

Our preferred software solution provider:

1. Provides full service delivery from development to implementation to support (no third party outsourcing). Yes No
2. Applies best practice implementation and project management methodologies. Yes No
3. Has codified a proven implementation approach and service philosophy specific to government technology. Yes No
4. Utilizes a phased approach to project implementation to gain user acceptance and build project momentum. Yes No
5. Possesses an intimate knowledge of business processes and workflows for land management, enterprise licensing and alcoholic beverage control. Yes No
6. Excels in change management consultation with internal experts and processes dedicated to same. Yes No
7. Encourages citizen participation to optimize user experiences for citizen engagement and usability. Yes No
8. Provides access to their entire client roster to reference check vendor's implementation track record. Yes No
9. Leverages decades of experience specific to government-centric enterprise software implementations. Yes No
10. Customer satisfaction with our implementation methods is evidenced in our industry-leading scores on client satisfaction surveys (e.g., Microsoft Gold Partner Customer Satisfaction, Net Promoter Score). Yes No

Our preferred software solution:

1. Leverages feature rich COTS solutions AND a fully configurable workflow automation platform. Yes No
2. Utilizes a Low Code development platform enabling quick delivery of apps. Yes No
3. Empowers our green initiatives via automation workflows reducing our carbon footprint and paper processes. Yes No
4. Facilitates full data accessibility (integration, transparency, actionability) for all internal stakeholders and citizens alike. Yes No
5. Ensures stringent cybersecurity with FedRAMP certified data centers audited to SOC 1 & 2 standards. Yes No
6. Creates feature rich and cost-efficient citizen services improving service delivery times and outcomes. Yes No
7. Facilitates operational efficiencies driven by robust data access and automated business workflows. Yes No
8. Encourages user acceptance with easy-to-use operational interfaces and citizen services user experiences. Yes No
9. Presents leading-edge technology with demonstrable awards and extensive customer references to verify. Yes No
10. Enables sustainable longterm ROI as confirmed via an extensive and directly comparable project portfolio. Yes No

Our preferred software solution provider:

1. Facilitates reference access to their full client roster to confirm effectiveness of support methods and satisfaction with same. Yes No
2. Commits over 12% of annual revenue to ongoing research and development to ensure technology remains leading edge. Yes No
3. Presents a strong technology and innovation pedigree with demonstrable international award recognition. Yes No
4. Specializes in government enterprise software solutions only with a clear focus on workflow automation. Yes No
5. Emphasizes a strong service commitment with strong customer satisfaction ratings. Yes No
6. Confirms industry leading staff retention rates ensuring long-term domain expertise & skills maturation. Yes No
7. Maintains the highest industry certifications for every aspect of its technology stack and service offering. Yes No
8. Conducts business to a high ethical standard with zero failed projects, lawsuits, acquisitions or bankruptcies. Yes No
9. Demonstrates the acumen and infrastructure to serve large citizen populations at a high performance level with extremely minimal downtime. Yes No
10. Possesses a client verified track record of successful government software project implementations. Yes No

Operating Model

Our preferred software solution provider:

1. Is a debt-free, privately owned vendor with no conflicts of interest inherent to the publicly traded or private equity investment model. Yes No
2. Delivers a robust and viable upgrade path ensuring our services remain cost effective and leading edge. Yes No
3. Gives us a strong voice in ongoing feature prioritization for upcoming product roadmaps and upgrades. Yes No
4. Maintains an accessible client community and annual conference to share and compare best practices with comparable agencies. Yes No
5. Provides a dedicated 24/7 support desk staffed by technology stack certified experts. Yes No
6. Manages full lifecycle product support for a broad client list utilizing directly comparable software systems. Yes No
7. Leverages modern low code technology encouraging widespread adoption and internal skills retention. Yes No
8. Utilizes experienced technical support staff with firsthand knowledge of our agency specific configuration (No third party support outsourcing). Yes No
9. Avoids product/support pricing ill equipped for widespread user adoption and extended product lifecycles. Yes No
10. Demonstrates extensive experience sustaining government software solutions over extended lifecycles (30+ years). Yes No