

AMENDMENT ONE (1) FOR RFP# 0A1266

DATE AMENDMENT ISSUED: February 12, 2020

The State of Ohio, through the Department of Administrative Services, Enterprise IT Contracting, for the Ohio Department of Commerce (ODOC) is requesting proposals for:

ODOC DOLC Liquor Issuance and Tracking System RFP

The attached is an Amendment for the Request for Proposals listed above. Please use the replacement page(s) contained in the Amendment to replace the corresponding page(s) previously in the Request for Proposals.

Substantive changes to the specifications and are **highlighted**, **bolded**, surrounded by ****bolded double asterisks**** and, when applicable, ~~strikethrough~~.

2 Requirements

The requirements below support the full project scope, creating internal and external applications (sharing a database) that will support all existing aspects of the licensing process. The requirements describe what the system must do to support a specific business need.

Proof of Concept Requirements are indicated in the Notes column.

There are no requirements for design, formatting, and navigation. That will be part of the detailed design.

2.1 User Management

The business needs role-based permissions that control application and widget access. For DOLC and other State Agency users, the accounts must integrate with the existing Active Directory implementation. For external users, the system must implement an internal mechanism to manage roles and accounts.

2.1.1 Account Management

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 1.1.1 | The system must allow a customer to register using a unique email address. | Full | | | | | |
| 1.1.2 | The system must provide new customers the ability to create an account. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 1.1.3 | The system must allow customers to provide access to their accounts for other users. For example, a permit holder can allow a partner or a lawyer with a DOLC user account to access their permits/applications. | Full | | | | | |
| 1.1.4 | The system must provide current permit holders credentials to access their existing accounts. | Full | | | | | |
| 1.1.5 | The system must provide the ability for users to maintain contact and account information. | Full | | | | | |
| 1.1.6 | The system must provide the ability for users to search for any applicant/permit holder and to display their account information subject to permissions/visibility rules that will be defined. | Full | | | | | |
| 1.1.7 | The system must only allow users with the appropriate role to create, manage, and remove user accounts. | Full | | | | | |
| 1.1.8 | The system must require a confirmation from a customer before activating a newly created account. The system must delete an account after 7 days if the account has not been confirmed by the new customer. | Full | | | | | |
| 1.1.9 | The system must provide a password recovery method for customers. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 1.1.10 | The system must require a configurable minimum password complexity for all accounts that **is in compliance with Supplements 4 and 5 of this RFP.** | Full | | | | | |
| 1.1.11 | The system must allow an applicant/permit holder to select their communication preferences. At a minimum, these must include: mail, email, and SMS. | Full | | | | | |

2.1.2 Role Management

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 1.2.1 | The system must support multiple roles for users. | POC | | | | | |
| 1.2.2 | The system must allow user to add, delete, & update roles. **Note: Anytime these requirements refer to "user", this means "user with the appropriate role".** | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 1.2.3 | The system must allow user to assign users to one or more specific roles. | Full | | | | | |
| 1.2.4 | The system must allow user to grant/restrict role capabilities via a matrix of allowable functions (No Access, View Only, Edit) by role. | Full | | | | | |
| 1.2.5 | All portions of the internal system need to be governed by role-based access. Note: Anytime these requirements refer to "user", this means "user with the appropriate role". | Full | | | | | |
| 1.2.6 | The system must restrict access for users to the data pertaining to their defined role. | Full | | | | | |
| 1.2.7 | The system must allow access for users to private fields **application data** after application submission. | Full | | | | | |
| 1.2.8 | The system must allow access for users to Supporting Documents after application submission. | Full | | | | | |
| 1.2.9 | The DOLC role-based permissions must be established in a manner that will allow for additional permissions tied to functionality to be added in the future. In other words, additional permissions must be anticipated for the roles in the long-term. | Full | | | | | |

2.1.3 Authentication

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 1.3.1 | The system must authenticate DOLC users utilizing the state's enterprise identity provider to leverage SSO (Single Sign-On) via OpenID Connect, or SAML 2.0 assertions. | POC | | | | | |
| 1.3.2 | The system must authenticate non-DOLC users through utilizing the state's enterprise identity provider to leverage SSO (Single Sign-On) via OpenID Connect, or SAML 2.0 assertions. | POC | | | | | |
| 1.3.3 | The system must be capable of delegating external user registration and business entity registration to the State's Enterprise Identity Management (EIDM) system. (OHID.ohio.gov). | Full | | | | | |

2.2 Permitting

The business needs to be able to submit, approve, create, maintain, and adjust the different types of permits issued by the State. Both permit applications and renewals will flow through the system.

Permits include retail sales, manufacture, and distribution of beer, wine, mixed beverages, and spiritous liquor as well as label and product registrations.

