

REQUEST FOR PROPOSALS FOR

PLCB REGULATORY AFFAIRS SYSTEM

ISSUING OFFICE

**PENNSYLVANIA LIQUOR CONTROL BOARD
BUREAU OF PURCHASING AND CONTRACT ADMINISTRATION
ROOM 316, NORTHWEST OFFICE BUILDING
HARRISBURG, PENNSYLVANIA 17124**

RFP NUMBER 20121101

DATE OF ISSUANCE

SEPTEMBER 11, 2013

**REQUEST FOR PROPOSALS FOR
PLCB REGULATORY AFFAIRS SYSTEM**

TABLE OF CONTENTS

CALENDAR OF EVENTS	PAGE iii
PART I—GENERAL INFORMATION	PAGES 1-10
PART II—PROPOSAL REQUIREMENTS	PAGES 11-16
PART III—CRITERIA FOR SELECTION	PAGES 17-21
PART IV—WORK STATEMENT	PAGES 22-49

APPENDICES

APPENDIX A, IT CONTRACT TERMS AND CONDITIONS
APPENDIX B, SPECIAL CONTRACT TERMS AND CONDITIONS
APPENDIX C, LIQUOR CODE SECTION, LAWS OF PENNSYLVANIA
APPENDIX D, SAMPLE CONTRACT
APPENDIX E, DOMESTIC WORKFORCE UTILIZATION CERTIFICATION
APPENDIX F, COST SUBMITTAL TEMPLATE
APPENDIX G, PROPOSAL COVER SHEET
APPENDIX H, CORPORATE SIGNATORY DELEGATION AUTHORIZATION
APPENDIX I, TRADE SECRET/CONFIDENTIAL PROPRIETARY INFORMATION NOTICE
APPENDIX J, APPLICATION INVENTORY
APPENDIX K, COMMONWEALTH DIRECTORY SERVICE SPECIFICATIONS
APPENDIX L, TRANSACTIONS LIST
APPENDIX M, REGULATORY OVERVIEW

APPENDIX N, OPTIONAL FUNCTIONS

APPENDIX O, RECOMMENDED FUNCTIONS

APPENDIX P, INTERFACES

APPENDIX Q, LICENSE TYPES AND VOLUMES

APPENDIX R, DATA MIGRATION REQUIREMENTS

APPENDIX S, REPORTS LIST

APPENDIX T, SMALL DIVERSE BUSINESS LETTER OF INTENT

APPENDIX U, RECORD RETENTION SCHEDULE FOR LICENSING

CALENDAR OF EVENTS

The PLCB will make every effort to adhere to the following schedule:

Activity	Responsibility	Date & Time
Deadline to submit Questions via email to the Issuing Officer, Beverly Ward at beward@pa.gov	Potential Offerors	10:00 AM Tuesday, September 24, 2013
Pre-proposal Conference will be held in Conference Room 117, Northwest Office Building, 910 Capital Street, Harrisburg, PA 17124.	Issuing Office/Potential Offerors	10:00 AM Friday, October 4, 2013
Answers to Potential Offeror questions posted to the DGS website (http://www.emarketplace.state.pa.us) no later than this date.	Issuing Office	Friday, October 11, 2013
Deadline to submit last round of questions via e-mail to the Issuing Officer, Beverly Ward at beward@pa.gov .	Potential Offerors	10:00 AM Thursday, October 31, 2013
Answers to last round of questions posted to http://www.emarketplace.state.pa.us no later than this date	Potential Offerors	Thursday, November 7, 2013
Please monitor the Department of General Services website for all communications regarding the RFP.	Potential Offerors	Regularly until proposal due date
Sealed proposal must be received by the Issuing Office at PLCB, Bureau of Purchasing and Contract Administration, Room 316, Northwest Office Building, 910 Capital Street, Harrisburg, PA 17124	Offerors	1:00 PM Thursday, December 11, 2013

PART I

GENERAL INFORMATION

I-1. Purpose. This Request for Proposals (RFP) provides to those interested in submitting proposals for the subject procurement (“Offerors”) sufficient information to enable them to prepare and submit proposals for the Pennsylvania Liquor Control Board’s (“PLCB”)’s consideration on behalf of the Commonwealth of Pennsylvania (“Commonwealth”) to satisfy a need for a *PLCB Regulatory Affairs System* (“Project”).

I-2. Issuing Office. The PLCB (“Issuing Office”) has issued this RFP on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this RFP shall be Beverly Ward (“Issuing Officer”), Bureau of Purchasing & Contract Administration, Northwest Office Building, 910 Capital Street, Room 316, Harrisburg, PA 17124-0001, beward@pa.gov. Please refer all inquiries to the Issuing Officer.

I-3. Scope. This RFP contains instructions governing the requested proposals, including the requirements for the information and material to be included; a description of the service to be provided; requirements which Offerors must meet to be eligible for consideration; general evaluation criteria; and other requirements specific to this RFP.

I-4. Problem Statement. The PLCB is responsible for the sale and control of beverage alcohol throughout the Commonwealth of Pennsylvania and is one of the largest purchasers of wine and spirits in the country. The PLCB worked with its industry partners to issue, renew, or validate approximately fifty-one thousand (51,000) licenses and permits in 2012. The PLCB would like to implement a scalable, hosted Regulatory Affairs System to provide a single gateway for businesses and individuals to apply for and ultimately manage their beverage alcohol business licenses and permits.

Act 14 of 1987 transferred enforcement of the Liquor Code from the PLCB to the Pennsylvania State Police (“PSP”). This Act mandates periodic on-site investigations to ensure the proper and lawful operation of licensed liquor establishments. In 2012, approximately seven thousand seven hundred seventy-four (7,774) incident and citation cases were entered in the PLCB’s legacy system by the PSP. The Regulatory Affairs System must support PSP enforcement activities relating to PLCB’s Licensees.

In January 1990, the PLCB established a program to review, at the time of license renewal, the operational history of any licensed establishment who, by its actions, may have abused the licensed privilege. The program seeks responses from the community and various enforcement and government jurisdictions to report any adverse activity which was occurring via the licensed establishment. These reported licensees’ records are reviewed to determine whether the PLCB would issue a renewal of the license for the new term.

Act 155 of 1998 expanded the provisions of Section 470 of the Liquor Code to allow the PLCB to consider activity occurring on or about the licensed premises or in areas under the licensee's

control, if the activity occurs when the premises is open for operation and if there is a relationship between the activity outside the premises and the manner in which the premises is operated.

While the PLCB is not charged with enforcing the Liquor Code, it is charged by statute with authority to issue licenses, to make regulations, and to protect the safety, peace, health and welfare of the Commonwealth. The Nuisance Bar Program was established within this scope of PLCB authority. The PLCB's Chief Counsel's Office handled approximately two hundred six (206) application cases in 2012. The Regulatory Affairs System must support all incident, citation, and application cases which relate to PLCB Licensees.

The PLCB's Bureau of Alcohol Education is also firmly committed to educating the public on the responsible use of alcohol and working to prevent underage and dangerous drinking through its various programs. The System shall track and report all grant funds and program activity; material ordering/revisions; staff event attendance; event registrations/payment; Responsible Alcohol Management Program (RAMP) trainings; licensee RAMP requirements and certifications. Additional detail is provided in **PART IV** of this RFP.

I-5. Type of Contract. It is proposed that if the Issuing Office enters into a contract as a result of this RFP, it will be an established price contract containing the IT Contract Terms and Conditions as shown in **Appendix A** and available at: http://www.dgsweb.state.pa.us/comod/CurrentForms/IT_Terms_and_Conditions.doc as well as Special Contract Terms and Conditions as shown in **Appendix B** and the Liquor Code Section as shown in **Appendix C**. The Issuing Office, in its sole discretion, may undertake negotiations with Offerors whose proposals, in the judgment of the Issuing Office, show them to be qualified, responsible and capable of performing the Project.

I-6. Rejection of Proposals. The Issuing Office reserves the right, in its sole and complete discretion, to reject any or all proposals received as a result of this RFP.

I-7. Incurring Costs. The Issuing Office is not liable for any costs the Offeror incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of the contract.

I-8. Questions & Answers. If an Offeror has any questions regarding this RFP, the Offeror must submit the questions by email (**with the subject line "RFP 20121101 Question"**) to the Issuing Officer named in **PART I, Section I-2** of the RFP. If the Offeror has questions, they must be submitted via email **no later than** the date indicated on the Calendar of Events. The Offeror shall not attempt to contact the Issuing Officer by any other means and questions may not be submitted through any other method. In accordance with Part I, Section I-21, the Offeror shall not contact any other employee of the PLCB regarding the RFP. The Issuing Officer shall post the answers to the questions on the Department of General Services' (<http://www.emarketplace.state.pa.us>) website by the date on the Calendar of Events.

All questions and responses as posted on the DGS website are considered as an addendum to, and part of, this RFP in accordance with RFP **PART I, Section I-10**. Each Offeror shall be responsible to monitor the DGS website for new or revised RFP information. The Issuing Office

shall not be bound by any verbal information nor shall it be bound by any written information that is not either contained within the RFP or formally issued as an addendum by the Issuing Office. The Issuing Office does not consider questions to be a protest of the specifications or of the solicitation. The required protest process for Commonwealth procurements is described on the DGS website.

I-9. Pre-proposal Conference. The Issuing Office will hold a Pre-proposal Conference as specified in the Calendar of Events. The purpose of this conference is to provide an opportunity for clarification of the RFP. Offerors should forward all questions to the Issuing Office in accordance with **PART I, Section I-8** to ensure adequate time for analysis before the Issuing Office provides an answer. Offerors may also ask questions at the conference. In view of the limited facilities available for the conference, Offerors should limit their representation to two (2) individuals per Offeror. The Pre-proposal Conference is for information only. **Any answers furnished during the conference will not be official until they have been verified, in writing, by the Issuing Office.** All questions and written answers will be posted on the DGS website as an addendum to, and shall become part of, this RFP. Attendance at the Pre-proposal Conference is optional.

I-10. Addenda to the RFP. If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website. It is the Offeror's responsibility to periodically check the website for any new information or addenda to the RFP. Answers to the questions asked in accordance with **PART I, Section I-8** will be posted to the website as an addendum to the RFP.

I-11. Response Date. To be considered for selection, hard copies of proposals must arrive at the Issuing Office on or before the time and date specified in the RFP Calendar of Events. The Issuing Office will **not** accept proposals via email or facsimile transmission. Offerors who send proposals by mail or other delivery service should allow sufficient delivery time to ensure timely receipt of their proposals. If, due to inclement weather, natural disaster, or any other cause, the PLCB office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission will be automatically extended until the next PLCB business day on which the office is open, unless the Issuing Office otherwise notifies Offerors. The hour for submission of proposals shall remain the same. The Issuing Office will reject unopened, any late proposals.

I-12. Proposals. To be considered, Offerors should submit a complete response to this RFP to the Issuing Office, using the format provided in **PART II**, providing **one (1) original and fourteen (14) paper copies of the Technical Submittal and one (1) paper copy of the Cost Submittal and two (2) paper copies of the Small Diverse Business (SDB) Participation Submittal.** In addition to the paper copies of the proposal, Offerors shall submit **two (2) complete and exact** copies of the entire proposal (Technical, Cost and SDB submittals, along with all requested documents) on CD-ROM or Flash drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be an exact duplicate of the paper copy and any spreadsheets must be in Microsoft Excel. The Offerors may not lock or protect any cells or tabs. Offerors should ensure that there is no costing information in the Technical Submittal. Offerors should not reiterate technical information in the Cost Submittal. The CD or Flash drive

should clearly identify the Offeror and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted. The Offeror shall make no other distribution of its proposal to any other Offeror or Commonwealth official or Commonwealth consultant. Each proposal page should be numbered for ease of reference.

An official authorized to bind the Offeror to its provisions must sign the proposal. If the official signs the Proposal Cover Sheet (**Appendix G**) and the Proposal Cover Sheet is attached to the Offeror's proposal, the requirement will be met. For this RFP, the proposal must remain valid until a contract is fully executed. If the Issuing Office selects the Offeror's proposal for award, the contents of the selected Offeror's proposal will become, except to the extent the contents are changed through Best and Final Offers or negotiations, contractual obligations.

Each Offeror submitting a proposal specifically waives any right to withdraw or modify it, except that the Offeror may withdraw its proposal by written notice received at the Issuing Office's address for proposal delivery prior to the exact hour and date specified for proposal receipt. An Offeror or its authorized representative may withdraw its proposal in person prior to the exact hour and date set for proposal receipt, provided the withdrawing person provides appropriate identification and signs a receipt for the proposal. An Offeror may modify its submitted proposal prior to the exact hour and date set for proposal receipt only by submitting a new sealed proposal or sealed modification which complies with the RFP requirements.

I-13. Small Diverse Business Information. The Issuing Office encourages participation by small diverse businesses as prime Offerors, and encourages all prime Offerors to make a significant commitment to use small diverse businesses as subcontractors and suppliers.

A Small Diverse Business is a DGS-verified minority-owned business, woman-owned business, veteran-owned business or service-disabled veteran-owned business.

A small business is a business in the United States which is independently owned, not dominant in its field of operation, employs no more than one hundred (100) full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.

Questions regarding this Program can be directed to:

Department of General Services
Bureau of Small Business Opportunities
Room 611, North Office Building
Harrisburg, PA 17125
Phone: (717) 783-3119
Fax: (717) 787-7052
Email: gs-bsbo@pa.gov
Website: www.dgs.state.pa.us

The Department's directory of the Bureau of Small Business Opportunities (BSBO)-verified minority-, women-, veteran- and service disabled veteran-owned businesses can be accessed from: [Searching for Small Diverse Businesses](http://www.dgsweb.state.pa.us/mbewbe/) (<http://www.dgsweb.state.pa.us/mbewbe/>).

I-14. Economy of Preparation. Offerors should prepare proposals simply and economically, providing a straightforward, concise description of the Offeror's ability to meet the requirements of the RFP.

I-15. Alternate Proposals. The Issuing Office will not accept alternate proposals. The Issuing Office has identified the basic approach to meeting its requirements, allowing Offerors to be creative and propose their best solution to meeting these requirements.

I-16. Discussions for Clarification. Offerors may be required to make an oral or written clarification of their proposals to the Issuing Office to ensure thorough mutual understanding and Offeror responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification. Clarifications may occur at any stage of the evaluation and selection process prior to contract execution.

I-17. Prime Offeror Responsibilities. The contract will require the selected Offeror to assume responsibility for all services offered in its proposal whether it produces them itself or by subcontract. The Issuing Office will consider the selected Offeror to be the sole point of contact with regard to contractual matters.

I-18. Proposal Contents.

- A. Confidential Information. The PLCB is not requesting, and does not require, confidential proprietary information or trade secrets to be included as part of Offeror's submissions in order to evaluate proposals submitted in response to this RFP. Accordingly, except as provided herein, Offerors should not label proposal submissions as confidential or proprietary or trade secret protected. Any Offeror who determines that it must divulge such information as part of its proposal must submit the signed written statement described in subsection C. below and must additionally provide a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes.
- B. PLCB Use. All material submitted with the proposal shall be considered the property of the PLCB and may be returned only at the Issuing Office's option. The PLCB has the right to use any or all ideas not protected by intellectual property rights that are presented in any proposal regardless of whether the proposal becomes part of a contract. Notwithstanding any Offeror copyright designations contained on proposals, the PLCB shall have the right to make copies and distribute proposals internally and to comply with public record or other disclosure requirements under the provisions of any Commonwealth or United States statute or regulation, or rule or order of any court of competent jurisdiction.

C. Public Disclosure. After the award of a contract pursuant to this RFP, all proposal submissions are subject to disclosure in response to a request for public records made under the Pennsylvania Right-to-Know-Law, 65 P.S. § 67.101, et seq. If a proposal submission contains confidential proprietary information or trade secrets, a signed written Statement to this effect must be provided with the submission (**Appendix I**) in accordance with 65 P.S. § 67.707(b) for the information to be considered exempt under 65 P.S. § 67.708(b)(11) from public records requests. If financial capability information is submitted in response to **PART II** of this RFP such financial capability information is exempt from public records disclosure under 65 P.S. § 67.708(b)(26).

I-19. Best and Final Offers.

A. While not required, the Issuing Office reserves the right to conduct discussions with Offerors for the purpose of obtaining “Best and Final Offers.” To obtain Best and Final Offers from Offerors, the Issuing Office may do one or more of the following, in any combination and order:

1. Schedule oral presentations/demonstrations;
2. Request revised proposals; and
3. Enter into pre-selection negotiations.

B. The following Offerors will **not** be invited by the Issuing Office to submit a Best and Final Offer:

1. Those Offerors, determined by the Issuing Office to be not responsible or whose proposals the Issuing Office has determined to be not responsive.
2. Those Offerors, which the Issuing Office has determined in accordance with **PART III, Section III-5**, do not possess the financial capability, experience or qualifications to assure good faith performance of the contract.
3. Those Offerors whose score for their technical submittal of the proposal is less than seventy percent (70%) of the total amount of technical points allotted to the technical criterion.

The Issuing Office may further limit participation in the Best and Final Offers process to those remaining responsible Offerors which the Issuing Office has, within its discretion, determined to be within the top competitive range of responsive proposals.

C. The Evaluation Criteria found in **PART III, Section III-4**, shall also be used to evaluate the Best and Final Offers.

D. Dollar commitments to Small Diverse Businesses can be reduced only in the same percentage as the percent reduction in the total price offered through negotiations.

I-20. News Releases. Offerors shall not issue news releases, Internet postings, advertisements or any other public communications pertaining to this Project without prior written approval of the Issuing Office, and then only in coordination with the Issuing Office.

I-21. Restriction of Contact. From the issue date of this RFP until the Issuing Office selects a proposal for award, the Issuing Officer is the sole point of contact concerning this RFP. Any violation of this condition may be cause for the Issuing Office to reject the offending Offeror's proposal. If the Issuing Office later discovers that the Offeror has engaged in any violations of this condition, the Issuing Office may reject the offending Offeror's proposal or rescind its contract award. Offerors must agree not to distribute any part of their proposals beyond the Issuing Office. An Offeror who shares information contained in its proposal with other Commonwealth personnel and/or competing Offeror personnel may be disqualified.

I-22. Issuing Office Participation. Offerors shall provide all services, supplies, facilities, and other support necessary to complete the identified work, except as otherwise provided in this **PART I, Section I-22**. The PLCB will provide project management, direction, and meeting facilities.

I-23. Term of Contract. The term of the contract will be four (4) years and will commence on the Effective Date with six (6) one (1)-year renewals. The Issuing Officer may renew the contract incrementally or in one (1) six (6)-year step. The Issuing Officer will fix the Effective Date after the contract has been fully executed by the selected Offeror and by the PLCB and all approvals required by the PLCB contracting procedures have been obtained. The selected Offeror shall not start the performance of any work prior to the Effective Date of the contract and the PLCB shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.

I-24. Offeror's Representations and Authorizations. By submitting its proposal, each Offeror understands, represents, and acknowledges that:

1. All of the Offeror's information and representations in the proposal are material and important, and the Issuing Office may rely upon the contents of the proposal in awarding the contract(s). The PLCB shall treat any misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the proposal submission, punishable pursuant to 18 Pa. C.S. § 4904.
2. The Offeror has arrived at the price(s) and amount(s) in its proposal independently and without consultation, communication, or agreement with any other Offeror or potential Offeror.
3. The Offeror has not disclosed the price(s), the amount(s) of the proposal, nor the approximate price(s) or amount(s) of its proposal to any other firm or person who is an Offeror or potential Offeror for this RFP, and the Offeror shall not disclose any of these items on or before the proposal submission deadline specified in the Calendar of Events of this RFP.

4. The Offeror has not attempted, nor will it attempt, to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
5. The Offeror makes its proposal in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
6. To the best knowledge of the person signing the proposal for the Offeror, the Offeror, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last **four (4)** years been convicted or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as the Offeror has disclosed in its proposal.
7. To the best of the knowledge of the person signing the proposal for the Offeror and except as the Offeror has otherwise disclosed in its proposal, the Offeror has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the Offeror that is owed to the Commonwealth.
8. The Offeror is not currently under suspension or debarment by the Commonwealth, any other state or the federal government, and if the Offeror cannot so certify, then it shall submit along with its proposal a written explanation of why it cannot make such certification.
9. The Offeror has not made, under separate contract with the Issuing Office, any recommendations to the Issuing Office concerning the need for the services described in its proposal or the specifications for the services described in the proposal.
10. Each Offeror, by submitting its proposal, authorizes Commonwealth agencies to release to the Commonwealth information concerning the Offeror's Pennsylvania taxes, unemployment compensation and workers' compensation liabilities.
11. Until the selected Offeror receives a fully executed and approved written contract from the Issuing Office, there is no legal and valid contract, in law or in equity, and the Offeror shall not begin to perform.

I-25. Notification of Selection.

1. **Contract Negotiations.** The Issuing Office will notify the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all of the evaluation factors, the proposal that is the most advantageous to the Issuing Office.

2. **Award.** Offerors whose proposals are not selected will be notified when contract negotiations have been successfully completed and the Issuing Office has received the final negotiated contract signed by the selected Offeror.

I-26. Debriefing Conferences. Upon notification of award, Offerors whose proposals were not selected will be given the opportunity to be debriefed. The Issuing Office will schedule the debriefing at a mutually agreeable time. The debriefing will not compare the Offeror with other Offerors, other than the position of the Offeror's proposal in relation to all other Offeror proposals. An Offeror's exercise of the opportunity to be debriefed does not constitute nor toll the time for filing a protest.

I-27. RFP Protest Procedure. The RFP Protest Procedure is on the DGS website at <http://www.dgsweb.state.pa.us/comod/ProtestProcedures.doc>. A protest by a party not submitting a proposal must be filed within **seven (7)** days after the protesting party knew or should have known of the facts giving rise to the protest, but no later than the proposal submission deadline specified in the Calendar of Events of the RFP. Offerors may file a protest within **seven (7)** days after the protesting Offeror knew or should have known of the facts giving rise to the protest, but in no event may an Offeror file a protest later than **seven (7)** days after the date the notice of award of the contract is posted on the DGS website. The date of filing is the date of receipt of the protest. A protest must be filed in writing with the Issuing Office. To be timely, the protest must be received by 4:00 p.m. on the seventh (7th) day.

I-28. Use of Electronic Versions of this RFP. This RFP is being made available by electronic means. If an Offeror electronically accepts the RFP, the Offeror acknowledges and accepts full responsibility to insure that no changes are made to the RFP. In the event of a conflict between a version of the RFP in the Offeror's possession and the Issuing Office's version of the RFP, the Issuing Office's version shall govern.

I-29. Information Technology Bulletins. The selected Offeror must comply with the Information Technology Bulletins (ITB's), Management Directives and Manuals issued by the Office of Administration, Office for Information Technology (OA-OIT). ITB's may be found at: <http://www.portal.state.pa.us/portal/server.pt?open=512&objID=416&PageID=210791&mode=2>
Management Directives may be viewed at:
http://www.portal.state.pa.us/portal/server.pt/community/management_directives/711/management_administrative_support_%28205-260%29/208571

Manual 210.9, specifically, item G009.004 "Disaster Recovery Plans/Vital Records/Continuity Plans" is available at:

http://www.portal.state.pa.us/portal/server.pt?open=512&objID=716&PageID=224629&mode=2&contentid=http://pubcontent.state.pa.us/publishedcontent/publish/cop_general_government_operations/oa/oa_portal/omd/p_and_p/manuals/items/m210_9.html.

All proposals must be submitted on the basis that all ITBs are applicable to this procurement. It is the responsibility of the Offeror to read and be familiar with the ITBs. Notwithstanding the foregoing, if the Offeror believes that any ITB is not applicable to this procurement, it must list all such ITBs in its Technical Submittal, and explain why it believes the ITB is not applicable. The

Issuing Office may, in its sole discretion, accept or reject any request that an ITB not be considered to be applicable to the procurement. The Offeror's failure to list an ITB will result in its waiving its right to do so later, unless the Issuing Office, in its sole discretion, determines that it would be in the best interest of the PLCB to waive the pertinent ITB.

PART II

PROPOSAL REQUIREMENTS

Offerors must submit their proposals in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Offerors should provide any other information thought to be relevant, but not applicable to the enumerated categories, as an appendix to the Proposal. All cost data relating to this proposal and all Small Diverse Business cost data should be kept separate from and not included in the Technical Submittal. Each Proposal shall consist of the following **three (3) separately sealed** (each enclosed in a taped or glued envelope of appropriate size) submittals:

- A. Technical Submittal, which shall be a response to RFP **PART II, Sections II-1 through II-8 and II-11;**
- B. Small Diverse Business Participation Submittal, in response to RFP **PART II, Section II-9;** and
- C. Cost Submittal, in response to RFP **PART II, Section II-10.**

The Issuing Office reserves the right to request additional information which, in the Issuing Office's opinion, is necessary to assure that the Offeror's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the RFP.

The Issuing Office may make investigations as deemed necessary to determine the ability of the Offeror to perform the Project, and the Offeror shall furnish to the Issuing Office all requested information and data. The Issuing Office reserves the right to reject any proposal if the evidence submitted by, or investigation of, such Offeror fails to satisfy the Issuing Office that such Offeror is properly qualified to carry out the obligations of the RFP and to complete the Project as specified.

II-1. Statement of the Problem. State in succinct terms your understanding of the problem presented or the service required by this RFP.

II-2. Management Summary. Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided.

II-3. Work Plan. Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in **PART IV** of this RFP as your reference point. Offerors should include a full explanation of the recommended solution, including, but not limited to, workflow, help desk standard operating procedures for incident resolution, integration with other systems, change management, emergency plans, and a training strategy. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained. Indicate the number of person hours allocated to each task. Include a Program Evaluation and Review Technique (PERT) or similar type display, time related, showing each event. If more than one

approach is apparent, comment on why you chose this approach. Include a full explanation of the solution recommended, including the strategy behind the solution, its rationale, and its advantages and benefits, along with its potential drawbacks and risks.

II-4. Prior Experience. Include experience in delivering subscription based web application services on the Offeror's infrastructure, application maintenance, hosting infrastructure maintenance, user support services, application customization and configuration activities, developing interfaces to existing applications , end user training, and maintaining data backups. Also note any special expertise that would enhance your company's qualifications, such as membership in professional organizations and/or certifications, etc. List any current contracts that may present a conflict of interest. If there are none, provide a statement to that effect.

Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. At least three (3) references should be identified and the name of the customer shown for the prime Offeror and any subcontractors relative to **PART IV** of this RFP, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

II-5. Personnel. Offerors shall include an organizational chart in their technical submittal which includes the project role for each proposed individual. Onsite contract work, should at a minimum occur when PLCB employees are in house; for example, Monday through Friday 7:30 a.m. to 5:00 p.m.

