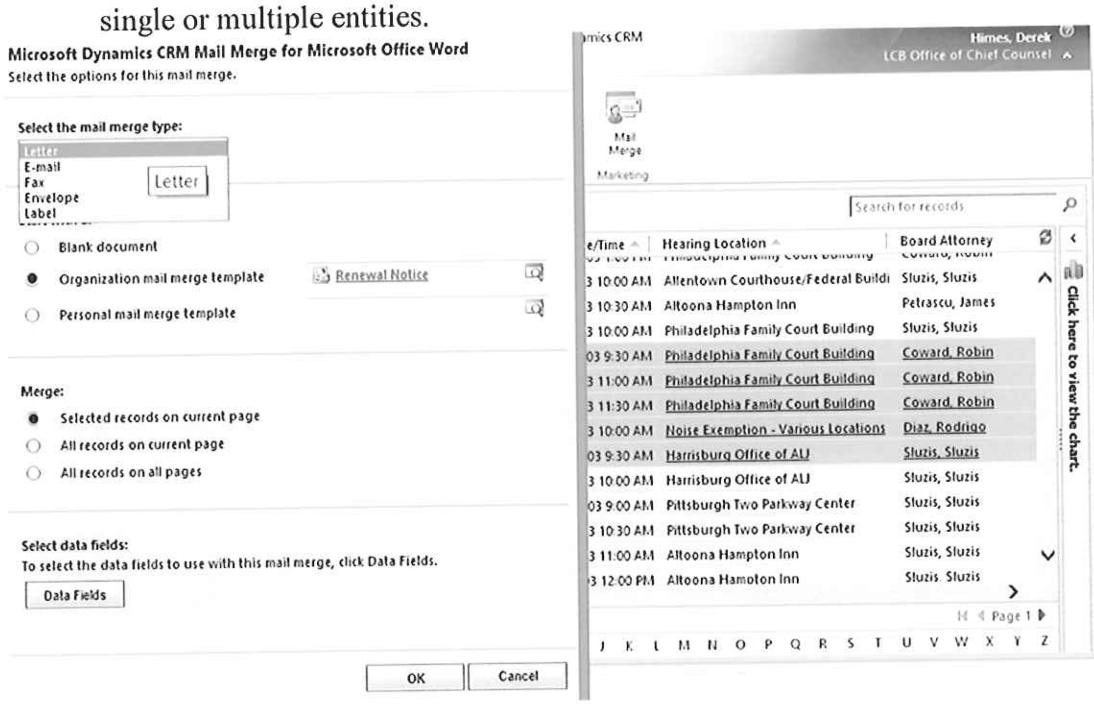
The online application form is a wizard and will evolve as the user walks through entering in their registration information. If additional documentation needs to be mailed in during the registration process, the user can do so along with their account id so that staff can update their online applicant in which the user will be notified and they can now complete the online application.
In addition, if they are required to mail in documentation after they complete the online application, they would complete the same process although no further steps would be required in order for them to be considered for a license.

### 1.2.1 Determine Renewal Eligibility

Once a license expires, the system will be configured to allow or deny a renewal until the provided criteria is met. As the licensee logs into the portal, they will be informed on what the next steps would be in order to renew if available. Workflow would also notify the license as with an email notice as well. If the licensee isn't qualified to renew, staff wouldn't be able to renew within CRM. Depending on what the rules the system is enforcing, workflow would notify the licensee on what steps are available in order to renew if available.

### 1.2.2 Generate Renewal Notice

A renewal notice would be created via workflow according to the user-defined rules. This notice would be distributed via email and would provide the licensee the next steps for renewal if applicable. Staff will be able to generate a hard copy of this notice either by mail marge or a generated report. Any mail merge or report can be completed on either single or multiple entities.

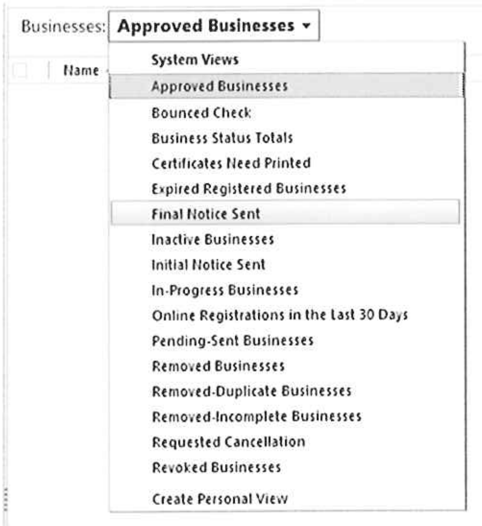



## 1.2.3 Opt-out Renewal

A licensee would have the ability to inactivate their license from within the web portal. This can also be completed by staff within CRM. Any required workflow logic could then be started when the license status changes.

## 1.2.4 Late/Delinquent Renewals

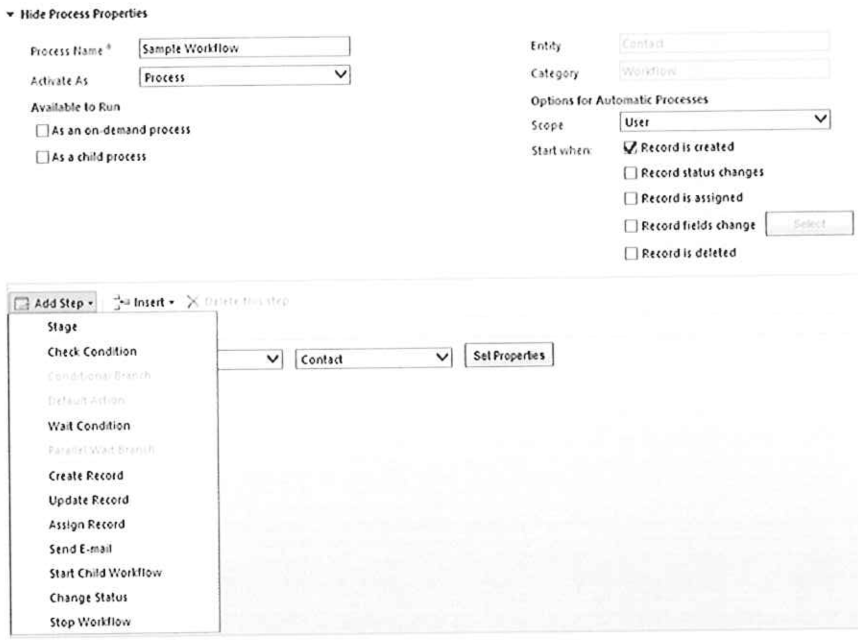
Workflow will provide the ability to generate a delinquent notice at determined intervals. This could be staged and send additional notices as required. The same workflow will also inactivate the license based on the user-specified time period configured.




## 1.3 Entity Management

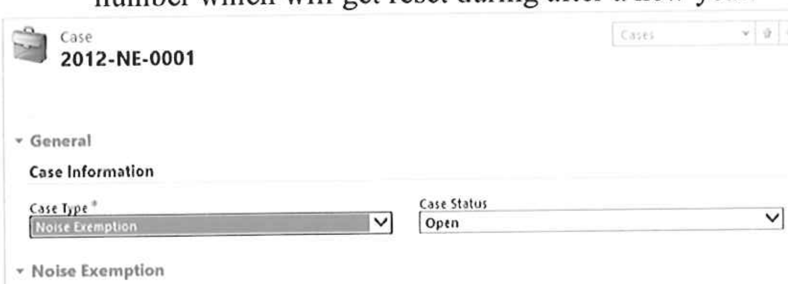
Staff will have the ability to enter all the required surety information within CRM. Workflow logic will provide assistance to the staff to manage the surety information.

Microsoft Dynamics CRM 2011 will allow the creation of workflow on any entity within CRM. Workflow can be created at a system level or single users could create their own workflow. Workflow can be triggered when an entity is created, status updated, record assigned, record deleted, or even when a specific field on the form changes.

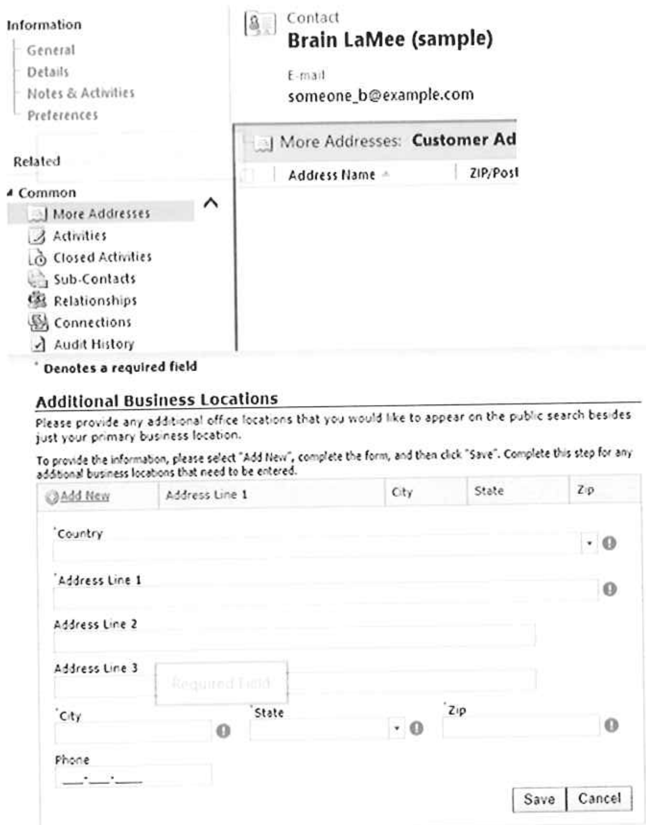



1.3 Entity Management (continued)

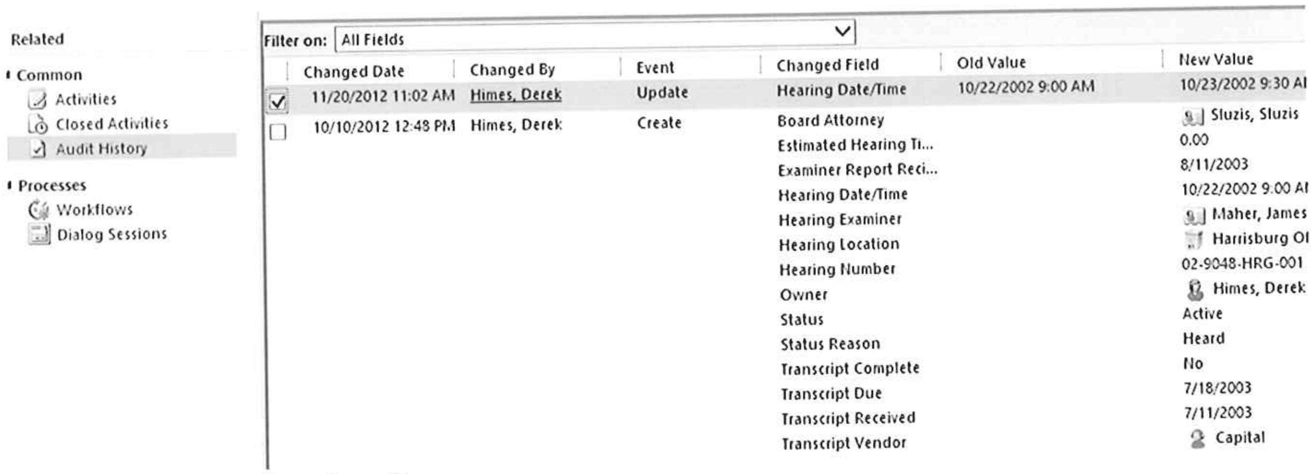
Unique identification numbers will be generated based on any needed business logic. For example, an ID may consist of the current year, the case type, and an auto incrementing number which will get reset during after a new year.




Users and licensees will have the ability to add multiple addresses both within CRM and the web portal.

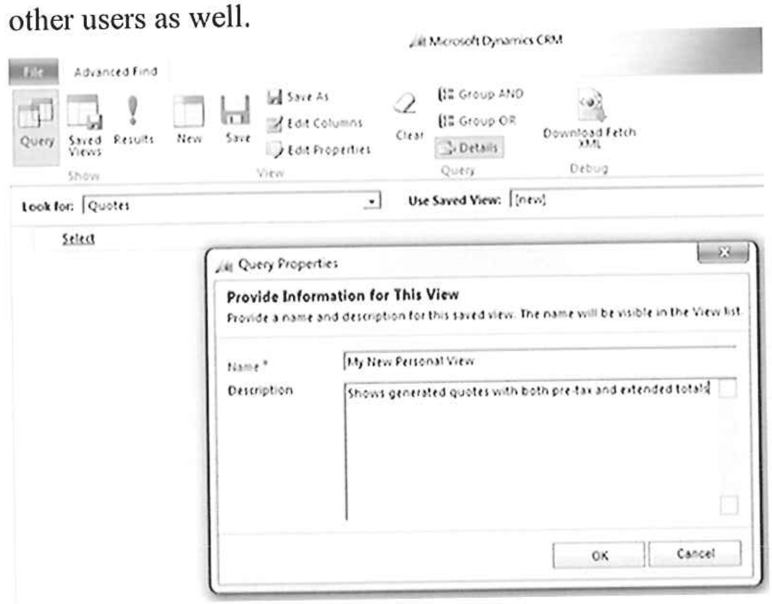



Microsoft Dynamics CRM 2011 provides very detailed auditing capabilities that can be turned on/off for any entity. Auditing includes the changes made, what the old and new value is, who made the change, and when the change was made. This audit capability also applies to any changes made within the web portal as well.




1.3 Entity Management (continued)

In addition to the provide system level views, users will be able to create filtered views based on any logic required for any entity within CRM. Personal views will only show for the creating user although they will have the capability of sharing their view with other users as well.




1.4 Branding Certification

A brand entity would be created with all the required fields. This will enable the staff to capture, store, and create views to manage the brand data.

A plugin will provide a unique brand number for each new brand number entered.