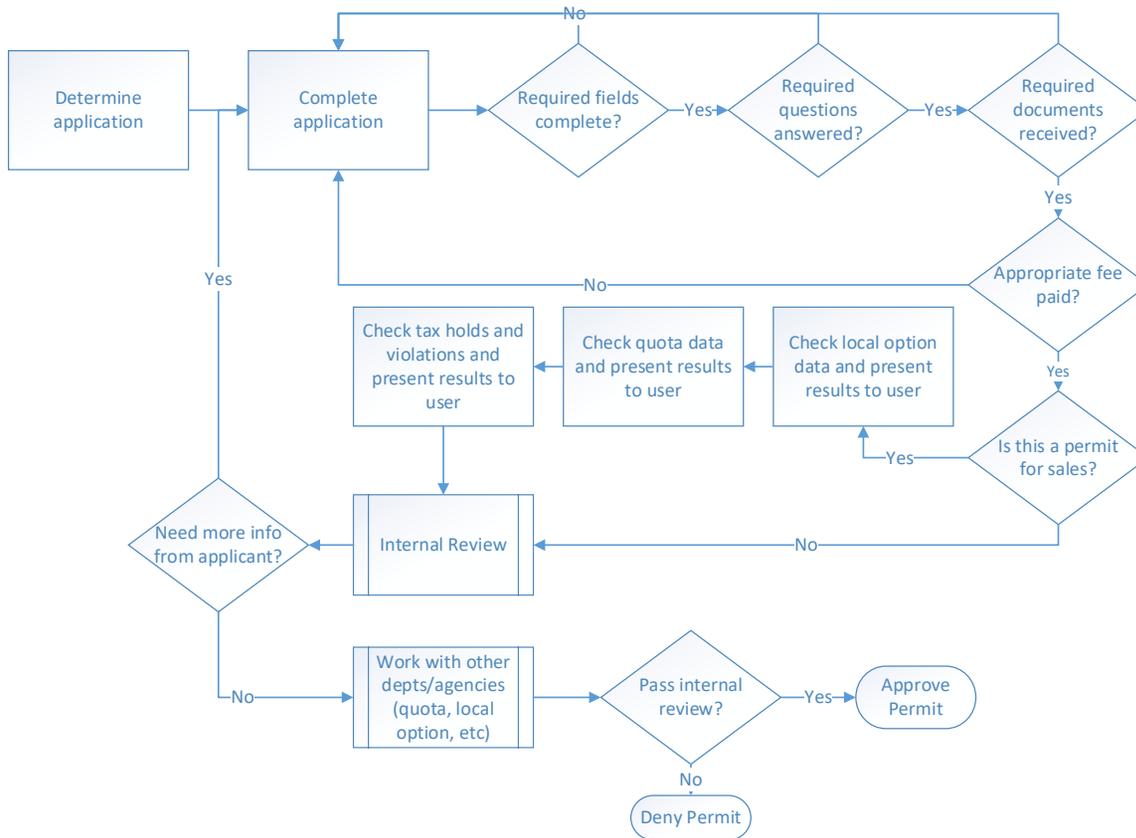
2.2.1 Lookups & Search

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.1.1 | The system must provide address validation services across the board for all permits and account setup. | Full | | | | | |
| 2.1.2 | The system must perform lookups into event addresses, existing permits at those addresses, status of permit holders at those addresses and drive a message/requirement to applicant based on findings such as: <ul style="list-style-type: none"> • Duplicate permit holder at this address • Duplicate pending permit request for this location | POC | | | | | |
| 2.1.3 | The system must provide lookup functionality into permit holders allowing customers to select an existing permit to reuse data instead of re-entering duplicate data. For example, request a new class of permit for an existing location. | POC | | | | | |
| 2.1.4 | The system must allow users to view and search applications/permits by status, applicant, location, permit type. | POC | | | | | |
| 2.1.5 | The system shall display search results in rows that allow sorting by column. | POC | | | | | |
| 2.1.6 | The system must support the capability to export all data grids to MS Excel and all documents to MS Word and/or in PDF format. Data grids include, but may not be limited to, search results, list screens, and reports. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.1.7 | Allow the user access to wildcard searches. For example, "Entering '%Smith%' in the name search will return all results that include 'Smith' anywhere in the name. | Full | | | | | |

2.2.2 Applications

At a high level, the logical process for new permits is as follows. While there is flexibility in the order of the validations, the most efficient path is desired.



| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.2.1 | The new system must support the permit types described in the following: http://www.com.ohio.gov/liqr/permitClasses.aspx as well as label and product registrations. | POC **Full** | | | | | |
| 2.2.2 | The application submission and process must be built based on the content of the current application forms. See " Links to Current License Applications " for more information. | POC | | | | | |
| 2.2.3 | The system must assign a permit number using the current permit numbering logic already in use by DOLC. (See " DOLC License Number Formatting " section for more details). | POC | | | | | |
| 2.2.4 | The system must accept the submission of electronic applications, as well as allow the Division the ability to enter a paper submitted application into the system. Also, a combination should be allowed. | POC | | | | | |
| 2.2.5 | The system must provide a user-friendly approach, walking the applicant/permit holder through a wizard to determine the appropriate permit type. See " Permit Wizard " for more details. | POC | | | | | |
| 2.2.6 | The system must dynamically supply questions and data collection fields to the user based on permit-relevant variables including but not limited to: type, location, and previously answered questions. | POC | | | | | |
| 2.2.7 | The system must allow the applicant/permit holder to select permit type from a list and apply directly. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.2.8 | The system must provide the applicant/permit holder with online real-time status of all the customer's permits. | POC | | | | | |
| 2.2.9 | The system must check for compliance to basic rules on permit applications including, but not limited to: max number of permits reached, organization type, event end time, available permit classes, violations, and type of business entity. | POC | | | | | |
| 2.2.10 | The system must take the applicant/permit holder through all sections of the applications, prompting for attestation/acknowledgement of general instructions, warnings, and checklist items. | POC | | | | | |
| 2.2.11 | The system must require all sections of an application to be completed before moving to the payment phase. This includes required answers and attachments. | POC | | | | | |
| 2.2.12 | The system must prompt the applicant/permit holder for the amount due based on business rules. | POC | | | | | |
| 2.2.13 | The system must allow the applicant/permit holder to pay any required fees, such as the permit fee and processing fee, via credit card or ACH. | POC | | | | | |
| 2.2.14 | The system must dynamically render questions/fields based on the permit and action types. See " Permit Form Questions " for more details. | POC | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.2.15 | The system must only allow submission of application after payment has been processed. | POC | | | | | |
| 2.2.16 | The system must allow the applicant/permit holder to add supporting documents to the application as attachments, in addition to the required attachments. | Full | | | | | |
| 2.2.17 | The system must allow the applicant/permit holder to complete application in multiple sittings. This includes the ability to save and continue the application later or update original application prior to submission. | POC | | | | | |
| 2.2.18 | The system must allow the applicant/permit holder to update submitted application by adding more attachments, comments and corrections. The system must also alert DOLC users of any changes/additions made and prevent permit from being issued prior to review of changes/additions. | Full | | | | | |
| 2.2.19 | The system must provide the applicant/permit holder with the ability to e-sign the permit application. | POC | | | | | |
| 2.2.20 | The system must allow the applicant/permit holder to print completed application. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.2.21 | The system must pre-populate information from the application into the required attachment templates for user to print and have any required third parties sign. See " Document Generation & Management " for more information. | POC | | | | | |
| 2.2.22 | The system must allow the applicant/permit holder to cancel an application that is in draft status or that has already been submitted. Any assigned user must be automatically notified. | Full | | | | | |
| 2.2.23 | The system must allow the applicant/permit holder to print a temporary version of the permit (for use until they receive the official permit) once it's approved and available. | Full | | | | | |
| 2.2.24 | The system must allow the applicant/permit holder to attach or remove scanned or electronically generated documents that support the application. | POC | | | | | |
| 2.2.25 | The system must restrict supporting documents to defined, acceptable file types: PDF, PNG, JPG, at a minimum. | Full | | | | | |
| 2.2.26 | The system must restrict supporting documents to defined, acceptable file size parameters (no more than 40MB). | Full | | | | | |
| 2.2.27 | The system must identify required supporting documents based on application requirements. | POC | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.2.28 | The system must associate documents with specific required document types at the time of attachment. (See " Document Generation & Management " section for more details). | POC | | | | | |
| 2.2.29 | The system must indicate to the applicant/permit holder that a supporting document has been successfully attached to the application. | POC | | | | | |
| 2.2.30 | The system must allow the applicant/permit holder to view any supporting documents (regardless of who uploaded them) to which they have access (based on business rules) associated with in-process permit applications. | POC | | | | | |
| 2.2.31 | The system must allow the user to directly enter application data for new and existing applicants/permit holders. | Full | | | | | |
| 2.2.32 | The system must capture all current and future content as defined by DOLC. This will include mandatory and optional content. | POC | | | | | |
| 2.2.33 | The system must allow the authorized role the ability to override any requirement during data. | Full | | | | | |
| 2.2.34 | The system will allow for single points of data entry for users and applicant/permit holders, removing the need for entry of duplicate information and presenting information in clear and concise terms. | POC | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.2.35 | The system must indicate to the applicant/permit holder that entered application data has been entered and saved. | POC | | | | | |
| 2.2.36 | The system must identify invalid entries application data to and alert the applicant/permit holder based on parameters. | POC | | | | | |
| 2.2.37 | The system must support statuses for the applications/permits including but not limited to: <ul style="list-style-type: none"> • Draft • Submitted • Pending Review • Approved • Active • Denied • Awaiting Quota Opening • Pending Renewal | POC | | | | | |
| 2.2.38 | The system must update the status of permit based on business rules that include, but are not limited to: data entry, document uploads, dates, and workflow. | POC | | | | | |
| 2.2.39 | The system must allow a user to update the status of a permit. | Full | | | | | |
| 2.2.40 | The system must allow user the ability to cancel a permit application on behalf of the applicant/permit holder. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.2.41 | The system must proactively look up duplicate companies, brands, and products and prompt user of matching existing data. | Full | | | | | |
| 2.2.42 | The system must display mouse-overs or pop-ups to provide users with definitions of fields or more information on what an entity on the screen is. | Full | | | | | |
| 2.2.43 | The system must delete draft permits that have not been updated after a certain period. | Full | | | | | |
| 2.2.44 | The system must allow applications that are entered by an internal user to add a submission date/time stamp based on receipt date/time, not data entry date/time. | Full | | | | | |