Include the number of executive and representatives for Help Desk, Technical Support, System Administrator, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work. Show where these personnel will be physically located during the time they are engaged in the Project.

The Project Manager for this project will be certified by a recognized project management organization (e.g. by a university program, Project Management Institute, etc.) and shall have a minimum of five (5) years' experience managing large scale system integration implementations. For key personnel, including but not limited to, the Project Manager, Technical Lead, and Operations Manager, include the employee's name and, through a resume or similar document, the Project personnel's education and experience in configuring, integrating, and maintaining continuity of operations for Software as a Service (SaaS). Indicate the responsibilities each individual will have in this Project and how long each has been with your company. Identify by name any subcontractors you intend to use and the services they will perform.

Resumes are not to include personal information that will, or will be likely to, require redaction prior to release of the proposal under the Right to Know Law. This includes home addresses and telephone numbers, Social Security Numbers, Drivers' License numbers or numbers listed on Commonwealth ID cards issued in lieu of a Drivers' License, financial account numbers, etc. If the Commonwealth requires any of this information for security verification or other purposes, the information will be requested separately and as necessary.

II-6. Training.

A. PLCB Staff Training. The Regulatory Affairs System will be a complex system that will be used daily by many PLCB staff. The PLCB considers the training of these users to be critical for acceptance of the System as well as for the daily use of the System. The PLCB will review and approve all selected Offeror System training staff and user training materials, including training plans and role-based training materials. The PLCB training responsibilities include:

1. Review and approval of all role-based System Training schedules.
2. Review and approval of all selected Offeror training staff.
3. Review and approval of the overall System training plan.
4. Identification of all staff to be trained during the implementation by role.
5. Review and approval of all selected Offeror-developed role-based System training materials.
6. Provide training facilities, computers, and network connections for all of the System training sessions.

The PLCB is seeking a “Train-the-Trainer” approach that will allow key PLCB staff to acquire the knowledge of the System necessary to be able to deliver End-user Training.

The estimates of the numbers of users who will need to receive in-depth training on the use or administration of the System are as follows: The PLCB estimates that up to twenty (20) individuals will need to receive training to be Train the Trainers. The PLCB estimates that twenty (20) individuals will need to be trained as System Administrators.

II-7. Financial Capability. Describe your company’s financial stability and economic capability to perform the contract requirements. Provide your company’s financial statements (audited, if available) for the past three (3) fiscal years. Financial Statements must include the company’s Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The PLCB reserves the right to request additional information it deems necessary to evaluate an Offeror’s financial capability.

II-8. Objections and Additions to Standard Contract Terms and Conditions. The Offeror will identify which, if any, of the terms and conditions (contained in **Appendices A and B**) it would like to negotiate and what additional terms and conditions the Offeror would like to add to the standard and special contract terms and conditions. The Offeror’s failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Issuing Office may consider late objections and requests for additions if to do so, in the Issuing Office’s

sole discretion, would be in the best interest of the PLCB. The Issuing Office may, in its sole discretion, accept or reject any requested changes to the standard and special contract terms and conditions. The Offeror shall not request changes to the other provisions of the RFP, nor shall the Offeror request to completely substitute its own terms and conditions for **Appendices A and B**. All terms and conditions must appear in one integrated contract. The Issuing Office will not accept references to the Offeror's, or any other, online guides or online terms and conditions contained in any proposal.

Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in **Appendices A and B**. The Issuing Office will reject any proposal that is conditioned on the negotiation of the terms and conditions set out in **Appendices A and B or to other provisions of the RFP as specifically identified above**.

II-9. Small Diverse Business Participation Submittal.

- A.** To receive credit for being a Small Diverse Business or for subcontracting with a Small Diverse Business (including purchasing supplies and/or services through a purchase agreement), an Offeror must include proof of Small Diverse Business qualification in the Small Diverse Business Participation submittal of the proposal, as indicated below:

A Small Diverse Business verified by BSBO as a Small Diverse Business must provide a photocopy of their verification letter.

- B.** In addition to the above verification letter, the Offeror must include in the Small Diverse Business participation submittal of the proposal the following information:

- 1. All** Offerors must include a numerical percentage which represents the total percentage of the work (as a percentage of the total cost in the Cost Submittal) to be performed by the Offeror and not by subcontractors and suppliers.
- 2. All** Offerors must include a numerical percentage which represents the total percentage of the total cost in the Cost Submittal that the Offeror commits to paying to Small Diverse Businesses (SDBs) as subcontractors. To support its total percentage SDB subcontractor commitment, Offeror must also include:
 - a)** The percentage and dollar amount of each subcontract commitment to a Small Diverse Business;
 - b)** The name of each Small Diverse Business. Offerors will not receive credit for stating that after the contract is awarded it will find a Small Diverse Business.
 - c)** The services or supplies each Small Diverse Business will provide, including the timeframe for providing the services or supplies.
 - d)** The location where each Small Diverse Business will perform services.

- e) The timeframe for each Small Diverse Business to provide or deliver the services or supplies.
 - f) A subcontract or letter of intent signed by the Offeror and the Small Diverse Business (SDB) for each SDB identified in the SDB Submittal. The subcontract or letter of intent must identify the specific work, goods or services the SDB will perform, how the work, goods or services relates to the Project, and the specific timeframe during the term of the contract and any option/renewal periods when the work, goods or services will be performed or provided. In addition, the subcontract or letter of intent must identify the fixed percentage commitment and associated estimated dollar value that each SDB will receive based on the total value of the initial term of the contract as provided in the Offeror's Cost Submittal. A letter of intent template which may be used to satisfy these requirements is included as **Appendix T**.
 - g) The name, address and telephone number of the primary contact person for each Small Diverse Business.
3. The total percentages and each SDB subcontractor commitment will become contractual obligations once the contract is fully executed.
 4. The name and telephone number of the Offeror's project (contact) person for the Small Diverse Business information.
- C. Offerors are required to submit **two (2)** copies of their Small Diverse Business participation submittal. The submittal shall be clearly identified as Small Diverse Business information and sealed in its own envelope, separate from the remainder of the proposal.
- D. A Small Diverse Business can be included as a subcontractor with as many prime Offerors as it chooses in separate proposals.
- E. An Offeror that qualifies as a Small Diverse Business and submits a proposal as a prime Offeror is not prohibited from being included as a subcontractor in separate proposals submitted by other Offerors.

II-10. Cost Submittal. The information requested in this **PART II, Section II-10** shall constitute the Cost Submittal. **The Cost Submittal shall be placed in a separate sealed envelope** within the sealed proposal, separated from the Technical Submittal. Offerors must use **Appendix F, Cost Submittal Template**, to submit their cost information. The total proposed cost must be broken down into the components listed on **Appendix F**.

Payment will be made for each deliverable listed in **Part IV, Section IV-4** after acceptance by the PLCB's Project Manager less ten percent (10%) hold back. Payment of the hold back will be made after successful completion of all deliverables in Task 5, PLCB End User Training and

Technical Knowledge Transfer. The cost of reports listed in **Section IV-5** must be included in the appropriate task. (See instructions and definitions for **Appendix F**.)

Final payment of the update including the hold back will be released upon completion and approval of Task 5.

Invoices must be sent to the “Bill To” address listed on the purchase order. Invoices must be a mirror image of the approved PLCB Purchase Order. No additional charges will be paid.

Offerors should **not** include any assumptions in their cost submittals. If an Offeror includes assumptions in its cost submittal, the Issuing Office may reject the proposal. Offerors should direct any questions about whether a cost or other component is included or applies. Questions must be submitted in writing to the Issuing Office pursuant to **PART I, Section I-6** of this RFP. All Offerors will then have the benefit of the Issuing Office’s written answer so that all proposals are submitted on the same basis.

The Issuing Office will reimburse the selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term, in accordance with contract requirements, and only after the Issuing Office has issued a notice to proceed.

II-11. Domestic Workforce Utilization Certification. Complete and sign the Domestic Workforce Utilization Certification contained in **Appendix E** of this RFP. Offerors who seek consideration for this criterion must submit in hardcopy the signed Domestic Workforce Utilization Certification Form **in the same sealed envelope with the Technical Submittal.**

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal must be:

- A. Timely received by the Issuing Office;
- B. Properly signed by the Offeror. For guidance on proper signatory protocol in Pennsylvania procurements, please go to: http://www.portal.state.pa.us/portal/server.pt/document/642846/pt_i_ch_31_contract_signatures.pdf. **Appendix H, Corporate Signatory Delegation Authorization** should be used if a resolution exists to grant signature authorization to the person signing the proposal.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in **Section III-1(A-B)** above are the only RFP requirements that the PLCB will consider to be *non-waivable*. The Issuing Office reserves the right, in its sole discretion, to: (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

III-3. Evaluation. The Issuing Office has selected a committee of qualified personnel to review and evaluate timely submitted proposals. Independent of the committee, BSBO will evaluate the SDB participation submittal and provide the Issuing Office with a rating for this component of each proposal. The Issuing Office will notify in writing of its selection for negotiation the responsible Offeror whose proposal is determined to be the most advantageous to the PLCB as determined by the Issuing Office after taking into consideration all of the evaluation factors.

III-4. Evaluation Criteria. The following criteria will be used in evaluating each proposal:

- A. **Technical:** The Issuing Office has established the weight for the Technical criterion for this RFP as **fifty percent (50%)** of the total points. Evaluation will be based upon the following in order of importance:
 - 1A. Soundness of Approach** refers to, but is not limited to, the Offeror's methodology to meet the requirements of this RFP, i.e. how does the Offeror propose to efficiently manage and perform the requested services for each critical element including a detailed training plan and Service Level Agreements that are detailed in the **Work Statement, PART IV**.
 - 1B. Recommended Functions Response** refers to the Offerors ability to provide the recommended functions listed in **Appendix O** and the optional functions listed in **Appendix N**.

2A. Personnel Qualifications refers to, but is not limited to, the proposed personnel's education and experience in configuring, integrating, and maintaining continuity of operations for Software as a Service as described in **Section II-5**.

2B. Offeror Qualifications refers to, but is not limited to, a measurement of the Offeror's experience in delivering subscription based web application services on the Offeror's infrastructure, application maintenance, hosting infrastructure maintenance, user support services, application customization and configuration activities, interface to existing application systems, security, version maintenance, and training.

3. Understanding the Problem refers to, but is not limited to, the Offeror's accurate assessment of the PLCB's objectives in seeking the services, and the nature and scope of the work involved.

The final Technical scores are determined by giving the maximum number of technical points available to the proposal with the highest raw technical score. The remaining proposals are rated by applying the Technical Scoring Formula set forth at the following webpage:

http://www.portal.state.pa.us/portal/server.pt/community/rfp_scoring_formulas_overview/20124.

B. Cost: The Issuing Office has established the weight for the Cost criterion for this RFP as **thirty percent (30%)** of the total points. The cost criterion is rated by giving the proposal with the lowest total cost the maximum number of Cost points available. The remaining proposals are rated by applying the Cost Formula set forth at the following webpage:

http://www.portal.state.pa.us/portal/server.pt/community/rfp_scoring_formulas_overview/20124.

C. Small Diverse Business Participation: BSBO has established the weight for the Small Diverse Business (SDB) participation criterion for this RFP as **twenty percent (20%)** of the total points. Each SDB participation submittal will be rated for its approach to enhancing the utilization of SDBs in accordance with the below-listed priority ranking and subject to the following requirements:

1. A business submitting a proposal as a prime Offeror must perform sixty percent (60%) of the total contract value to receive points for this criterion under any priority ranking.
2. To receive credit for an SDB subcontracting commitment, the SDB subcontractor must perform at least fifty percent (50%) of the work subcontracted to it.
3. A significant subcontracting commitment is a minimum of five percent (5%) of the total contract value.

4. A subcontracting commitment less than five percent (5%) of the total contract value is considered nominal and will receive reduced or no additional SDB points depending on the priority ranking.

Priority Rank 1: Proposals submitted by SDBs as prime Offerors will receive one hundred-fifty (150) points. In addition, SDB Offerors that have significant subcontracting commitments to additional SDBs may receive up to an additional fifty (50) points (two hundred [200] points total available).

Subcontracting commitments to SDBs are evaluated based on the proposal offering the highest total percentage SDB subcontracting commitment. All other Offerors will be scored in proportion to the highest total percentage SDB subcontracting commitment within this ranking. *See formula below.*

Priority Rank 2: Proposals submitted by SDBs as prime Offerors, with no or nominal subcontracting commitments to additional SDBs, will receive one hundred-fifty (150) points.

Priority Rank 3: Proposals submitted by non-small diverse businesses as prime Offerors, with significant subcontracting commitments to SDBs, will receive up to one hundred (100) points. Proposals submitted with nominal subcontracting commitments to SDBs will receive points equal to the percentage level of their total SDB subcontracting commitment.

SDB subcontracting commitments are evaluated based on the proposal offering the highest total percentage SDB subcontracting commitment. All other Offerors will be scored in proportion to the highest total percentage SDB subcontracting commitment within this ranking. *See formula below.*

Priority Rank 4: Proposals by non-small diverse businesses as prime Offerors with no SDB subcontracting commitments shall receive no points under this criterion.

To the extent that there are multiple SDB Participation submittals in Priority Rank 1 and/or Priority Rank 3 that offer significant subcontracting commitments to SDBs, the proposal offering the highest total percentage SDB subcontracting commitment shall receive the highest score (or additional points) available in that Priority Rank category and the other proposal(s) in that category shall be scored in proportion to the highest total percentage SDB subcontracting commitment. Proportional scoring is determined by applying the following formula:

$$\frac{\text{SDB \% Being Scored}}{\text{Highest \% SDB Commitment}} \times \frac{\text{Points/Additional}}{\text{Points Available}^*} = \frac{\text{Awarded/Additional}}{\text{SDB Points}}$$

Priority Rank 1 = fifty (50) Additional Points Available

Priority Rank 3 = one hundred (100) Total Points Available

Please refer to the following webpage for an illustrative chart which shows SDB scoring based on a hypothetical situation in which the Commonwealth receives proposals for each Priority Rank:

http://www.portal.state.pa.us/portal/server.pt/community/rfp_scoring_formulas_overview/20124

- D. Domestic Workforce Utilization:** Any points received for the Domestic Workforce Utilization criterion are bonus points in addition to the total points for this RFP. The maximum amount of bonus points available for this criterion is three percent (3%) of the total points for this RFP.

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those Offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. See the following webpage for the Domestic Workforce Utilization Formula:

http://www.portal.state.pa.us/portal/server.pt/community/rfp_scoring_formulas_overview/20124. Offerors who seek consideration for this criterion must submit in hardcopy the signed Domestic Workforce Utilization Certification Form in the **same sealed envelope with the Technical Submittal**. The certification will be included as a contractual obligation when the contract is executed.

III-5. Offeror Responsibility. To be responsible, an Offeror must submit a responsive proposal and possess the capability to fully perform the contract requirements in all respects and the integrity and reliability to assure good faith performance of the contract.

In order for an Offeror to be considered responsible for this RFP and therefore eligible for selection for Best and Final Offers or selection for contract negotiations:

- A. The total score for the Technical Submittal of the Offeror's proposal must be greater than or equal to **seventy percent (70%) of the available technical points; and**
- B. The Offeror's financial information must demonstrate that the Offeror possesses the financial capability to assure good faith performance of the contract. The Issuing Office will review the Offeror's previous three (3) financial Statements, any additional information received from the Offeror, and any other publicly-available financial information concerning the Offeror, and assess each Offeror's financial capacity based on calculating and analyzing various financial ratios, and comparison with industry standards and trends.

An Offeror which fails to demonstrate sufficient financial capability to assure good faith performance of the contract as specified herein may be considered by the Issuing Office, in its sole discretion, for Best and Final Offers or contract negotiation contingent upon such Offeror providing contract performance security for the first contract year cost proposed by the Offeror in a form acceptable to the Issuing Office. Based on the financial condition of the Offeror, the Issuing Office may require a certified or bank (cashier's) check, letter of credit, or a performance bond conditioned upon the faithful performance of the contract by the Offeror. The required performance security must be issued or executed by a bank or surety company authorized to do business in the Commonwealth. The cost of the required performance security will be the sole responsibility of the Offeror and cannot increase the Offeror's cost proposal or the contract cost to the PLCB.

Further, the Issuing Office will award a contract only to an Offeror determined to be responsible in accordance with the most current version of Commonwealth Management Directive 215.9, Offeror Responsibility Program.

III-6. Final Ranking and Award.

- A.** After any Best and Final Offer process conducted, the Issuing Office will combine the evaluation committee's final technical scores, BSBO's final Small Diverse Business participation scores, the final cost scores, and (when applicable) the Domestic Workforce Utilization scores, in accordance with the relative weights assigned to these areas as set forth in this Part.
- B.** The Issuing Office will rank responsible Offerors according to the total overall score assigned to each, in descending order.
- C.** The Issuing Office must select for contract negotiations the Offeror with the highest overall score; PROVIDED, HOWEVER, THAT AN AWARD WILL NOT BE MADE TO AN OFFEROR WHOSE PROPOSAL RECEIVED THE LOWEST TECHNICAL SCORE AND HAD THE LOWEST COST SCORE OF THE RESPONSIVE PROPOSALS RECEIVED FROM RESPONSIBLE OFFERORS. IN THE EVENT SUCH A PROPOSAL ACHIEVES THE HIGHEST OVERALL SCORE, IT SHALL BE ELIMINATED FROM CONSIDERATION AND AWARD SHALL BE MADE TO THE OFFEROR WITH THE NEXT HIGHEST OVERALL SCORE.
- D.** The Issuing Office has the discretion to reject all proposals or cancel the request for proposals, at any time prior to the time a contract is fully executed, when it is in the best interests of the PLCB. The reasons for the rejection or cancellation shall be made part of the contract file.

PART IV

WORK STATEMENT

IV-1. Objectives.

- A. General.** The PLCB is responsible for the sale and control of beverage alcohol throughout the Commonwealth of Pennsylvania and is one of the largest purchasers of wine and spirits in the country. The PLCB works with its industry partners to issue, renew, or validate licenses and permits - approximately fifty-one thousand (51,000) licenses and permits in 2012. The PLCB would like to implement a scalable, hosted Regulatory Affairs System to provide a single gateway for businesses and individuals to apply for and ultimately manage their beverage alcohol business licenses and permits. The system will also be used to manage licenses within the PLCB.

Act 14 of 1987 transferred enforcement of the Liquor Code from the PLCB to the Pennsylvania State Police (PSP). This Act mandates on-site investigations to ensure the proper and lawful operation of a licensed liquor establishment. In 2012, approximately seven thousand seven hundred seventy-four (7,774) incident and citation cases were entered in the PLCB's legacy system by the PSP. The Regulatory Affairs System must support PSP enforcement activities relating to PLCB's Licensees. The PLCB also reviews the records of thousands of licensees to determine whether the PLCB will issue a renewal or object to the issuance of a license for the new term. The PLCB's Chief Counsel's Office handled approximately two hundred six (206) application cases in 2012. The Regulatory Affairs System must support all incident, citation, and application cases which relate to PLCB Licensees.

The PLCB's Bureau of Alcohol Education is also firmly committed to educating the public on the responsible use of alcohol and working to prevent underage and dangerous drinking through its various programs. The System shall also track and report all grant funds and program activity; material ordering/revisions; staff event attendance; event registrations/payment; Responsible Alcohol Management Program (RAMP) trainings; licensee RAMP requirements and certifications.

- B. Specific.** It is anticipated that the Regulatory Affairs System will improve customer service, lower PLCB costs and optimize efficiencies in education, streamline administrative processes, reduce license management and enforcement cycle times, provide better reporting, and eliminate multiple legacy systems.

The vision is for a scalable solution that allows for more efficient service and offers more license types in the future. Please see **Appendix Q** for a list for current license types and volumes. When fully implemented, licensees will have a single web-based gateway to access all materials necessary to conduct business or obtain beverage alcohol licenses.

The PLCB is seeking a Software as a Service (SaaS) solution, with accompanying hosting off-site and integration services. The PLCB estimates that there will be 500 (five hundred) internal users and 51,000 (fifty-one thousand) public users per year. The SaaS

should be highly configurable (i.e. it can be adapted to meet changing business needs with minimal custom changes to the underlying software programming code) so that PLCB staff can create forms, specific workflows and business processes. The system will enable the replacement of legacy systems and conversion of existing data and documents as listed in **Appendix R**. The migration of data identified in Appendix R should include, but is not limited to, data evaluation, identifying and applying needed data conversions, developing and utilizing common naming standards and appropriate data type designations. The migrated data should be applied to the SaaS database tables using data normalization techniques to minimize data duplication and ensure the most efficient access of data by the SaaS solution. Designation of primary keys and creation of database indexes are examples of what may be required to achieve data access efficiency. The system should provide the functionality specifically identified in **Appendix O**.

IV-2. Nature and Scope of the Project. The Regulatory Affairs System will replace multiple legacy systems (see **Appendix O**) and will result in better customer service, processing efficiencies, and an overall reduction in costs. The Regulatory Affairs System will make online transactions available to all users and reduce processing time in order to deliver a more timely product to customers.

The project includes, but is not limited to:

- A. Design, development, configuration, and implementation of an integrated and extensible hosted SaaS solution for electronic licensing, including but not limited to: license applications, renewals, and other transactions; education management; license look-up; inspection and enforcement management; and complaint management. (See **Appendix L**.)
- B. Selected Offeror Help desk and support;
- C. Integration and configuration of security services (directory, authentication, authorization);
- D. Ability of PLCB to easily design and create workflows within the System;
- E. Integration of content/document management services;
- F. Replacement and conversion of legacy systems and/or interfaces to existing PLCB legacy systems;
- G. Improved file search and reporting capabilities;
- H. Integration with the Commonwealth's e-payment service and Integrated Enterprise System (IES)
- I. Enable the PLCB to make use of the standard functionality within a SaaS software licensing solution to the maximum degree possible.

IV-3. Requirements.

A. Employees. All matters dealing with the health, welfare, and working conditions of the selected Offeror's employees are the responsibility of the selected Offeror. The selected Offeror agrees to comply with all local, state, and federal regulations governing health, welfare, and occupational safety standards.

B. Substitutions

1. Any planned substitutions of key personnel must be submitted to the PLCB's Project Manager with a resume for PLCB concurrence forty-five (45) business days prior to the substituted or replaced staff starting work. The PLCB must not incur any Project delays or additional expenses due to knowledge transfer to new personnel resulting from staffing substitutions or replacement. The selected Offeror shall maintain and provide an up-to-date organization chart and contact list (including subcontractors) providing name, title, telephone number, cell telephone number, role on project, project areas of expertise, job responsibility statements, and email address to the PLCB Project Manager for all personnel substitutions.
2. The PLCB Project Manager has the right to require replacement of personnel if dissatisfied with their performance.

C. Subcontractors

Although use of subcontractors is allowable, the selected Offeror is wholly responsible for the performance of any subcontractor. Any use of subcontractors must be identified in the Technical Submittal. During the Project period, the PLCB's Project Manager must pre-approve in writing the use of any subcontractors not previously identified in the Technical Submittal. The selected Offeror must not transfer or sublet any portion of the work covered by these specifications without prior written consent of the PLCB's Project Manager.

D. Vendor Registration. The PLCB uses the Oracle System instead of the SAP system used by other commonwealth agencies. The selected Offeror, therefore, will be required to register with the PLCB's Supplier Unit. Registration is available at the following link: http://www.portal.state.pa.us/portal/server.pt/community/logistics/17480/supplier_registration/611701.

E. Source Code will be placed in escrow in accordance with Paragraph 36(S) of the IT Contract Terms and Conditions, Appendix A.

F. The selected Offeror's solution is required to meet the latest Payment Card Industry (PCI) Data Security Standards (DSS) for a Level 1 Customer. The selected Offeror is responsible for providing proof of meeting those standards annually during the life of the contract. Current PCI DSS may be viewed at: https://www.pcisecuritystandards.org/security_standards/documents.php

G. Information Technology Infrastructure Library: The selected Offeror is required to adhere to the Information Technology Infrastructure Library (ITIL) version three best practices during the life of the resulting contract. Information regarding these best practices may be found at the following sites:

http://www.best-management-practice.com/gempdf/ITIL_The_Basics.pdf

http://www.best-management-practice.com/gempdf/Executive_briefing_the_benefits_of_ITIL.pdf – Slides 5, 6 and 7

<http://www.itil-officialsite.com/>

H. Building Security:

1. All servers and equipment will be housed in an operational environment that includes climate control, fire and security hazard detection, electrical needs, and physical security.
2. The selected Offeror shall supply all hosting equipment (hardware and software) required for performance of the contract.
3. The selected Offeror shall conduct a third party independent security/vulnerability assessment at its own expense on an annual basis and submit the results of such assessment to the PLCB. The assessment should be included in the Technical Submittal. The Selected Offeror will submit the assessment on an annual basis through the contract period.

I. Service Level Agreements: Technical proposals should include a Service Level Agreement with correlating penalties that includes, but is not limited to, the selected Offeror's Help Desk, application availability, disaster recovery, and security.

J. Appendix O contains specific PLCB technical and functional recommendations for the System. **Appendix O, Recommended Functions and Appendix N, Optional Functions** must be completed and included in the Technical Submittal.

I. Key System Features

In addition to the System recommendations found in **Appendix O**, this section describes expected key features of the PLCB Regulatory Affairs System.

1. Workflow/Business Rules Management

The statutes, rules and regulations governing PLCB licensing activities change frequently. A primary value proposition of the Regulatory Affairs System is that as laws change and as the agency improves its licensing business processes, the System will enable these changes to be made quickly and easily by the PLCB. To achieve

this objective, the System should be driven by a workflow engine, commonly called a Business Rules Management System (BRMS).

The system core should provide a business rules authoring tool set to design and code. It should include a rules repository capable of tracking and reverting to older rule versions and capable of tracking changes to rules based on the system user.

2. Licensee Identification

The License Identification Number (LID) is the principal organizing data element in the System. The LID must be captured at the start of each transaction. The transaction must initiate an inquiry to the license system to search for the license holder. If the license holder is found in the System, the System should return that information. If the license holder is not found, or the profile data is incorrect, the System must allow for adding or changing the data.

3. Education Administration and Training

The PLCB is required to administer education requirements, including overseeing and approving instructors, courses, and course locations. Capture of required data, and processing of associated fees and potential refunds, as well as allowing the instructors to interface with the System, will need to be addressed by the System. Training certificates are captured in other systems and can be either entered directly into this on-line system or can be interfaced to this System. Approximately 34,084 people were trained in 2012.