Approval letters would be generated either via SQL reporting or using mail merge.

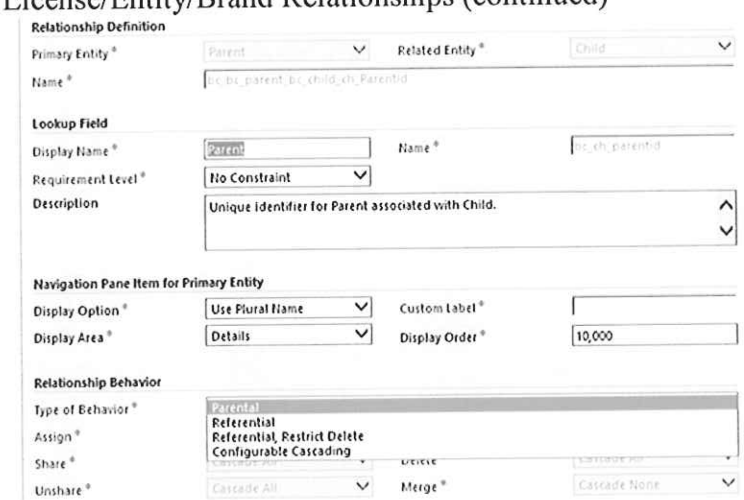
1.5 License/Entity/Brand Relationships

Using relationships within Dynamics CRM 2011, a one-to-many relationship will be created on the entity. This will provide associating multiple licenses and records to the entity. In addition, these relationships could either be referential, referential-restrict delete, parental, or configurable cascading.

Parental means that either when an action such as deleting, assigning, or sharing happens on an entity, this transaction would apply to the licenses and associated records. Referential restrict delete would stop any transactions from cascading although the user wouldn't be allowed to delete the entity if it has licenses or other records associated.

Plugins or workflow would provide the validation on the on the licenses to ensure they are in good standing. Both plugins and workflow can update the entity or send notifications.

1.5 License/Entity/Brand Relationships (continued)




1.6 Application/License Status and History

Record auditing data would produce a "certification" or licensing history.

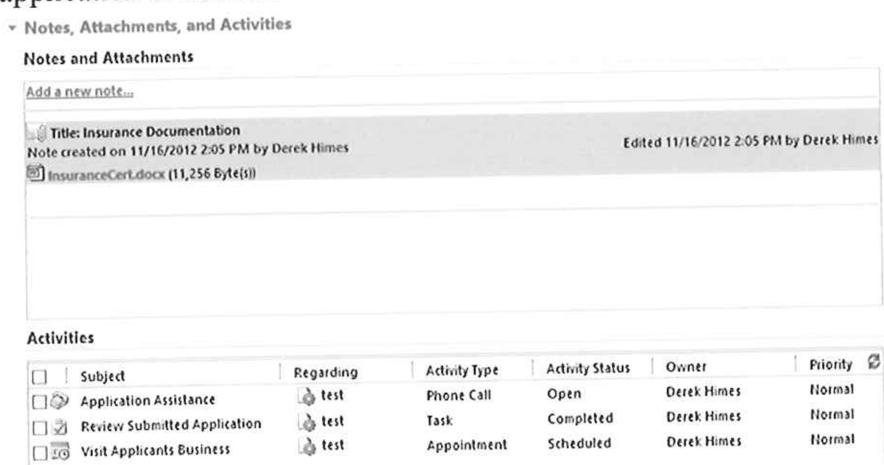
Users will have the ability to update the statuses for an application or license record. This update can trigger workflow to process any defined logic.

All transactions regarding an entity would be logged and is easily accessible for users.

Hold records would be created in which would collect a reason and all dates required for each license.

Alert records can also be created in which would also trigger workflow.

1.7 Miscellaneous Transactions
Notes and activities provide the ability to enter and track miscellaneous items regarding any license type. Files can be attached to any record as defined by the process and allow adding notes or titles for that specific file. Staff will be able to provide notes on any application or license.

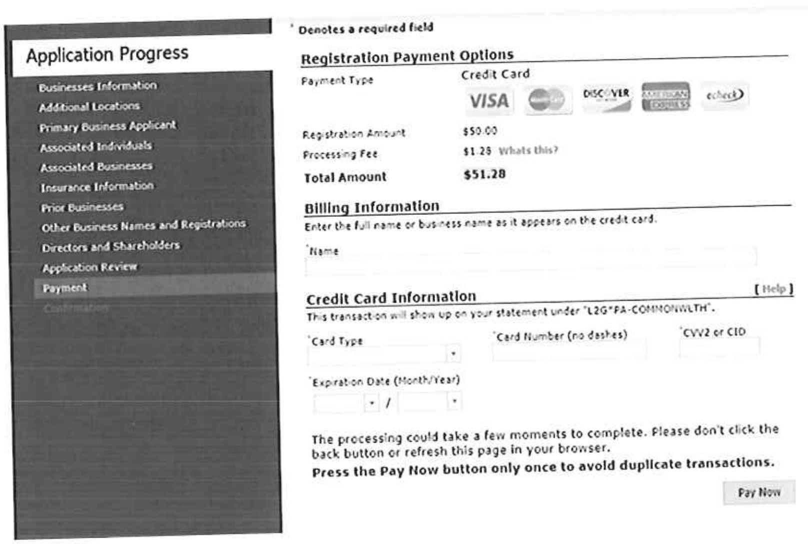



1.7 Miscellaneous Transactions (continued)
The portal will provide applicants to manage all aspects of their licenses and applications which includes the ability to withdraw an application. Also, licensees will be able to request and pay for a replacement copy of the licenses and/or licensing credential documents. The fees could be dynamic based on what they are requesting to print.

2. Financial Management
Scribe Insight would be implemented for the initial data migration as well as to provide full data integration between CRM and the Statewide Financial System. In addition, depending on the required logic either plugins or Scribe Insight would be used to integrate with any agency level accounting system.

The online portal will enable credit card processing in which will process the transaction with any payment provider required and will return the transaction id to be stored within the transaction record within CRM. If a user inserts a transaction record directly within CRM, they would be able to enter credit card information in which will execute the same transaction and provide a transaction id.

All the payment history records will be stored within the license for historic purposes and workflow can execute on such transactions such as renewal reminders or trigger a certificate print job.




2.1 Fees and Fine Collection

The portal and CRM will allow both licensees and users to enter and pay within a single transaction for any pending fees and fines that are required.

The total amount of all the fines and fees would be managed and totaled automatically on the customer's account by using plugins and/or workflow. They would have the ability to pay this amount partially as needed. An optional product for maintaining business rules could be to use InRule.

2.1 Fees and Fine Collection (continued)

An import would need to be developed to allow importing a file from a lockbox provider and will update the amounts as required.

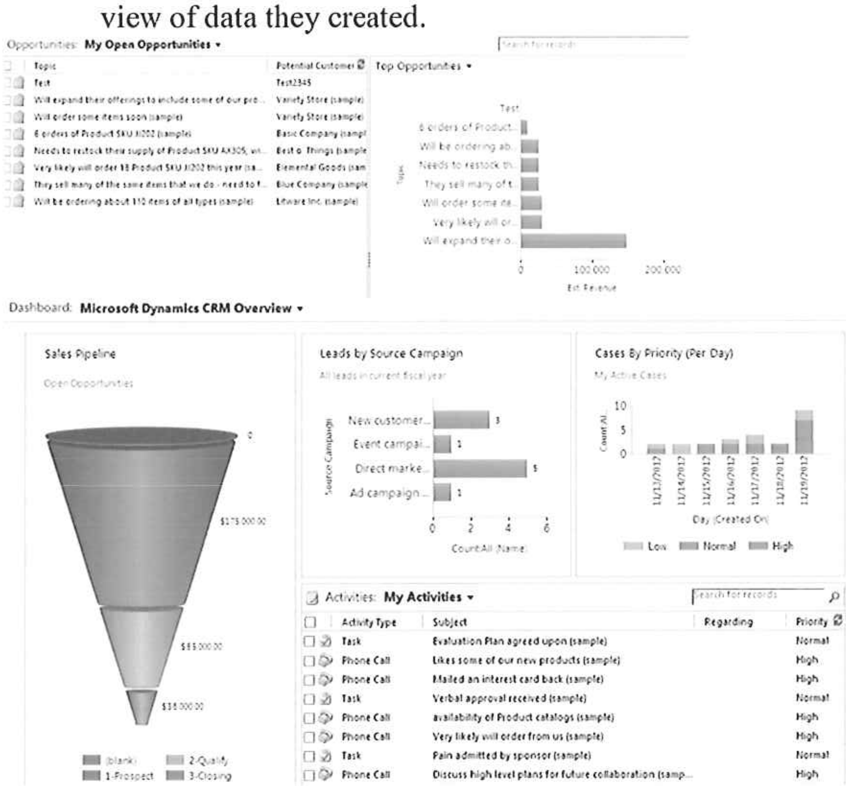
Microsoft Dynamics CRM 2011 infrastructure will be engineered in order to meet the required level of PCI compliance.

A combination of plugins, workflow, and status fields will enable a user to fully manage receipt records. The actual voiding/returning would need to be passed to the merchant for the actual credit card transaction.

All validation regarding the fee amount and payment received amounts will be handled using plugins within CRM. The portal would have logic to enforce the business rules regarding payments.

An invoice would be provided on the portal directly once payment for whatever transaction is complete. The same invoice would be available within CRM as a report that can be run on either many or a single transaction.

Detailed dashboards will provide users with all financial statistics as well as the data that's feeding the charts within the dashboards. In addition, charts can be accessed at any time while viewing a gird of information so that user can view charts based on a filtered view of data they created.



2.1 Fees and Fine Collection (continued)

All payments collected would be sent to a third-party merchant service to verify the payment and process the payment. All the payments collected within CRM will be collected within batches to apply the correct cost center codes.

Fees would be created with the total amount on the customer's account. When a license is approved or denied, workflow would notify the user to explain what fees are outstanding based on application decision. The fees from credit card transactions would be clear to the customer and would be separated at either the processor or agency. This fee would be separate then the outstanding balance.

The transaction ID from the processor will be collected and stored within the transaction record in which will assist a user with locating the transaction within the processer's system if required.


### 2.1.1 Drawdown Accounts

Entities will have the capability to maintain a drawdown account in which would be managed from the portal. The account amount will reside in an account record in which the entity is the primary. An entity can view this balance within the portal and also the ability to replenish its account.

If a transaction is set to use a drawdown account, the amount will automatically be deducted.

### 2.1.2 Insufficient Funds

As the applicant submits a payment from within the portal, the transaction will be sent to a 3rd party processer in which will validate the transaction. If an error has occurred such as insufficient funds, that error will be displayed to the applicant. If the 3rd party processor accepts e-check, the check will be instantly verified from the portal.

If a check is bad, a user will be able to set the status to hold or bad on the transaction in which will set off a workflow to notify the customer. Either the same or additional workflow will begin to tracking the account and update the status if the payment is satisfied.

## 2.2 Refunds

User will be able to issue a refund within CRM and if the 3rd party processor has an API or web service available, the system could automatically issue the refund.

Plugins will stop any transaction if a hold is found on the license or licensee.

Workflow will notify the customer of the refund transaction. At this point the customer can go to online portal and pay any additional monies owed.

## 2.3 Fee Schedules

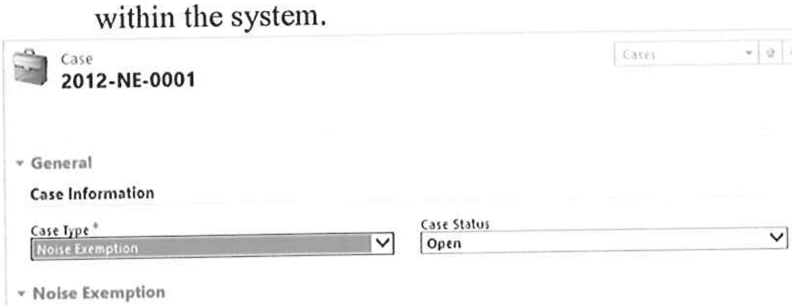
A fee entity would be created in order to apply unique fee formulas for each fee assessment.

A relationship on fee would be created in order to assign specific fees required for all the transaction types available.

Record and field auditing will maintain a history of all the fee schedules.


## 2.4 Acknowledge Fee Receipt

Plugins will provide the ability to generate a unique ID based on any logic required within the system.




Fees will be related to the license record to maintain the fee history.

2.5 Reconciliation

Payment batch records with reporting will provide users the ability to manage and reconcile all payments. The batch records will contain all the payments for a defined period and would remain for historic purposes.

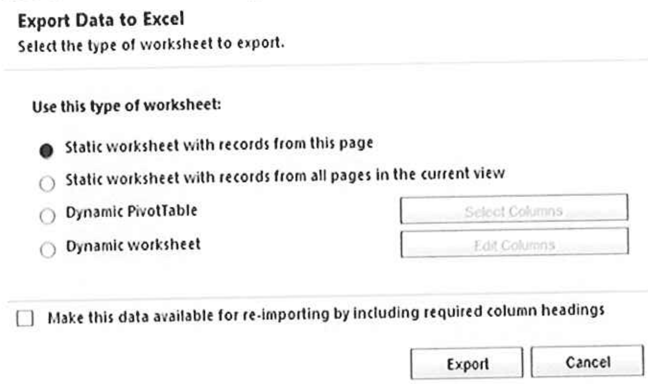
2.6 Volume Based Fees

A plugin will be developed to calculate and total fees based on volume.

A view would be created to list all the licenses that are volume based fee exempt.