2.2.3 Internal Application Review

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.3.1 | The system must allow a user to approve a permit. | POC | | | | | |
| 2.3.2 | The system must generate a checklist per permit type, allowing the user to ensure all requirements are met. | POC | | | | | |
| 2.3.3 | The system must require all checklist items be completed prior to approval. | POC | | | | | |
| 2.3.4 | The system must provide extensive search capabilities to user to look up permits, addresses, violations, and restrictions. (See "Lookups & Search" for more information). | POC | | | | | |
| 2.3.5 | The system must provide notifications of applications in a specific status for greater than a set number of days. | Full | | | | | |
| 2.3.6 | The system must create/generate the permit to be sent, both electronically and allow for printing on paper to be mailed, to the applicant based on provided valid template. | Full | | | | | |
| 2.3.7 | The system must allow review of any supporting document associated with in process permit application. | Full | | | | | |
| 2.3.8 | The system must be able to track a situation that would prevent an application from being completed. | Full | | | | | |
| 2.3.9 | The system must allow modification of default checklists. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.3.10 | The system must allow users to customize checklists of individual applications currently assigned to them. | Full | | | | | |
| 2.3.11 | The system must check application data against available quota and local option data and display results. | POC | | | | | |
| 2.3.12 | The system must flag applications with violations based on business rules or background check hits to be submitted to Investigative Services for review. | Full | | | | | |
| 2.3.13 | The system must allow escalation of a case to next level. | Full | | | | | |
| 2.3.14 | The system must make submitted changes on the application pending until approval and systematically push the changes upon order approval completion. | Full | | | | | |
| 2.3.15 | The system must retain customer data history and status changes per a retention policy as defined by DOLC. | Full | | | | | |
| 2.3.16 | The system must allow customer data to be sortable, searchable and easily accessible. | Full | | | | | |
| 2.3.17 | The system must, based on business rules, initiate a request for refund to Fiscal. | Full | | | | | |
| 2.3.18 | The system must not allow a permit to be issued until payment has been posted by Fiscal against that account. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.3.19 | If a permit is declined, the system must trigger a refund of the permit fee to the applicant. Business rules will dictate which fees and how much of them get refunded based on the situation. | Full | | | | | |
| 2.3.20 | The system must allow the user to see a complete history of a permit including, but not limited to, transfers across holders and suspensions. | Full | | | | | |
| 2.3.21 | The system must allow the user to cancel a permit, with a cancel reason. | Full | | | | | |
| 2.3.22 | The system must initiate notifications and workflows based on cancel reason. | Full | | | | | |
| 2.3.23 | The system must allow future decisioning based on cancel type (example, Rule 8 says if a permit is revoked, that location cannot have another permit for 1 year). | Full | | | | | |
| 2.3.24 | The system must allow a suspended permit location to become "unsuspended" by user intervention or expiration date (example, 1 year after Rule 8 goes into effect). | Full | | | | | |
| 2.3.25 | The system must allow a review of complaints/inspections/permits by address to determine if an address should not receive a permit. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.3.26 | <p>The system must allow the user to flag a permit for various reasons. Reasons should be specific to permit types. Examples include, but are not limited to:</p> <ul style="list-style-type: none"> • Pending renewal payment • Shipping list watch • Pending investigation | Full | | | | | |

2.2.4 Renewals

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.4.1 | The system must initiate the renewal process for specific permits in a timely manner based on business rules. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.4.2 | The system must provide a list of pending renewals and allow the list to be exported (to Taxation). | Full | | | | | |
| 2.4.3 | The system must allow users to remove or add tax holds via a UI and allow tax holds to be added by importing files received from Taxation. | Full | | | | | |
| 2.4.4 | The system must notify DOLC users, per business rules, when tax holds are added or removed. | Full | | | | | |
| 2.4.5 | The system must generate notifications for permit holders with tax holds based on records from Taxation. | Full | | | | | |
| 2.4.6 | The system must upload a taxation file at each renewal period and associate the file with corresponding permit holders. | Full | | | | | |
| 2.4.7 | The system must generate a notice to all legislative authorities of renewals within the upcoming renewal district or period. | Full | | | | | |
| 2.4.8 | The system must generate time-driven notifications and applications for all eligible permit holders in that renewal period. This will include email notifications and online applications as well as physical mailed letters with paper applications for permit holders with no email address on file. | Full | | | | | |
| 2.4.9 | The system must allow online renewal and manual renewal entry upon receipt of renewal application after mailed application is received. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.4.10 | The system must allow online payment as well as manual entry of payment received. This includes paying for multiple locations using a single payment. | Full | | | | | |
| 2.4.11 | The system must generate a report listing renewal-eligible permit holders that did not renew by a specified time. (Send letters to seller and buyer at this point). | Full | | | | | |
| 2.4.12 | The system must automatically renew a permit if specific criteria are met. | Full | | | | | |
| 2.4.13 | The system must allow the fees for renewals to be charged by renewal type and time until renewal. | Full | | | | | |
| 2.4.14 | The system must recognize if the permit to be renewed is in the process of transferring and notify the buyer of the renewal (system generated letter). | Full | | | | | |
| 2.4.15 | During the renewal process, the system must trigger notifications to the permit holders about the status of the renewal and anything that they need to do. | Full | | | | | |
| 2.4.16 | If the permit holder fails to submit their renewal request and pay their renewal fee within a set timeframe, the system must flag the permit for Cancellation Failure to Renew (CFRE). | Full | | | | | |
| 2.4.17 | The system must allow a user to indicate that a permit under CFRE has a pending appeal, and to indicate when the appeal is resolved. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.4.18 | The system must allow users to enter and manage data pertaining to the appeal. | Full | | | | | |
| 2.4.19 | The system must indicate to the user the list of permits under CFRE that do not have an active appeal, so the user may cancel the permits. | Full | | | | | |
| 2.4.20 | The system must provide the users with the ability to bulk cancel permits under CFRE and with no appeal. | Full | | | | | |
| 2.4.21 | When a renewal fee has been paid and a tax hold indicated, the system must generate a tax non-renewal order (letter to the holder, certified mail) and not further process the renewal until the tax hold is cleared. | Full | | | | | |
| 2.4.22 | The system must provide users with the ability to bulk cancel permits with tax holds and no appeals on file. | Full | | | | | |
| 2.4.23 | The system must allow users to enter and manage data pertaining to tax clearances. | Full | | | | | |

Transfers

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.5.1 | The system must support transfer of a permit from one person/entity to another. This can be an owner, a location, or both. | POC | | | | | |
| 2.5.2 | The system must provide a screen that shows the assigned Agency history for a permit holder including, at a minimum: assigned Agency, assignment dates, transfers, reason for transfer. | POC | | | | | |