4. Grants

The PLCB issues grants to colleges, universities, and municipalities throughout Pennsylvania to help curb underage drinking and alcohol abuse by students. Approximately sixty to seventy (60-70) grants are issued per year. The Regulatory Affairs System must track the amount awarded to each grantee and track associated expenses by line for each of four (4) interim reports. The system should also track the number of certain activities, people reached, arrests made, matching fund amounts, etc. The system should also be capable of generating various reports based on that information.

5. Educational Materials

The PLCB provides free educational materials and resources to assist in communicating with students about the harmful effects of dangerous and underage alcohol abuse. Approximately one thousand-five hundred (1,500) requests for materials are received annually, with over one million pieces being shipped. A list of these materials may be viewed at: <http://www.lcb.state.pa.us/PLCB/index.htm>. The system should be able to allow customers to view and order materials. It should also track those orders as to what types of materials are sent, what type of organization, if any, is requesting them. Further, it should be capable of tracking the numbers of each

material on hand and should notify the PLCB when the inventory goes below a set point. The system should also enable the PLCB to track the progress of materials through the reorder process from initial print request to assignment to PLCB staff member for review to approval of the final version for printing through receipt of printed materials. The system should also be capable of generating various reports based on any of the above information.

6. Staff Events

The Bureau of Alcohol Education attended/exhibited at over twenty-five (25) events in 2012. The PLCB is expanding outreach and expects to exceed this amount in 2013. The system should be able to track data for these events, including, but not limited to: the name of the event, the name of the staff member attending, the start and end dates and times, the total number of hours of the event, the address of the event, the county of the event, the estimated number of people in attendance, the primary audience, cost for the event, and a field for notes. The system should be able

to run reports based on this data for such things as number of events per month, per count, total staff hours, total estimated attendance, etc.

7. Annual Conference

The Bureau of Alcohol Education sponsors an annual conference to collaborate with community stakeholders regarding the reduction and prevention of underage drinking. The conference is generally attended by approximately three hundred (300) professionals. The system should track names, addresses, emails, organizations, phone numbers, job titles, and associated costs. The system should be able to process refunds.

8. Compliance Enforcement

The Pennsylvania State Police, Bureau of Liquor Control Enforcement, is required to conduct on-site inspections and/or undertake other enforcement activities. Support for these functions, including the recording of inspections, citations, scheduling of hearings (for both the Administrative Law Judge and Chief Counsel), off-site “mobile” capture of data, and tracking of enforcement actions (notices, fines, etc.) need to be addressed within the system.

9. Licensing Investigations

The PLCB is required to conduct on-site inspections and/or undertake other investigative activities. Support for these functions, including scheduling of inspections, off-site “mobile” capture of data, and tracking of enforcement actions including notices, fines, etc. need to be addressed within the system.

10. Protest Logging and Tracking

The PLCB Licensing process allows for various individuals from the community that meets certain criteria to file either a protest or petition to intervene as a challenge for various applications. The process allows for protests to be filed either via protest letter or a petition to intervene. Based on the parameters as noted in the Liquor Code/Title 40, these forms of protest should be able to be filed in hard copy or in an electronic format.

11. System Interfaces

Appendix P, Interfaces contains a list of interfaces that will need to be created as part of this project. During the project period, the selected Offeror must also provide data schema and mappings and a fully documented set of standard application interfaces to allow for future external data sharing.

12. Content Management Capability

The System must incorporate content management capabilities. Content management is needed to manage and automate the publishing of regulatory affairs-related content via workflows. This System must align with and support existing systems and expertise.

13. Document Management Capability

The System must incorporate document management capabilities. Many applicants need to provide some type of documentation to satisfy licensing requirements; for example, plans, photographs, etc. The System must offer the ability to upload, scan, store, archive, and retrieve these documents. A reportable audit trail must exist for each document, including dates when documents are uploaded/modified/accessed/deleted, and all retention schedule-related actions. The PLCB wants the option to either integrate their current document management system with the System or to make use of document management available within the System.

Users must be able to upload electronic documents to the System as necessary at any point in a license application workflow. The documents must be associated with the applicant's profile, license application or any individual license transaction.

Paper documents and forms must be submitted in some licensing processes. The System must accommodate scanning and storage of these image files.

14. Address Validation

The System must provide a data entry and lookup control for individual addresses. It must add the correct nine-digit zip code and automatically fill in city and PLCB data based on an applicant zip code entry. In addition, it must standardize address data. The System must also be capable of capturing international addresses.

15. Standard and Custom Report Generation

The System must generate a variety of reports that are based on the user, audience, and purpose of the report. Requirements range from standard formatted reports used on a routine basis to *ad hoc* requests for specific information that is user-defined on a one-time basis. (See **Appendix S for a list of PLCB Regulatory Affairs Related Reports.**) Reports should be formatted to show specific data which can be filtered by defined values. Sorting, basic calculating, graphing and other standard reporting features are required.

The following is a sample, though not at all exhaustive, list of reporting types and brief descriptions.

- a. Extracts: Reports will be needed that are based on pre-defined sets of data that can be scheduled for extraction and exported into a variety of formats and delivered on a periodic basis. Extracts of data sent to electronic media may require encryption.
- b. Parameter-Driven Reports: Reports specified *on-the-fly* and retrieved from databases after prompting from a pre-defined set of parameters.
- c. Custom Reports: Reports that can be defined, retrieved, and viewed or printed with any collection of fields that a user has privileges to access and view.
- d. Data Mining: Reports designed by a sophisticated user, based on an understanding of all data fields and their relationships in the database.
- e. Performance Metrics: The system must provide performance reports to monitor and improve licensing processes.
- f. Reports: The system must provide reports which encompass data from and controlled access by the PLCB and other pre-defined agencies and entities outside of the PLCB.
- g. Inclusion of Data from External Sources: The system must provide reports which encompass data from multiple pre-defined sources.

Reporting shall be done on an as-needed basis **without negative impact on transaction processing.**

J. Focus on Enterprise Functionality

The selected Offeror must be prepared to provide guidance to the PLCB throughout the design process on key design choices, which may limit options or functionality required in the future.

K. Key Technical Features

1. Configuration and Migration Landscape

The computer hardware used in support of the PLCB Regulatory Affairs System must be configured to support multiple processing environments that are logically, and in some cases, physically separated. The separation of computing resources is necessary to prevent ongoing development and testing activities from conflicting with each other or with the production system.

2. Security

The goals for the PLCB's Regulatory Affairs System security architecture are to: ensure the integrity of data, processes and functionality; preserve the confidentiality of sensitive information; and to establish the PLCB Regulatory Affairs System as a trusted and reliable source of information in the PLCB. Please see **Appendix K** for Commonwealth Directory Service Specifications.

3. Backup and Recovery

The selected Offeror will be responsible for backup and recovery at the data center hosting the PLCB Regulatory Affairs System. The PLCB will look to the selected Offeror to provide any SaaS specific guidance in terms of backup and recovery processes and procedures.

4. Archiving

The System shall facilitate implementation of records management policies through a systematic archiving capability that allows the PLCB to meet requirements for statutory reporting and compliance. The record retention schedule for the Bureau of Licensing is available in **Appendix U**. The retention schedule for Alcohol Education will be provided to the Selected Offeror. Archived information should be retrieved quickly and efficiently without adversely impacting System performance and should fulfill public records retention and disposition requirements. Considerations for archiving are:

- a.** The PLCB will define records series and retention schedules for Regulatory Affairs data;
- b.** Only data sourced by the System (which includes converted active data) will be archived through the System; and,
- c.** Archived data must retain its historical business context.

5. Data Access and Reporting

In addition to the reports outlined in **Appendix S**, there will be a great need for a wide variety of other ad hoc and on-demand reporting of data related to the System. Among other things, the System will provide a foundation to standardize processes and information, thus enabling management to make more informed decisions. The success of the System in meeting this objective is tied to the ability for users to access and analyze this information through standard reporting tools.

Analysis and reporting is the ultimate goal of the reporting solution; therefore, the solution proposed must provide a robust, easy-to-use set of front end tools to accomplish that goal. Basic elements of the front end toolset include:

- a. The ability to quickly construct both tabular and graphical ad hoc reports;
- b. The ability to save and share reports with other users and groups, and across agencies;
- c. A choice of delivery methods and automatic scheduling options;
- d. A collection of predefined and customizable report templates and style sheets;
- e. A variety of dynamic, interactive features such as drill to detail (OLAP), drill up (return), dashboards, or scorecards;
- f. Integration with standard desktop software and third-party reporting software; and,
- g. Support for performance-based budget monitoring, and the ability to support statistical analysis, trending and forecasting is desirable.

E. Defect Service Level Objectives

The following table lists the PLCB's Defect Service Level Objectives. These Service Levels should serve as a guideline of the level of response and resources the PLCB is seeking for all of the support periods described in Task 6, Provide subscription based training/hosting/maintenance/support. The Offeror should propose Service Levels with these guidelines in mind.

Defect Severity	Maximum Response Time	Resources Applied	Hours and Days of Coverage
Level 1	2 hours	Vendor will provide resources to fix until completed.	24 hrs/day; 7 days/wk

Defect Severity	Maximum Response Time	Resources Applied	Hours and Days of Coverage
Level 2	2 business days	Vendor and PLCB will agree to resources applied.	7:30 a.m. to 5:30 p.m. ET weekdays

A Level 1 Defect is a problem in which its nature and/or severity prevents the PLCB from continuing its business. A Level 1 Defect may have one or more of the following characteristics: (a) a critical function of the Application/Device is not available; (b) the Application/Device hangs indefinitely and/or causes other PLCB applications to hang; (c) the Application/Device crashes and/or causes other PLCB applications to crash; and/or (d) a security incident has occurred or is suspected to have occurred.

Defect may have one or more of the following characteristics: (a) the performance, functionality or usability of one or more of the Application/Device’s parts is severely degraded; (b) multiple users are impacted; and/or (c) one or more business functions are unavailable or unusable by the end users.

A Level 2 Defect is a failure of a system or part thereof which has a minor impact on a PLCB business process and can be handled on a non-immediate basis. An example may include user requests (e.g., a report is not formatted correctly).

The selected Offeror shall not close a Defect fix unless that fix shall have been demonstrated to either: (a) repair the functionality, performance and usability of the Application/Device to its pre-Defect level or (b) improve the functionality, performance and usability of the Application/Device from its pre-Defect level.

Unless, for a particular defect, the PLCB has provided prior written approval for different response times, the selected Offeror shall, for each calendar month and for each Severity Level, respond to one hundred percent (100%) of reported Defects within the Maximum Response Time during Hours and Days of Coverage agreed upon for each level of defect.

F. Emergency Preparedness. The following plan should be included in the Technical Submittal. The plan must be implemented by the selected Offeror within thirty (30) days after PLCB approval.

To support continuity of operations during an emergency, such as a natural disaster or a pandemic, the PLCB needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to the PLCB have planned for such an emergency and put contingencies in place to provide needs services and supplies. Offerors will submit a disaster recovery plan for the data center hosting the Regulatory Affairs System. In this regard, the selected Offeror will be responsible for site recovery, including the enabling network and hardware infrastructure. The PLCB will look to the selected Offeror to provide input on meeting Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) as they relate to the operation of the SaaS software.

1. Describe your proposed climate controlled environment for servers. All servers and equipment will be housed in an operational environment that includes climate control, fire, and security hazard detection, electric needs, and physical security.
2. Describe the procedure for communicating the need for emergency maintenance actions.
3. Describe how access is granted in the event of partial or full system failure of the solution.
4. Describe a high-availability strategy for data backup and recovery applicable to databases in use for the licensed material and customized software.
5. Describe how you anticipate such a crisis will impact your operations.
6. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:
 - a. Identify employee training (describe your organization's training plan, and how frequently your plan will be shared with employees)
 - b. Identify essential business functions and key employees (within your organization) necessary to carry them out
 - c. Contingency plans for:
 - (1) Short-term contingency planning – temporary interruption of normal business operations (e.g., electrical power outages)
 - (2) Short term contingency planning – temporary interruption of information technology operations
 - (3) Long term contingency planning – several months disruption of normal business operations due to a catastrophic event (e.g., fire, tornado, etc.)
 - (4) An assessment of how various crises (e.g., natural disasters, weather conditions, labor strikes, etc.) would be managed to reduce the impact on operations.
 - (5) How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
 - (6) How your organization will initiate backup emergency power to keep the system running if your facility loses electrical power.

- d. Describe how your organization will communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.
- e. Describe how and when your emergency plan will be tested, and if the plan will be tested by a third-party.

IV-4. Tasks. The tasks listed and described in the sections below comprise the anticipated high level tasks to be performed by the selected Offeror. Include a detailed work plan for each task that identifies the work elements of each task, the resources assigned to the task, and the time allotted to each element and the deliverable items to be produced. All deliverables must be approved by the PLCB before an invoice may be submitted for payment.

Task 1: Plan/Initiate

The selected Offeror shall describe the overall strategic approach to the Project with the PLCB, including the Project methodology, instance strategy, testing strategy, RACI (Responsible, Accountable, Consulted, Informed) Matrix, Project Charter, backup and recovery strategy, Project scope, Project plans (high level and detailed), hardware procurement needs, change management plan, training plan, communication plan, quality assurance management plan, and risk management plan. The selected Offeror shall complete all Task 1 activities by the date agreed upon by the selected Offeror and the PLCB.

Activities of Task 1 – Plan/Initiate

- A. The selected Offeror shall Update Master Detailed Project Plan, to include subtasks, schedule and resources (Microsoft Project Plan).
- B. The selected Offeror shall integrate the proposed RACI with specific PLCB resources and baseline work break-down structure.
- C. The selected Offeror shall deliver a Communications Plan that describes how communications shall be managed on the project, including:
 - 1. Stakeholders and their Roles
 - 2. The method by which information shall be disseminated;
 - 3. The distribution structure, specifically detailing what, how, and when information will flow to stakeholders.
- D. The selected Offeror shall define Risk Management Strategy and create a log. The selected Offeror shall define the best approach for identifying, assessing, prioritizing and managing Project risk throughout the life of the Project, and will create the risk management log to be utilized throughout the Project. Requirements for the Risk Log are detailed in **PART IV, Section IV-5** of this RFP.

- E.** The selected Offeror shall define Issue Management Strategy and create an issues log. The selected Offeror shall create and maintain a Project Issues Log. Requirements for the Project Issues Log are detailed in **PART IV, Section IV-5** of this RFP.
- F.** The selected Offeror shall develop a Quality Assurance Management Plan that defines the procedures and guidelines; to include an organizational responsibility matrix.
- G.** The selected Offeror shall define testing strategy, including unit testing, integration testing, User Acceptance Testing (UAT) and load testing.
- H.** The selected Offeror shall define an Organizational Change Management Plan that includes the following:
 - 1.** Part 1: Gap Analysis: define the “to be” jobs based on the “to be” process maps. Then, identify the gaps in skills, jobs and personnel.
 - 2.** Part 2: Job Mapping: Based on the Gap Analysis, existing employees are mapped to the “to be” job roles.
 - 3.** Part 3: Human Resource (HR) Alignment: work with HR and Program to draft new job descriptions and develop transition plans for employees.
 - 4.** Part 4: Communicate: develop a plan to notify existing employees of the changes and training.
 - 5.** Part 5: Training Strategy developed along with Project Team
 - a.** Training Schedule
 - b.** Specific End-User Training Courses
 - c.** General End-User Training Courses
- I.** The selected Offeror shall define User Training Strategy and create a plan. The selected Offeror shall determine the best approach for assessing user impact and will advise on training by user role. The selected Offeror will develop curriculum materials as well as plan, schedule and present classes. When updates are incorporated into the System, training material will be updated and sent to the PLCB for approval.
- J.** The selected Offeror shall work with the PLCB to refine System back-up and recovery strategies.
- K.** The selected Offeror shall create a Support Strategy document. The Support Strategy Document will detail what the selected Offeror has determined to be the optimal level of support necessary to maintain user service effectiveness during the go-live period, and maintenance support for the contract period. It must include roles, number of resources by role, and hours by resource.

- L. The selected Offeror shall develop and deliver a summary presentation to the PLCB describing the overall strategies approach to the Project and a high level Transition Plan. The Transition Plan will be an overall plan for transitioning support of the updated applications at the end of the contract to PLCB Information Technology personnel, including data migration.

Deliverables of Task 1 – Plan/Initiate

- A. *Microsoft Project Plan*
- B. *RACI matrix*
- C. *Communications Plan*
- D. *Risk Management Plan & Risk Log*
- E. *Issues Management Plan & Issues Log*
- F. *Quality Assurance Plan*
- G. *Testing Plan*
- H. *Training Plan*
- I. *Organizational Change Management Plan*
- J. *Knowledge Transfer Plan*
- K. *Transition Plan*
- L. *Summary Presentation*

Task 2: System Design

The purpose of the System Design is to configure a technical solution that satisfies the PLCB approved functional requirements for the System. As such, the selected Offeror, with the PLCB's assistance, will undertake a System Design effort that must occur for each workflow. This activity begins with a detailed review and analysis of the functional requirements to confirm a common understanding of how to evolve the requirements into the System design. The requirements are mapped to the enterprise architecture, and technical specifications are created for the implementation team, enabling them to configure and test the System. System Design is the time to initiate focused planning efforts for both the testing and data preparation activities. Test scripts are to be developed, traced to requirements, and include the expected test results. The selected Offeror shall complete all Task 2 activities by the date agreed upon by the selected Offeror and the PLCB.

Activities of Task 2 – Design

- A.** The selected Offeror shall review existing “As Is” business processes, current practices, System documentation and previously developed requirements documents, where they exist, and conduct a series of workshops with process stakeholders to confirm the “As Is” information and to ascertain changes that are required to complete the process documentation.
 - 1.** Where “As Is” documentation does not exist, the selected Offeror shall work with process stakeholders to create the “As Is” documentation.
 - 2.** The selected Offeror may also observe staff in local offices to gain hands-on knowledge of how the legacy system is used by investigators, staff, and supervisors in performing their job.
 - 3.** Selected Offeror shall also analyze pertinent federal and state laws, regulations and guidance relating to issuance of a license or permit.
- B.** Based on a review of current “As Is” processes the selected Offeror shall develop recommendations for process transformation and efficiencies as well as to reduce unnecessary complexity and redundancy. The selected Offeror shall document the areas for improvement identified and group the recommended business process changes according to characteristics such as: changes to basic operating procedures; standardizing documentation; implementation of new technology; streamlining of current technology; roles and responsibilities of organizational units; and changes to laws, policies, and regulations.
- C.** Using the “As Is” and the transformation process information as a beginning point, the selected Offeror shall conduct a series of workshops with PLCB Licensing, RAMP, and Alcohol Education SME’s (Subject Matter Experts) to define “To Be” requirements and process maps for each of the processes, depicting the new process with an analysis of the change in workflow.
- D.** The selected Offeror shall conduct a Gap analysis of the “To Be” against their SaaS System. This task will focus on how the SaaS System fits the needs of the PLCB functions, and where there are gaps in process or functionality.
 - 1.** The selected Offeror shall identify all Gaps in needed functionality.
 - 2.** The selected Offeror shall identify options to address the Gaps; assess potential options (such as customization or possible process change) and document the positive and negative consequences of each, including their associated risks, compliance with federal and state requirements and guidance, likelihood to meet any mandates, and relative costs.
 - 3.** The selected Offeror shall gather detailed configuration requirements.

4. The selected Offeror shall gather detailed requirements for any customized components.
- E.** During System Design, the selected Offeror shall deliver:
1. System security design documentation describing the logical security architecture design, the physical security architecture design, and the design of all controls to be used to mitigate threats to the confidentiality, integrity and availability of the System and System data.
 2. Design for utilization of Commonwealth Active Directory (AD) to allow single sign-on
 3. The selected Offeror shall deliver a Requirements Traceability Matrix that identifies where and how each requirement is addressed in the System.
- F.** Selected Offeror shall define the data conversion/data migration plan including a description of what the PLCB needs to do to prepare existing data for import into the SAAS software database.
- G.** The selected Offeror shall provide a strategy for implementing the System
- H.** The selected Offer shall execute a Communications Plan
- I.** The selected Offeror shall execute a Risk Management Plan & Risk Log
- J.** The selected Offeror shall execute an Issues Management Plan & Issues Log
- K.** The selected Offeror shall execute a Quality Assurance Plan
- L.** The selected Offeror shall develop and document detailed test scripts
- M.** Where appropriate, the selected Offeror may utilize System prototype(s) to demonstrate the user interfaces and to validate the applicability and feasibility of proposed System technical components.

Deliverables of Task 2 – Design

- A. AS IS Process Analysis Documentation***
- B. Process Transformation Recommendations***
- C. TO BE Process Analysis Documentation***
- D. GAP Analysis Documentation with Options to close Gaps***

- E. Requirements for Configurations and for Customizations including Functional Requirements Traceability Matrix*
- F. Security Design including use of Commonwealth AD*
- G. Data Conversion and Migration Plan*
- H. Updated Project Plan and Execution of Plans in Task 1*
- I. Updated Test Plan with Detailed Test Scenarios/Scripts*

Task 3: System Development

The System Development phase consists of all activities required to configure, customize, test, and validate the new System to the point at which it can be turned over for System Acceptance. This includes configuration and any required customization of all components of the System, and the utilities required to adequately prepare and load the data. Given the nature of this project, the selected Offeror will have to work with the PLCB to lay out a plan for implementing systems. In addition, System Development consists of a series of tests of the System components, with each set of tests being performed against a progressively larger grouping of components until the full operation of the System has been verified. Actual test results will be documented and necessary corrective actions will be implemented in the System and system documentation. Status reports of testing progress will be provided on a regular basis and will include the status of corrective actions. Since the ultimate goal of this activity is to produce a System that is ready for acceptance testing, an aspect of this phase is the creation of the various training materials and system documentation that support the new System. These materials need to address both the use and maintenance of the System and will play an integral part in the System Acceptance and System Implementation phases of the lifecycle. The selected Offeror will review the test scripts, update them and prepare additional testing scripts as needed. The selected Offeror shall perform unit testing on all customizations, followed by integration testing and regression testing to the satisfaction of the PLCB Quality Assurance team. The selected Offeror will complete Task 3 by the date agreed upon by the selected Offeror and the PLCB.

Activities of Task 3 – System Development

- A.** The selected Offeror shall provide Data Conversion Software and Documentation that shall include the software programs, components and related documentation (data conversion maps, data conversion results) that are used in the conversion of data from other systems to the Regulatory Affairs System.
- B.** The selected Offeror shall provide documentation of interfaces, database schemas, file formats, data views, an entity relationship diagram, and data dictionary for the System.
- C.** The selected Offeror shall deliver data migration scripts and conduct test migrations (extract, transform, load and validate) of all legacy data contained in the systems identified in **Appendix J, Application Inventory** to the new System data schema.
- D.** The selected Offeror shall document migration test results.

- E.** The selected Offeror shall write new custom code, modify existing code, change/create configurations as necessary, according to technical specifications.
- F.** The selected Offeror shall deliver test progress reports for number and type of defects identified in testing and status of corrective actions.
- G.** The selected Offeror shall work with the PLCB to determine: criteria for acceptance of each test, test data needed to execute tests, classification of defects, and criteria for successful completion of testing.
- H.** The selected Offeror shall develop and/or update test scenarios and conduct unit testing.
- I.** The selected Offeror shall document unit test results.
- J.** The selected Offeror shall develop and/or update test scenarios and conduct application security testing.
- K.** The selected Offeror shall document Organization Gap Analysis, Job Mapping, Job Descriptions, and training plan.
- L.** The selected Offeror shall document application security test results.
- M.** The selected Offeror shall develop and/or update test scenarios and conduct integration testing.
- N.** The selected Offeror shall document integration testing results.
- O.** The selected Offeror shall deliver test results for data validation.
- P.** The selected Offeror shall deliver test results for data migration.
- Q.** The selected Offeror shall develop and/or update test scenarios and conduct regression tests that re-test functions implemented in previous phases, to ensure the current phase implementation does not cause them to fail.
- R.** The selected Offeror shall document regression testing results.
- S.** The selected Offeror shall develop and/or update the testing plan and test scenarios for load and performance testing.
- T.** The selected Offeror shall develop and/or update test scenarios and a detailed User Acceptance Testing (UAT) plan.
- U.** The selected Offeror shall create and/or update training plans and materials.

Deliverables of Task 3 – System Development

- A. Data Conversion Software and Documentation*
- B. Technical Documentation for Interfaces and other Applicable Entities*
- C. Migration Test Results*
- D. New or Modified Configurations and/or Code*
- E. Unit Test Results*
- F. Application Security Test Results*
- G. Integration Test Results*
- H. Regression Test Results*
- I. UAT Testing Scenarios*
- J. Integration Test Work Plan*
- K. Documented Organizational Gap Analysis, Job Mapping, Job Descriptions and Training*
- L. Load and Performance Test Plan*
- M. Detailed UAT Plan*
- N. New or Updated Training Plans and Materials*

Task 4: PLCB End User Training and Technical Knowledge Transfer – The selected Offeror will provide specific training for End Users by Role, IT staff (if applicable), and Help Desk (if applicable).

Activities of Task 4 – PLCB End User Training and Technical Knowledge Transfer

- A.** The selected Offeror shall make available via the Internet, training materials that cover all the material included in the in-person training sessions.
- B.** The selected Offeror shall provide all training materials (to include training curriculum/syllabus, training objectives etc.) for the training sessions as well as attendance records.
- C.** The selected Offeror shall provide a Regulatory Affairs System training environment with the capability to refresh the System training environment for each training session.

- D. The selected Offeror shall update impacted training material whenever software changes, including customizations, affect the operation of the software and to clarify areas where repetitive coaching questions are received.
- E. The selected Offeror shall develop and deliver user training materials for all user roles, including any specific configurations and customizations.

Role-based training materials may include:

1. Participant Guidebooks (Printed and Electronic) including exercises;
2. Instructor Guidebooks (Printed and Electronic) including exercises and answers;
3. CD's containing the Participant Guidebooks;
4. CD's containing the Instructor Guidebooks;
5. PowerPoint Presentations;
6. User Manuals; and
7. Online Help.

- F. The selected Offeror shall plan, perform training, provide training materials, and provide any specialized computer equipment (i.e. equipment other than a PC, projector or printer).
- G. The selected Offeror shall provide evaluation of trainer effectiveness, to be assessed on a scale of 1-10. If the training does not achieve average trainee satisfaction of at least 7 for those surveyed (70 percent), the selected Offeror shall provide additional training to accomplish the training objectives at no additional cost.