2.6 Volume Based Fees (continued)

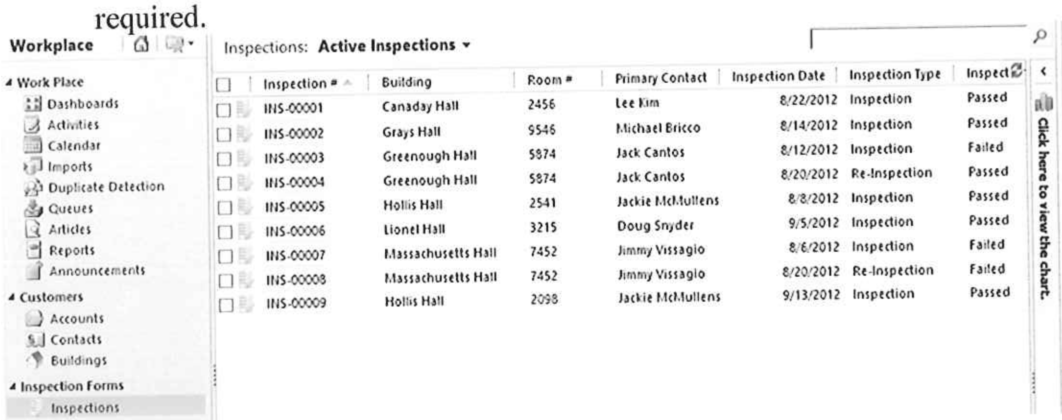
An ad-hoc report would be created to print commodity and specified dates. Also, any data that is in CRM can be exported to Microsoft Excel in which can then be printed or modified and re-imported back into CRM.




3. Compliance Enforcement

3.1 Inspection Results/History

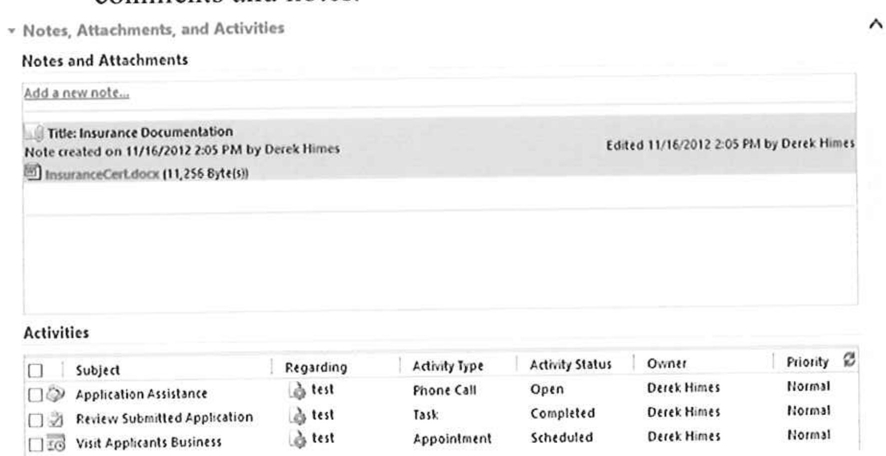
An inspection entity would allow the capturing and maintaining all the required results required.




| Inspection # | Building | Room # | Primary Contact | Inspection Date | Inspection Type | Inspect |
|---|---|---|---|---|---|---|
| INS-00001 | Canaday Hall | 2456 | Lee Kim | 8/22/2012 | Inspection | Passed |
| INS-00002 | Grays Hall | 5546 | Michael Bricco | 8/14/2012 | Inspection | Passed |
| INS-00003 | Greenough Hall | 5874 | Jack Cantos | 8/12/2012 | Inspection | Failed |
| INS-00004 | Greenough Hall | 5874 | Jack Cantos | 8/20/2012 | Re-Inspection | Passed |
| INS-00005 | Hollis Hall | 2541 | Jackie McMullens | 8/8/2012 | Inspection | Passed |
| INS-00006 | Lionel Hall | 3215 | Doug Snyder | 9/5/2012 | Inspection | Passed |
| INS-00007 | Massachusetts Hall | 7452 | Jimmy Vissagio | 8/6/2012 | Inspection | Failed |
| INS-00008 | Massachusetts Hall | 7452 | Jimmy Vissagio | 8/20/2012 | Re-Inspection | Failed |
| INS-00009 | Hollis Hall | 2098 | Jackie McMullens | 9/13/2012 | Inspection | Passed |


3.1 Inspection Results/History (continued)

Notes, attachments, and activities are available to provide additional inspection comments and notes.




Once a report is final, the inspection will be read-only and will not allow any changes to occur based on provided logic.

A record could be escalated as needed if further actions need to take place.

All the prior inspections including the activities, notes, and final results are saved for historic purposes. In addition auditing will track all data changes.

Workflow will allow the inspection to pass through required business logic for review and approval of inspection information.

Optionally a Windows 8 touch application could be developed that will enable users to enter both inspection and investigative results remotely on tablet device. They would also have the ability to search and view data required to complete the inspection.


3.2 Complaints Management

The online portal will enable customers to file a complaint online in which will generate a complaint record within CRM. After which they will be able to see all of their prior complaints online and the current status of the complaints. The complaint history is completely searchable. It may also be related to a licensee in order to identify trends.

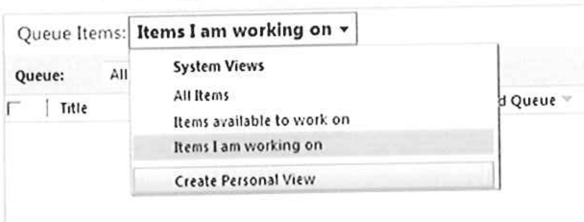
3.2.1 Complaint Information

A unique identifier will be assigned to the complaint based on required business logic.

Users will be able to associate any supporting documentation and/or images to the complaint record. Customers will be able to upload supporting documents and images within the portal in which will also be attached to the complaint record. The complaint entity will have a self-referencing relationship in order to relate additional complaints.

### 3.2.2 Escalate Complaint

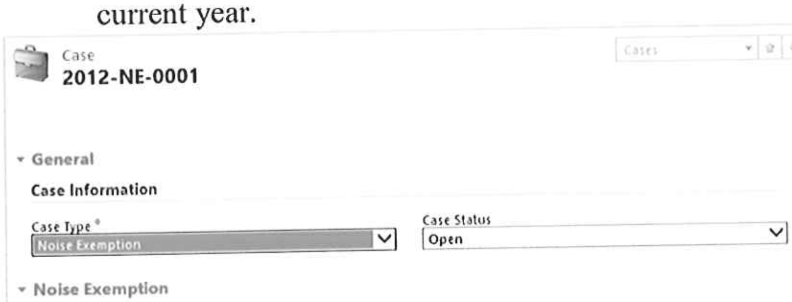
As a complaint record has been submitted, a plugin will assign the complaint to a queue based on the required business logic. Users that belong to that queue will be notified regarding the complaint. Users will then have the ability to either work-on the complaint or assign it to someone else within the queue.




If the complaint is not assigned to a user within a period of time, workflow can notify additional users or escalate the complaint as needed. This escalation process can be manually executed by a user as well.

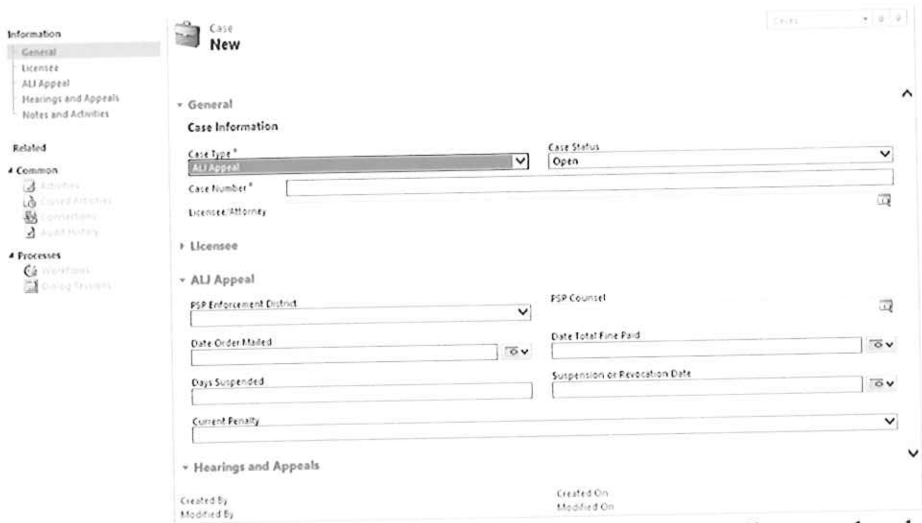
## 3.3 Case Management

A plugin will assign a case number based on the required logic such as case type and/or current year.




## 3.3 Case Management (continued)

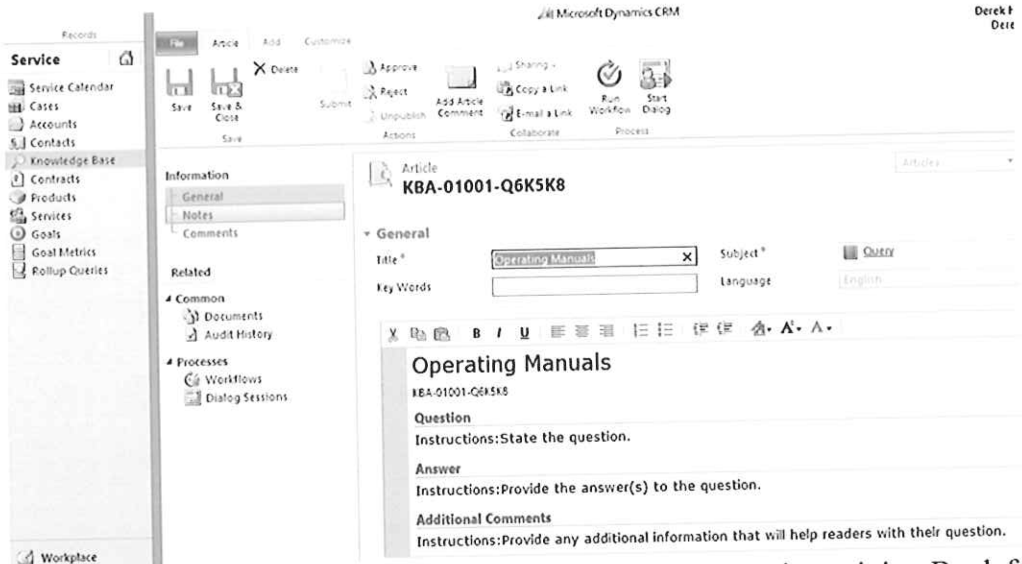
An authorized user will be able to define custom fields for each case type as required. In addition the form will dynamically change showing/hiding the specific fields as needed in order to streamline all the different fields required for specific case types.



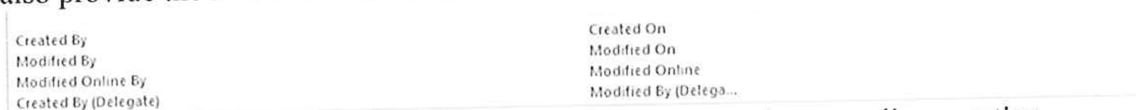

Field level security will restrict access and either allow read-only or not displayed at all within the form for the assigned user. In addition a role based form may be created in which would only show that form to a user with that assigned role.


Auditing is enabled on case and will provide a history of all the case assignments included the date and user that completed the assignment.
Users will have the capability of assigning the case to the next or previous user for review.
Using the knowledge base within Microsoft Dynamics CRM 2011, users will be able to look up the steps involved and criteria for each type of investigation. The knowledge base will also provide the ability to lookup corrective action plans and compliance status for each case.

3.4 Case Management (continued)




The user will have the ability to capture the dates regarding the activity. By default CRM will also provide the initial date the record was created and when it was last modified.




Workflow will notify the required parties or an overdue compliance action.

An authorized user will have the ability to close the case and provide the closure reason and comments in which the case could be read-only at that time.

### 3.3.1 Request Investigation

A user will be able to create an investigation record in which could be routed accordingly based on the required logic. The investigation could be placed in a work queue or assigned directly to a user for further action.

### 3.3.2 Capture Investigative Findings

Within the investigation record, a user would be able to provide notes and activities.

Users can add violations, corrective actions, and disciplinary actions to the investigation record in which the licensee or entity would be related.

### 3.3.3 Escalate Case

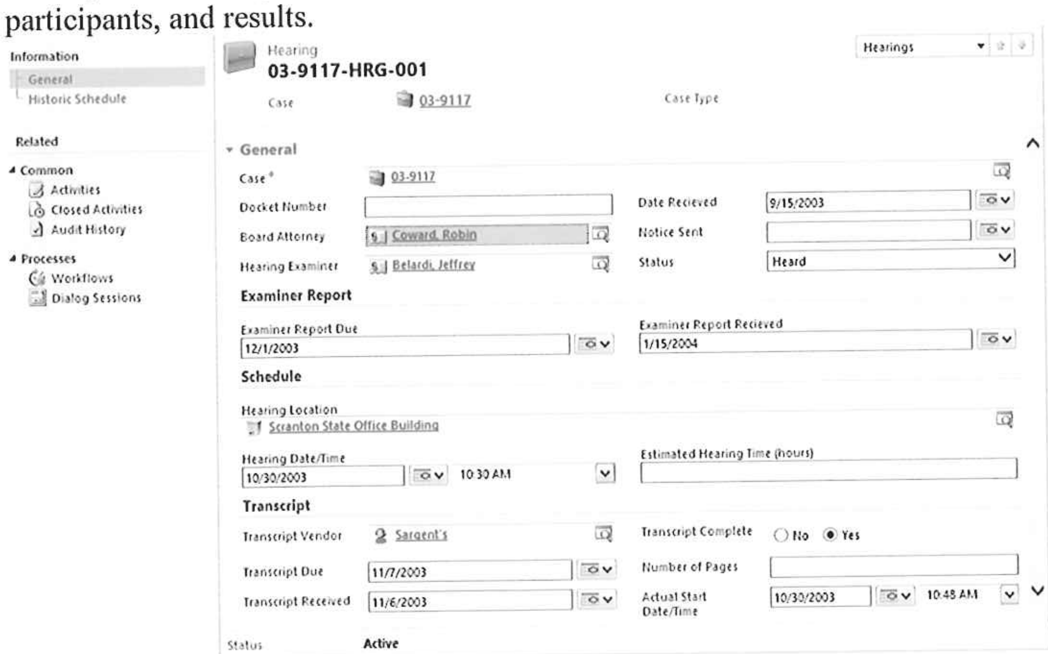
A case may be escalated either automatically using workflow or initiated by an authorized user.