2.2.6 Other Transactions/Supplemental Data

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 2.6.1 | The system must allow holders of specific permits to access UI forms and documents that they must complete on a scheduled basis (for example, S permit holders must supply customer lists annually). | Full | | | | | |
| 2.6.2 | The system must allow online submission of documents. | Full | | | | | |
| 2.6.3 | The system should also allow an internal user to enter data on behalf of the customer. | Full | | | | | |
| 2.6.4 | This supplemental data entered must be available for reporting. | Full | | | | | |
| 2.6.5 | The system must provide a mechanism for the DOLC to know when this supplemental data is coming due, due, or required but missing, so that they can act on it. | Full | | | | | |
| 2.6.6 | The system must allow a user to add supplemental data to the permit. | Full | | | | | |

2.3 Dependent Data

2.3.1 Oversight and Enforcement

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 3.1.1 | The system must allow the creation of a new case (and entity to be tracked and that business rules will validate against) related to violations, watches, tax holds, or complaints, at a minimum. | Full | | | | | |
| 3.1.2 | The creation of specific types of cases will be based on who is entering the case and/or a selection of case type. | Full | | | | | |
| 3.1.3 | The system must allow users to create and manage cases, including type, notes, status, and supporting documentation. | Full | | | | | |
| 3.1.4 | The system must allow entry of BCI results of background check results received via mail. | Full | | | | | |
| 3.1.5 | The system must allow the user to update permits for the purposes of safekeeping, closing authority, expansion/diminution. | Full | | | | | |
| 3.1.6 | The system must generate a notification/task for Investigative Services if a 2nd renewal is processed for a permit in active safekeeping status or a closing authority has exceeded 180 days. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 3.1.7 | The system must generate status notifications to applicant/permit holders. Online applicants will receive e-notifications, mail applicants will receive mailed notifications generated from letter templates. | Full | | | | | |
| 3.1.8 | The system must generate notifications to designated departments on specific milestones of a case. | Full | | | | | |
| 3.1.9 | The system must generate reminders to users who initiated a correction notice by the deadline to follow up on permit holder response. | Full | | | | | |
| 3.1.10 | The system must provide the ability to integrate assigned tasks with Outlook. | Full | | | | | |
| 3.1.11 | The system must provide a quick summary of upcoming tasks so that user can immediately know tasks that are imminently due upon logging in. | Full | | | | | |
| 3.1.12 | The system must allow user to search for cases using multiple data elements, including but not limited to permit#, permit holder name, task#. | Full | | | | | |

2.3.2 Quota

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 3.2.1 | The system must support management of population/census data from the State that is used to determine permit quota allowances. | POC | | | | | |
| 3.2.2 | The system must support management of quota exemption data and allow manual edit (and override) of quota data. | POC | | | | | |
| 3.2.3 | The system must allow a user to track, report and manually edit district structure when cities are dissolved or incorporated or as necessary. | Full | | | | | |
| 3.2.4 | The system must allow different types of quotas to be captured based on area zones. | POC | | | | | |
| 3.2.5 | The system must track application/permits awaiting quota openings. | POC | | | | | |
| 3.2.6 | The system must provide the ability to attach received docs from the State on population/census data changes. | Full | | | | | |
| 3.2.7 | The system must display permit quota related details on a per taxing district basis, e.g. permit classes, populations ratios, permits possible, permits issued, permit openings, and applications on file. | POC | | | | | |
| 3.2.8 | The system must allow quota updates to go through an approval process. | Full | | | | | |

2.3.3 Local Option

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 3.3.1 | The system must support management of local option data from the Board of Elections that is used to determine whether an address is wet/dry and allow manual editing of data. | POC | | | | | |
| 3.3.2 | The system must provide historical data of local option at an address and track changes. | Full | | | | | |
| 3.3.3 | The system must provide the ability to attach received docs from the Board of Elections on Local Option data. | Full | | | | | |

2.3.4 Districts/Areas

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 3.4.1 | The system must support the entry, update, and management of various types of designated areas including Community Entertainment Districts, Revitalization Districts, Resort Areas, and Designated Outdoor Refreshment Areas (DORA). | POC | | | | | |
| 3.4.2 | The system must validate permits against the previously mentioned districts according to business rules. | POC | | | | | |

2.3.5 Organization

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 3.5.1 | The system must support the entry, update, and management of various types of authorities including but not limited to legislative authorities, city engineers, board of elections, and police departments. | Full | | | | | |
| 3.5.2 | The system must be able trigger letters to the previously mentioned entities based on business rules. | Full | | | | | |

2.4 Document Generation & Management

The business needs to be able to upload, store, tag, retrieve, generate, mail and send documents and emails across internal and external systems.

Documents to be generated include:

- All the documents required for permits/applications, which can be found at: <https://www.com.ohio.gov/liqr/default.aspx>
- Email notifications
- Mailed letters (including ATO and tax renewals)
- Permits

Documents to be stored include all of the above, plus any inbound letters and emails as well as supporting documentation.