Deliverables of Task 4 – PLCB End User Training and Technical Knowledge Transfer

- A. *Updated, Final Training Material and Documentation for PLCB end users and the Office of Information Technology Services (OITS)*
- B. *Training sessions for PLCB end users*
- C. *Regulatory Affairs Help Desk Scripts (if applicable)*
- D. *Perform Tacit and Explicit Knowledge Transfer to PLCB OITS Staff and/or Designee(s) Regarding any System Alterations (as well as engaging IT personnel throughout the project).*

Task 5: System Acceptance

System Acceptance is the period in the project management lifecycle at which every aspect of the application being developed, along with any supporting data conversion routines and system utilities, are thoroughly validated by the PLCB prior to proceeding with System Implementation. The System Acceptance phase is centered on gaining sufficient evidence of the System's accuracy and functionality to be able to proceed to System Implementation with the highest level of confidence possible in the success of the System. In addition to confirming the operation of the System and its fit to the business needs, System Acceptance is also the point in the lifecycle during which all supporting documentation and reference materials are refined and updated to guarantee their consistency with the final delivered System.

Activities of Task 5 - System Acceptance

- A.** The selected Offeror shall provide the PLCB SME's with updated test scripts to perform user acceptance testing of all business processes. The selected Offeror shall provide an environment and analysts to assist with user acceptance testing to the satisfaction of the PLCB.
- B.** The selected Offeror shall provide training on the System testing procedures to PLCB test staff.
- C.** Acceptance of the System or system components will be contingent upon successful completion of acceptance testing as defined in the acceptance test plan.
- D.** The selected Offeror shall support user acceptance testing for the System users.
- E.** The selected Offeror shall work with the PLCB to ensure each of the following:
 - 1.** The criteria for acceptance of each test;
 - 2.** The environments in which the tests will be conducted and data sources;
 - 3.** The defect reporting and tracking tools;
 - 4.** Roles and responsibilities for test team members (who will be performing the test);
 - 5.** Test data needed to execute the tests;
 - 6.** Classification of defects;
 - 7.** Criteria for successful completion of testing; and
 - 8.** Expected test results.
- F.** The selected Offeror shall refine and deliver training materials for all system defined user roles.

- G. The selected Offeror shall work with PLCB to build a cutover plan including a contingency plan.
- H. The selected Offeror shall work with PLCB to define go-no-go criteria.
- I. The selected Offeror shall deliver accepted migrated data in the System.
- J. The selected Offeror shall refine and deliver the following user documentation:
 - 1. User Manual;
 - 2. System Administrator Manual;
 - 3. System Support Plan describing how to maintain the System configurations and customizations (if applicable);
 - 4. FAQs and scripts for help desk and technical support staff (if applicable); and
 - 5. Guide to standard reports.
- K. The selected Offeror shall deliver System security documentation describing the logical security architecture, the physical security architecture, and all controls that are used to mitigate threats to the confidentiality, integrity, and availability of the System and system data.
- L. The selected Offeror shall execute comprehensive load and performance testing, prior to cutover, that demonstrates the processing and response times of critical functions and transactions under various operational conditions (e.g., scenario scripts and system load and stress).
- M. The selected Offeror shall create and update Regulatory Affairs Help Desk scripts on those functions that directly impact users (if applicable).
- N. The selected Offeror shall create Regulatory Affairs Help Desk scripts for updated functionality (if applicable).
- O. The selected Offeror shall provide training to the Regulatory Affairs Help Desk (if applicable).

Deliverables of Task 5 – System Acceptance

- A. *User Acceptance Test Scenarios*
- B. *User Acceptance Test Results*
- C. *Load & Performance Test Scenarios*

D. Conduct Load and Performance testing and Provide Results

E. Approved Cutover Plan

F. Approved Data Migration

G. Validate the Successful Cutover of all Updated Oracle Applications in Production Environment

H. Go-no go criteria

I. Regulatory Affairs Help Desk Training (if applicable).

Task 6: Provide Subscription Based Training/Hosting/Maintenance/Support.

Prior to beginning Task 6, all Task 1-5 deliverables must be accepted by the PLCB. The selected Offeror shall review the readiness of the PLCB to go-live with the PLCB Project team and Executive Group, obtain approval to execute the final cutover plan. The cutover must be designed to minimize the impact to PLCB operations.

Activities of Task 6 – Provide Subscription Based Training/Hosting/Maintenance/Support

A. Implement cutover plan to update the production environment.

B. Go-live.

Deliverable of Task 6– Provide Subscription Based Training/Hosting/Maintenance/Support

Live System, which includes new versions, updates, automatic upgrades and/or enhancements, accessibility, hosting, security, help desk and support, data storage and ownership, user features, user management, communication and collaboration, reports, real-time availability status, and every category in Appendix O.

Task 7: End of Contract Transition

This section represents the transition requirements to which the selected Offeror shall agree. Transition is defined as those activities that are required for the current Offeror to perform transition to PLCB designees. During the transition, the selected Offeror shall ensure that program stakeholders do not experience any adverse impact from the transfer from current Offeror to PLCB designee. The selected Offeror shall develop and submit a comprehensive transition plan that details the proposed schedule, activities, and resource requirements associated with the transition tasks identified. The selected Offeror shall implement a PLCB approved transition plan at contract end. Transition activities include, but are not limited to the following list.

Activities Task 7 - End of Contract Transition

- A. The transition plan is due one hundred and eighty (180) days prior to the end of the contract and shall be performed by the selected Offeror at no additional cost to the PLCB.
- B. Transfer of information including documentation relating to software and interfaces; functional business process flows; operation information and all intellectual property created during the duration of the contract.
- C. The hardware image on the selected Offeror's solution shall be destroyed per federal (NIST) guidelines (see OA/OIT ITB-SYM009) once the contract has expired or is terminated.
- D. The implementation of a quality assurance process to monitor transition activities.
- E. Post-Transition services including a Transition Results Report and access to the selected Offeror's staff with technical and operational expertise.
- F. Work with PLCB Information Security Office to ensure transition of PLCB data and confidential documents are secure.

Deliverables of Task 7 - End of Contract Transition:

- A. *Transition Plan*
- B. *Intellectual Property Inventory: Complete with Storage Locations and Identification of any Second or Third Party Rights*
- C. *Quality Assurance Process Document*
- D. *Transition Results Report*

IV-5. Reports and Project Control. The selected Offeror may propose additional reports as deemed necessary. The following describes the minimum level of required reports:

A. Project Plan

The selected Offeror shall create and maintain a master Microsoft Office Project format ("Project Master") work plan that details each task outlined in this RFP, plus those additional tasks the selected Offeror deems as necessary for successful completion of the Project as outlined. In addition, the selected Offeror shall create and maintain detailed individual Microsoft Project work plans for each major task, or incorporate the details into the Project Master, that identify the work elements of each task, dependencies for each task, the resources assigned to the task, the time allotted to each element, the milestone associated with the task, and the deliverable item(s) to be produced.

B. Status Meeting and Report

During the project the selected Offeror shall facilitate a weekly meeting with identified PLCB stakeholders to present a status report covering: completed activities and milestones; activities and milestones that are behind schedule; activities and milestones that are upcoming for the next week; risks and issues; schedule performance index (SPI); problems and recommendations; and decisions to be made. This report will be tied to the work plan developed by the selected Offeror in its proposal, as amended or approved by the PLCB. Overall status and individual milestones will be indicated as green, yellow, or red, defined as follows:

1. *Green Status* – Project is progressing according to plan – no corrective measures are necessary.
2. *Yellow Status* – Project schedule is at risk; corrective action must be planned and monitored by PLCB’s Project Manager.
3. *Red Status* - Project has been negatively impacted; immediate corrective action(s) is necessary, as well as notification to the Executive Team during weekly meetings on an as needed basis

C. Project Issues Log

Beginning at the inception of the Project Offeror shall create and maintain throughout the life of the Project a Project Issues Log that contains a record of every issue, question, and concern raised that has the potential to negatively impact the Project. The Project Issues Log will describe the problem and its (potential) impact to the overall Project and on each affected task, and will list possible courses of action, advantages and disadvantages of each, and include the selected Offeror’s recommendations with supporting rationale. The Project Issues Log will include:

1. *A unique ID number.*
2. *Name of the reporting individual.*
3. *A clear description of the issue.*
4. *Date issue was reported.*
5. *Resource(s) assigned to resolve the issue.*
6. *Status of the issue (open, closed, deferred).*
7. *Priority (high, medium, low).*
8. *Area impacted (finance, comptroller, IT, communications, training, replenishment, etc.).*

9. *Due date specifying the date by which the issue must be resolved or conveyed to the PLCB Project Manager.*
10. *A resolution column with dated notes, including initials of the individual making the notation, detailing all actions taken through resolution of the issue. At a minimum, open/late issues in the Project Issue Log must be reviewed on a weekly basis by the PLCB's Project Manager; however, the review may be required more frequently depending on the number and type of open issues at any given time. This frequency of review will be mutually determined by the PLCB and the selected Offeror's Project Manager.*

D. Project Risk Log.

During the project period the selected Offeror shall create and maintain a Project Risk Log that contains a record of every Project risk that has been identified, that has the potential to negatively impact the Project. The selected Offeror's Project Manager must notify the PLCB Project Manager of any newly identified project risks when they are identified. For definition purposes, a risk is a potential problem; an issue is a current problem. The Project Risk Log must include:

1. *A unique ID number.*
2. *Name of the individual identifying the risk,*
3. *A description of the risk.*
4. *The impact of the risk to the Project or organization, should the risk actually occur (high, medium, low).*
5. *The likelihood of the risk actually occurring (high, medium, low).*
6. *A categorization of the risk (such as technical, procurement, training or communications).*
7. *An analysis of the causes of the risk.*
8. *Mitigation options with Pros and Cons for each.*

E. Project Management Office (PMO) Meeting

Throughout the course of the Project, the selected Offeror's Project Manager and appropriate PLCB Team members will hold weekly meetings at mutually agreeable times. The meetings will take place in Harrisburg, Pennsylvania. The PLCB Project Manager will schedule all meetings. The purpose of these meetings may include, but will not be limited to, Project status, issue resolution, risk mitigation and presenting recommendations and strategies.

- F.** The following reports shall be sent to the PLCB on an annual basis:

1. SOC1 – Internal Control over Financial Reporting
2. SOC2 Type 2 – Operation Control Report

IV-6. Contract Requirements — Small Diverse Business Participation. All contracts containing SDB participation must also include a provision requiring the selected Offeror to meet and maintain those commitments made to SDBs at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the BSBO. All contracts containing SDB participation must include a provision requiring SDB subcontractors to perform at least **fifty (50%)** of the subcontracted work.

The selected Offeror’s commitments to SDBs made at the time of proposal submittal or contract negotiation shall, to the extent so provided in the commitment, be maintained throughout the term of the contract and through any renewal or extension of the contract. Any proposed change must be submitted to BSBO, which will make a recommendation to the Contracting Officer regarding a course of action.

If a contract is assigned to another Offeror, the new Offeror must maintain the SDB participation of the original contract.

The selected Offeror shall complete the Prime Offeror’s Quarterly Utilization Report (or similar type document containing the same information) and submit it to the Contracting Officer of the Issuing Office and BSBO within **ten (10)** workdays at the end of each quarter the contract is in force. This information will be used to determine the actual dollar amount paid to SDB subcontractors and suppliers. Also, this information will serve as a record of fulfillment of the commitment the selected Offeror made and for which it received SDB participation points. If there was no activity during the quarter then the form must be completed by stating “No activity in this quarter.”

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF SMALL DIVERSE BUSINESS STATUS OR ENTITLE AN OFFEROR TO RECEIVE CREDIT FOR SMALL DIVERSE BUSINESS UTILIZATION.

APPENDIX A

IT CONTRACT TERMS AND CONDITIONS

The Standard IT Terms and Conditions may be accessed at the following link:
http://www.dgsweb.state.pa.us/comod/CurrentForms/IT_Terms_and_Conditions.doc.

Item (f) (1) of Section 2, Purchase Orders on Page 2 is changed as follows: “A handwritten signature shall be required in order for the Contract to be legally enforceable.”

The Pennsylvania Liquor Control Board uses the Oracle system instead of the SAP system used by other commonwealth agencies. The Selected Offeror, therefore, will be required to register with the PLCB's Supplier Unit. Registration information is available at the following link:
http://www.portal.state.pa.us/portal/server.pt/community/logistics/17480/supplier_registration/611701.

APPENDIX B

SPECIAL CONTRACT TERMS AND CONDITIONS

SPECIAL CONTRACT TERMS AND CONDITIONS

1. OTHER CONTRACTORS

The CONTRACTOR, its agents and employees, shall fully cooperate with and not restrict facility access to other PLCB/Commonwealth contractors and/or employees inasmuch as the performance of work of such other contractors and/or Commonwealth employees is related to the operation of the PLCB's business. The CONTRACTOR, its agents and employees, shall not commit or permit any act which will interfere with the performance of work by any other PLCB/Commonwealth contractor and/or employees. This paragraph shall be included in any subcontracts. The PLCB shall equitably enforce this paragraph on all contractors to prevent the imposition of unreasonable burden upon any contractor. The CONTRACTOR shall be responsible for any costs incurred by the PLCB/Commonwealth or PLCB/Commonwealth contractors for violations of this paragraph.

2. DISCHARGE

If during the term of the Contract, or any additional period or extension thereof, the PLCB is required to discontinue operations due to actions or inactions taken by the courts, the Federal government, the Legislature of the Commonwealth of Pennsylvania, or some other cause beyond the control of the PLCB, this Contract shall immediately expire and both parties are discharged from all terms, conditions, and covenants in this Contract. However, a final settlement of this Contract is required and shall survive expiration of this Contract.

3. INSOLVENCY

In addition to any other provisions of this Contract, regardless of any Order of Court and not be way of limitation, if at any time during the term of this Contract, pursuant to any statute either of the United States or of any State, bankruptcy proceedings, voluntary or involuntary, and including, Chapter XI – Reorganization of the Federal Bankruptcy Act; appointment of a receiver of all or a portion of the CONTRACTOR's property; or if the CONTRACTOR makes an assignment for the benefit of the creditors; or the CONTRACTOR assigns the Contract voluntarily or involuntarily by judicial sale or otherwise; and the same are not withdrawn, settled, or disposed within thirty (30) days of filing, appointment, or assignment, this Contract at the option of the PLCB exercised within a reasonable period of time from notice of the happening of any one (1) or more such events may be cancelled and terminated and the CONTRACTOR shall be in default of the terms of this Contract. This provision shall in no way limit any other rights of the PLCB in the event of the CONTRACTOR's default of any other terms of this contract.

4. CLOUD SERVICES

The selected Offeror will acknowledge and abide by the following cloud service guidelines to ensure its solution provides adequate security for Commonwealth data.

a. Management

If the selected Offeror's solution includes Commonwealth data residing on a shared platform and there is a multi-tenant related breach, in the event that Commonwealth cloud-based resources are compromised and used as a launching point for malicious attacks or breaches, the Commonwealth will not be held liable for any damages.

b. Classification/Ownership of Data

The Commonwealth is the sole owner of Commonwealth data that resides in the selected Offeror's environment. The selected Offeror will return the data to the Commonwealth, consistent with the terms of this RFP, and subsequently destroy the hardware image on the selected Offeror's solution once the contract is terminated as directed in Task 7 of the RFP.

c. Transparency

The selected Offeror will describe within its response the investigative and e-discovery procedures used when requests for investigations and e-discovery are received by the selected Offeror and explain how these requests are affected by multi-tenancy. For example, if a separate client on the same physical server as Commonwealth services is part of an investigation that requires confiscation of the server and physical hard drive, explain how Commonwealth data will be affected.

d. Right to Audit

The Commonwealth may audit the selected Offeror's security related processes, procedures, and policies, including but not limited to security logs that contain information regarding access to the platform/server on which Commonwealth data resides, employment practices such as background checks of personnel with access to data, network and physical security controls. The Commonwealth will provide thirty (30) days' notice prior to any such audit.

e. Certification for industry standard security

The selected Offeror will verify that the solution is secure based on industry standards. The selected Offeror will provide verification and detail of what industry security standards it is certified under and/or measures its internal infrastructure and policies and procedures after (including but not limited to SAS 70 II and PCI). If shared audit methodology is used, the selected Offeror will provide information regarding the means through which the Commonwealth can gain access to these (third party) audit results.

f. Right to Privacy

Commonwealth data is sensitive information and is for Commonwealth use only. The selected Offeror may not share the data with any third party unless, prior to sharing the data, the selected Offeror has submitted a written request to share the data to the PLCB and has been granted PLCB approval in writing.

g. Geographic Distribution

The selected Offeror will physically locate Commonwealth data (including back up servers and other physical media such as backup tapes) in the continental United States only. The selected Offeror will ensure that the Commonwealth is aware of the location(s) of Commonwealth data at rest.

h. Operational Security

Due to the sensitive nature of Commonwealth data, the selected Offeror will utilize private encryption methodology for data in transit and data at rest.

i. Security Technologies/Methodologies

The selected Offeror will provide, with its proposal, details of the security technologies it employs such as antivirus and intrusion detection/prevention, including frequency of vulnerabilities assessments.

APPENDIX C

**LIQUOR CODE SECTION, LAWS OF
PENNSYLVANIA**

LIQUOR CODE SECTION, LAWS OF PENNSYLVANIA

The Contractor shall comply with Liquor Code Sections 210 and 214 [47 P.S. §§ 2-210, 2-214], which provide as follows:

Section 2-210. Restrictions on members of the board and certain employees of Commonwealth

- (a) A member or employee of the board or enforcement bureau or a member of the immediate family of a member or employee of the board or enforcement bureau shall not be directly or indirectly interested or engaged in any other business or undertaking within the Commonwealth dealing in liquor, alcohol, or malt or brewed beverages, whether as owner, part owner, partner, member of syndicate, holder of stock exceeding five percent (5%) of the equity at fair market value of the business, independent contractor or manager of a licensed establishment required under 40 Pa. Code §5.23 (relating to appointment of managers), and whether for his own benefit or in a fiduciary capacity for some other person. For the purpose of this subsection only, "employee of the board or Enforcement Bureau" shall mean any individual employed by the board or Enforcement Bureau who is responsible for taking or recommending official action of a non-ministerial nature with regard to:
- (1) Contracting or procurement;
 - (2) Administering or monitoring grants or subsidies;
 - (3) Planning or zoning;
 - (4) Inspecting, licensing, regulating or auditing any person; or
 - (5) Any other activity where the official action has an economic impact of greater than a de minimis nature on the interests of any person.
- (b) No member or employee of the board or enforcement bureau or a member of the immediate family of a member or employee of the board or enforcement bureau nor any employee of the Commonwealth shall solicit or receive, directly or indirectly, any commission, remuneration or gift whatsoever, from any person having sold, selling or offering liquor or alcohol for sale to the board for use in Pennsylvania Liquor Stores.
- (c) No person convicted of an infamous crime may be employed as a member or employee by the board or enforcement bureau.
- (d) No member or employee of the board or enforcement bureau may use his position with the board or enforcement bureau, or any confidential information received through his position with the board or enforcement bureau, to obtain financial gain,

other than compensation provided by law, for himself, a member of his immediate family or a business with which he is associated.

- (e) No person may offer or give to a member or employee of the board or enforcement bureau or a member of his immediate family or a business with which he is associated, and no member or employee of the board or enforcement bureau may solicit or accept anything of value, including a gift, loan, political contribution, reward or promise of future employment, based on an understanding that the vote, official action or judgment of the member or employee of the board or enforcement bureau would be influenced thereby.
- (f) No member or employee of the board or enforcement bureau or a member of his immediate family or any business in which the member or employee or a member of his immediate family is a director, officer or owner or holder of stock exceeding five percent (5%) of the equity at fair market value of the business may enter into any contract valued at five hundred dollars (\$500.00) or more to provide goods or services to the board or enforcement bureau unless the contract has been awarded to the lowest responsible bidder through an open and public process, including prior public notice and subsequent public disclosure of all proposals considered and contracts awarded.
- (g) No former member or employee of the board or enforcement bureau may represent a person, with or without compensation, on any matter before the board or enforcement bureau for one year after leaving the board or enforcement bureau.
- (h) No member or employee of the board or enforcement bureau or an advisor or consultant thereto having recommended to the board or enforcement bureau either the making of a contract or a course of action of which the making of a contract is an express or implied part, may, at any time thereafter, have an adverse interest in that contract.
- (i) No member or employee of the board or enforcement bureau may influence or attempt to influence the making of, or supervise or deal with, a contract with the board or enforcement bureau in which he has an adverse interest.
- (j) No member or employee of the board or enforcement bureau may have an adverse interest in a contract with the board or enforcement bureau.
- (k) No person having an adverse interest in a contract with the board or enforcement bureau may become an employee of the board or enforcement bureau until the adverse interest has been wholly divested.
- (l) No member or employee of the board or enforcement bureau, except in the performance of his duties as such employee, may, for remuneration, directly or indirectly, represent a person upon a matter pending before the board or enforcement bureau.

- (m) (1) Any person who violates the provisions of this section shall have his employment by the board or enforcement bureau immediately terminated by the appropriate person having the power to terminate and shall be liable to the board or enforcement bureau to reimburse the board or enforcement bureau for all compensation received by him from the board or enforcement bureau while employed in violation of subsection (c).
- (2) Any person who violates the provisions of subsections (b), (d) or (e) shall be guilty of a felony and, upon conviction thereof, shall be sentenced to pay a fine of not more than ten thousand dollars (\$10,000.00) or to undergo imprisonment for not more than five (5) years, or both.
- (3) Any person who violates the provisions of subsections (a) or (f) through (l) shall be guilty of a misdemeanor and, upon conviction thereof, shall be sentenced to pay a fine of not more than one thousand dollars (\$1,000.00) or to undergo imprisonment for not more than one (1) year, or both.
- (4) Any person who obtains financial gain from violating any provisions of this section, in addition to any other penalty provided by law, shall pay into the accounts of the board a sum of money equal to three (3) times the financial gain resulting from the violation.
- (5) Any person who violates the provisions of this section shall be barred for a period of five (5) years from engaging in any business or contract with the board or enforcement bureau.
- (6) The penalties and sanctions provided by this subsection shall supersede any similar penalties and sanctions provided by the act of July 19, 1957 (P.L. 1017, No. 451), known as the "State Adverse Interest Act" and the act of October 4, 1978 (P.L. 883, No. 170), referred to as the Public Official and Employee Ethics Law.
- (n) As used in this section, the following words and phrases shall have the meanings given to them in this subsection:

"Business" shall mean a corporation, partnership, sole proprietorship, firm, enterprise, franchise, association, organization, self-employed individual, holding company, joint-stock company, receivership, trust or legal entity organized for profit or as a not-for-profit corporation or organization.

"Immediate family" shall mean a spouse residing in the person's household and minor dependent children.

"Infamous Crime" shall mean a violation and conviction for an offense which would disqualify an individual from holding public office pursuant to section 6 of Article II of the Constitution of Pennsylvania; a conviction within the preceding ten (10) years for a violation of this section or of 18 Pa.C.S. § 4113 (relating to misapplication of entrusted property and property of government or financial institutions), Ch. 47

(relating to bribery and corrupt influence), Ch. 49 (relating to falsification and intimidation), Ch. 51 (relating to obstructing governmental operations) or Ch. 53 (relating to abuse of office); or a violation of the laws of this Commonwealth or another state or the Federal Government for which an individual has been convicted within the preceding ten (10) years and which is classified as a felony.

Section 2-214. Prohibitions

- (a) The board may not make a contract or otherwise do business with a corporation, vendor or service contractor that has not complied with the regulatory and statutory requirements of any other administrative agency.
- (b) The board may not make a contract or otherwise do business with a transportation carrier for hire of liquor, wine or malt or brewed beverages which (carrier) has not obtained the proper permits from the Pennsylvania Public Utility Commission under 66 Pa. C.S. Ch. 25 (relating to contract carrier by motor vehicle and broker).

APPENDIX D

SAMPLE CONTRACT

SAMPLE

SAMPLE CONTRACT

THIS CONTRACT for businesses and individuals to apply for and ultimately manage their alcoholic beverage business licenses and permits for *PLCB Regulatory Affairs System* ("Contract") is entered into this _____ day of _____, 201_, by and between the Commonwealth of Pennsylvania, acting through the Pennsylvania Liquor Control Board ("PLCB"), and _____ ("CONTRACTOR").

WITNESSETH:

WHEREAS, the PLCB issued a Request For Proposals for businesses and individuals to apply for and ultimately manage their alcoholic beverage business licenses and permits for *PLCB Regulatory Affairs System*, " RFP 20121101 ("RFP"); and

WHEREAS, CONTRACTOR submitted a proposal in response to the RFP; and

WHEREAS, the PLCB determined that CONTRACTOR's proposal, was the most advantageous to the Commonwealth after taking into consideration all of the evaluation factors set forth in the RFP and selected CONTRACTOR for contract negotiations; and

WHEREAS, the PLCB and CONTRACTOR have negotiated this Contract as their final and entire agreement in regard for businesses and individuals to apply for and ultimately manage their alcoholic beverage business licenses and permit.

NOW THEREFORE, intending to be legally bound hereby, the PLCB and CONTRACTOR agree as follows:

1. CONTRACTOR shall, in accordance with the terms and conditions of this Contract, provide a strategy to the PLCB for businesses and individuals to apply for and ultimately manage their alcoholic beverage business licenses and permit, as more fully defined in the RFP, which is attached hereto and made part of this Contract.
2. CONTRACTOR agrees that the services shall be performed during the contract period of to four (4) years following the date of the Notice to Proceed of this Contract by the PLCB. PLCB's Contracting Officer may renew the contract incrementally or in one step, for a period of up to six (6) years by written notification to the Selected Offeror. PLCB's Contracting Officer may also extend this contract incrementally or in one step, for a period of up to three (3) months, by written notification to the Selected Offeror. This right to extend the Contract in no way minimizes the PLCB's right to the timely receipt of the project deliverables as specified in the RFP.
3. The PLCB shall pay the CONTRACTOR during the existence of this Contract for work completed in accordance with the terms and conditions of the Contract, the maximum amount of XXXXXXXX Dollars and XXXXX Cents (\$_____) for the time period set forth in #2 above of this Contract.