The case can either be entered into a queue or routed directly to a single user. Either route workflow can notify the user(s) regarding this escalation.

### 3.3.4 Hearings

A hearing would be created, scheduled, rescheduled, and/or canceled from within case record.


Users will have the ability of logging any activities such as interviews, settlement conferences, and adjournment requests. In addition they will have the option to enter all required data such as participants, and results.




Users attach audio and video files directly in the hearing record.

Workflow will notify the required users regarding the hearing results.

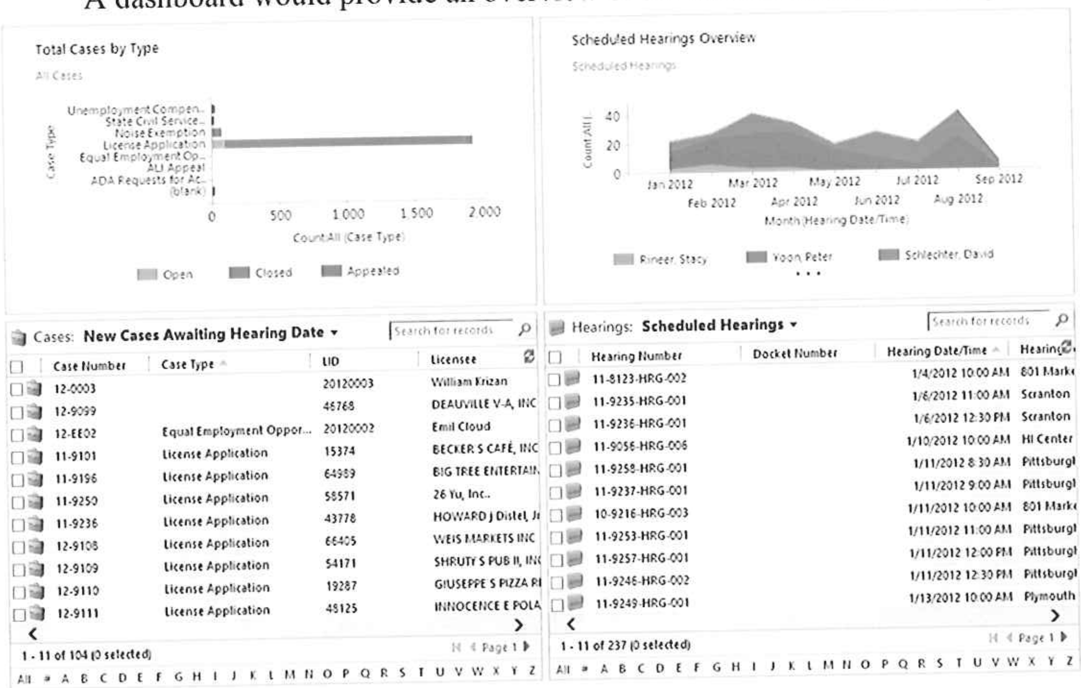
#### 3.3.5 Discipline

Both workflow and plugins will provide the ability to automatically generate penalties as violations are entered. A flag would be required in order to allow overriding penalties assessed. Auditing will provide the history for logging disciplinary actions incurred.

### 3.4 Enforcement Status and History

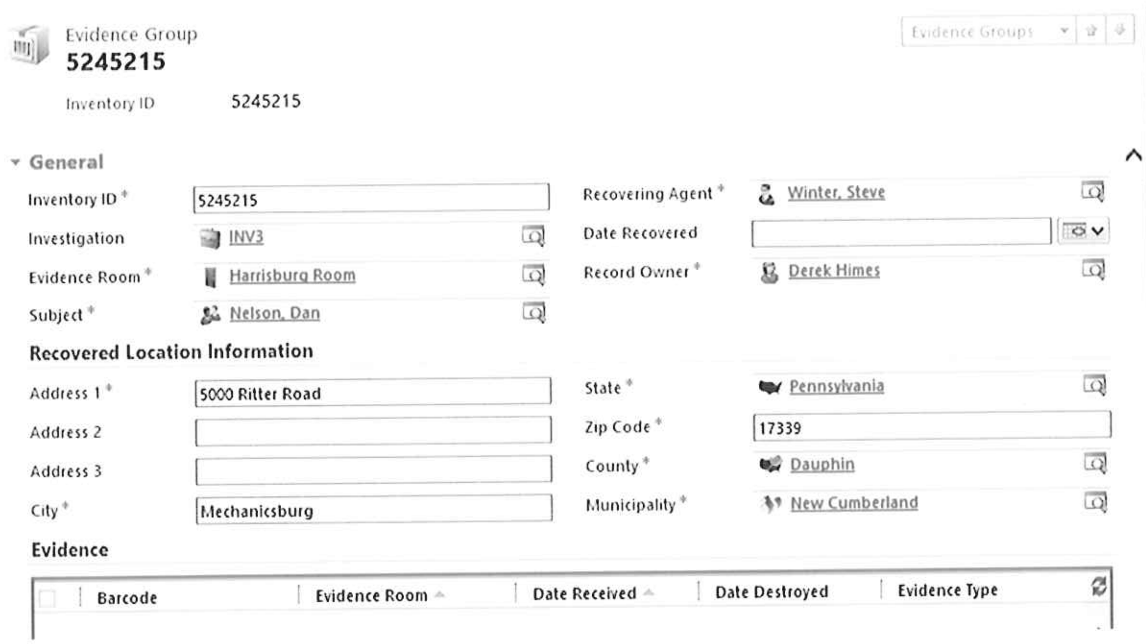
Authorized users will be able to monitor and track all of their cases as well as other users on their team.

A dashboard would provide an overview of the case workload for at-a-glance statistics.




### 3.5 Evidence Processing

The system will allow the entering of evidence groups which are multiple pieces of evidence. This allows to specify mutual information across all the evidence collected at a time.



Evidence Group
**5245215**

Inventory ID 5245215

Evidence Groups

**General**

| | | | |
|---|---|---|---|
| Inventory ID * | 5245215 | Recovering Agent * | Winter, Steve |
| Investigation | INV3 | Date Recovered | |
| Evidence Room * | Harrisburg Room | Record Owner * | Derek Himes |
| Subject * | Nelson, Dan | | |

**Recovered Location Information**

| | | | |
|---|---|---|---|
| Address 1 * | 5000 Ritter Road | State * | Pennsylvania |
| Address 2 | | Zip Code * | 17339 |
| Address 3 | | County * | Dauphin |
| City * | Mechanicsburg | Municipality * | New Cumberland |

**Evidence**

| Barcode | Evidence Room | Date Received | Date Destroyed | Evidence Type |
|---|---|---|---|---|

3.5 Evidence Processing (continued)

Once an evidence group is created, a user will be able to enter each piece of evidence along with all the attributes required. This includes where the evidence is located and whether the facility is external.


Once a piece of evidence is destroyed, a user would log that in this record. Additional logic may be included at the case level such as not allowing the user to close a case unless all the evidence has been destroyed.

Chain-of-custody would be maintained as when a user checks out the evidence, they become the new owner. This would create an audit record that would be available for reporting.

4. Public Information and Search

4.1 Public Inquiry

A separate portal would be developed for public users to search across the application. A user would be able to select a licensee and view the public record.

**Search Result(s) - Click the business name to view the details**

| | | | | | |
|---|---|---|---|---|---|
| Business | Total Home Care and Restoration Inc | | | | |
| HIC # | PA001057 | Registered Since | 3/26/2009 | Expiration | 12/15/2013 |
| Phone | 717-560-8750 | Fax | 717-233-1719 | | |
| Address 1 | 1024 Herr Street | | | | |
| City | Harrisburg | State | PA | Zip | 17103 |
| Description | **Plumbing** Heating/Air conditioning **Electrical** Remodeling | | | | |
| Distance | 0.81 Miles View Map (The accuracy of distance is based on provided address.) | | | | |
| Business | Swope Home Improvements | | | | |
| HIC # | PA095932 | Registered Since | 10/30/2012 | Expiration | 10/30/2014 |
| Phone | 717-580-7750 | Fax | | | |
| Address 1 | 1609 Susquehanna St | | | | |
| City | Harrisburg | State | PA | Zip | 17102 |

4.1 Public Inquiry (continued)

A link will be provided on that licensee's record to allow the public user to submit a complaint regarding this licensee.

The portal would be configured for different language codes as required by the agency.

4.2 License Status Lookup

Customers can login to the portal and view the status of their application and/or renewal.

Manage Applications and Registrations

Registrations that are linked to this account that can be updated or renewed.

| | | | | | |
|---|---|---|---|---|---|
| Status | **In-Progress** | | Continue Registration | | |
| Business | Planet Technologies | | | | |
| Contact | derek himes | | | | |
| HIC # | | Registered Since | | Expiration | |
| Phone | 717-880-3728 | Fax | | | |
| Address 1 | 5000 Ritter Road | | | | |
| City | Mechanicsburg | State | Pennsylvania | Zip | 17339 |
| Website | http://www.go-planet.com | | | | |
| Description | Planet Technologies is a global leader in Microsoft technologies and a Microsoft federal Partner of the Year providing SharePoint and CRM consulting services. | | | | |

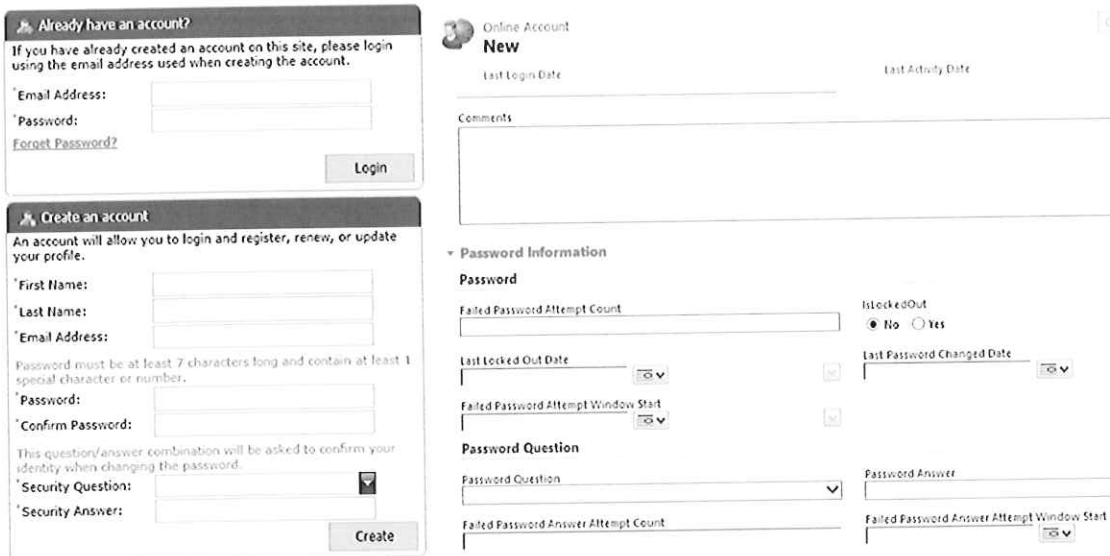
| | | | | | |
|---|---|---|---|---|---|
| Status | **In-Progress** | | Continue Registration | | |
| Business | Planet Technologies | | | | |
| Contact | | | | | |
| HIC # | | Registered Since | | Expiration | |
| Phone | 717-880-3028 | Fax | | | |
| Address 1 | 5000 Ritter Road | | | | |
| City | Mechanicsburg | State | Pennsylvania | Zip | 17050 |
| Description | business description. | | | | |

Register New
Click here to register an additional business.

Add Existing
Click here to add an existing registered business to this account.

4.3 Self-service Profile Management

The online portal will allow a customer to obtain a username and password in order to manage their profile. The username and password will be stored within their customer record.




4.4 Customer Feedback

Within the portal, customers will be able to submit comments and/or questions along with their contact information regarding the system. The request will be inserted into CRM and assigned to either a work queue or directly to a person depending on the required logic.

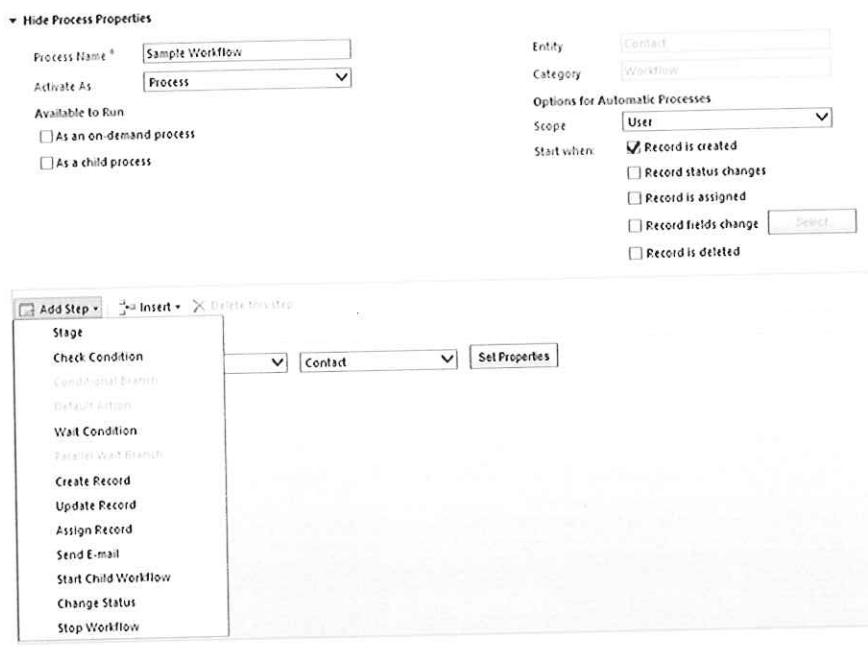
A survey entity would be created along with a question entity that will allow a user to create a survey and supply it with questions. Once created, a workflow could notify customers regarding the survey in which they will be able to login and complete. Once a user submits the survey, it will no longer be offered to them.