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 4.1.1 | The system must provide document tagging and storage capabilities. | POC | | | | | |
| 4.1.2 | The system must allow paper-based documents to be scanned and associated with specific customer applications. | Full | | | | | |
| 4.1.3 | The system must allow for document attributes including, at a minimum, doc type and sensitivity, to be associated at the point of scanning or captured at upload. | POC | | | | | |
| 4.1.4 | The system must be able to generate documentation and emails appropriate to stages within the workflow. | POC | | | | | |
| 4.1.5 | The system must be able to dynamically generate documentation based on the specific permit for the user and that includes user-entered data as part of the document (for example, print a form containing user-entered data for notarization). | POC | | | | | |
| 4.1.6 | The system must retain generated documents, as complete files, for a configurable timeframe. (If a reprint is requested, it must be from a complete file, not a new re-generated document). | Full | | | | | |
| 4.1.7 | The system must associate all documents (unless unidentifiable) with either an application ID and/or Permit Number. | POC | | | | | |
| 4.1.8 | The system must generate Documents in PDF format. | POC | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 4.1.9 | The system must be able to print generated and uploaded documents. | POC | | | | | |
| 4.1.10 | The system must provide a method for printing outputs for mailing purposes, including labels and envelope formats. | Full | | | | | |
| 4.1.11 | The system must provide means to generate appropriate output **printouts of entire application packets (not just document-by-document)** . | Full | | | | | |
| 4.1.12 | The system must be able to generate special output formats required, including permits for premises display and solicitor cards. | Full | | | | | |
| 4.1.13 | The system must allow generation of **user-defined batches of application packets** high volume printouts without ITG intervention. | Full | | | | | |
| 4.1.14 | The system must provide a method to record received documentation that is not related to any application ID or permit number on file. This may include, but is not limited to, background checks. | Full | | | | | |
| 4.1.15 | The system must allow review of all untagged documents. | Full | | | | | |
| 4.1.16 | The system must allow users to "tag" untagged documents, effectively linking them to a permit/application. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 4.1.17 | The system must track all documentation sent or received and record any update made to the original documents. | Full | | | | | |
| 4.1.18 | The system must allow access to specific documents based on user role. | Full | | | | | |
| 4.1.19 | The system must allow documents to be uploaded and shared across the internal and external applications. | Full | | | | | |
| 4.1.20 | The system must allow uploading of new/updated email or document templates. | Full | | | | | |
| 4.1.21 | The system must generate emails, reports, or letters by merging database content with a chosen template. | Full | | | | | |
| 4.1.22 | The system must send an email based on an email template with an optional attached report/letter based on a template. | Full | | | | | |
| 4.1.23 | The system must allow a user to send letters using existing templates to different stakeholders. | Full | | | | | |
| 4.1.24 | The system must allow users with appropriate role to update document templates for document generation. | Full | | | | | |
| 4.1.25 | The system must allow the user to designate which documents require signature and allow the user to designate the field location(s) on the document for the signature(s) to be placed. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 4.1.26 | The system must allow users to mass print documents across the entire platform as part of a single batch print job, based on the process or request. | Full | | | | | |
| 4.1.27 | The system must barcode the generated document to support linking/designating where they belong once received. | Full | | | | | |
| 4.1.28 | The system must be able to link barcoded documents to the appropriate entity. | Full | | | | | |

2.5 Accounting

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 5.1.1 | The system must allow users to pay by credit card, cash, money order, or by check. | Full | | | | | |
| 5.1.2 | The system must charge the customer one or more fees by permit type and action. | Full | | | | | |
| 5.1.3 | The system must allow reversal of payments and note the reason (including, but not limited to NSF or returned by bank) | Full | | | | | |
| 5.1.4 | The system must interface/integrate with OAKS and send/receive payment and refund data. The state's preference is to use existing capabilities within the OAKS API/service catalog where possible. In the event that an existing service is not available, the vendor is required to work with the state to deploy a REST-based API or service, brokered through the Oracle Fusion Middleware/SOA Suite platform, following the foundational principles of Service Oriented Architecture. | Full | | | | | |
| 5.1.5 | The system must trigger refunds to be sent from OAKS as required by the business rules. | Full | | | | | |
| 5.1.6 | The system must provide notifications when payment is outstanding or when a refund is due. | Full | | | | | |
| 5.1.7 | The system must indicate payment status to the user. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 5.1.8 | The system must provide reports of payment-related items including but not limited to inbound customer payments, refunds, and information required for taxing district disbursements. | Full | | | | | |
| 5.1.9 | The system must calculate the portion of the permit fees to be paid to each taxing district and output the values and permit details. | Full | | | | | |
| 5.1.10 | The system must trigger remittance letters/notifications to payment recipients detailing the refund or payment information. | Full | | | | | |

Tasks & Workflow

The business needs a robust workflow capability that can support Permitting. It must be customizable based on permit attributes. For this section, “user” refers to internal users only.