4. The PLCB and CONTRACTOR agree to be bound by the Standard IT Terms and Conditions for Services, which is attached hereto and made part of this Contract.
5. The PLCB and CONTRACTOR agree to be bound by the Special Contract Terms and Conditions, which is attached and made part of this Contract.
6. The PLCB and CONTRACTOR agree to be bound by the Liquor Code Section, Laws of Pennsylvania, which is attached and made part of this Contract.
7. CONTRACTOR agrees to provide a strategy for the *PLCB Regulatory Affairs System* as described in its Technical Submittal, which is attached hereto and made part of this Contract, at the prices listed in its Cost Submittal, which is attached hereto and made part of this Contract.
8. CONTRACTOR agrees to meet and maintain the commitments made to Small Diverse Business in the Small Diverse Business Submittal, if applicable.
9. This Contract is comprised of the following documents, which are listed in order of precedence in the event of a conflict between these documents:
 - a. The Special Contract Terms and Conditions.
 - b. The Standard IT Contract Terms and Conditions.
 - c. The CONTRACTOR's Cost Submittal and any addenda, if applicable.
 - d. The RFP and any addenda, including all referenced Appendices.
 - e. The CONTRACTOR's Technical Submittal and any addenda, if applicable.

[THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK]

IN WITNESS WHEREOF, the PARTIES to this Contract have executed it through their respective duly authorized officers.

CONTRACTOR

ATTEST:

BY: _____ BY: _____
NAME DATE NAME DATE

TITLE: _____ TITLE: _____

FEDERAL ID NO: _____

If a Corporation, only the Chairman, President, Vice President, Senior Vice President, Executive Vice President, Assistant Vice President, Chief Executive Officer or Chief Operating Officer must sign; if one of these officers is not available, please attach a resolution. If a sole proprietorship, only the owner must sign; if a partnership, only one partner needs to sign; if a limited partnership, only a general partner may sign. If a Limited Liability Company ("LLC"), only one member needs to sign, unless it is a manager-based LLC, then a manager must sign. If a Municipality, Authority, or other entity, please attach a resolution.

DO NOT WRITE BELOW THIS LINE--FOR COMMONWEALTH USE ONLY

**COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA LIQUOR CONTROL BOARD**

ATTEST:

BY: _____ BY: _____
NAME DATE NAME DATE

TITLE: _____ TITLE: _____

APPROVED FOR FORM AND LEGALITY:

BY _____
OFFICE OF CHIEF COUNSEL (PLCB) DATE

BY _____
OFFICE OF ATTORNEY GENERAL DATE

CERTIFICATION OF FUNDS:

I HEREBY CERTIFY THAT FUNDS IN THE AMOUNT OF \$ _____
ARE AVAILABLE UNDER APPROPRIATION

BY _____
For Comptroller DATE

APPENDIX E

DOMESTIC WORKFORCE UTILIZATION CERTIFICATION

DOMESTIC WORKFORCE UTILIZATION CERTIFICATION

To the extent permitted by the laws and treaties of the United States, each proposal will be scored for its commitment to use the domestic workforce in the fulfillment of the contract. Maximum consideration will be given to those offerors who will perform the contracted direct labor exclusively within the geographical boundaries of the United States or within the geographical boundaries of a country that is a party to the World Trade Organization Government Procurement Agreement. Those who propose to perform a portion of the direct labor outside of the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement will receive a correspondingly smaller score for this criterion. In order to be eligible for any consideration for this criterion, offerors must complete and sign the following certification. This certification will be included as a contractual obligation when the contract is executed. Failure to complete and sign this certification will result in no consideration being given to the offeror for this criterion.

I, _____ **[title]** of _____ **[name of Contractor]** a _____ **[place of incorporation]** corporation or other legal entity, (“Contractor”) located at _____ **[address]**, having a Social Security or Federal Identification Number of _____, do hereby certify and represent to the Commonwealth of Pennsylvania (“Commonwealth”) (Check **one** of the boxes below):

All of the direct labor performed within the scope of services under the contract will be performed exclusively within the geographical boundaries of the United States or one of the following countries that is a party to the World Trade Organization Government Procurement Agreement: Aruba, Austria, Belgium, Bulgaria, Canada, Chinese Taipei, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom

OR

_____ **percent** (____%) **[Contractor must specify the percentage]** of the direct labor performed within the scope of services under the contract will be performed within the geographical boundaries of the United States or within the geographical boundaries of one of the countries listed above that is a party to the World Trade Organization Government Procurement Agreement. Please identify the direct labor performed under the contract that will be performed outside the United States and not within the geographical boundaries of a party to the World Trade Organization Government Procurement Agreement and identify the country where the direct labor will be performed:

[Use additional sheets if necessary]

The Pennsylvania Liquor Control Board shall treat any misstatement as fraudulent concealment of the true facts punishable under Section 4904 of the *Pennsylvania Crimes Code*, Title 18, of Pa. Consolidated Statutes.

Attest or Witness:

Corporate or Legal Entity's Name

Signature/Date

Signature/Date

Printed Name/Title

Printed Name/Title

INSTRUCTIONS

- 1.) All sheets must be filled out completely
- 2.) Payment for Tasks 1-5 are deliverable-based. Payment will be made for each deliverable after acceptance by the PLCB's Project Manager. The cost of reports listed in Section IV-5 of the RFP must be included in the appropriate task.
- 3.) Formulas are imbedded in the worksheets. Contractor's must verify that all calculations, subtotal costs and grand total costs are accurate.
- 4.) For Task 6 fees include all functions listed in Appendix O. Also included are new versions, updates, automatic upgrades and or enhancements to current version, accessibility, hosting, help desk (via telephone and internet) and support. A one-time implementation fee should be listed.
- 5.) The rate card should be completed for each person assigned to the project.
- 6.) Optional Functions refer to items listed in Appendix N.

Please contact the Issuing Officer with any questions or concerns.

Tasks 1-5 and 7 Deliverables Worksheet

Task	Cost
TASK 1 - PLAN/INITIATE	
Microsoft Project Plan	
RACI Matrix	
Communications Plan	
Risk Management Plan & Issues Log	
Quality Assurance Plan	
Testing Plan	
Training Plan	
Organizational Change Management Plan	
Knowledge Transfer Plan	
Transition Plan	
Summary presentation	
TASK 1 TOTAL	\$ -
TASK 2 - SYSTEM DESIGN	
As Is Process Analysis Documentation	
Process Transformation Recommendations	
To Be Process Analysis Documentation	
GAP Analysis Documentation with Options to Close Gaps	
Requirements for Configurations and for Customizations, including Functional	
Requirements Traceability Matrix	
Security Design including use of Commonwealth AD	
Data Conversion and Migration Plan	
Updated Project Plan and Execution of Plans in Task 1	
Updated Test Plan with Detailed Test Scenarios/Scripts	
TASK 2 TOTAL	\$ -
TASK 3 - SYSTEM DEVELOPMENT	
Data Conversion Software and Documentation	
Technical Documentation for Interfaces and other Applicable Entities	
Migration Test Results	
New or Modified Configurations and/or Code	
Unit Test Results	
Application Security Test Results	
Integration Test Results	
Regression Test Results	
UAT Testing Scenarios	
Integration Test Work Plan	
Documented Organizational Gap Analysis, Job Mapping, Job Descriptions and Training	
Load and Performance Test Plan	
Detailed UAT Plan	
New or Updated Training Plans and Materials	
TASK 3 TOTAL	\$ -

TASK 4 - PLCB END USER TRAINING AND TECHNICAL KNOWLEDGE TRANSFER	
Updated Final Training Material and Documentation for PLCB End Users and the Office of Information Technology Services	
Training Sessions for PLCB End Users	
Regulatory Affairs Help Desk Scripts (if Applicable)	
Perform Tacit and Explicit Knowledge Transfer to PLCB OITS Staff and/or Designee(s) Regarding Any System Alterations	
TASK 4 TOTAL	\$ -
TASK 5 - SYSTEM ACCEPTANCE	
User Acceptance Test Scenarios	
User Acceptance Test Results	
Load & Performance Test Scenarios	
Conduct Load and Performance Testing and Provide Results	
Approved Cutover Plan	
Approved Data Migration	
Applications in Production Environment	
Validate the Successful Cutover of all Updated Oracle Applications in Production Environment	
Go-No Go Criteria	
Regulatory Affairs Help Desk Training (if Applicable)	
TASK 5 TOTAL	\$ -
TASK 7 - END OF CONTRACT TRANSITION	
Transition Plan	
Intellectual Property Inventory	
Quality Assurance Process Document	
Transition Results Report	
TASK 7 TOTAL	\$ -

Task 6 - Provide Subscription Based Training/Hosting/Maintenance/Support

Fees			
Base Charges	Amount per Month	Estimated Number of Months	Total
Fees			
One-Time Implementation Fee			
Annual Bundled Charge (2/1/16 - 6/30/16)		5	\$0.00
Annual Bundled Charge (7/1/16 - 6/30/17)		12	\$0.00
Annual Bundled Charge (7/1/17 - 1/31/18)		7	\$0.00
Total Cost			\$0.00

Optional Items Worksheet

DELIVERABLE	COST
TOTAL	\$ -
TOTAL	\$ -
TOTAL	\$ -
TOTAL	\$ -
TOTAL	\$ -
GRAND TOTAL OPTIONAL ITEMS	\$ -

APPENDIX G

PROPOSAL COVER SHEET

**PROPOSAL COVER SHEET
COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA LIQUOR CONTROL BOARD
RFP# 20121101**

Enclosed in three separately sealed submittals is the proposal of the Offeror identified below for the above-referenced RFP:

Offeror Information:	
Offeror Name	
Offeror Mailing Address	
Offeror Website	
Offeror Contact Person	
Contact Person's Phone Number	
Contact Person's Facsimile Number	
Contact Person's E-Mail Address	
Offeror Federal ID Number	

Submittals Enclosed and Separately Sealed:	
<input type="checkbox"/>	Technical Submittal
<input type="checkbox"/>	Small Diverse Business Submittal
<input type="checkbox"/>	Cost Submittal

<i>Signature</i>	
Signature of an official authorized to bind the Offeror to the provisions contained in the Offeror's proposal:	
Printed Name	
Title	

FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE OFFEROR'S PROPOSAL MAY RESULT IN THE REJECTION OF THE OFFEROR'S PROPOSAL

APPENDIX H

**CORPORATE SIGNATORY DELEGATION
AUTHORIZATION**

CORPORATE SIGNATORY DELEGATION AUTHORIZATION

I, _____, of _____, City of _____,
(Name) (Address)

County of _____, State of _____, certify that I am the
_____ of _____, a corporation organized
(Title/Capacity) (Name of Corporation)

under the laws of the State of _____, having its principal office at
_____, City of _____, County of _____,
(Address)

State of _____; and that the following is a true and complete copy of a
resolution duly adopted by the Board of Directors of _____
(Name of Corporation)

at a meeting held by them on _____ day of _____, _____, at which a quorum
was present; and that this resolution has not been altered, amended, repealed,
rescinded or otherwise modified and that it is still in full force and effect.

RESOLVED THAT _____ of _____, City of
(Name) (Address)
_____, County of _____, State of _____

is hereby authorized to execute contracts on behalf of the corporation.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of
the corporation this _____ day of _____, 20____.

(Signature of Certifying Official)

(SEAL)

(Typed or Printed Name)

(Title)

APPENDIX I

TRADE SECRET/CONFIDENTIAL PROPRIETARY INFORMATION NOTICE

Trade Secret/Confidential Proprietary Information Notice

Instructions:

The Commonwealth may not assert on behalf of a third party an exception to the public release of materials that contain trade secrets or confidential proprietary information unless the materials are accompanied, at the time they are submitted, by this form or a document containing similar information.

It is the responsibility of the party submitting this form to ensure that all statements and assertions made below are legally defensible and accurate. The Commonwealth will not provide a submitting party any advice with regard to trade secret law.

Name of submitting party:

Contact information for submitting party:

Please provide a brief overview of the materials that you are submitting (e.g. bid proposal, grant application, technical schematics):

Please provide a brief explanation of why the materials are being submitted to the Commonwealth (e.g. response to bid #12345, application for grant XYZ being offered by the Department of Health, documents required to be submitted under law ABC)

Please provide a list detailing which portions of the material being submitted you believe constitute a trade secret or confidential proprietary information, and please provide an explanation of why you think those materials constitute a trade secret or confidential proprietary information. Also, please mark the submitted material in such a way to allow a reviewer to easily distinguish between the parts referenced below. (You may attach additional pages if needed)

Note: The following information will not be considered a trade secret or confidential proprietary information:

- Any information submitted as part of a vendor's cost proposal
- Information submitted as part of a vendor's technical response that does not pertain to specific business practices or product specification
- Information submitted as part of a vendor's technical or disadvantaged business response that is otherwise publicly available or otherwise easily obtained
- Information detailing the name, quantity, and price paid for any product or service being purchased by the Commonwealth

<u>Page Number</u>	<u>Description</u>	<u>Explanation</u>
--------------------	--------------------	--------------------

Acknowledgment

The undersigned party hereby agrees that it has read and completed this form, and has marked the material being submitted in accordance with the instructions above. The undersigned party acknowledges that the Commonwealth is not liable for the use or disclosure of trade secret data or confidential proprietary information that has not been clearly marked as such, and which was not accompanied by a specific explanation included with this form.

The undersigned agrees to defend any action seeking release of the materials it believes to be trade secret or confidential, and indemnify and hold harmless the Commonwealth, its agents and employees, from any judgments awarded against the Commonwealth in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives so long as the Commonwealth has possession of the submitted material, and will apply to all costs unless and until the undersigned provides a written statement or similar notice to the Commonwealth stating that it no longer wishes to exempt the submitted material from public disclosure.

The undersigned acknowledges that the Commonwealth is required to keep all records for at least as long as specified in its published records retention schedule.

The undersigned acknowledges that the Commonwealth reserves the right to reject the undersigned's claim of trade secret/confidential proprietary information if the Commonwealth determines that the undersigned has not met the burden of establishing that the information constitutes a trade secret or is confidential. The undersigned also acknowledges that if only a certain part of the submitted material is found to constitute a trade secret or is confidential, the remainder of the submitted material will become public; only the protected information will be removed and remain nonpublic.

If being submitted electronically, the undersigned agrees that the mark below is a valid electronic signature.

Signature

Title

Date

APPENDIX J

APPLICATION INVENTORY

The following table contains a brief description of the Regulatory Affairs Legacy Systems

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
Internet	E-licensing	E-licensing System	Active/Secure Sign-on	System to allow Retail, Wholesale and Club Licenses Renew or Validate their License on-line Annually. Payments by Credit/Debit card accepted or complete, print and mail with Check. Automated Clearing House (ACH) has also been requested but not implemented.	Windows – ASP/ Adobe FormServer	SQLServer	6 months retained. 10,000+ records. (6 tables)
Internet	E-licensing	FormServer Admin application	Active/Secure Sign-on	Back Office Administrative System for specific Licensing users. Printing of daily credit/debit card transaction reports and ability to view/manage filed forms as needed.	Windows – ASP/ Adobe FormServer	SQLServer	N/A. Administers same set of E-licensing records above.
Internet	PA Licensing Search	Public Licensee Search System	Active	For Public searches of Licensees and their related information	Windows - ASP	SQLServer	N/A. Search application of Licensing Information Access System (LIAS) and Case Information Access System (CIAS) data.
Internet	Limited Winery System	Limited Winery System	Active/Secure Sign-on	For Limited Wineries to Renew or Validate their License Annual on-line	Windows - .NET	SQLServer	Approx. 1200 records (5 tables)
Internet	Administrative Law Judge (ALJ) Fines System	Administrative Law Judge Fines System	Active Fall 2013	Future system to collect ALJ fines on-line via credit/debit and possibly ACH.	Windows - .NET	SQLServer	Not active at this time.

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
Client Server	Filenet Imaging	Licensing Imaging Archival/Transactional System	Active/ Filenet Secure Sign-on	Licensing Archival and Work Flow system	Visual Basic 6/ Filenet Products	SQLServer	4 million+ document .TIFF images. Work Queue/Table records?
Client Server	Filenet Imaging	ALJ Imaging System	Active/ Filenet Secure Sign-on	ALJ's archival Imaging system	Visual Basic 6/ Filenet Products	SQLServer	60,000+ document .TIFF images. Work Queue/Table records
Client Server	Filenet Imaging	Chief Counsel Imaging System	Active/ Filenet Secure Sign-on	Chief Counsels archival Imaging system	Visual Basic 6/ Filenet Products	SQLServer	25,000+ document .TIFF images. Work Queue/Table records
Client Server	Filenet Imaging	Alcohol Ed Imaging System	Active/ Filenet Secure Sign-on	Alcohol Ed archival Imaging System	Visual Basic 6/ Filenet Products	SQLServer	Documents part of Licensing Imaging count above.
Intranet	Filenet Imaging	PSP Web-based Image Lookup	Active/ Filenet Secure Sign-on	PSP Web-based Image Lookup	Visual Basic 6/ Filenet Products	SQLServer	N/A. Image Lookup Only.
Intranet	Filenet Imaging	ALJ Web-based Image Lookup	Active/ Filenet Secure Sign-on	ALJ Web-based Image Lookup	Visual Basic 6/ Filenet Products	SQLServer	N/A. Image Lookup Only.
Intranet	Filenet Imaging	Licensing Web-based Image Lookup	Active/ Filenet Secure Sign-on	Licensing Web-based Image Lookup	Visual Basic 6/ Filenet Products	SQLServer	N/A. Image Lookup Only.
Intranet	Filenet Imaging	Investigation Web-based Image Lookup	Active/ Filenet Secure Sign-on	Investigation Web-based Image Lookup	Visual Basic 6/ Filenet Products	SQLServer	N/A. Image Lookup Only.

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
Intranet	Filenet Imaging	Alcohol Ed Web-based Image Lookup	Active/ Filenet Secure Sign-on	Alcohol Ed Web-based Image Lookup	Visual Basic 6/ Filenet Products	SQLServer	N/A. Image Lookup Only.
Intranet	Filenet Imaging	Chief Counsel Web-based Image Lookup	Active/ Filenet Secure Sign-on	Chief Counsel Web-based Image Lookup	Visual Basic 6/ Filenet Products	SQLServer	N/A. Image Lookup Only.
Client Server	Filenet Imaging	FMSBatch	Active/ Filenet Secure Sign-on	Batch application to convert E-licensing and Limited Winery PDF's to TIFs and auto import into the Licensing Imaging system.	Visual Basic 6/ Filenet Products	SQLServer	128 records from application category table used for auto-index.
Client Server	Filenet Imaging	LIPSINV	Active/ Filenet Secure Sign-on	Batch application to convert Investigation Document PDF's to TIFs and auto import into the Licensing Imaging system.	Visual Basic 6/ Filenet Products	SQLServer	N/A. Import application.
Intranet	Licensing Investigations	Investigation Request System	Active/ Secure Sign-on	System used to request/create a new Investigation	Windows - ASP	SQLServer	74,170+ records.
Intranet	Licensing Investigations	Investigation Assignment System	Active/ Secure Sign-on	System used to assign a new Investigation to an Investigator	Windows - ASP	SQLServer	N/A. Investigation assignments to investigation Request System.
Intranet	Licensing Investigations	Investigation Reports System	Active/ Secure Sign-on	System containing several investigation related ad-hoc reports.	Windows - ASP	SQLServer	N/A. Report application against Investigation data.
Intranet	Licensing Investigations	Investigation Daily Report	Active/ Secure Sign-on	System used by Investigators to track their daily work.	Windows - ASP	SQLServer	230,000+ records (2 tables)

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
		Form System					
Intranet	Licensing Investigations	Investigation Query System	Active/ Secure Sign-on	System containing several investigation related ad-hoc queries.	Windows - ASP	SQLServer	N/A. Query Reporting application against Investigation data.
Intranet	Licensing Investigations	Investigation Report Entry	Active/ Secure Sign-on	System used by Investigators to enter their investigation information into 11 types of forms.	Windows - ASP	SQLServer	3.9 million records (12 tables)
Intranet	On-line Reports	ALJ (42 Reports), PSP (26 Reports) Licensing (161 Reports)	Active/ Secure Sign-on	Centralized system to execute all ad-hoc Crystal Reports.	Windows - ASP	SQLServer	N/A. Reports Only.
Intranet - select users	SearchCenter	BOL, ALJ, Chief Counsel	Active/ Secure Sign-on	Allows these bureaus to query Licensee and Case SQL tables in numerous ways and generate generic reports, delimited outputs, etc.	Windows - ASP	SQLServer	N/A. Search application of LIAS/CIAS data.
Intranet	Licensee Search System (Licensing, ALJ, PSP)	Licensee Search System For Licensing, ALJ and PSP	Active/ Secure Sign-on	System used by Licensing and PA State Police to search in a variation of ways on Licensee related Information.	Windows - ASP	SQLServer	N/A. Search application of LIAS/CIAS data.
Intranet	Press Office Licensee Search System	Press Office Licensee Search System Press Office	Active/ Secure Sign-on	System used by the Press Office to search in a variation of ways on Licensee related Information.	Windows - ASP	SQLServer	N/A. Search application of LIAS/CIAS data.

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
Intranet	LIAS - Licensee Detail View	General Licensee Information (LIAS)	Active/ Secure Sign-on	Contains General Licensee Information for the Licensee being viewed	Windows - ASP	SQLServer	45,700+ records
Intranet	LIAS - Licensee Detail View	Brand Registration (LIAS)	Active/ Secure Sign-on	Contains Brand Registration Information for the Licensee being viewed	Windows - ASP	SQLServer	25,700+ (2 Tables)
Intranet	LIAS - Licensee Detail View	Application Cases (LIAS)	Active/ Secure Sign-on	Contains Application Case Information for the Licensee being viewed	Windows - ASP	SQLServer	N/A. Subset of Application Case Data
Intranet	LIAS - Licensee Detail View	Investigations (LIAS)	Active/ Secure Sign-on	Contains Investigation Information for the Licensee being viewed	Windows - ASP	SQLServer	N/A. Subset of investigation System information.
Intranet	LIAS - Licensee Detail View	PSP Incidents (LIAS)	Active/ Secure Sign-on	Contains PSP Incident Information for the Licensee being viewed	Windows - ASP	SQLServer	N/A. Subset of Incident Case Data
Intranet	LIAS - Licensee Detail View	PSP Routine Inspections (LIAS)	Active/ Secure Sign-on	Contains PSP Routine Inspection Information for the Licensee being viewed	Windows - ASP	SQLServer	11,900+ records
Intranet	LIAS - Licensee Detail View	PSP Age Compliance (LIAS)	Active/ Secure Sign-on	Contains PSP Age Compliance Information for the Licensee being viewed	Windows - ASP	SQLServer	7000+ records
Intranet	LIAS - Licensee Detail View	Citation Cases (LIAS)	Active/ Secure Sign-on	Contains Citation Case Information for the Licensee being viewed	Windows - ASP	SQLServer	N/A. Subset of Citatoin Case Data

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
Intranet	LIAS - Licensee Detail View	Counties (LIAS)	Active/ Secure Sign-on	Contains County Information for all Counties in PA	Windows - ASP	SQLServer	67 records
Intranet	LIAS - Licensee Detail View	County Dist Atty (LIAS)	Active/ Secure Sign-on	Contains District Attorney Information for all Counties in PA	Windows - ASP	SQLServer	N/A subset of municipalities data
Intranet	LIAS - Licensee Detail View	Municipalities (LIAS)	Active/ Secure Sign-on	Contains Municipality Information for all municipalities in PA	Windows - ASP	SQLServer	2640+ records
Intranet	LIAS - Licensee Detail View	Criminal History (LIAS)	Active/ Secure Sign-on	Contains Criminal History Information for the Licensee being viewed	Windows - ASP	SQLServer	32,500+ records
Intranet	LIAS - Licensee Detail View	Doc Storage (LIAS)	Active/ Secure Sign-on	Contains Document Storage Information for the Licensee being viewed	Windows - ASP	SQLServer	200,300+ records
Intranet	LIAS - Licensee Detail View	LIPS Teams (LIAS)	Active/ Secure Sign-on	Contains information on the user Teams used in the LIPS system	Windows - ASP	SQLServer	90 records
Intranet	LIAS - Licensee Detail View	NSF INFO (LIAS)	Active/ Secure Sign-on	Contains Not Sufficient Funds Information for the Licensee being viewed	Windows - ASP	SQLServer	13,500+ records
Intranet	LIAS - Licensee Detail View	Reason Code (LIAS)	Active/ Secure Sign-on	Contains Reason Code Information pertaining to Pending codes	Windows - ASP	SQLServer	193+ records

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
Intranet	LIAS - Licensee Detail View	Image History (LIAS)	Active/ Secure Sign-on	Contains Imaging Audit History for the Licensee being viewed	Windows - ASP	SQLServer	6.8 million records
Intranet	LIAS - Licensee Detail View	Fees (LIAS)	Active/ Secure Sign-on	Contains Fee information for the Licensee begin viewed	Windows - ASP	SQLServer	N/A. Subset of Licensing Fee System data
Intranet	LIAS - Licensee Detail View	License Types (LIAS)	Active/ Secure Sign-on	Contains information for all License Types used in Licensing	Windows - ASP	SQLServer	80 records
Intranet	LIAS - Licensee Detail View	Limited Winery (LIAS)	Active/ Secure Sign-on	Contains Limited Winery information for the Licensee being viewed. This is History view ONLY. Dept. of Agriculture has a system now that has replaced this system.	Windows - ASP	SQLServer	N/A. Subset of Limited winery System data.
Intranet	LIAS - Licensee Detail View	Mail to Address (LIAS)	Active/ Secure Sign-on	Contains Mail to Address information for the Licensee being viewed	Windows - ASP	SQLServer	774 records
Intranet	LIAS - Licensee Detail View	Master Lid (LIAS)	Active/ Secure Sign-on	Contains Master LID information for the Licensee being viewed	Windows - ASP	SQLServer	720 records
Intranet	LIAS - Licensee Detail View	Nuisance Cases (LIAS)	Active/ Secure Sign-on	Contains Nuisance Case Information for the Licensee being viewed	Windows - ASP	SQLServer	N/A. Subset of Nuisance Case Data
Intranet	LIAS - Licensee	Officers (LIAS)	Active/ Secure Sign-on	Contains Licensee Officer Information for the Licensee being viewed	Windows - ASP	SQLServer	70,000+ records