The results will get created in another entity in which a dashboard would be created to showcase those results as needed.

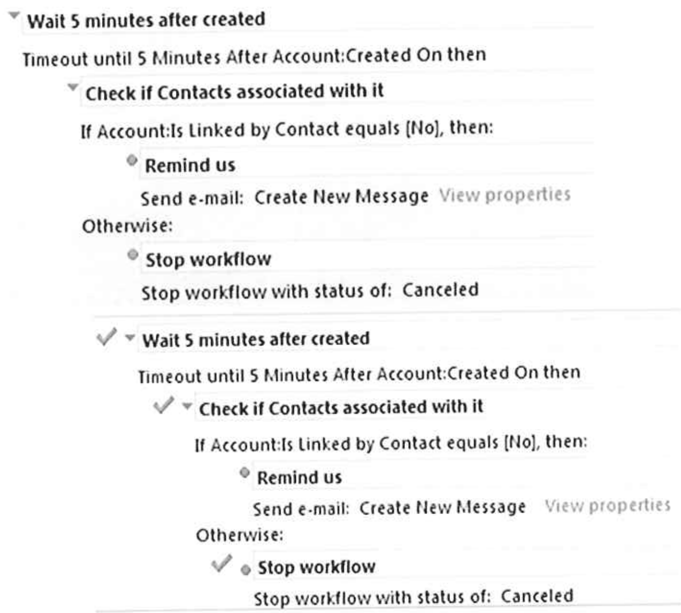
5. Workflow Automation

Workflow and asynchronous processing are an integral and powerful feature of Microsoft Dynamics CRM 2011. Once an entity is created within CRM, workflow is now available for that entity.

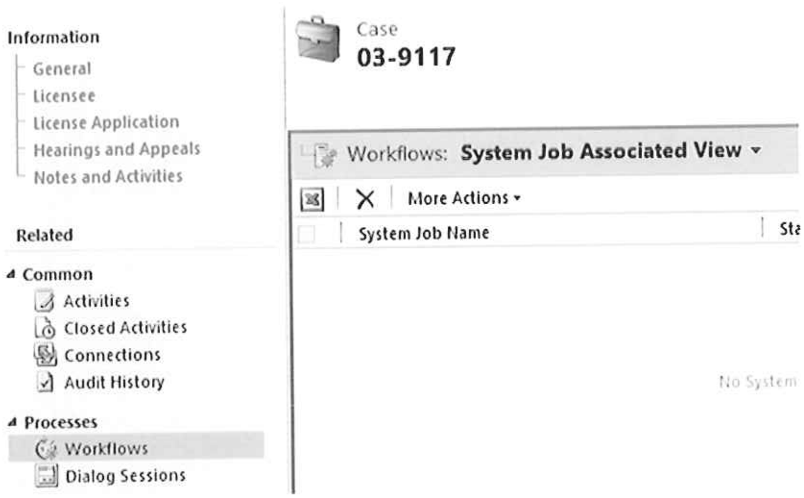
Workflow can be created at a system level or single users could create their own workflow. Workflow can be triggered when an entity is created, status updated, record assigned, record deleted, or even when a specific field on the form changes. They can also be manually executed.




5. Workflow Automation (continued)
   Workflow can send email, create, update, and assign records, or run child workflows. Users will be able to see the workflow as it has processed directly on the intended record.




Only users with the correct security privilege will be able to modify the logic and routing parameters.




## 5.1 Workflow Design

Authorized users will be able to create, delete, or modify any workflows. This includes any of the additional steps or activities included within the workflow.

Authorized users will be able to define concurrent activities within a workflow transaction and create both sequential and concurrent approval processing based on predefined user configuration.

5.2 Workflow Engine

Authorized users will be able to execute workflow that has been configured for on-demand use.

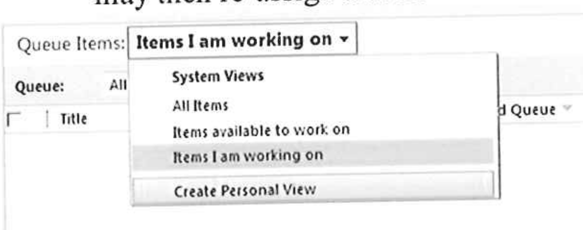
An email activity within the workflow is able to notify any required entity regarding any transaction across the system.

During the lifecycle of the workflow, users will be able to see the current step along with all the steps it has already and will complete.

5.2 Workflow Engine (continued)

Microsoft Dynamics CRM 2011 provides electronic queues in order to process incoming work items accordingly. Any items that are in the queue are available for workflow reminders.

Authorized users will be able to assign or accept work items within the queue. A user may then re-assign that item as needed.



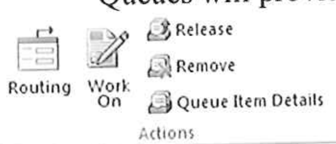

5.3 Business Rule Management

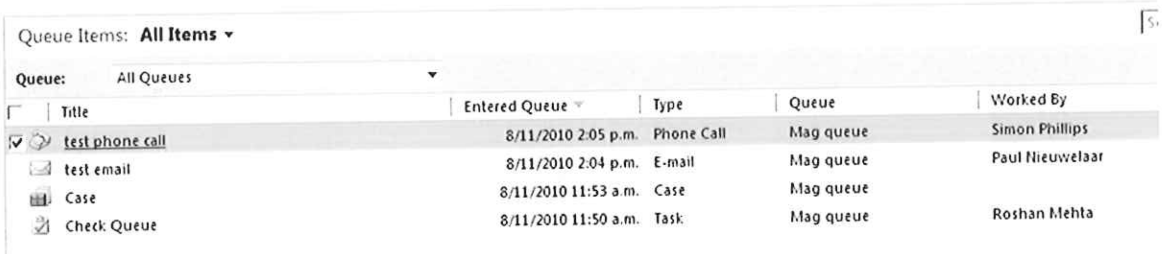
Workflow will provide the user the ability to define business rules in natural language.

5.4 Workflow Monitor

Users will have the ability to track the status of any workflow. This can be done at the record or system level.

Queues will provide the user with overdue work items that are assigned and in the queue.





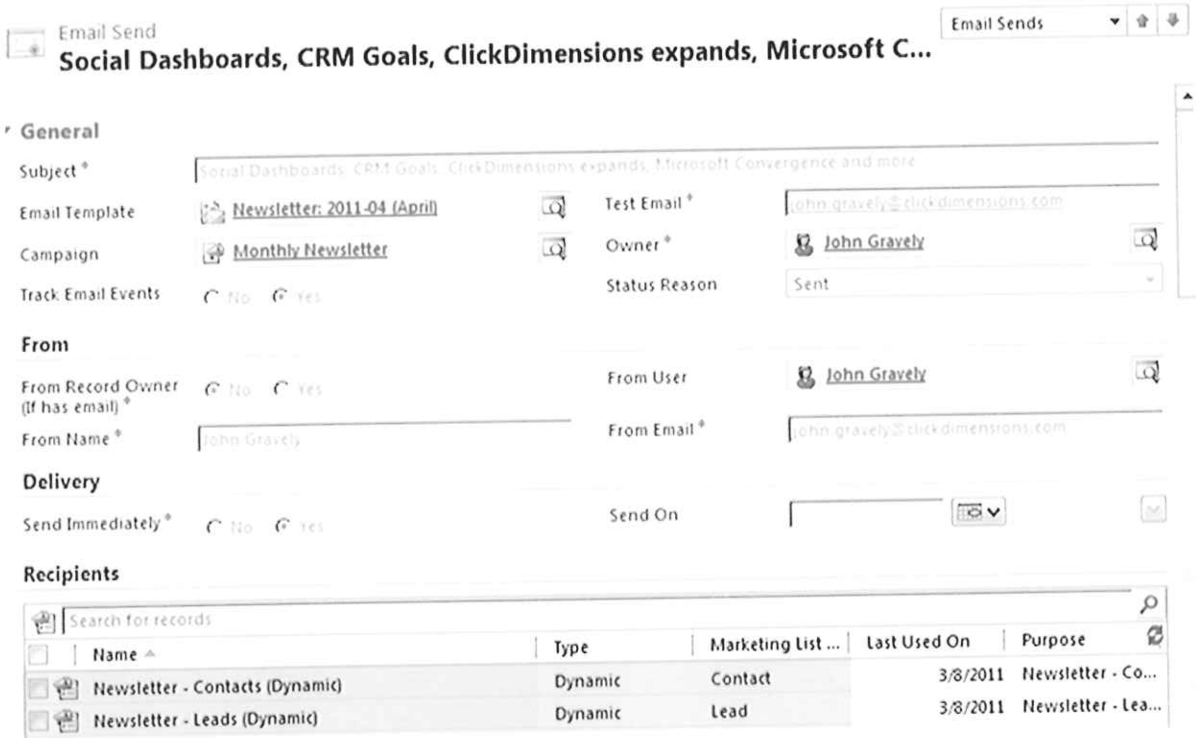

5.5 Notifications

The email activity within a workflow will generate and send reminders of actions as required.

Plugins will provide the ability to alert the user as business logic requires.

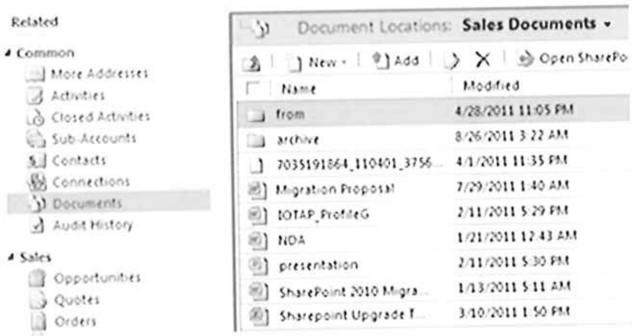
5.6 Notifications (continued)

Mass emails may be generated based on required business logic. In addition, dynamic marketing lists will provide a target list for the email communication. The list can be created with specific criteria in which it will compile the list dynamically when sending the email communication.

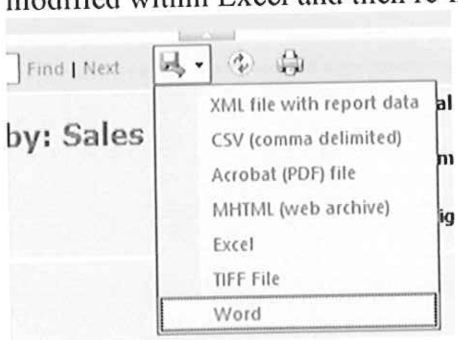



6. Document Management Capability
   Only authorized users will be able delete or modify license related documentation. All documents will be on the associated record and the security that is applied to that record will also apply to the attached files. Specific documents and files such as correspondence will be allowed to upload as required.

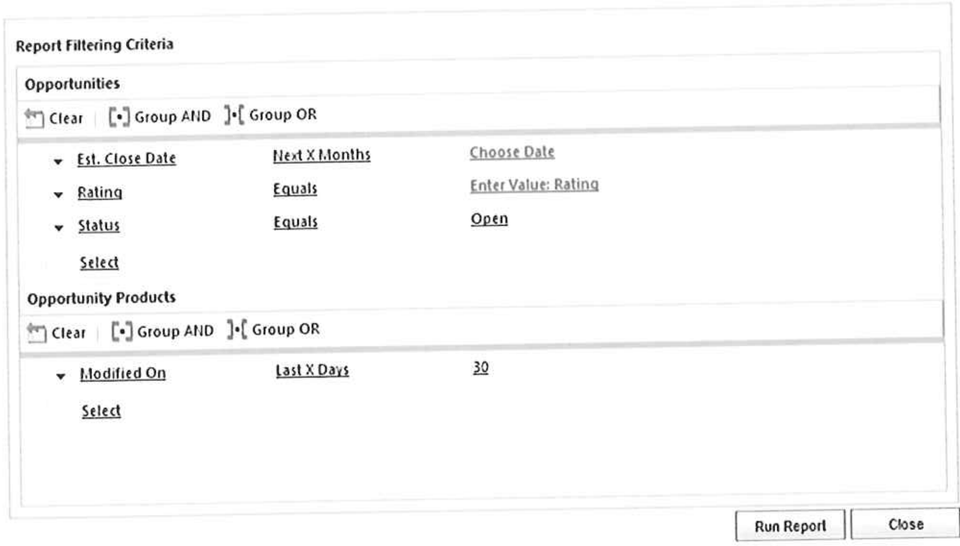
   An optional solution that could be implemented is Microsoft SharePoint 2010 to extend document management functionality both within the agency and within CRM. SharePoint directly integrates within CRM and would eliminate the out-of-box file attachment functionality and provide document libraries for entities that are configured to use it. SharePoint would provide folder support, document versioning, enhanced document auditing, and powerful document workflow.




7. Reporting
   Reports can be created by either using the ADHOC report builder or by using SQL Reporting Services.
   The generated reports can be exported in various formats. In addition, all the data in any view that is created can be exported directly to Excel. In addition, that data can then be modified within Excel and then re-imported into CRM.




The reports have filters and parameters that can be updated by a user while running the report.




Reports are available to run on either a single record, a custom view, or across all records.


If spell checking is required, either the report can be exported to Word or the report could be a mail merge template in which would provide the user further edit capabilities within the document.