| Reqmnt. Number | Requirement Description | Project Phase Relevant (“POC” / “Full”) | Indicate with “X” | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 6.1.1 | The system must implement a workflow with the steps defined by DOLC. | POC | | | | | |
| 6.1.2 | The system must associate received documentation and saved data with specific steps within the workflow and systematically drive the subject along and prompt users accordingly. | POC | | | | | |
| 6.1.3 | The system must drive application data entry end to end, accounting for different phases and favoring quick intervention from responsible users to move subject along. | Full | | | | | |
| 6.1.4 | The system must allow rejection of applications back to previous users if a requirement is missing from previous step. | Full | | | | | |
| 6.1.5 | The system must allow for workflow rules to be defined based on application parameters and processing stages. | POC | | | | | |
| 6.1.6 | The system must allow multiple workflow triggers, including but not limited to action-response base, follow up timers, wake up events, system/application data, and Doc-type driven. | Full | | | | | |
| 6.1.7 | The system must allow a user to indicate unavailable timeframes for workflow item assignment. | POC | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 6.1.8 | The system must allow activities presently assigned to a user to be re-assigned to another user. | POC | | | | | |
| 6.1.9 | The system must track workflow attributes including all phase, assignee, and date changes. | POC | | | | | |
| 6.1.10 | The system must display all outstanding alerts/tasks for the user. | POC | | | | | |
| 6.1.11 | The system must allow creation and scheduling of tasks. | Full | | | | | |
| 6.1.12 | The system must allow tasks to be assigned different priority levels and highlight the levels visually. | Full | | | | | |
| 6.1.13 | The system must allow tasks to be assigned and unassigned to users. | POC | | | | | |
| 6.1.14 | The system must use a combination of First-In First-Out (FIFO) and Imminent event date to provide a logic that drives priority order in which applications should be processed. | Full | | | | | |
| 6.1.15 | The system must be able to route applications to users and/or queues based on predefined criteria. | POC | | | | | |
| 6.1.16 | The system must allow internal management users to assign applications to users and/or queues. | Full | | | | | |
| 6.1.17 | The system must allow creation of application-related tasks and allow these tasks to be assigned to other users/teams/queues. | POC | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 6.1.18 | The system must provide the ability to generate notifications to applicant/permit holder on milestones, and to user on updates/changes made by applicant/permit holder post submission. | Full | | | | | |
| 6.1.19 | The system must allow a user to assign a customer account to specific users. | Full | | | | | |
| 6.1.20 | The system must allow user with proper credential to reassign tasks/applications to another user, individually or in bulk. | POC | | | | | |
| 6.1.21 | The system must allow an escalation process. | Full | | | | | |
| 6.1.22 | The system must provide a way to indicate unwanted/uncategorized files. | Full | | | | | |
| 6.1.23 | The system must provide regional work queues made of several zip codes and assigned to specific compliance agents and the ability to automatically route or manually override/assign requests. | Full | | | | | |
| 6.1.24 | The system must allow user with appropriate credentials to make assignments or to edit regional zip code queues and assigned compliance agent. | Full | | | | | |
| 6.1.25 | The system must allow a task to be created and assigned to another internal team for review/recommendation. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 6.1.26 | The system must allow users to add notes to tasks as needed. | POC | | | | | |
| 6.1.27 | The system must allow users to open and close tasks as needed. | POC | | | | | |

2.7 Communications & Notes

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 7.1.1 | The system must provide the capability to send emails and/or SMS messages to system users, contacts, and customers. | POC | | | | | |
| 7.1.2 | The system must allow any call or correspondence in relation to applications to be logged with date/time, who was involved, description, and action/follow-up/resolution. | Full | | | | | |
| 7.1.3 | The system must allow the user to click on a link or button, initiating an email to an applicant/permit holder. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 7.1.4 | The system must allow the user to enter notes, visible to other users, on the application. | POC | | | | | |

2.8 Reporting

The business needs several on demand reports and scheduled reports to maintain permit processing and identify issues. Additionally, the business needs the ability to create ad-hoc reports and convert them to scheduled reports. All data must be made available to the state on demand and on scheduled refresh for reporting and analytics outside of the system at the discretion of the state. Offerors must demonstrate methods for data extraction or access and identify any costs, now or in the future, associated with data extraction, connection, or egress.

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 8.1.1 | The system must include scheduled reports as provided by DOLC | Full | | | | | |
| 8.1.2 | The system must allow a user to maintain the report schedule. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 8.1.3 | The system must maintain the produced reports for a minimum of 2 years and make them available for viewing, downloading, and printing. | Full | | | | | |
| 8.1.4 | The system must allow additional reports to be defined and scheduled. | Full | | | | | |
| 8.1.5 | The system must allow ad-hoc reporting based on data attributes defined by DOLC. | Full | | | | | |
| 8.1.6 | The system must generate a report/summary of all documentation submitted/received with each application. | Full | | | | | |
| 8.1.7 | The system must allow private fields to be redacted in any report or generated document. | Full | | | | | |
| 8.1.8 | The system must serve as new database for what is currently being used as OSS Permit log and automatically generate Registration Numbers. | Full | | | | | |

2.9 External interfaces

The business has several existing interfaces to other State or third-party systems that must be reproduced. While new functionality is not required for many of these interfaces, the existing functionality must be maintained.

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 9.1.1 | The licensing system must interface with the retail side of DOLC to share permit holder, inspection, legal, and agency information. | Full | | | | | |
| 9.1.2 | The system must provide a link to BCI to display Web Check results from Background check results and push a daily file to DOLC that will be uploaded into permit holder records. | Full | | | | | |
| 9.1.3 | The system must interface with the Ohio Automated Securities Information Submission (OASIS) so that all liquor permit information continues to be sent to Ohio Department of Public Safety (ODPS). | Full | | | | | |
| 9.1.4 | The system must interface with Taxation so that safekeeping/closing authority applications, terminations notifications, and tax holds can be sent back and forth to Taxation. | Full | | | | | |
| 9.1.5 | The system must interface with OAKS for payment and accounting information. | Full | | | | | |
| 9.1.6 | The system must interface with Ohio Development Services Agency for census information. | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 9.1.7 | The system must provide publicly available permit data to the DOLC website for public permit and violation lookups. | Full | | | | | |
| 9.1.8 | The solution's User Interface should be capable of integrating with State's Portal platform based on IBM, now HCL, Digital Experience (DX) product stack. | POC | | | | | |
| 9.1.9 | The solution's user interfaces should follow State of Ohio enterprise digital Style Guide framework for user interface design. The Style Guide is published at http://ux.ohio.gov | POC | | | | | |

2.10 Supportability

The business needs training and documentation to maintain and support the system for its staff, partners, and customers. Specific materials include online help documentation within the internal application and training and documentation described in the Other Requirements section of this document.

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|--|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 10.1.1 | The system must provide searchable online help capability. | Full | | | | | |

2.11 Other Requirements

Regulatory, Security, & Compliance

The business needs the new system to meet all existing and new Ohio Liquor Laws & Rules, adaptable by DOLC. This would include accessibility requirements, retention schedule, security procedures, and data masking in relation to Confidential Personal Information ("CPI") and Personally Identifiable Information ("PII").