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
	Detail View						
Intranet	LIAS - Licensee Detail View	Pending Code (LIAS)	Active/ Secure Sign-on	Contains Licensee Pending Code Information for the Licensee being viewed	Windows - ASP	SQLServer	12,100+ records
Intranet	LIAS - Licensee Detail View	Special Occasion Permits (LIAS)	Active/ Secure Sign-on	Contains Licensee Special Occasion Permit Information for the Licensee being viewed	Windows - ASP	SQLServer	18,300+ records
Intranet	LIAS - Licensee Detail View	Police Contacts (LIAS)	Active/ Secure Sign-on	Contains the Police Contacts for the location of the Licensee being viewed	Windows - ASP	SQLServer	129 records
Intranet	LIAS - Licensee Detail View	Protests (LIAS)	Active/ Secure Sign-on	Contains any Protest Information for the Licensee being viewed	Windows - ASP	SQLServer	N/A. Subset of General License Information
Intranet	LIAS - Licensee Detail View	Previous Owner (LIAS)	Active/ Secure Sign-on	Contains any Previous Owner information for the Licensee being viewed	Windows - ASP	SQLServer	N/A. Subset of General License Information
Intranet	LIAS - Licensee Detail View	PSP Coverage (LIAS)	Active/ Secure Sign-on	Contains the PSP Coverage Information for the location of the Licensee being viewed (if applicable)	Windows - ASP	SQLServer	N/A. Subset of Police Contact and Municipalities
Intranet	LIAS - Licensee Detail View	License Text (LIAS)	Active/ Secure Sign-on	Contains the License Text information that is printed on each License Type.	Windows - ASP	SQLServer	72 records
Intranet	LIAS - Licensee	Storage (LIAS)	Active/ Secure Sign-on	Contains the Additional Storage Information for the location of the Licensee being viewed	Windows - ASP	SQLServer	631 records

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
	Detail View		on	(if applicable)			
Intranet	LIAS - Licensee Detail View	Safekeeping (LIAS)	Active/ Secure Sign-on	Contains the Safekeeping Information for the location of the Licensee being viewed (if applicable)	Windows - ASP	SQLServer	1265 records
Intranet	LIAS - Licensee Detail View	Hotel Rooms (LIAS)	Active/ Secure Sign-on	Contains the Hotel Rooms Information for the location of the Licensee being viewed (if applicable)	Windows - ASP	SQLServer	2839 records
Intranet	LIAS - Licensee Detail View	Catering Permit (LIAS)	Active/ Secure Sign-on	Up to 50 Catering Permits per Calendar Year for specific License Types	Windows - ASP	SQLServer	620 records
Intranet	LIAS - Licensee Detail View	Famers Market Permit (LIAS)	Active/ Secure Sign-on	1 Farmer Market Permit per year for Limited Wineries Only.	Windows - ASP	SQLServer	33 records
Intranet	LIAS - Licensee Detail View	County Quota (LIAS)	Active/ Secure Sign-on	Quota of licenses per county plus additional information	Windows - ASP	SQLServer	28,000+ records (2 Tables)
Intranet	LIAS - Licensee Detail View	Tax Clearance (LIAS)	Active/ Secure Sign-on	Contains Labor and Industry or Dept of Revenue Tax Clearance information for the Licensee being viewed	Windows - ASP	SQLServer	N/A. Subset of General License Information
Intranet	LIAS - Licensee Detail View	Tax Log - LI (LIAS)	Active/ Secure Sign-on	Contains Labor and Industry Clearance change history information for the Licensee being viewed	Windows - ASP	SQLServer	208,000+ records
Intranet	LIAS -	Tax Log -	Active/ Secure Sign-	Contains Dept of Revenue Tax Clearance	Windows - ASP	SQLServer	215,000+ records

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
	Licensee Detail View	Revenue (LIAS)	on	change history information for the Licensee being viewed			
Intranet	LIAS - Licensee Detail View	Vendor Number (LIAS)	Active/ Secure Sign-on	Contains Vendor number information for the Licensee being viewed (if applicable)	Windows - ASP	SQLServer	185 records
Intranet	LIAS - Licensee Detail View	Weekly Subscriber (LIAS)	Active/ Secure Sign-on	Contains Weekly Subscriber information for the Licensee being viewed	Windows - ASP	SQLServer	N/A. Subset of General License Information
Intranet	LIAS - Licensee Detail View	Management Company (LIAS)	Active/ Secure Sign-on	Contains Management Company information for the Licensee being viewed (if applicable)	Windows - ASP	SQLServer	1080+ records (2 tables)
Intranet	LIAS - Licensee Detail View	Associated Lid (LIAS)	Active/ Secure Sign-on	Contains any Associated LIDS for the Licensee being viewed (if applicable)	Windows - ASP	SQLServer	1349 records
Intranet	LIAS - Licensee Detail View	Bankruptcy Chapter (LIAS)	Active/ Secure Sign-on	Contains any Bankruptcy Chapter information for the Licensee being viewed (if applicable)	Windows - ASP	SQLServer	N/A. Subset of General License Information
Intranet	Case Search System	Case Search System	Active/ Secure Sign-on	System used to search in a variation of ways for case types below.	Windows - ASP	SQLServer	N/A. Search application of CIAS data.
Intranet	CIAS - Case Detail View	PSP Incident (CIAS)	Active/ Secure Sign-on	Contains PSP Licensee Incident Case Information for PLCB	Windows - ASP	SQLServer	155,000+ records
Intranet	CIAS - Case	Citation Case information	Active/ Secure Sign-	Contains Licensee Citation Case Information	Windows - ASP	SQLServer	950,000+ records

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
	Detail View	(CIAS)	on	for PLCB			(24 tables)
Intranet	CIAS - Case Detail View	Application Case Information (CIAS)	Active/ Secure Sign-on	Contains Licensee Application Case Information for PLCB	Windows - ASP	SQLServer	27,000+ records (10 tables)
Intranet	CIAS - Case Detail View	Nuisance Bar Case Information (CIAS)	Active/ Secure Sign-on	Contains Licensee Nuisance Bar Case Information for PLCB	Windows - ASP	SQLServer	41,000 records (3 tables)
Intranet	Licensing Fee System	Licensing_Fee_System.asp (9 programs)	Active/ Secure Sign-on	Used to capture all Fee collections for Licensing Transactions.	Windows - ASP	SQLServer	568,000+ records (4 tables)
Intranet	Citation Hearing Scheduling System	Citation Hearing Scheduling System	Active/ Secure Sign-on	Used by ALJ to schedule Citation Case Hearings.	Windows - ASP	SQLServer	30,000 hearing personnel calendar scheduling records connected to 70,000 citation case records.
External(PSP)	PSP Criminal History System	PSP Criminal History System	Active/ Secure Sign-on	Connected to PSP Criminal System. Used to look up Criminal History for Licensee Officers, etc.	???????	???????	N/A. Reside on PSP databases.
Intranet	RAMP Certified Licensees	RAMP Certified Licensees	Active/ Secure Sign-on	System contains all RAMP certification records attained by each LID. PLCB must be able to add/update/delete certifications as well as search records based on LID, County, Date, Region, Mandate status. This system is linked to LIAS and lists RAMP Certifications on licensee record.	Windows - ASP	SQLServer	All records from inception (2001), currently do not have a way to delete. 8900+ records (1 table)

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
Intranet	RAMP Mandated Licensees	RAMP Mandated Licensees	Active/ Secure Sign-on	System contains all licensees mandated to comply with RAMP by the ALJ or by a Licensing CLA. Licensees are tracked by LID, type, mandate date, due date, citation number, County, Region. PLCB must be able to add/update/delete mandates, add notes to mandate records as well as search mandates by LID, type, mandate date, due date, citation number, County, Region.	Windows - ASP	SQLServer	All records from inception (2006), currently do not have a way to delete. 1400+ records (1 table)
Intranet	RAMP Manager Mandates	RAMP Manager Mandates	Active/ Secure Sign-on	System contains all managers mandated to comply with the owner/manager training component. Managers are received into this system via workflow from Licensing. Managers are tracked by trainee number, LID, Region, County, Name, Mandate date, Due date. PLCB must be able to add/update/delete managers, add notes to mandate records as well as search managers by trainee number, LID, Region, County, Name, Mandate date, Due date.	Windows - ASP	SQLServer	All records from inception (2012), currently do not have a way to delete. 2300+ records (1 table)
Internet	RAMP Training System	RAMP Training System	Active/ Secure Sign-on	System lists all approved training courses, instructors, training sessions and trainees. PLCB must have ability to add/update/delete/search each category. Approved Independent Instructors access this system via the Internet using a login and must have the ability to add/update/delete/search all training data associated with them only. Data	Windows - ASP	SQLServer	All records from inception (2001), currently do not have a way to delete. 301,000+ records (9 tables)

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
				from non-PLCB trainers interfaces into this system pertaining to owner/manager and server/seller training. See interfaces Appendix for those interfaces.			
Internet	RAMP Affidavit	RAMP Affidavit	Active/Secure Sign-on	System allows licensee to submit an Affidavit request for RAMP certification via the Internet using a login. This system is linked to the RAMP Training System and pulls training records by LID and populates a staff roster. Licensee must be able to add/delete employees from this roster. Affidavit is submitted and PLCB staff process it via workflow.	UNIX - Java	SQLServer	5 tables (Just started in June of 2013). No records.
G:\Alcohol Education\Jon S	GiFTS = Grant Funds Tracking System	Alcohol Education Staff	Secure Access to folder where database resides.	GiFTS is used by Al Ed – EGM staff to track all expenses, reimbursement, and program data from organizations across the commonwealth who have been granted PLCB funds under the Alcohol Education Bureau’s Grant to Reduce Underage and Dangerous Drinking. GiFTS runs queries and pulls grantee data from tables created from Excel spreadsheets. At any given time in the grant cycle, the user can see how much a grantee has spent in a specified interim period as well as how many programmatic activities they’ve conducted in each period. Specific reports can be run from GiFTS, such as: Quarterly reports for all grantees, Quarterly reports from one grantee, and Grantees who	Windows	Access	65.0 MB (68,255,744 bytes) 27 tables 1000+ records

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
				overspent funds.			
G:\Alcohol Education\Edward	BETSY = Bureau Event Tracking System	Alcohol Education Staff	Secure Access to folder where database resides.	BETSY is used by Al Ed staff for tracking any outside events they have attended. A user can enter dates, times, locations, travel times, and narrative descriptions of any seminar, professional development training, meeting, conference, etc. The system stores all events that any staff member has entered so a report for a particular employee can be run if desired.	Windows	Access	8.37 MB (8,781,824 bytes) 65 tables 1950+ records
G:\Alcohol Education\Databases	Mr. T's = Materials Revisions Tracking System	Alcohol Education Staff	Secure Access to folder where database resides.	Mr. T's is used to track the revising/editing of all Bureau printed materials such as brochures, posters, business cards, etc. This database can give the user information on the editing process of any piece of material in the system including, but not limited to; Edits in process, Edits that are completed, Number of edits a particular piece has gone through and Items awaiting edits. Mr. T's can run reports just like the other Access database above depending on what the user needs. This tracking system also aids the user in tracking the amount of materials printed after an order has been placed.	Windows	Access	7.13 MB (7,479,296 bytes) 6 tables 2000+ records
Internet/Intranet	conference_update.asp	Alcohol Education Staff	Active/Secure Sign-on	This system is used by the public to register for our annual conference. Licensng & RAMP can	Windows - ASP	SQLServer	11,000+ records (17 tables)

ENVIRONMENT	SYSTEM	APPLICATION	STATUS/SECURE SIGN-ON	DESCRIPTION	DEVELOPMENT PLATFORM/VENDOR OR SOFTWARE	DATABASES USED	NUMBER OR RECORDS (SIZE)
	Conference Registration			possibly also use this to register licensees for seminars and trainings.			
Internet/Intranet	MOS = Materials Ordering System	Alcohol Education Staff/Public	Active/Secure Sign-on for intranet application. Open to Public access for Internet Ordering system	<p>MOS is used by the Bureau of Alcohol Education staff member who handles the receiving, processing, and filling of materials orders that have been received either by the public, through the Alcohol Education Mailbox, or by PLCB staff ordering for events, such as Licensing conferences, Alcohol Education conferences and smaller events and also including orders from Wine & Spirits stores. This database is the system used to process and track all orders and inventoried materials.</p> <p>We would like this system to combine the ordering and processing.</p> <p>The MOS database needs a major overhaul, it is extremely old and outdated and the Alcohol Education materials person is constantly having to submit Remedy Tickets because of various issues. MIS usually sends Mike Pelachick to resolve the MOS issues because he is familiar with the old code that is still being used for MOS. The materials employee, her supervisor and the Alcohol Education Director are working on the information needed to request a "Service Order" to have MOS updated.</p>	Windows - ASP	SQLServer	89,000+ records (16 tables)

Queues/Tables/Applications Licensing Imaging Processing Systems (LIPS)- Licensing Imaging Current Licensing Imaging Filenet Processing System)

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 12/10/2012 at 11:21 AM)
ChkQuota	Queue	Y	The Check Quota area (aka the Special Services Unit) is where all <i>new</i> applications are first routed after they pass through the Indexing process.		Oracle	1
EnterFees	Queue	Y	The Enter Fees step is where applications, renewals and validations are checked to ensure the monies received match the fees required. The Data Entry step is used to enter any new or amended information to a LACEY. The LACEY is a unique case tracking number containing (L – Unique 7 digit Licensee Number, AC – Application Category, Y – Effective Year of case)		Oracle	13
DataEntry	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	7
DataEntrySupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	2
EvalDivSupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	0
FinalProc	Queue	Y	The final processing step is where they issue proper licenses and update LACEY's to ensure that the case is current and correct.		Oracle	65
Comptroller	Queue	Y	At this step, the Comptroller issues the submitted monies to the Commonwealth to be deposited into the State accounts. Until the LACEY goes through this step, no monies remitted with it may be spent by the State.		Oracle	264
Legal Assistant (LA) Queues			The LA queues below are handled by the Licensing Techs. They check all the information and if necessary, request additional information from applicant, license holder, and/or their legal representative to enable them to make an intelligent decision to confirm or decline a license or renewal, etc.. Work may route in and out of any of these areas based on the needs			

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 12/10/2012 at 11:21 AM)
			of the Licensing Techs.			
AdLadSupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	0
AsstDirector	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	0
BDCTypist	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	62
BoardCase	Queue	Y	In the Board Case step, cases are prepared and sent to the Board where it is decided whether a License will be granted or not.		Oracle	218
BoardCaseSupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	7
CA1	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	251
CA2	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	19
CASupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	0
Director	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	0
DocRev	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	1543
DocRevSupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	0
LTSSupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	28
LT1	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	137
LT2	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	317
MaltBevCo	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	31

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 12/10/2012 at 11:21 AM)
NBTF	Queue	Y	Nuisance Bar Task Force (NBTF), investigate establishments that have been reported as being a nuisance to the community in which they reside. They work closely with PSP and our legal department. If an establishment has been found to be a nuisance, steps may be taken to close it down.		Oracle	612
NBTFSupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	0
PreLTS	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	172
LT1Ren	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	828
Legal	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	0
LS3	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	731
QualitySupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	1
SPMDivSupv	Queue	Y	Case Info Work Queue for a particular Imaging Work Unit		Oracle	0
Background Queues						
Cases4Creation	Queue	N	Batchname – Used by the Create Cases program. Runs all day. Creates the cases or attaches documents to current cases that are coming in from the scanning/indexing area. The Create Cases program retrieves entries from the Cases4Creation queue, finds the documents for each batch number and then creates the cases in the work queues. The program creates an Approval Sheet for the LID if there is not one, except for zero LIDs.	LIPSCreateCasesNew (VB6 - Batch)	Oracle	3
HostStatus	Queue	N	Audit Trail Info - Used by the Host Status Program. Runs all day.	LIPSHostStatusNew	Oracle	11

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 12/10/2012 at 11:21 AM)
			Writes information from the imaging system to the Host Database file. The Host Status program reads the HostStatus queue and writes the information to the Img-Host-Rec database file on the mainframe.	(VB6 - Batch)		
Fax	Queue	N	Info To Fax Document		Oracle	2
Scheduler	Queue	N	Cases to Be moved to a new work queue	LIPSRouterDLL (VB6 - Batch)	Oracle	1
Status	Queue	N	Master List of all the cases in the system		Oracle	5274
LIPS Tables						
DocCatgTab	Table	N	Document Category Info		Oracle	17
DocTypeTab	Table	N	Document Type Info		Oracle	513
FaxTab	Table	N	Faxing Info for People that are Faxed To Alot	FaxCtrl (VB6 – Batch)	Oracle	112
LetterTab	Table	N	Template Info for Documents We Create in House		Oracle	264
ProcTab	Table	N	Tells the program what DocCatgs and DocCatgs the user can see in that queue		Oracle	59
PreFDocTab	Table	N	Holds Documents that need to be Prefetched to cache for faster retrieval during daily operational work	LIPSPrefetch (VB6 - Batch)	Oracle	5507
TickTypeTab	Table	N	Tickler Types		Oracle	1025

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 12/10/2012 at 11:21 AM)
UserProfTab	Table	N	User Info		Oracle	127
AgingTab	Table	N	Info on what Priority Cases should be in	LIPSPKickerDLL (VB6 - Batch)	Oracle	128
ApplCatgTab	Table	N	Application Category Info		Oracle	128
WorkQTab	Table	N	Work Queue Info		Oracle	29
LetterNumTab	Table	N	Next Number For Letter		Oracle	2
CommitLog	Log	N	Documents committed For LID		Oracle	8306
CommitLogLeg	Log	N	Batches scanned for Legal		Oracle	714
DelDocLog	Log	N	List of Documents deleted		Oracle	8189
Administrative Applications						
All queues			Used to perform Administrative functions such as counting queues, rerouting cases, creating new cases, etc.	LIPSAdmin (VB6 – Client Server)	Oracle	
All queues			Used to (add/delete/update/view) queues used by the system.	LIPSQmaint (VB6 – Client Server)	Oracle	
All tables			Used to (add/delete/update/view) all tables used by the system.	LIPSTableMaint (VB6 – Client Server)	Oracle	
All Folders, Documents			Used to maintain and look at folders and documents (delete documents, folder contents, file docs in folders etc.)	LIPSDocQuery (VB6 – Client Server)	Oracle	
All queues			Used to re-assign a case from one user to another	LIPSReAssign (VB6 –	Oracle	

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 12/10/2012 at 11:21 AM)
				Client Server)		
Reports			Used to produce reports on request	LIPSReports (VB6 – Client Server)	Oracle	
Scanning/Indexing Applications						
All Queues Documents			Used to run queries about cases in the system, LIDs in the batches and documents available for specified criteria.	LIPSGenUtilsIndex (VB6 – Client Server)	Oracle	
DocTypTab Cases4Creation Documents			Used to Insert index values on the documents and to commit the documents.	PLCBIndex (VB6 – Client Server)	Oracle	
All tables and queues			Allows these users limited Administrative access to Case4Creation Report, Delete Documents, Retrieve Deleted Documents and Update Indexes.	LIPSSIAdmin (VB6 – Client Server)	Oracle	
Imaging user Applications						
FileNet logons			Used by all LIPS users. Part of the user initial PC Startup. Users log on in the morning and it minimizes. They log off in the afternoon when they leave.	LIPSLogOnOff (VB6 – Client Server)	Oracle	
All queues			Used to run queries about cases in the system and provide all documents available for viewing based on specified criteria.	LIPSGenUtils (VB6 – Client Server)	Oracle	
All queues and tables			Used by all LIPS users. Program to process cases by the users. Contains many functions including (Complete, refuse, Set Tickler, Create Letters, etc).	LIPSFrontEnd (VB6 – Client Server)	Oracle/SQL	

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 12/10/2012 at 11:21 AM)
All queues and tables			The Check Quota program will process applications for new licenses and renewal applications for licenses that have expired. The user will be given the choice of selecting a LID or being presented with the next case in the queue. If there is more than one LACEY for a LID in the queue, then the user will select which LACEY to work on.	LIPSPFrontEnd – Check Quota (VB6 – Client Server)	Oracle/SQL	
All queues and tables			The Enter Fees process will allow the user to select a LID or present the user with the next entry in the EnterFees queue. The user will be presented with a list of available documents to view and a list of options. These options will be to Complete the Case, Route the Case to Their Supervisor, Display the Documents, and Exit the Case with No Action Taken.	LIPSPFrontEnd – Enter Fees (VB6 – Client Server)	Oracle/SQL	
All queues and tables			The Data Entry process will allow the user to select a LID or present the user with the next entry in the DataEntry queue. The user will be presented with a list of available documents to view along with the options they may choose.	LIPSPFrontEnd – Data Entry (VB6 – Client Server)	Oracle/SQL	
All queues and tables			The Complete Initial Process will allow the user to select a LID or it will present the user with the next entry in the CompInitProc queue. The user will be presented with a list of available documents to view along with a list of options.	LIPSPFrontEnd – Complete Initial Process (VB6 – Client Server)	Oracle/SQL	
All queues and tables			The Final Processing process will allow the user to either select an entry from the FinalProc queue or work on the next case in the queue. The user will be presented with a list of available documents to view and a list of options.	LIPSPFrontEnd – Final Processing (VB6 – Client Server)	Oracle/SQL	
All queues and			The examine process deals with many queues. AdminDivSupv, SSDivSupv, BoardCase, BoardCaseSupv, LTSSupv, EvalDivSupv, LT1,	LIPSPFrontEnd (VB6 –	Oracle/SQL	

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 12/10/2012 at 11:21 AM)
tables			LT2, MailTableSupv, Comptroller, DataEntrySupv, Director, ER2 (SpecServ), ERSupv (SpecServSupv), ER1 (Misc), NBTF, NBTF_BCTypist, NBTFSupv, PreLTS, LT1Ren, Legal and LS3.	Client Server)		
All queues and tables			Main Functions - Accept, Notify, RouteToQueue, RouteBack, RouteToSupv, Set Tickler, EditMsg, Suspend, Letters, Print, Fax, Create, Stop Sheet, Delete Stop Sheet, Delete Doc, Refuse, Drop File, RouteToIndiviual. If a case is in "notify" status, then the user can only complete or suspend the case.	LIPSEFrontEnd - PreLTS (VB6 – Client Server)	Oracle/SQL	
All queues and tables			Main Functions - Accept, Notify, RouteToQueue, RouteBack, RouteToSupv, Set Tickler, EditMsg, Suspend, Letters, Print, Fax, Create, Stop Sheet, Delete Stop Sheet, Delete Doc, Refuse, Drop File, RouteToIndiviual). If a case is in "notify" status, then the user can only complete or suspend the case. User can route case to: (Comptroller, NBTF, PreLTS, ER1, DataEntrySupv, EvalDicSupv, AdminDivSupv, BoardCaseSupv, LTSSupv, ERSupv, CompInitProc, ER2, and MailTableSupv).	LIPSEFrontEnd - LS3 (VB6 – Client Server)	Oracle/SQL	

Current ALJ Imaging Filenet Queues/Tables/Applications (ALJS – ALJ Imaging System)

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 07/01/2013 at 11:00 AM)
ALJDistQ	Queue		No Longer Used			
ALJDocCatgTab	Table	N	Document Categories used in the ALJ System		Oracle	8
ALJDocTypeTab	Table	N	Document Types used in the ALJ System		Oracle	72
ALJHrgCvrSheet	Queue	N	Holds the names of documents being worked on		Oracle	1225
ALJLetterHold	Queue	N	Holds the name of documents being worked on		Oracle	42
ALJMoveToEnd			No Longer Being Used			
ALJProcCatgTab	Table	N	All of the process categories being used in the ALJ System		Oracle	1
ALJUserTab	Table	N	All of the users in the ALJ System		Oracle	20
Administrative Applications						
All queues			Used to (add/delete/update/view) queues used by the system.	ALJQmaint (VB6 – Client Server)	Oracle	
All Folders, Documents			Used to maintain and look at folders and documents (delete documents, folder contents, file docs in folders etc.)	ALJDocQuery (VB6 – Client Server)	Oracle	
Scanning/Indexing Applications						
ALJDocTypTab Documents			Used to Insert index values on the documents and to commit the documents.	ALJIndex (VB6 – Client Server)	Oracle	

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records(on 07/01/2013 at 11:00 AM)
Imaging User Applications						
FileNet logons			Used by all ALJ users. Part of the user initial PC Startup. Users log on in the morning and it minimizes. They log off in the afternoon when they leave.	ALJLogOnOff (VB6 – Client Server)	Oracle	
All queues			Used to run queries about cases in the system and provide all documents available for viewing based on specified criteria.	ALJGenUtils (VB6 – Client Server)	Oracle	
ALJDocTypeTab Citation cases ALJHrgCvrSheet ALJLetterHold ALJProcCatgTab			Creates and commits documents created inhouse, including Transcripts, Hearing Notices and Hearing Cancellation Notices.	ALJAutoLetter (VB6 – Client Server)	Oracle/SQL	

Current Chief Counsel Imaging Filenet Queues/Tables/Applications Legal System (LEGS)– Legal Imaging System

Queue or Table Name	Table or Queue	Is this a work queue (Y/N)	Queue/Table/Application Description	Associated Application (Type)	Database Used	Number of Records (on 07/01/2013 at 11:00 AM)
LEGAudit	Queue	N	Entry for each batch Indexed		Oracle	4462
LegDocTypeTab	Table	N	All of the document types used in the Chief Counsel System		Oracle	27
LegUserProfTab	Table	N	All of the users in the Chief Counsel System		Oracle	12
TopicIndexTab	Table	N	List of all of the topics used in the Chief Counsel System		Oracle	770
Administrative Applications						
All queues			Used to (add/delete/update/view) queues used by the system.	LEGQmaint (VB6 – Client Server)	Oracle	
All Folders, Documents			Used to maintain and look at folders and documents (delete documents, folder contents, file docs in folders etc.)	LEGSRI (VB6 – Client Server)	Oracle	
Scanning/Indexing Applications						
LEGDocTypTab Documents			Used to Insert index values on the documents and to commit the documents.	LEGIndex (VB6 – Client Server)	Oracle	
Imaging User Applications						
All queues documents			Used to run queries about cases in the system and provide all documents available for viewing based on specified criteria.	LEGQuery (VB6 – Client Server)	Oracle	

APPENDIX K

COMMONWEALTH DIRECTORY SERVICE SPECIFICATIONS

Introduction

Active Directory (AD), which is an essential component of the Microsoft Windows 2008 architecture, is a directory service which allows organizations to centrally manage and share information on network resources and users while acting as the central authority for network security.

The Commonwealth of Pennsylvania has two AD implementations (forests):

1. The internal forest is used for internal resources such as, but not limited to, employee security principles (user accounts), security and distribution groups, workstations, servers, Exchange servers, and all objects or services required to support the commonwealth's standard desktop environment. Only intranet accounts will be granted access to this forest and its resources. Intranet accounts are assigned to commonwealth employees and contractors under the Governor's jurisdiction.
2. The external forest is used for line-of-business and portal applications for Commonwealth Technology Center Managed Services, Managed Services Lite or Co-Location customers. This forest is also used for applications requiring access by business partners, constituents, or any entity that is not under the Governor's jurisdiction. Intranet, extranet, and internet users may access resources in this forest. Extranet accounts are business partners and other commonwealth entities not under the Governor's jurisdiction. Internet users are self-managed, self-registered users who access commonwealth web sites for personal business such as application for campgrounds, etc..