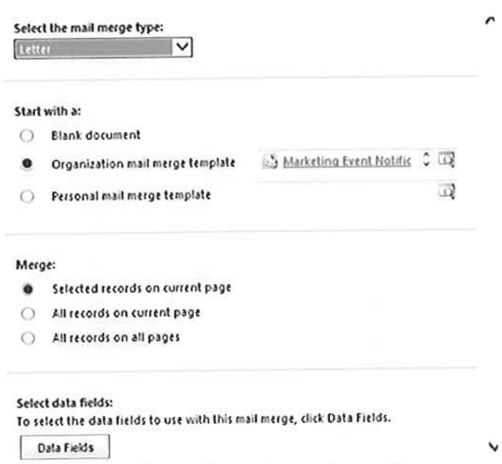
## 7.1 Performance Dashboards

Microsoft Dynamics CRM 2011 provides powerful dashboard and charting capabilities. A dashboard would be created to report bottlenecks and problem areas throughout the lifecycle a process.

Additional dashboards and charts would be created for reporting performance metrics and statistics such as agency goals, trend analysis. Users would be able to easily switch dashboards to view other metrics and/or business reports.


7.2 Letters and Notices

Mail merge templates will enable the user to create Word documents from either a single or multiple entities. Users will have the ability to create their own templates and authorized users will have the ability to publish those templates to the agency.

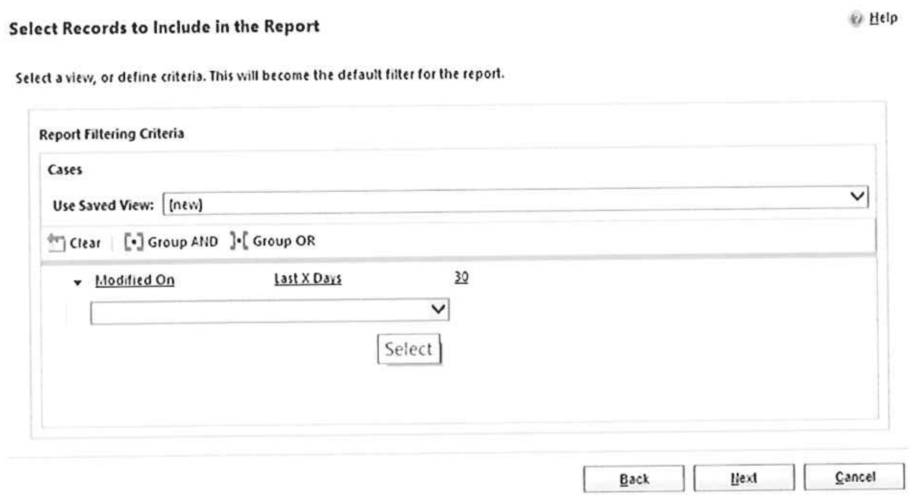



7.2 Letters and Notices (continued)

After a letter has been merged, it can then be attached to the entity as required in order to provide tracking on whether the document is in draft or final state.

## 7.3 Ad-Hoc Reports

Users will have the capability to build a query using an advanced find window in order to create the filter for the report data.




Microsoft Dynamics CRM 2011 utilizes SQL Reporting Services (SRS) for the reporting engine. SRS would be deployed to its own server in which building reports would not affect CRM performance.

Authorized users would have the capability to modify previous reports that have been already built.

The reports would be available to additional business units as required. Security for the data that is displayed on the reports is going to be filtered from the user's actual permissions.

The report name, date generated, and the page number would exist on the reports. In addition, any report may be scheduled to run at a specific day/time or on a schedule. This would provide users with snapshot sets of data to be viewed at a later date.

With report snapshots, you can:

- Capture data at specific points in time.
- Save parameters and default filter criteria so that a report that is based on a snapshot definition always runs using the same input criteria.

Specify when snapshots will be generated:

- (●) On demand
- ( ) On a schedule

7.4 Custom (predefined) Reports

Predefined reports would be built in either the ad-hoc builder or by using Business Intelligence Development Studio (BIDS). Reports build in this tool are then deployed within CRM.

### 7.4.1 Opal Reporting

Users will have the capability to build reports, dashboards, and charts.
An executive dashboard would be created to showcase a high-level agency view.

## 8. Transaction Logging

As either internal or external users are modifying and entering data, detailed auditing will log all the transactions made to the data. Including the field, transaction, old/new values, date/time of the change, and who made the change.


| Changed Date | Changed By | Event | Changed Field | Old Value | New Value |
|---|---|---|---|---|---|
| 11/16/2012 1:11 PM | Himes, Derek | Update | Hearing Location | Scranton State Office Bui | Harrisburg Office of ALJ |
| 11/16/2012 11:47 AM | Himes, Derek | Update | Hearing Date/Time | 5/12/1995 11:00 AM | 5/12/1995 11:30 AM |
| 10/10/2012 12:49 PM | Himes, Derek | Create | Board Attorney | | Coward, Robin |
| | | | Examiner Report Reci... | | 5/22/1995 |
| | | | Hearing Date/Time | | 5/12/1995 11:00 AM |
| | | | Hearing Location | | Scranton State Office Bui |
| | | | Hearing Number | | 95-9011-HRG-001 |
| | | | Owner | | Himes, Derek |
| | | | Status | | Active |
| | | | Status Reason | | Heard |
| | | | Transcript Complete | | No |
| | | | Transcript Received | | 5/26/1995 |

## 9. Audit Sampling

An advanced find would be used to create a view to collect licensees to audit. Once the list is generated, a flag could be set on the licensee record to signal the audit. This can be completed using the mass edit option in which will update all the records in the view.

By leveraging the audit capability within CRM, this will determine if any of the selected licensees have already been selected at random.

Users would be able enter their audit findings as actions on the licensee record.

10. Correspondence Tracking

Using email activities users would be able to track all notifications and correspondence. Including attachments within an email. Using any existing email that is logged within CRM, a user would be able resend the item.

CRM will create a unique ID for each activity that is created.

10. Correspondence Tracking (continued)

An optional installation that would streamline correspondence tracking would be to use the Microsoft Outlook add-in which requires Microsoft Outlook. This add-in directly integrates CRM into Outlook. It provides the ability to track outgoing messages sent by automatically creating an activity records within CRM. Also, if the recipient responds to that message, the response will automatically be tracked within CRM. The client could be configured to automatically create contact records if the sender is not already a contact within CRM.

There are additional functions that this add-in would provide as explained in other parts of this document.

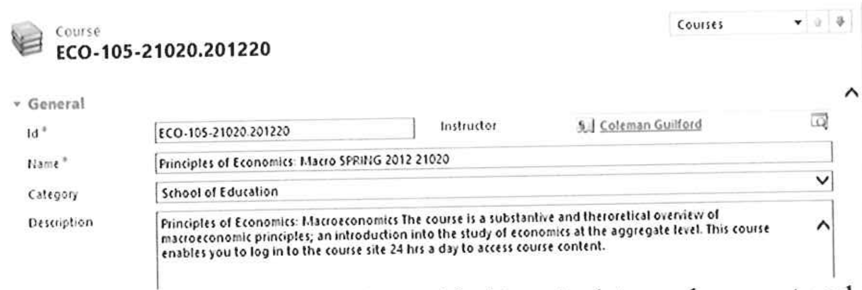
11. Exam Administration
    An exam entity would be created in order to track the required exams to the license type. The fields created for the exam form are;

    - Eligibility Requirements
    - Pass Requirements
    - Time Period Required to Pass the Exam
    - Exam Type Lookup (related entity with fields described below)
        - Exam Locations (entity related many-to-one)
        - Proctors (entity related many-to-one)
        - Seating Capacity
        - Passing Criteria
        - Expiration of Exam Results
        - Exam Parts and/or sub-parts and other Requirements Defined
    - Exam Locations Grid (related entity many-to-many)
        - Address Information
        - Available Exams at this Location
    - Exam Provider Lookup
        - Name
        - Contact Information
        - Exams Provided

11. Exam Administration (continued)
    An addition entity would be created called "Required Exam" in which would be related many-to-one to the applicant. This would be the tie between the applicant the exams they are required to pass.

    Once an applicant completes an exam, the scores would be provided to the agency in which will then be logged within CRM and would allow the applicant to see their exams and the final scoring.

12. Education
    Similar to the Exam data model, entities would be created for Schools, Courses, Course Locations, and Instructors.




Auditing within these entities would provide historic data such as past and present instructors. Plugins will provide the ability to assign unique program numbers for each registered program. Institutions would be entered and users will be able to enter licensure qualifying programs. Institutions would submit the results as applicants complete the required courses. These results would be entered by agency users and if required, an import process could be developed although a designated format for the results would be required.
A relationship from the courses to the license application would track the required courses in order to obtain a license. As an applicant begins to apply for the license, these course would be automatically assigned to the applicant.

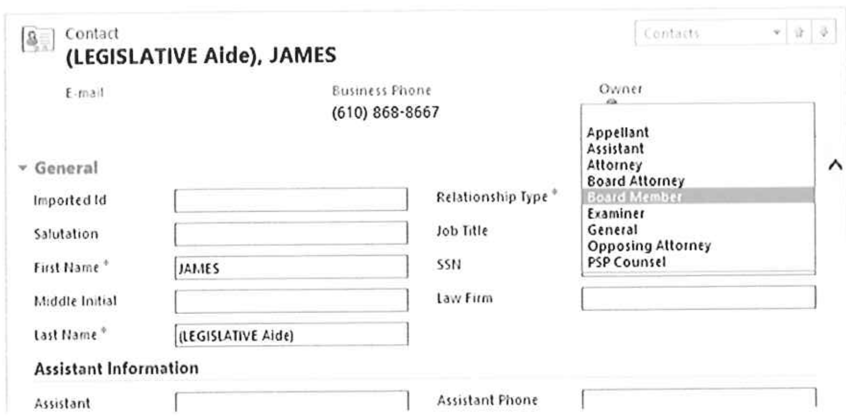
13. Experience
    Experience would be captured via a created entity in which would be related to the application. Authorized reviewers would be able to review and recommend approval or disapproval of the experience.

    A users experience would be displayed on the portal and allow qualified endorsers to create an account and login to attests to the applicant's experience.

14. Continuing Education
    Entities for sponsors, courses, and classes given would be created in order to provide the ability to create, view, search, and view listings.

14. Continuing Education (continued)
    Using the import feature in CRM, users will be able to import/export an attendance roster from all the education courses with attendees' names and social security numbers. The attendees would be created as contacts in CRM.


15. Board Management
    Contacts within CRM will have a relationship type which identities what type of contact they are classified as and Board Member will be one of those options.

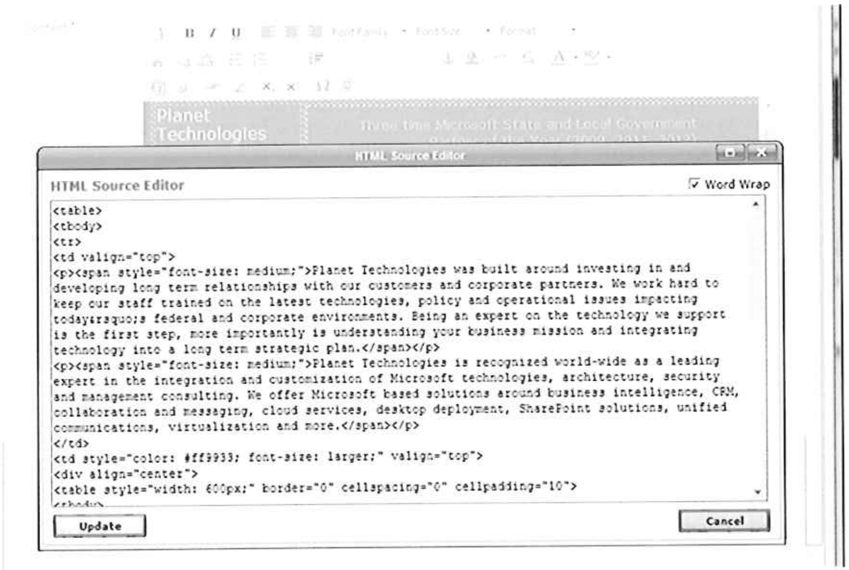



Additional fields would be create within the contact form such as the Judicial District and Board Committee Information. Authorized users can add board member contacts and appoint a chairperson to enforcement cases.

16. Content Management Capability

## 16.1 License Information

A content entity will exist in CRM in which the web portal will use to pull in information to be displayed publicly within then web portal. Users will have the ability to enter formatted text and HTML content which enables users to enter links and embed images within the content.




Only authorized users would have the ability to modify this content.

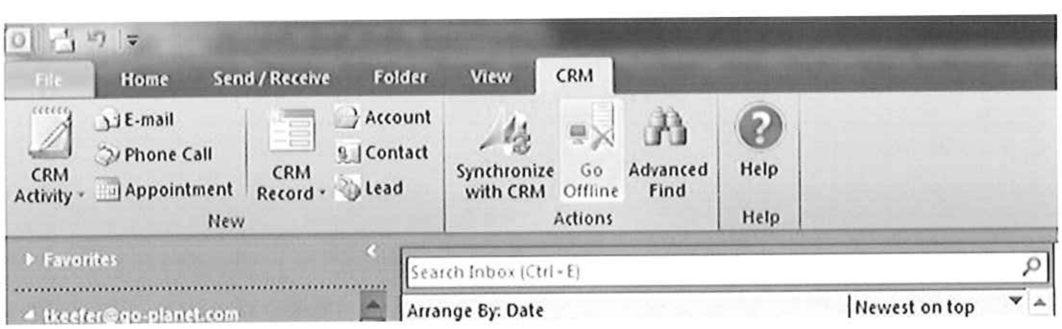
16.2 Agency Portal

Authorized users will have the ability to view and recommend modifications to information pertaining to its own permit profiles. This includes updating the status of its permit applications and viewing all the data pertaining to the agencies permits and applications.