The complete policies are located at: <https://das.ohio.gov/Divisions/Information-Technology/State-of-Ohio-IT-Policies>
 Standards are located at: <https://das.ohio.gov/Divisions/Information-Technology/State-of-Ohio-IT-Standards>

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|---|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 11.1.1 | The system's interface must adhere to the State-specified accessibility standards. Refer to the Web Content Accessibility Guidelines (WCAG) 2.0, Level A and Level AA | Full | | | | | |
| 11.1.2 | The system must maintain all permitting-related data until manually purged from the system | Full | | | | | |
| 11.1.3 | The system must follow state guidelines for all security procedures | Full | | | | | |
| 11.1.4 | The system must follow state guidelines for data masking, where required | Full | | | | | |
| 11.1.5 | The system must be secure in terms of log in access and account verification | Full | | | | | |
| 11.1.6 | The system must comply with all state mandated confidential personal information (CPI) policy | Full | | | | | |
| 11.1.7 | The system must define all application data fields as either private or public | Full | | | | | |
| 11.1.8 | The system will be compliant with state policies | Full | | | | | |

2.11.2 Operational

The business needs the new applications to support both the current number of users and any anticipated growth while maintaining stability of the system. The design for the internal site should accommodate a significant number of users who may be using outdated hardware and connections. The external site should balance speed, functionality, and aesthetics for the optimal customer experience.

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|--|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 20.2.1 | The system must support a minimum of 200 DOLC users and a minimum of 200 other state agency users. | Full | | | | | |
| 20.2.2 | The system must support up to 5,000 concurrent users. | Full | | | | | |
| 20.2.3 | The system should be able to support a minimum of 100,000 permit holders and permit holder designees (external users). | Full | | | | | |

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 20.2.4 | The system must allow DOLC administrators to adjust user session timeout limits. | Full | | | | | |
| 20.2.5 | The system shall be available except during scheduled maintenance. | Full | | | | | |
| 20.2.6 | System data shall be backed up daily. | Full | | | | | |
| 20.2.7 | System data shall be retained according to state data retention policy. | Full | | | | | |
| 20.2.8 | Time out of the input screen shall not be less than 10 minutes. | Full | | | | | |
| 20.2.9 | The system must update account with all approved permits real time so that rules and regulations can be applicable to the most updated records. | Full | | | | | |
| 20.2.10 | The system must be architected/built such that 95% of web transactions (internal and external) complete ≤2.0 seconds | Full | | | | | |
| 20.2.11 | The system must ensure that the applicant/permit holder site can be rendered and fully functional on phones and tablets | Full | | | | | |
| 20.2.12 | The system must support IE, Chrome, and Firefox browsers, including the current version and previous versions. | Full | | | | | |
| 20.2.13 | The system will be designed in a manner that will allow future additional functionality to be added for DOLC or even the Dept of Commerce. In other words, the permitting-related functions should be anticipated to be a sub-system from a design standpoint. | Full | | | | | |

2.11.3 User Interface

| Reqm nt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|--------------------|---|--|----------------------------------|---------------------------------------|---------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 20.3.1 | Every screen will follow consistent aesthetic standards that will include attributes such as: <ul style="list-style-type: none"> • Color scheme • Header, footer, navigation bar • Font style and size | Full | | | | | |
| 20.3.2 | All date fields shall provide calendar tool for date selection. | Full | | | | | |
| 20.3.3 | All validation messages shall display in a visually obvious way, so the user can see errors/issues. | Full | | | | | |
| 20.3.4 | Interface will limit number of characters accepted to field character limit. | Full | | | | | |

2.11.4 Data Migration Requirements

The business needs all existing data and documents to be loaded into and consumable in the new system.

| Reqmnt. Number | Requirement Description | Project Phase Relevant ("POC" / "Full") | Indicate with "X" | | | | Offeror Narrative and Response (This column MUST be completed for every requirement) |
|----------------|--|---|-------------------------------|---------------------------------------|------------------------------|-------------|---|
| | | | (F) Fully Met - Configuration | (P) Fully Met - 3 rd Party | (M) Fully Met - Modification | (D) Not Met | |
| 20.4.1 | The system must accept a one-time load of permitting related data, including all current and past permit holders, violations, inspections, and documents. | POC | | | | | |
| 20.4.2 | The system must accept a one-time load of all current and past support documentation currently available as directed by DOLC. | POC | | | | | |
| 20.4.3 | The system must accept a one-time load of all in-process reports to be generated by the current ITG overnight batch process. This load must be in electronic form. | POC | | | | | |
| 20.4.4 | The system must migrate all data currently being handled by ABCS and ensure the database functionality continues | POC | | | | | |
| 20.4.5 | The system must allow users to pull a report on data currently captured in ABCS which will be migrated. | Full | | | | | |
| 20.4.6 | The system must migrate all quota data currently captured in CICS. | POC | | | | | |
| 20.4.7 | The system must migrate all current local option data captured in CICS. | POC | | | | | |

| | | | | | | | |
|--------|--|-----|--|--|--|--|--|
| 20.4.8 | The system must migrate all district and area information (including, but not limited to CED, DORA, Resort, and Revitalization) captured in CICS | POC | | | | | |
|--------|--|-----|--|--|--|--|--|

2.11.5 Non-system Requirements

The business must also be provided with:

- Appropriate role-based training on the new application
- An understanding of the customer-facing application, to be able to assist customers
- A reference guide to be able to help customers through the external application
-

IT must be provided with:

- Standards documentation for future enhancements
- Technical designs and architecture