CA Technologies SiteMinderServices

CA Technologies SiteMinder is deployed in a fully redundant manner to provide 7/24/365 service, and can be leveraged for SSO authentication services.

Additional information about the CA Technologies SiteMinder product can be found here:
<http://www.ca.com/us/internet-access-control.aspx>

APPENDIX L

TRANSACTIONS LIST

This list is comprised of web-facing and/or back-office transactions required for the system. This is not an inclusive list and other potential transaction requirements may arise during System development.

1. Single Sign On (Web-facing)
2. Comprehensive Self-Service (Web-facing)
3. Document Imaging (Back Office)
4. Workflow Management (Back Office)
5. System Alerts/Holds (Back Office)
6. Email Correspondence (Both)
7. Automated and On-Demand Reporting (Both)
8. Automated and On Demand Correspondence (Letters/Notifications) (Back Office)
9. Credit Card Payments (Web-facing)
10. Intake of Initial Applications (Web-facing)
11. Application Status Updates (Both)
12. Batch Processing (Both)
13. Agency Interfaces (Both)
14. Credit Card Refunds (Back Office)
15. Data Maintenance (Back Office)
16. Save and resume application process (Web-facing)
17. Local print function (Both)
18. Save copy to desktop (Both)
19. Application status tracking (Both)
20. Common application (Web-facing)
21. Scanned document submission (Web-facing)
22. Mass email capabilities (Back office)
23. Look-up of disciplinary actions (Both)
24. Look-up of license types (Both)
25. Look-up of licensed individuals or businesses (Both)
26. Decision-tree functionality (Both)
27. View Instructor Application Status (Both)
28. Search and Print Training Sessions/Trainees (Both)
29. Search and Print Training Records (Both)
30. Search and Print RAMP Certifications (Both)
31. Search RAMP Requirements (Both)
32. View/Process and Print Affidavit(Back Office)
33. Track and report materials orders (Back office)
34. Track and report all grantee activities (Back Office)
35. Track and report all staff events (Back Office)

Required Web Transactions

These transactions would be needed for most of the license types outlined in **Appendix Q, License Types and Volumes**

1. Apply for a license
2. Apply for a permit
3. Upload electronic documents
4. Submit an Address Change
5. Submit data changes (add, update) as permitted
6. Status check of all applications
7. Submit renewal
8. Submit complaint
9. Search discipline actions taken on licensees
10. Search public data for licensees
11. Search Business Entities
12. Submit Instructor Applications/Fees
13. View Instructor Application Status
14. Add Training Sessions/Trainees
15. Search and Print Training Sessions/Trainees
16. Search and Print Training Records
17. Search and Print RAMP Certifications
18. Search RAMP Requirements
19. Submit Affidavit
20. View and Print Affidavit
21. View and Print Grant Application requirements
22. Download grant application
23. Submit/View Grant Application Questions
24. Apply for a Grant
25. View and Print Grant Application
26. Submit grant reports and vouchers
27. Search and/or Order materials
28. View/download pdf of materials
29. View Materials Order Status
30. Register for Conferences/Events/Trainings
31. Cancel registration for conferences/events/trainings
32. Submit payment for Conferences/Events/Trainings

APPENDIX M

REGULATORY OVERVIEW

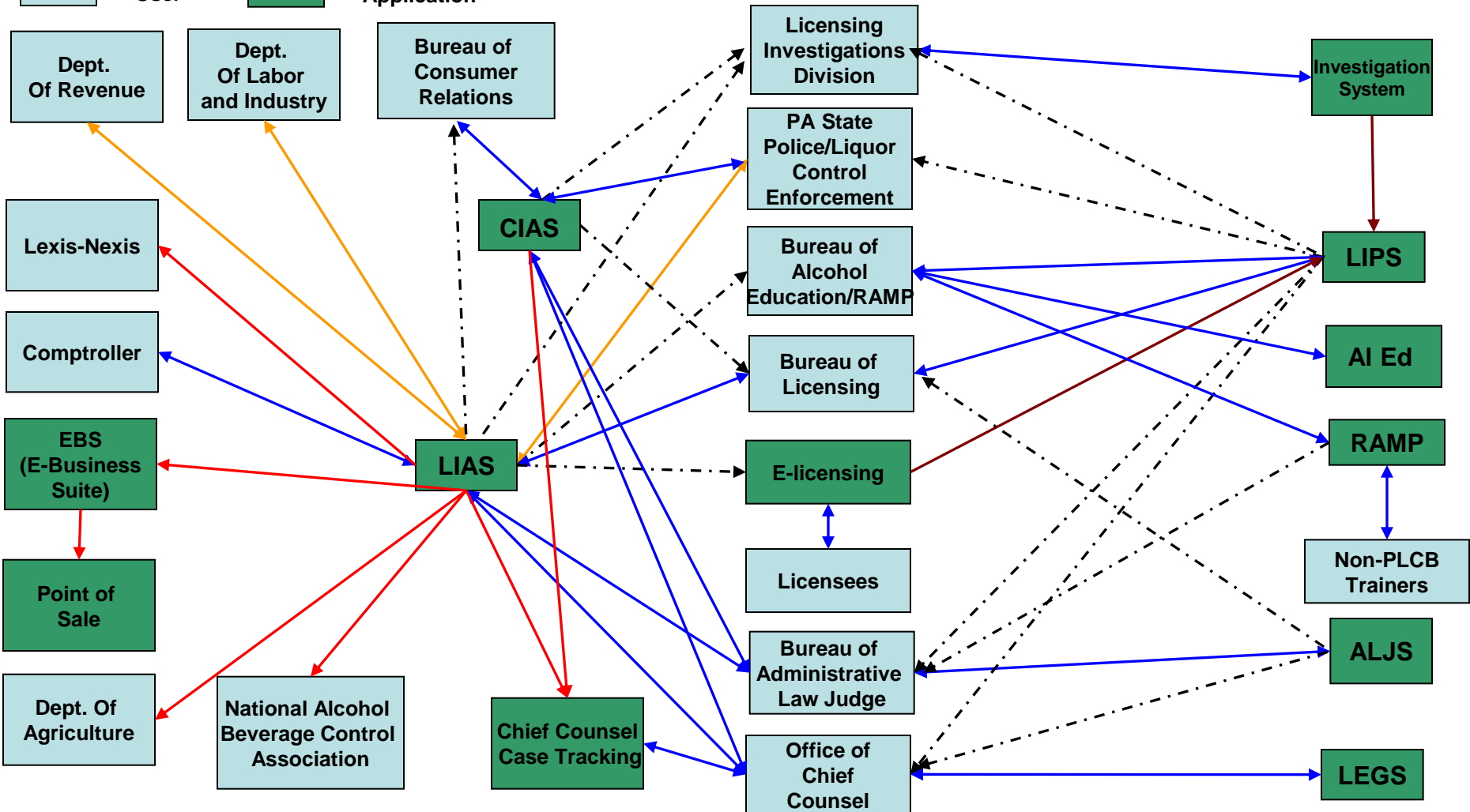
LIAS – Licensee Information Access System (web)
 CIAS – Case Information Access System (web)
 LIPS – Licensing Imaging Processing System
 (archival/transactional)
 LEGS – Legal Imaging System (archival)
 ALJS – ALJ Imaging System (archival)
 AL Ed – Alcohol Education Applications
 RAMP – Responsible Alcohol Management Applications

- User - Application

Regulatory Overview

(see Comment Section for further descriptions and usage)

- ↔ Data Interface (Input/Output) and Read/Write Access to Application
- ↔ Read/Write Access to Application
- · - · → Read Only Access to Application
- Data Interface (Output only)
- Document Interface (Input Only)



- LIAS – Licensee Information Access System (web)
- CIAS – Case Information Access System (web)
- LIPS – Licensing Imaging Processing System
(archival/transactional)
- LEGS – Legal Imaging System (archival)
- ALJS – ALJ Imaging System (archival)
- AL Ed – Alcohol Education Applications
- RAMP – Responsible Alcohol Management Applications

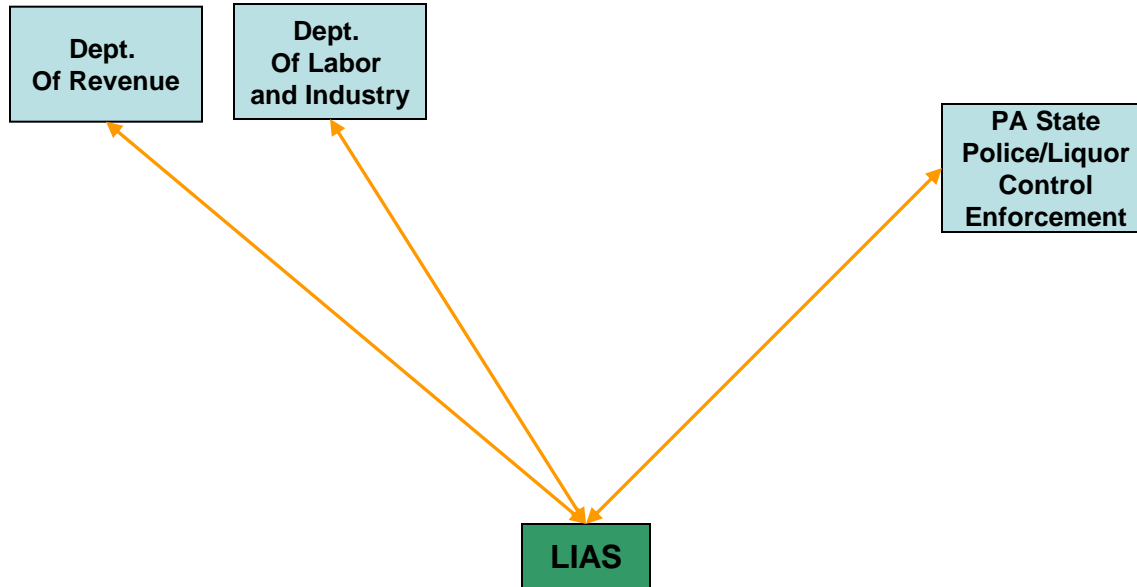
- User - Application

Regulatory Input/Output Data Interface and Read/Write Access to Application

(see Comment Section for further
descriptions and usage)



Input/Output Data and Application
Interface



***** Data Interface is
Output Only for
Liquor Control
Enforcement**

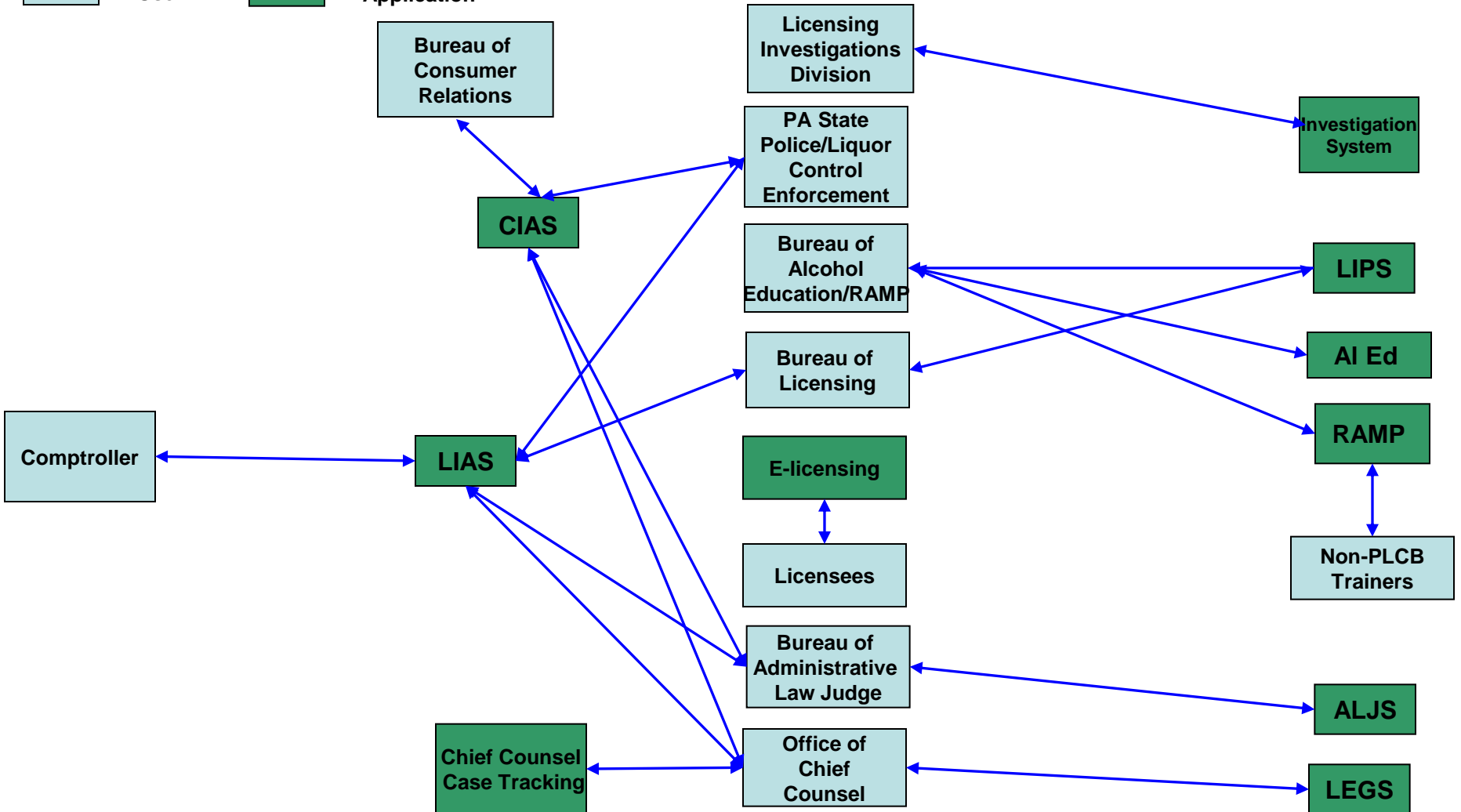
LIAS – Licensee Information Access System (web)
 CIAS – Case Information Access System (web)
 LIPS – Licensing Imaging Processing System
 (archival/transactional)
 LEGS – Legal Imaging System (archival)
 ALJS – ALJ Imaging System (archival)
 AL Ed – Alcohol Education Applications
 RAMP – Responsible Alcohol Management Applications

↔ Input/Output Application Interface

Regulatory Read/Write Access to Applications

(see Comment Section for further
 descriptions and usage)

□ - User □ - Application



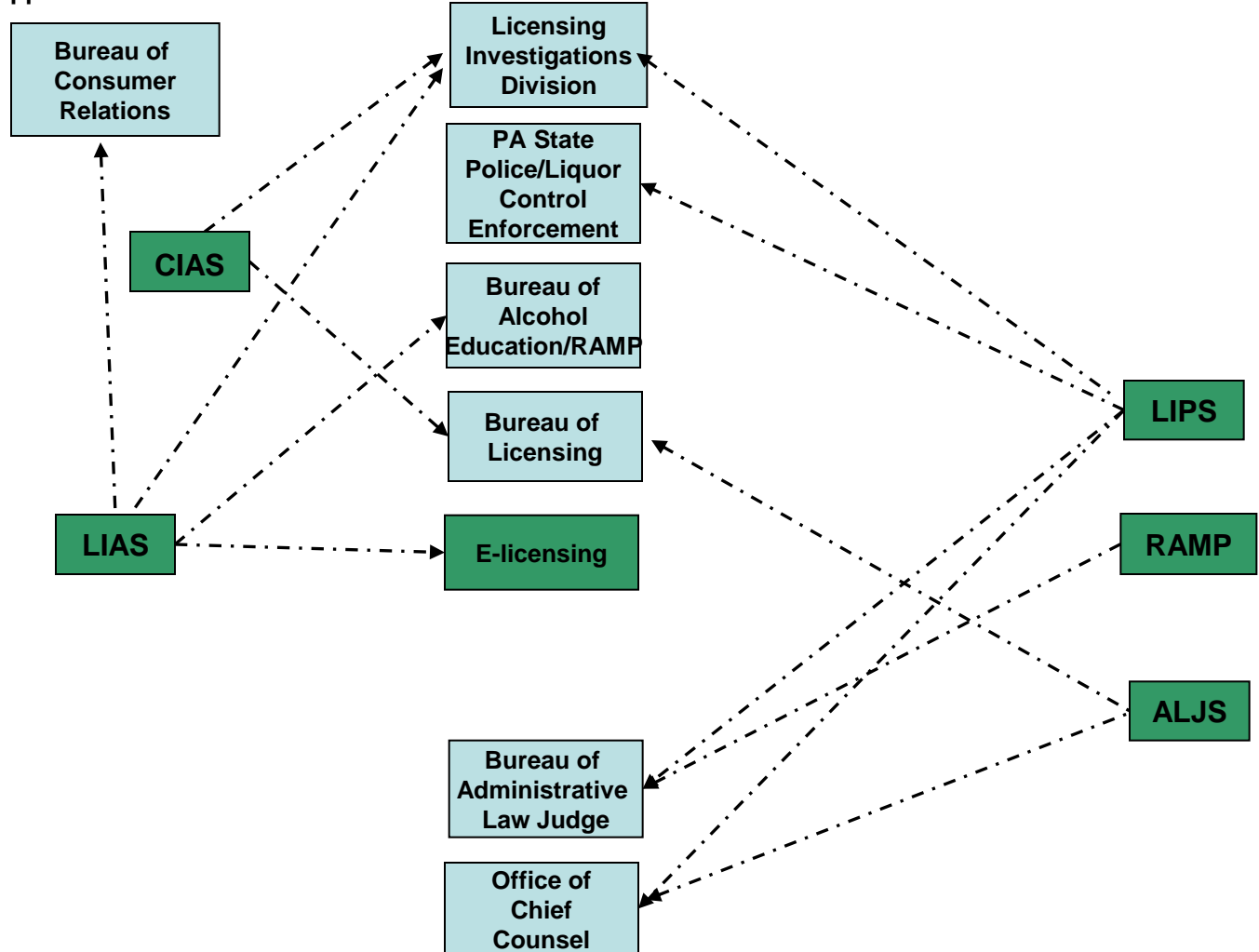
LIAS – Licensee Information Access System (web)
 CIAS – Case Information Access System (web)
 LIPS – Licensing Imaging Processing System
 (archival/transactional)
 LEGS – Legal Imaging System (archival)
 ALJS – ALJ Imaging System (archival)
 AL Ed – Alcohol Education Applications
 RAMP – Responsible Alcohol Management Applications

- - - -> Read Only Application Interface

Regulatory Read Only Application Access

(see Comment Section for further descriptions and usage)

- User
 - Application



LIAS – Licensee Information Access System (web)
 CIAS – Case Information Access System (web)
 LIPS – Licensing Imaging Processing System
 (archival/transactional)
 LEGS – Legal Imaging System (archival)
 ALJS – ALJ Imaging System (archival)
 AL Ed – Alcohol Education Applications
 RAMP – Responsible Alcohol Management Applications

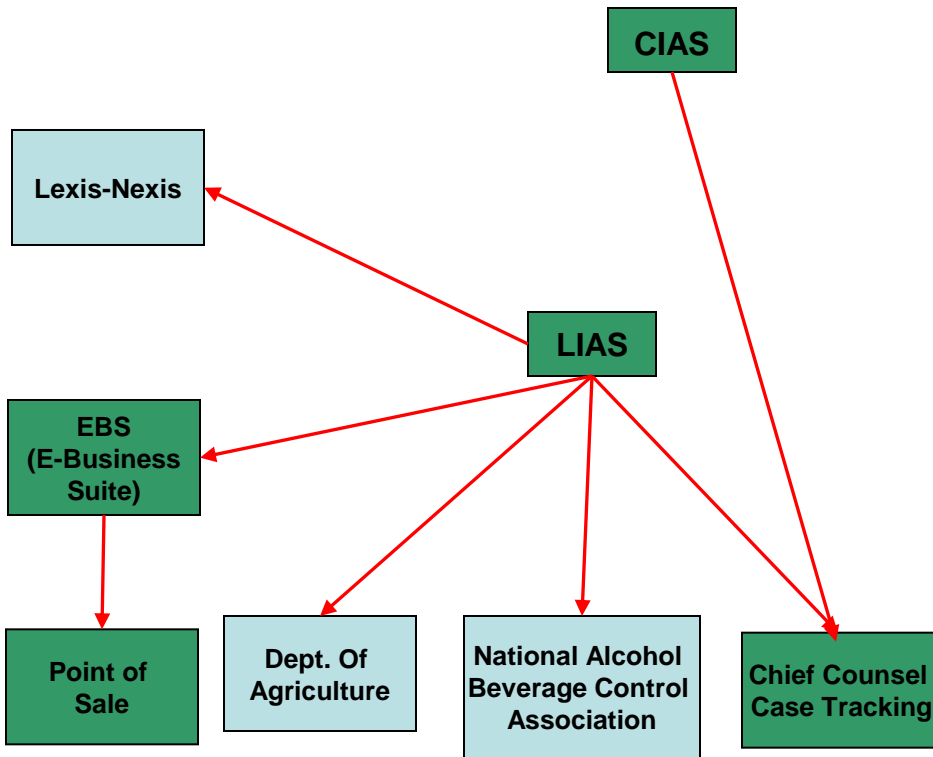
- User - Application

Regulatory Data Interface (Output Only)

(see Comment Section for further
 descriptions and usage)

→ Output Data Only Interface

*ALJ (Administrative Law Judge) interface to
 Chief Counsel Case Tracking is Citation Cases
 appealed to the PLCB Only from CIAS*



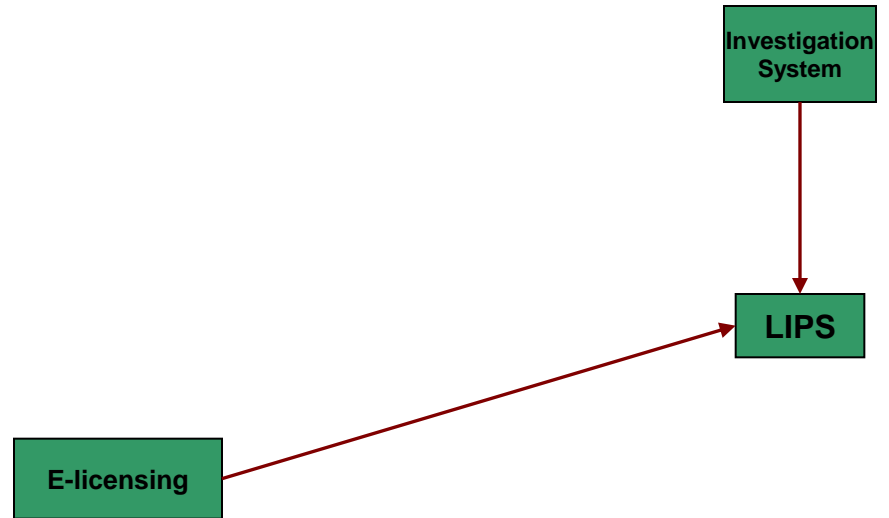
- LIAS – Licensee Information Access System (web)
- CIAS – Case Information Access System (web)
- LIPS – Licensing Imaging Processing System (archival/transactional)
- LEGS – Legal Imaging System (archival)
- ALJS – ALJ Imaging System (archival)
- AL Ed – Alcohol Education Applications
- RAMP – Responsible Alcohol Management Applications

 - User  - Application

Regulatory Input Only Application Interfaces

(see Comment Section for further descriptions and usage)

 Document Input Only Application Interface



- **Comment Section**

- The Bureau of Licensing is the primary user of the LIPS system. LIPS contains millions of Licensing documents. It is both an archival and transactional document imaging management system. It uses Filenet Capture, Filenet IDM desktop and Filenet Image Services that interface with in-house developed VB6 applications to view, commit, fax, route, etc. imaged documents. The Bureau of Licensing also has access to pre-defined ALJS electronic documents via a web-based document look up system as required for their daily operations.
- Data Interfaces between Dept of Revenue (DOR) , Dept of Labor and Industry (LNI) and LIAS pertain to Tax Clearances. There are monthly and weekly batch FTP tax clearances of our Licensees to and from DOR and LNI. DOR clearances are sent/retrieved from their RICS system via a web service. LNI clearances are sent/retrieved from their UCMS via FTP. DOR and LNI have access to our LIAS system and have the ability to update our LIAS system with manual tax clearances in addition to the batch clearances as needed.
- A daily Licensee data interface from LIAS to Dept. of Agriculture is used to update their Limited Winery Licensee information for their web-based Limited winery data collection system. The link to their system is on our PLCB internet web site. The same data feed is also provided to the National Alcohol Beverage Control Association (NABCA) daily for their Licensee related operational needs. In the near future the same data feed will also be sent to the PA State Police to update their Licensee related system.
- A daily Licensee data interface containing licensees that can purchase Liquor from our stores is sent to our ERP EBS system twice a day. It provides Licensee address information and if the Licensee is allowed to purchase from our stores or not through our Licensee Order Portal.
- A weekly Licensee data interface of specific Licensee data information is sent to the Lexis-Nexis company.
- Interfaces between PA State Police/Liquor Control Enforcement (PSP/LCE) and LIAS pertain to accessing daily Licensee information, as well as Age Compliance and Routine Inspections check information that is entered by PSP/LCE into the LIAS system via a monthly Access database append to the respective LIAS SQLServer tables. A daily data interface is sent to PSP/LCE that contains certain licensee information changes that occurred in the LIAS system on that given day. Also licensee related information in regard to Incident and Citation Case information that is created by PSP/LCE is tracked in our CIAS system in relation to a Licensee in the LIAS system. All PSP districts also have access to pre-defined LIPS electronic documents via a web-based document look up system as required for their daily operations. Criminal History checks are also performed by the Bureau of Licensing against the PA State Police records system. The data acquired from the check is then entered into the LIAS system by our Licensing area.