## 17. Non-Functional Specifications

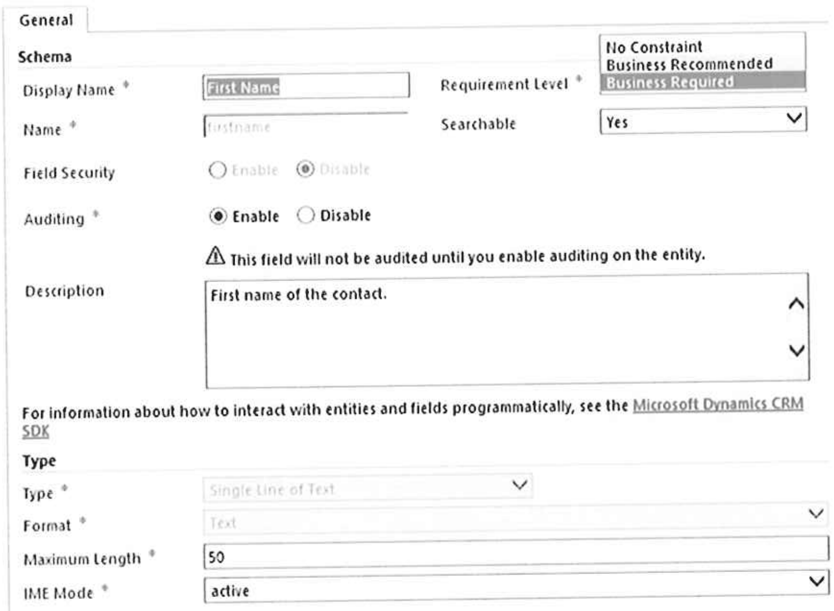
17.1 User Interface

Microsoft Dynamics CRM 2011 is a web based platform that is accessible in a web browser interface. In order to provide offline functionality, Microsoft Outlook and the CRM Outlook add-in would be required. This will enable authorized to take CRM offline and modify all aspects of the data in which once the user goes back online, the data changes will be imported into CRM with conflict resolution.



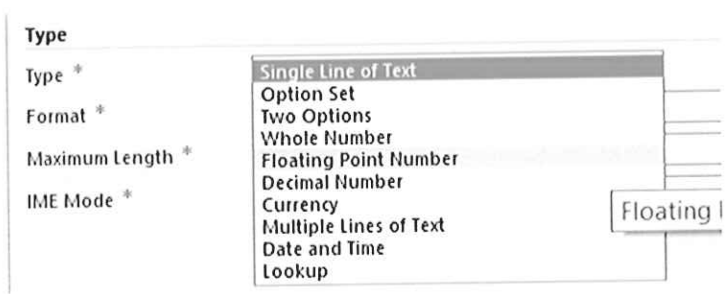
Currently CRM is accessible using Internet Explorer although support for Mozilla Firefox, Safari, and Chrome with be released in the Q4 2012 rollup from Microsoft.

Using the form designer, fields can be created, modified, or removed. Authorized users will be able to quickly set a field to be required at any point in time.



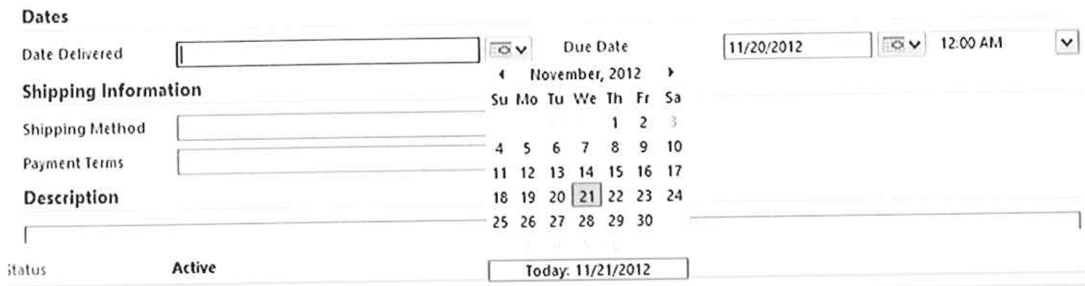

## 17.1 User Interface (continued)

Authorized users will be able to create many different types of fields.



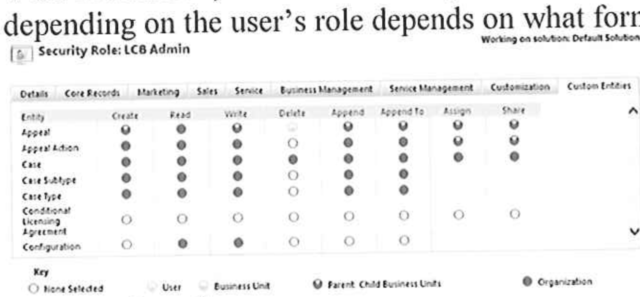

As a user types in a lookup, CRM will remember previous entries. Once the user tabs from the field, CRM will attempt to find a match. If multiple records are found, a user will have the option to select.


Authorized users would be able to create Date/Time fields that can be configured for Date Only or both Date and Time. These fields can be typed in order selected using a mouse.




17.2 Administration

Microsoft Dynamics CRM 2011 provides a very granular role based security model. A role could be assigned directly to a user or a team. Multiple roles could be assigned as well. In addition, field level security and role based forms are available as well. So depending on the user's role depends on what form they see for the same entity.

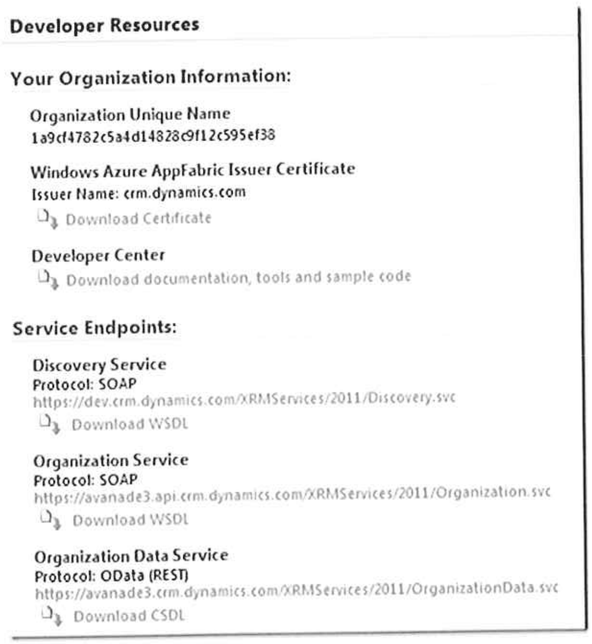



17.3 System Interfaces

**Discovery Service**: The Discovery Service (SOAP protocol) provides information about the organizations available in your deployment. You can query the Discovery Service to get the URL of your organizations. This service is particularly useful for multi-tenant deployments and CRM Online organizations. You can learn more about the methods available from the Discovery Service here: http://technet.microsoft.com/en-us/library/microsoft.xrm.sdk.discovery.idiscoveryservice.aspx

**Organization Service**: The Organization Service (SOAP Protocol) is the primary web service can be used to access data and metadata in your organization. There are a number of "Messages" (or requests) that this service accepts to manipulate the business data as well as the metadata of your organization. For a complete list of supported messages see here: http://technet.microsoft.com/en-us/library/gg309482.aspx

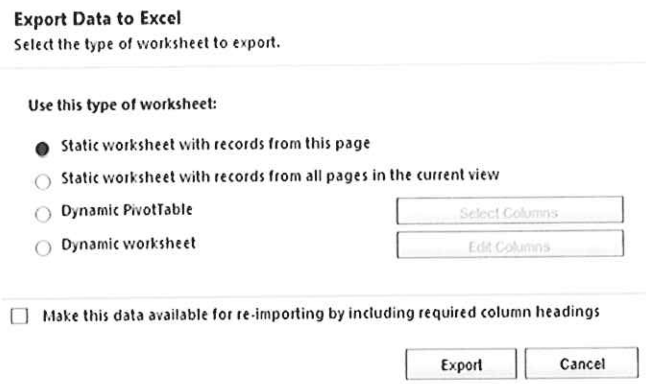
**Organization Data Service**: This Open Data (OData) Web service provides access to the business data of your organization by exposing a REST API. This link opens the Conceptual Schema Definition Language (CSDL) document that describes how to access your data by using this API. For more information, see Use the REST Endpoint with Ajax and JScript Web Resources, Use the REST Endpoint with Silverlight Web Resources, and Use the REST Endpoint with Ajax and JScript Web Resources.




In addition to the developer resources, nontechnical users will have the ability to import and export data in a variety of different formats.


17.3 System Interfaces (continued)

Any data that is in CRM can be exported to Microsoft Excel in which can then be printed or modified and re-imported back into CRM.




Plugins will be used to interface between the state's electronic payment partners for online, batch, and, point of sale processing of electronic payments.

Users will have the ability to upload files to any entity that is required to maintain documents.

Using the CRM for Microsoft Outlook tool will provide a direct integration point between CRM and Outlook. Some of the functionality included within the tool is;

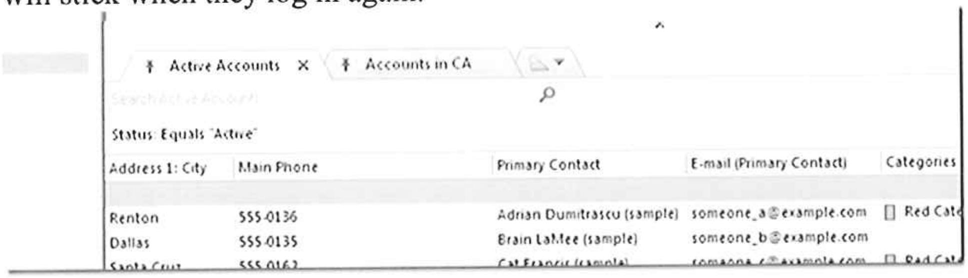
- Reading Pane

The reading pane is to CRM records what the Preview is to E-mail in Outlook—it's a full screen read-only preview of the record. This allows users with one click to view the data in a record without having to double click and open it up. It can also be personalized—users can drag and drop sections, so the data that they use most can be visible to them.

17.3 System Interfaces (continued)

- Tabbed Views

In CRM 2011 web interface, users have the ability to set their own default views. CRM for Outlook takes this and makes it even better. In Outlook, a user can have multiple views visible for an entity. These views are tabbed, and the order can be rearranged by the user. By clicking the push pin on the view tab, a user can lock a tab so the tab layout will stick when they log in again.

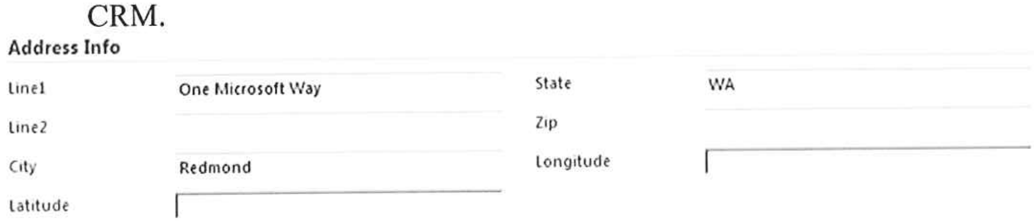


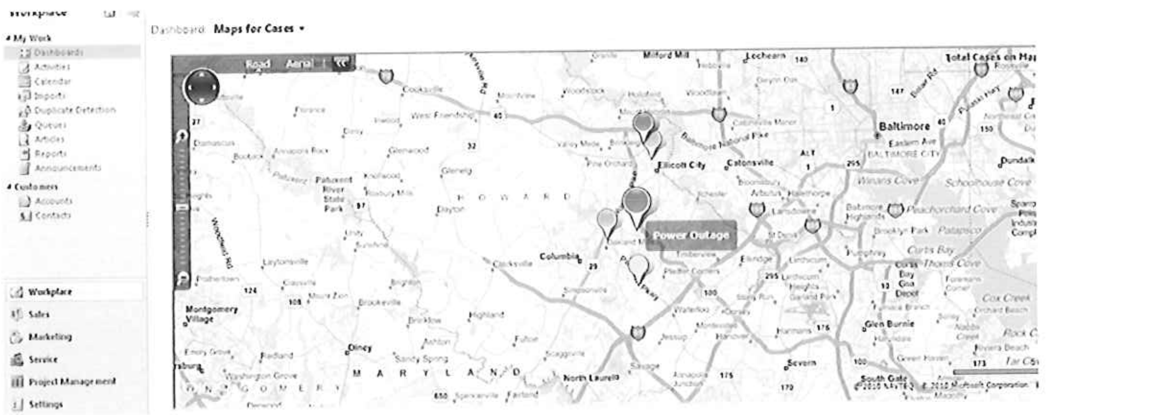

Plugins and auditing will provide tracing for all transmissions of data from the system. Plugins are .Net assemblies that can be registered on many different types of transaction events. One of those events is a Retrieve Multiple message in which the plugin will execute whenever data is sent in any fashion. At that point the plugin can log this transaction.

Either web resource could be developed to handle barcode scanning or the barcode could be scanned directly to form fields.

17.4 GIS

One of the attribute types within CRM is a floating point number which can store GIS location data. An example is a plugin that when a record is created with an address, the plugin will asynchronously attempt to geocode that address and store it within the record. This would enable spatial reporting and mapping capabilities directing within CRM.






17.5 Database

Microsoft Dynamics CRM 2011 requires SQL Server 64-bit versions for storing the databases that contain CRM data and metadata. These databases can coexist in a shared environment and are completely managed by CRM.

Microsoft and Intel completed a performance and scalability test on Intel Xeon Processor-based Dell Servers with solid-state drives. The performance results summary is listed below.

**Results Summary**

Benchmark testing was performed on a Microsoft Dynamics CRM 2011 implementation that included the latest versions of Microsoft Windows Server and Microsoft SQL Server, as well as Intel Xeon Processor 7500 series processor-based servers with SSDs. In this test environment, Microsoft Dynamics CRM 2011 demonstrated the following performance characteristics:

| Concurrent Users* | Average Response Time | Web Requests | Business Transactions | Average SQL Server Utilization | Average CRM Server Utilization |
|---|---|---|---|---|---|
| 150,000 | .4 seconds | 5.5 M/hr | 703,080/hr | 39.6% | 42% |

** 150,000 users, each performing a business transaction with the system every 8 minutes*

Benchmark results demonstrate that a single Microsoft Dynamics CRM 2011 instance can achieve sub-second response times with 150,000 concurrent users executing a heavy workload against a large, complex database. Large enterprises often deploy multiple parallel CRM instances to meet the diverse needs of different business units or geographies. Distributed across multiple instances, a Microsoft Dynamics CRM deployment can scale to meet the needs of the largest enterprises.

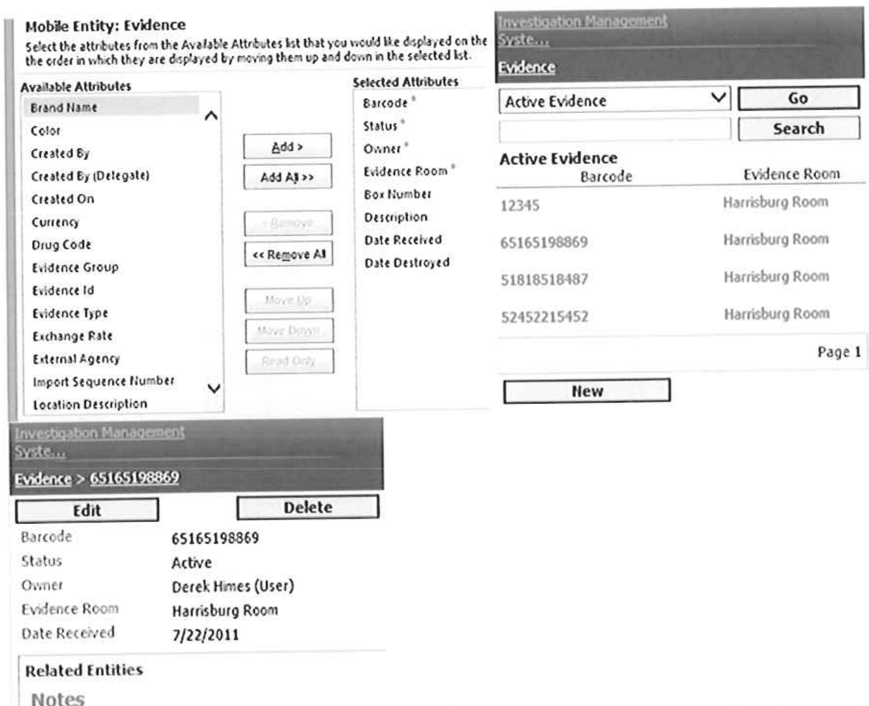
The full results may be found here: http://www.microsoft.com/en-us/download/details.aspx?id=16673

Microsoft Dynamics CRM 2011 doesn't require elevated database privileges to run and doesn't require unlimited table space.

17.6 Data Conversion

Data conversion process would be repeatable across all environments and CRM will support legacy case numbering.

2.4.1 Provide an app for mobile devices including but not limited to IPads/IPhones
Microsoft Dynamics CRM 2011 provides mobile functionality for all entities configured. Each entity has a specific form designer when CRM is being accessed from a mobile device.




2.4.1 Provide an app for mobile devices including but not limited to IPads/IPhones (continued)
Any entity that is configured for mobile access with be available within the mobile site. Users can search, create, update, and delete information.

In order to provide mobile access for CRM, internet facing deployment would be implemented that would allow users to access CRM from the external internet.

2.4.2 Enterprise Resource Planning System (ERP)
Scribe Insight would be utilized to provide any required integration between any required agency systems.

2.4.3 Provide Security and Controls for the proposed solution

An on-premise deployment Microsoft CRM 2011 requires Active Directory for user authentication. Internally users will be able to access CRM with single-sign functionality.

Internet Facing Deployment requires ADFS and Claims based authentication to be implemented. Users that access CRM from the internet or on a mobile device would be prompted for their Active Directory username and password.

2.4.4 Solution will be installed on servers provided by WV ABCA

2.4.5 Provide Training for WV ABCA employees

Planet Technologies can provide both on-site and remote training as needed.

2.4.6 Provide system documentation that provides in depth detail for each function/component of the solution.

The following documentation will be submitted along with this response:

- Microsoft Dynamics CRM 2011 Planning Guide
- Microsoft Dynamics CRM 2011 Installing Guide
- Microsoft Dynamics CRM 2011 Operating and Maintaining Guide
- Microsoft Dynamics CRM 2011 and Claims-based Authentication

2.4.7 Provide Project Management and Implementation Schedule for the proposed solution

A project manager would initiate a discovery phase to collect detailed requirements. Once requirements have been gathered, a project plan will be created.

2.4.8 Providing System Warranty, Maintenance & Support for the proposed solution.

An engineer will apply service releases as required for the first year. After the first year, additional services can be negotiated.

2.4.9 Provide Backup & Disaster Recovery Services

The implemented solution will be deployed within WV ABCA's infrastructure. WV ABCA's backup and disaster recovery services would apply. A backup and recovery plan for the Microsoft Dynamics CRM 2011 infrastructure can be documented and provided to WV ABCA in the event that the CRM deployment would need to be restored.

## Attachment B Mandatory Specification Checklist

The vendor must notify the designated contract at West Virginia Alcohol Beverage and Control Administration (WV ABCA) of a security breach incident within three (3) hours of first knowledge.

The vendor must comply with applicable West Virginia statutes, rules, and policies addressing personal data, including WV's Breach Law (West Virginia Code 46A-2A-101 to 105).

The vendor shall confirm and provide that no data in its custody will be used for any circumstances other than those agreed in the contract.

The vendor shall ensure that the original software, source code, object code , and all modification throughout the life of any agreement resulting from the release of this RFP, will be understood that State will retain a perpetual license to the object code.

This system must already exist for the most part and must be in sue in other governmental licensing agencies. If the proposed system cannot perform all of the requested tasks, we will accept some new development.

Vendor Response:

Planet Technologies will notify the designated contact at WV ABCA of a security breach incident within three (3) hours of first knowledge. Planet Technologies complies will all applicable statues, rule and policies. Planet Technologies confirms that no data in our custody will be used for any circumstances other than those agreed in this contract. Planet Technologies agrees that the original software, source code, object code and all modifications throughout the life of this agreement will be held in escrow to be released to the agency upon termination of said agreement. It is also understood that the state will retain a perpetual license to the object code.

Planet Technologies agrees that the system being requested is in existence and use in other governmental licensing agencies. Some new development will be made to fit the needs of WV ABCA.

I certify that the proposal submitted meets or exceeds all the mandatory specifications of this Request for Proposal. Additionally, I agree to provide any additional documentation deemed necessary by the State of West Virginia to demonstrate compliance with said mandatory specifications.

Planet Technologies

Steven Winter, Vice President

(301) 721-0100 (301) 721-0189 fax
November 27, 2012

**Prerequisites**

The Customer will be required to take the following responsibilities:

- Arrange for suitable personnel to be available to furnish the necessary information.
- Appoint an individual to act as a single interface to Planet.
- Provide timely responses for information.
- Provide access to facilities as required.
- A working environment with necessary phone and network connections.

## Additional Terms and Conditions

- Cooperation with Planet Technologies, Inc. from West Virginia Alcohol Beverage Commission and all required third parties is necessary in order to successfully complete this project.
- Project scope will be limited to the items specifically outlined in this document. Changes to this scope may require changes to the terms of this document.
- West Virginia Alcohol Beverage Commission shall provide Planet with a single point of contact. This person will be responsible for all communications and changes to the scope of work as well as the responsibility of coordinating activities with any third party service providers who currently provide services for West Virginia Alcohol Beverage Commission. It is expected that this project will require on-site visitation requiring travel for Planet Technologies Inc. employees.
- Planet Technologies, Inc. is not responsible for software issues that may arise due to hardware incompatibility. Planet Technologies, Inc. always recommends utilizing components from Tier 1 manufacturers.
- Planet Technologies, Inc. will be provided a workspace including a network connected workstation for each resource.
- A contact list will be made available to the Planet Technologies, Inc. project manager in advance of the project start date.
- Planet Technologies, Inc. assumes that all required administrative rights will be delegated to Planet Technologies, Inc. personnel for the duration of the project.
- Planet Technologies, Inc. personnel must also have general access to the building whether escorted or unescorted as the terms of this project dictate. This would include access to universal services such as telephones if needed.
- Planet Technologies, Inc cannot be responsible for the functionality or performance of any third party software.
- Planet Technologies, Inc. requires that a secure area be provided for the purpose of storing tools, software and hardware as required by the project.
- There is no warranty or implied warranty associated with this agreement.
- This project and proposal are based on information provided by West Virginia Alcohol Beverage Commission and third parties chosen by West Virginia Alcohol Beverage Commission. Planet cannot guarantee nor be responsible for the accuracy of this information.
- Planet Technologies, Inc. will consider all information retrieved during the duration of the project as non-disclosure material. Planet Technologies, Inc. will under no circumstance allow the information gathered in whole or part to be delivered to a third party without the written consent of West Virginia Alcohol Beverage Commission. In addition, West Virginia Alcohol Beverage Commission realizes that any retrieval methods, applications, and

processes supplied by Planet Technologies, Inc. during this installation will also be considered non-disclosure materials.

## Conclusion

Planet Technologies looks forward to starting this project as soon as possible. Feel free to contact us with any questions or comments you may have. Please review the terms section and accept this proposal by signing below. Forward the signed copy to the address listed below.

Planet Technologies, Inc.
20400 Observation Drive, Suite 204
Germantown, MD 20876
(301) 721-0100

Signature of this proposal signifies acceptance and agreement with all items listed above.

| West Virginia Alcohol Beverage Commission | Planet Technologies |
|---|---|
| Signature Date | Signature Date |
| Print Name | Print Name |
| Company Name | Company Name |
| Street Address | Street Address |
| City, State, Zip Code | City, State, Zip Code |

## Required Forms

WV-96
Rev. 9/11

## AGREEMENT ADDENDUM

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.

2. **HOLD HARMLESS** - Any provision requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.

3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.

4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.

5. **PAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.

6. **INTEREST** - Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.

7. **NO WAIVER** - Any language in the agreement requiring the Agency to waive any rights, claims or defenses is hereby deleted.

8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.

9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.

10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.

11. **FEES OR COSTS** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.

12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.

13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.

14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination.

15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.

16. **RENEWAL** - Any reference to automatic renewal is deleted. The agreement may be renewed only upon mutual written agreement of the parties.

17. **INSURANCE** - Any provision requiring the Agency to purchase insurance for Vendor's property is deleted. The State of West Virginia is insured through the Board of Risk and Insurance Management, and will provide a certificate of property insurance upon request.

18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.

19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.

20. **CONFIDENTIALITY** -Any provision regarding confidentiality of the terms and conditions of the agreement is hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act.

21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

**ACCEPTED BY:**

**STATE OF WEST VIRGINIA**

Spending Unit: ____________________

Signed: ____________________

Title: ____________________

Date: ____________________

**VENDOR**

Company Name: Planet Technologies

Signed: [signature]

Title: Vice-President

Date: November 27, 2012

WV-96A
Rev. 9/11

# AGREEMENT ADDENDUM FOR SOFTWARE

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **DISPUTES** - Any references in the agreement to arbitration or to the jurisdiction of any court are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
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4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. *Fees for software licenses, subscriptions, or maintenance are payable annually in advance.* Payment *for services* will be in arrears.
6. **INTEREST** - Any provision for interest or charges on late payments is deleted. The Agency has no statutory authority to pay interest or late fees.
7. **NO WAIVER** - Any language in the agreement requiring the Agency to waive any rights, claims or defenses is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
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10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **FEES OR COSTS** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages to a certain dollar amount or to the amount of the agreement is hereby deleted. Limitations on special, incidental or consequential damages are acceptable. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor. Agency agrees to pay Vendor for services rendered or goods received prior to the effective date of termination. *In such event, Agency will not be entitled to a refund of any software license, subscription or maintenance fees paid.*
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is deleted. The agreement may be renewed only upon mutual written agreement of the parties.
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21. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

**ACCEPTED BY:**

| STATE OF WEST VIRGINIA | VENDOR |
|---|---|
| Spending Unit: ______ | Company Name: Planet Technologies |
| Signed: ______ | Signed: [signature] |
| Title: ______ | Title: Vice President |
| Date: ______ | Date: November 27, 2012 |

ATTACHMENT
P.O.# ABCA 33

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed

11/27/12

Signature Date

Vice-President

Title

Planet Technologies

Company Name

Signature Date

Title

Agency/Division

# ADDENDUM ACKNOWLEDGEMENT FORM
## SOLICITATION NO.: ABCA33

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**
(Check the box next to each addendum received)

| | |
|---|---|
| [X] Addendum No. 1 | [ ] Addendum No. 6 |
| [X] Addendum No. 2 | [ ] Addendum No. 7 |
| [ ] Addendum No. 3 | [ ] Addendum No. 8 |
| [ ] Addendum No. 4 | [ ] Addendum No. 9 |
| [ ] Addendum No. 5 | [ ] Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Planet Technologies
Company

Authorized Signature

November 27, 2012
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

RFQ No. ABCA33

STATE OF WEST VIRGINIA
Purchasing Division

# PURCHASING AFFIDAVIT

**MANDATE:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

**AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (*W. Va. Code* §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.**

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: Planet Technologies, Inc.

Authorized Signature: [signature] Date: 11/27/12

State of Maryland

County of Montgomery, to-wit:

Taken, subscribed, and sworn to before me this 27 day of November, 2012.

My Commission expires 9/21, 2014.

Mary F. Tucker
NOTARY PUBLIC
Montgomery County Maryland
My Commission Expires 9/21/2014

**AFFIX SEAL HERE**

**NOTARY PUBLIC** [signature]

## CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Planet Technologies
(Company)

(Authorized Signature)

Steven Winter, Vice-President
(Representative Name, Title)

(301) 721-0100 (301) 721-0189
(Phone Number) (Fax Number)

Vice-President
(Date)