- **Comment Section continued**

- Alcohol Education uses LIAS for daily Licensee related information requests and has view access to a pre-defined set of LIPS documents. They also have the ability to create certain Image documents that are committed to the LIPS system.
- E-licensing gets some of it's Licensee information from the LIAS system in addition to the information entered by each Licensee via a "Question and Answer" session. It then produces electronic PDF renewal/validation documents for the Licensee as well as for automatic import into the LIPS system when the Licensee pays by credit card. This is in place of the actual paper document filing which is mailed into PLCB by the Licensee.
- The Administrative Law Judge (ALJ) has view access to pre-defined LIPS documents as well as uses the LIAS system to access daily Licensee information as needed. They also use the CIAS system to track their Citation related information for a Licensee. They have their own Imaging system, ALJS, which is archival. ALJS uses FileNet Capture, FileNet IDM desktop and FileNet Image Services that interface with in-house developed VB6 applications to view, commit, etc. imaged documents.
- Chief Counsel has view access to pre-defined LIPS documents and uses the LIAS system to access daily Licensee information as needed. They also use the CIAS system to track all Appeals to the Board on Citation related cases as well as tracking of Application case information for a Licensee. The Chief Counsel and Case Tracking system is a new CRM 2011 Dynamics system that interfaces with CIAS on Application and Appealed Citation Cases to track all case elements beyond the initial CIAS case creation for these case types. They have their own Imaging system, LEGS, which is archival. It uses FileNet Capture, FileNet IDM desktop and FileNet Image Services that interface with in-house developed VB6 applications to view, commit, etc. imaged documents. They also have access to pre-defined ALJS electronic documents via a web-based document look up system as required for their daily operations.
- The Licensing Investigation Division has a web-based system that collects their investigation information. They also have a tool that allows them to provide sketches of areas located at the license establishments. (Ex. Drawing of a new deck a Licensee is adding to their premises, etc.) Once all investigation data is entered into their web system and all other attachments are collected the packet of information is scanned and indexed into the LIPS system for workflow processing. This Division also has access to pre-defined LIPS electronic documents via a web-based document look up system as required for their daily operations.
- The Consumer Relations Bureau interacts, as needed, with the Bureau of Licensing regarding Licensee Consumer Inquiries. They also use the CIAS system to track all Consumer Inquiry related cases for Licensees or public consumer issues related to our Wine and Spirits Stores.

- **Comment Section continued**

- **AI Ed** applications include the following;

- **GiFTS = Grant Funds Tracking System - (Microsoft Access)** - GiFTS is used by AI Ed – EGM staff to track all expenses, reimbursement, and program data from organizations across the Commonwealth who have been granted PLCB funds under the Alcohol Education Bureau’s Grant to Reduce Underage and Dangerous Drinking. GiFTS runs queries and pulls grantee data from tables created from Excel spreadsheets. At any given time in the grant cycle, the user can see how much a grantee has spent in a specified interim period as well as how many programmatic activities they’ve conducted in each period. Specific reports can be run from GiFTS, such as: Quarterly reports for all grantees, Quarterly reports from one grantee, and Grantees who overspent funds.
- **BETSY = Bureau Event Tracking System – (Microsoft Access)** - BETSY is used by AI Ed staff for tracking any outside events they have attended. A user can enter dates, times, locations, travel times, and narrative descriptions of any seminar, professional development training, meeting, conference, etc. The system stores all events that any staff member has entered so a report for a particular employee can be run if desired.
- **Mr. T’s = Materials Revisions Tracking System - (Microsoft Access)** - Mr. T’s is used to track the revising/editing of all Bureau printed materials such as brochures, posters, business cards, etc. This database can give the user information on the editing process of any piece of material in the system including, but not limited to; Edits in process, Edits that are completed, Number of edits a particular piece has gone through and Items awaiting edits. Mr. T’s can run reports just like the other Access databases above depending on what the user needs. This tracking system also aids the user in tracking the amount of materials printed after an order has been placed.
- **Conference Registration - (intranet web-based)** - This system is used by the public to register for our annual conference. The Bureaus of Licensing & RAMP can possibly also use this to register licensees for seminars and trainings.
- **MOS = Materials Ordering System (intranet/internet web-based)** - MOS is used by the Bureau of Alcohol Education staff member who handles the receiving, processing, and filling of materials orders that have been received either by the public, through the Alcohol Education Mailbox, or by PLCB staff ordering for events, such as Licensing conferences, Alcohol Education conferences and smaller events and also including orders from Wine & Spirits stores. This database is the system used to process and track all orders and inventoried materials.

- **RAMP** applications include the following;

- **RAMP Certified Licensees - (intranet web-based)** - System contains all RAMP certification records attained by each LID (License Identification Number). PLCB must be able to add/update/delete certifications as well as search records based on LID, County, Date, Region, Mandate status. This system is linked to LIAS and lists RAMP Certifications on licensee record.
- **RAMP Mandated Licensees - (intranet web-based)** - System contains all licensees mandated to comply with RAMP by the ALJ or by a Licensing CLA. (Conditional License Agreement). Licensees are tracked by LID, type, mandate date, due date, citation number, County, Region. PLCB must be able to add/update/delete mandates, add notes to mandate records as well as search mandates by LID, type, mandate date, due date, citation number, County, Region.
- **RAMP Manager Mandates - (intranet web-based)** - System contains all managers mandated to comply with the owner/manager training component. Managers are received into this system via workflow from Licensing. Managers are tracked by trainee number, LID, Region, County, Name, Mandate date, Due date. PLCB must be able to add/update/delete managers, add notes to mandate records as well as search managers by trainee number, LID, Region, County, Name, Mandate date, Due date.
- **RAMP Training System - (intranet web-based)** - System lists all approved training courses, instructors, training sessions and trainees. PLCB must have ability to add/update/delete/search each category. Approved Independent Instructors access this system via the Internet using a login and must have the ability to add/update/delete/search all training data associated with them only. Data from non-PLCB trainers interfaces into this system pertaining to owner/manager and server/seller training. See interfaces Appendix R for those interfaces.
- **RAMP Affidavit - (intranet web-based)** - System allows licensee to submit an Affidavit request for RAMP certification via the Internet using a login. This system is linked to the RAMP Training System and pulls training records by LID and populates a staff roster. Licensee must be able to add/delete employees from this roster. Affidavit is submitted and PLCB staff process it via workflow.

APPENDIX N

OPTIONAL FUNCTIONS

PLCB REGULATORY AFFAIRS SYSTEM

PLCB RFP NUMBER 20121101

Offeror Instructions

Offerors shall use the following format to respond to Appendices N and O. For each optional or recommended function listed, Offerors shall designate the Response Code for the degree to which the function is met. Offerors can also provide comments or explanations in the Offeror Comments column. Explanations are requested when Response Codes S, M, L, or X are specified. For a Response Code of X, Offerors shall provide an explanation of the reason(s) for not providing the function, including any potential "work around" options. A simple check mark will not be considered an adequate response.

If an Offeror's solution includes options over and above the functions expressed in this appendix, detail them in a supplement and include perceived benefits to the PLCB.

Note: One of the first activities during Task 2 of the project will be a requirements review effort to determine where clarifications and modifications are needed to the functions listed in Appendices N and O. Part of this process will be to ensure that each function is clearly stated and testable.

Response Code	Response Code Definition	<u>Response Code Description</u>
------------------	-----------------------------	----------------------------------

E	Existing Capability	Solution completely provides the recommended function without customization or configuration. This function is provided by software that is installed and operational at other sites and can be demonstrated.
C	Configuration Only	Solution can be configured to meet the recommended function, but changes to software code are not required. COTS configuration options require no programmatic code and are completely tested by the Offeror prior to COTS release.
S	Small Customization	Solution must be modified to meet the recommended function. A small customization is defined as a work effort of less than 200 hours for design, development, and system testing. Description must include estimated level of complexity (high, moderate, low).
M	Medium Customization	Solution must be modified to meet the recommended function. A medium customization is defined as a work effort between 200 and 500 hours for design, development, and system testing. When selecting this option, Offerors must provide an estimated work effort for design, development, and system testing in their narrative row. Description must include estimated level of complexity (high, moderate, low).
L	Large Customization	Solution must be modified to meet the recommended function. A large customization is defined as a work effort greater than 500 hours for design, development, and system testing. When selecting this option, Offerors must provide an estimated work effort for design, development, and system testing in their narrative row. Description must include estimated level of complexity (high, moderate, low).
T	Third-Party Tool or Service	Use of an integrated third-party software tool will be used to meet the recommended function.
X	Will Not Provide	Recommended function will not or cannot be met by the Offeror.

		Offeror	Offeror
	Function	Response	Comments
	I. Performance Dashboards		
1	The system shall report bottlenecks and problem areas throughout the lifecycle of a Regulatory Affairs Workflow based on Business Rules.		
2	The system shall generate and display management dashboards for reporting performance metrics and statistics (key result measures, agency goals, and business and trend reporting or analysis).		
	II. Letters and Notices		
	The system shall generate correspondence in a format that enables opening and reading the file in different word processors on different operating systems (such as Rich Text Format).		
	III. Custom (predefined) Reports		
	The system shall provide an Executive Dashboard to display high-level critical information for Regulatory Affairs management.		
	IV. Transaction Logging		
	The system shall record a history of who has viewed data classified as sensitive, as defined by Business Rules.		
	V. Responsible Alcohol Management Program (RAMP) Administration		
	The system shall enable capturing and maintaining program information including curriculum changes, title changes, and licensure designation changes, and assign a unique program number to each registered program as defined by Business Rules.		

APPENDIX O

RECOMMENDED FUNCTIONS

PLCB REGULATORY AFFAIRS SYSTEM

PLCB RFP NUMBER 20121101

Offeror Instructions

Offerors shall use the following format to respond to Appendices N and O. For each optional or recommended function listed, Offerors shall designate the Response Code for the degree to which the function is met. Offerors can also provide comments or explanations in the Offeror Comments column. Explanations are requested when Response Codes S, M, L, or X are specified. For a Response Code of X, Offerors shall provide an explanation of the reason(s) for not providing the function, including any potential "work around" options. A simple check mark will not be considered an adequate response.

If an Offeror's solution includes options over and above the functions expressed in this appendix, detail them in a supplement and include perceived benefits to the PLCB.

Note: One of the first activities during Task 2 of the project will be a requirements review effort to determine where clarifications and modifications are needed to the functions listed in Appendices N and O. Part of this process will be to ensure that each function is clearly stated and testable.

Response Code	Response Code Definition	<u>Response Code Description</u>
------------------	-----------------------------	----------------------------------

E	Existing Capability	Solution completely provides the recommended function without customization or configuration. This function is provided by software that is installed and operational at other sites and can be demonstrated.
C	Configuration Only	Solution can be configured to meet the recommended function, but changes to software code are not required. COTS configuration options require no programmatic code and are completely tested by the Offeror prior to COTS release.
S	Small Customization	Solution must be modified to meet the recommended function. A small customization is defined as a work effort of less than 200 hours for design, development, and system testing. Description must include estimated level of complexity (high, moderate, low).
M	Medium Customization	Solution must be modified to meet the recommended function. A medium customization is defined as a work effort between 200 and 500 hours for design, development, and system testing. When selecting this option, Offerors must provide an estimated work effort for design, development, and system testing in their narrative row. Description must include estimated level of complexity (high, moderate, low).
L	Large Customization	Solution must be modified to meet the recommended function. A large customization is defined as a work effort greater than 500 hours for design, development, and system testing. When selecting this option, Offerors must provide an estimated work effort for design, development, and system testing in their narrative row. Description must include estimated level of complexity (high, moderate, low).
T	Third-Party Tool or Service	Use of an integrated third-party software tool will be used to meet the recommended function.
X	Will Not Provide	Recommended function will not or cannot be met by the Offeror.

		Offeror	Offeror
	Function	Response	Comments
	I. Licensing		
1	The system shall enable managing License data and creating License process Workflows for an infinite number of License and application types. License types are detailed in Appendix Q.		
2	The system shall enable applicants to enter License Application, Miscellaneous Applications and Renewal information through the internet and Internal Users to enter License Application and Renewal information through the intranet, based on Business Rules.		
3	The system shall enable tracking License types for individual Licensees (or applicants), and entities (facilities, organizations, companies, businesses).		
4	The system shall enable tracking entities prior to submittal of License Application.		
5	The system shall enable an Authorized User to create new License types, and License process Workflows to reflect Business Rules.		
6	The system shall enable an Authorized User to modify or delete an existing License type and/or amend License workflow.		
7	The system shall provide the ability to automatically add, modify, or delete Permits to all License types, based on business rules.		
8	The system shall enable Flagging a record to identify activities that require special handling.		

	A. License Application		
1	The system shall enable capturing, processing and storing of License Application information for each License type as defined by Business Rules.		
2	The system shall enable capturing, modifying, and tracking License Application information for each License Application entered.		
3	The system shall display a list of next steps to guide the User in completing his or her application during the online application process.		
4	The system shall display a list of all follow-up information required to be submitted by the applicant at the end of the application process.		
5	The system shall prompt and instruct the User to submit other required documentation during the application process.		
6	The system shall enable associating electronic files of supporting information with a Transaction, while maintaining clear information on the source of each file.		

7	The system shall enable downloading a printable view of a completed (or partially completed) application.		
8	The system shall enable applicants to withdraw their own application according to Business Rules.		
9	The system shall enable an Authorized User to configure the application evaluation process for each License type.		
10	The system shall enable an Authorized User to record and maintain evaluation information about each reviewed application.		
11	The system shall enable the synchronization or customization of License expiration dates for Licenses based on Business Rules.		
12	The system shall ensure that License applicants are subject to the same application functionality and restrictions regardless of the application channel (back office, phone, online).		
13	The system shall recognize currently valid Licenses or other items as qualifying prerequisites.		
14	The system shall allow unlimited address types and addresses to be associated with a Licensee or applicant across License types.		
15	The system shall capture License identification (LID) at the start of each Transaction according to business rules.		
16	The system shall search and alert when License information already exists in the system according to business rules.		
17	If Licensee/applicant information is found, the system shall display the License information and enable the User to confirm.		
18	If Applicant information is not found, the system shall enable capturing and storing information.		
19	The system shall enable the merging of multiple Entity records if duplicate records are discovered.		
20	The system shall ensure that merged Customer records preserve all associated components.		
21	The system shall automatically generate a Unique Identifier for each applicant record if one does not already exist.		
22	The unique identifier shall be used to integrate all data related to that Licensee/applicant across all License types. (G-GP)		
23	The system shall have the capability to display similar spelled names and other pertinent demographic data for selection to prevent the same Entity from having more than one account.		
24	The system shall prevent the creation of duplicate License records for a single Applicant.		
25	The system shall enable modifying an infinite number of data elements according to Business Rules.		
26	The system shall enable Licensees to specify their preferred method of communication (e.g., email, fax, mailing address, phone number) for each communication type (e.g., legal, compliance, licensing) across License types.		
	B. On-line Services		
1	The system shall provide access to Licensees for all Transactions applicable to their related License type(s) and associated License Status as defined according to the Business Rules.		

2	If the User selects to apply for multiple Licenses on line, the system shall collect User information once and pre-populate the License forms with that information.		
3	The system shall enable establishing Relationships among License types to enforce rules regarding the sequence in which applications can be applied for.		
4	The system shall enable a User to bypass the Permit assistance wizard and directly select Licenses to apply for online.		
5	The system shall provide data Validation and Verification upon data entry.		
6	The system shall allow Customers to register with the system through the provision of a User account accessed by way of a User name and password.		
7	The system shall provide the Customer with confirmation that the application has been received. A unique confirmation number will be generated and stored with the Customer's account information.		
8	The system shall provide the Customer with Notification of any further requirements that shall be fulfilled to complete the application process.		
9	The system shall enable notifying the agency of a submitted application(s) in multiple formats (E-mails, Batch reporting).		
10	In addition to the ability to renew, validate and apply for Licenses, the Internet site shall provide appropriate links to other applications and information in accordance with business rules.		
11	The system shall not provide Vendor or third party advertisements, promotions, logos, links, and all other forms of advertising and promotion on the Internet sales site without prior written consent from authorized management.		
12	The system shall provide a mechanism to maintain the Customer's position as they move through their on-line process.		
13	The system shall provide links to instructions and other relevant regulatory information and requirements.		
14	The system shall support Internet Licensing capable of retrieving and updating files, records and fields in accordance with business rules.		

15	The system shall provide shopping cart functionality, i.e., the ability to access the shopping cart throughout the order session, including, but not limited to: changing items in the cart; removing items in the cart; adding items to the cart; view detailed information in the cart including: buyer identification information (name, address, phone number, etc.); license holder information (information that will be associated with the License); item descriptions; ancillary information about the License (e.g., valid dates); applications fees; total fees		
16	The system shall ensure that if an item is removed from the shopping cart that all items for which that item was a prerequisite shall also be removed.		
17	The system shall facilitate Customer payment of the items purchased through the Internet via credit card or ACH.		
18	Prior to Transaction completion and credit card or ACH processing the system shall provide the ability for the Customer to validate all Transaction information.		
19	The system shall transmit credit card information securely to the 3rd party processor. If the credit card check is passed, the Customer shall be notified and prompted to the printing of completed documents and/or order confirmation documents appropriately. If the credit card check is not passed, the Customer shall be notified of the reason and returned to credit card entry.		
20	In the event that a credit card transaction is declined, the Customer shall be given the opportunity to re-enter the credit card information or cancel the order.		
21	Once credit card payment is successfully processed, the system shall not allow the Customer to terminate the Transaction.		
22	The system shall accept, at a minimum, the following major credit cards: Visa, Discover, MasterCard and American Express.		
23	The system shall automatically issue an electronic Transaction receipt to the Customer.		
24	The system shall provide electronic Customer receipts for Internet Customers containing the Licensee information, Customer id, items purchased, date and time purchased, cost for each item, total cost, and order number if applicable.		

	B-1. Pause, Save, Return, Edit		
1	The system shall enable saving a partially completed application (separate from submitted applications) and allow the User to return to it for completion and submission later, based on Business Rules.		

2	The system shall allow a User to add, modify and delete data on his or her application.		
3	The system shall identify incomplete applications that have had no activity over a predetermined period of time and notify the applicant of the agency's intent to abandon the application within a specified period.		

	B-2. Renewals		
1	The system shall enable an Authorized User to define License Renewal rules for each License type including: time period that the License is valid for; time period prior to expiration date to trigger Renewal Notifications; time period that the application is available to applicant; Renewal limits.		
2	The system shall enable a Licensee to renew a License in advance (for a future period).		
3	The system shall display a list of next steps to guide the User in completing his or her Renewal process.		
4	The system shall enable expiration of Renewal applications left open after a specified period of time as defined according to Business Rules.		
5	The system shall verify eligibility for renewal or validation based on defined business rules (e.g., Holds, Alerts, Statuses, Enforcement rules, etc.)		

	C. License Number		
1	The system shall generate a unique License number for each License created according to User defined License type numbering rules.		
2	The system shall enable storing and displaying an unlimited number of externally assigned identification numbers.		
3	The system shall provide internally generated fixed or variable length License numbers based on User-defined parameters and Business Rules.		

	D. License Period		
1	The system shall allow for recording and managing License periods in discrete units of time including start and end dates. This is separate from extending License expiration dates. Each discrete License period should be managed, updatable and viewed as a separate licensing time event.		
2	The system shall calculate the License effective date and expiration date based on county data.		
3	The system shall provide the ability to establish License periods with future dates.		
4	The system shall enable the calculation of the expiration date based on the type of License.		

	E. Generate Renewal Notice		
1	The system shall automatically generate a Renewal Notice for each License according to Business Rules.		
2	The system shall preprint associated License information on Renewal Notices.		
3	The system shall enable generating a single Renewal Notice by an authorized user, based on Business Rules.		

	F. Safekeeping/Reissue of Licenses		
1	The system shall enable a Licensee to submit his or her License at any point in the License period based on established Business Rules (SK).		
2	The system shall allow Authorized Users to reactivate a License.		

	G. Late/Delinquent Renewals, Validations		
1	The system shall generate additional Renewal/Validation Notices at Authorized User-defined time periods, if a Renewal/Validation application is not entered or received within the time period.		
2	The system shall generate a delinquent Notice if a Renewal/Validation application is not entered or received within the Authorized User-defined time period.		
3	The system shall inactivate Licenses and generate appropriate Notifications for Licenses that are beyond a User-specified time period after expiration.		

	H. License/Application Management		
1	The system shall enable an Authorized User to define Licensee data requirements and Workflows for an infinite number of License/Application types.		
2	The system shall enable capturing and modifying Licensee/Applicant information.		
3	The system shall generate a Unique Identifier for each application.		
4	The system shall allow multiple addresses and address types to be associated with a licensee.		
5	The system shall allow authorized users to maintain a narrative comments section for each unique licensee record that is capable of recording comments over time and associating each comment with the date entered and User ID responsible for the comment		
6	The system shall maintain a history of changes to a licensee, for example, licensee name change, license type change, address change, etc.		
7	The system shall enable viewing, managing and tracking of licensee and all their related Licenses.		

I. Brand Registration		
1	The system shall enable an Authorized User to define Brand registration requirements application Workflows for an infinite number of Brands.	
2	The system shall generate a unique Brand number for each new Brand entered as defined by business rules.	
3	The system shall enable capturing, storing, and displaying Brand registration information.	
4	The system shall enable modifying Brand registration information.	
5	The system shall enable tracking the Status of a Brand registration record.	
6	The system shall allow for supplemental Brand Registrations throughout the year.	
7	The system shall calculate and display the number of Brand registration records added, changed and deleted during a data entry session.	
8	The system shall create an approval letter and a list of registered Brands for the manufacturer/franchisee every time new items have been added, deleted or modified either for the renewal of the Brand Registration or supplemental Registration as defined by business rules.	

J. Master Files and Associated Licenses		
1	The system shall enable associating multiple Licenses and supporting records to a Master File.	
2	The system shall allow a single Licensee to have more than one related License.	
3	The system shall enable associating an Officer to his or her License information if the Officer is a Licensee.	
4	The system shall enable associating related Licenses.	
5	The system shall enable a Master File Officer, to view and manage all related Associated Licenses through its on-line account.	
6	The system shall allow a Master File to have one or more related associated licenses.	
7	The system shall support License Relationships between Master Files and Associated License types, allowing Master File Licensees to act on behalf of related Associated Licenses.	
8	The system shall support the behavior and interaction between Master Files and Associated Licenses and their Relationships shall be configurable according to Business Rules across all License types.	

K. Licensee/Application Tracking, Pending Codes and Ticklers		
1	The system shall produce a "Certification" of License history (changes made to License information including date and time of change and the modified-by User account) upon request as defined by Business rules. (Image History)	

2	The system shall enable assigning, modifying or removing one or more 'Hold' Statuses for an application or License record (pending code, PB indicator, NC indicator, Ticklers).		
3	The system shall enable placing application and License records in a 'Hold' Status to trigger Authorized User-defined work-flows.		
4	The system shall enable tracking the Status of each Licensee or application by internal staff, and by the applicant or Licensee through the internet. This includes not only tracking of the overall Status, but the system shall show a checklist of each step in the process, the Status for that step, and who is responsible for completing it. The steps in the checklist shall be configurable by License type and application filed or pending.		
5	The system shall enable displaying a licensees history profile, licensing profile, and payment fee history for each type of License to authorized users.		
6	The system shall maintain a history of changes made to License information including date and time of change and the modified-by User account to authorized users.		
7	The system shall enable placing an unlimited number of 'Holds' on a License at one time (pending codes, ticklers).		
8	The system shall maintain a history of changes to each 'Hold' Status including the date of change and the changes (add, modify, or delete).		
9	The system shall enable capturing and maintaining a reason and begin and end dates for each 'Hold' Status.		
10	The system shall maintain a history of changes to an 'Alert' Status including the date of change and the change (add, modify, or delete).		
11	The system shall enable adding, modifying or deleting an 'Alert' on an application or License record.		
12	The system shall allow application or License records with an 'Alert' Status to trigger User-defined work-flows.		
13	The system shall enable placing, modifying and deleting an 'Alert' or 'Hold' on an application or licensees record.		
14	The system shall provide the ability to both automatically or manually update License Status, effective date and expiration date upon approval of initial or Renewal applications based on Business Rules.		
15	The system shall maintain current and historical records for all past and present Licensees, including record of all License Applications, Renewals, and updates by date and License type based on business rules.		
16	The system shall enable an Authorized User to change the Status of a License at any point in the License period.		
17	The system shall maintain current and historical records for each Licensee.		
18	The system shall enable assigning, tracking and changing of Statuses as well as other information (approval or denial) based on business rules.		

	L. Miscellaneous		
1	The system shall enable capturing, modifying, and tracking of internal and External Miscellaneous application information for each application entered as defined by business requirements.		
2	The system shall display a list of instructions to guide the External User in completing his or her Miscellaneous submittal during the online process.		
3	The system shall enable associating electronic files of supporting information to an External Miscellaneous application.		
4	The system shall enable an external applicant to withdraw its own Miscellaneous application/submittal.		
5	The system shall enable an Authorized User to configure the Miscellaneous application/submittal evaluation process.		
6	The system shall enable an Authorized User to record and maintain evaluation information about each reviewed Miscellaneous Application/submittal.		

	II. Financial Management		
1	The system shall account for all monies collected through the Regulatory Affairs system.		
2	The system shall interface with the Statewide Financial System to allow for the bi-directional transfer of financial information for revenue as well as other types of receipts (bad check Fees, paid reports etc.), and for refunds and other kinds of payments.		
3	The system shall integrate Credit Card Processing directly into the system.		
4	The system shall prevent or provide alert for the submission of duplicate payments for the same fee regardless of revenue source (back office, internet, Lockbox agent, etc.)		

	A. Fee and Fines Collections		
1	The system shall enable Customers to pay Fees, penalties and Fines online or through back office based on User-defined Business Rules.		
2	The system shall allow for the processing of "no fee" or free Transactions based on Business Rules.		
3	The system shall enable Customers to pay multiple Fees, Fines and Penalties with a single Transaction.		
4	The system shall enable Customers to make multiple payments for a single fee or fine or Penalty.		
5	The system shall enable Customers to make multiple payments for multiple Fees or Fines or Penalties.		
6	The system shall enable capturing and storing fiscal information related to the collection of License Fees, penalties and Fines.		

7	The system shall enable an Authorized User to capture, store and maintain User-defined payment information according to Business Rules.		
8	The system shall provide the ability to accept and process an electronic file from a Lockbox provider, to automatically load Fees paid by checks.		
9	The system shall comply with the Payment Card Industry (PCI) Data Security Standards.		
10	The system shall enable capturing, storing, adjusting, returning and voiding fee, penalty and fine receipt records.		
11	The system shall calculate the difference between the fee amount due and the payment received and provide warning messages where appropriate.		
12	The system shall provide the ability to upgrade a qualified License for the difference between the original payment and the upgraded License cost.		
13	The system shall enable generating an invoice for License Fees according to Business Rules.		
14	The system shall enable reporting on all payments received and all outstanding Fees, penalties and Fines due.		
15	The system shall route payments received to the appropriate agencies' accounts based on Transaction type.		
16	The system shall assign payments to satisfy Fees across License types.		
17	The system shall enable an Authorized User to un-assign a payment that has been assigned to satisfy a fee and either reassign or refund the payment.		
18	The system shall calculate License Fees based on the fee schedule and User-defined Business Rules for the License.		
19	The system shall calculate late-filing Fees based on business rules.		
20	The system shall enable capturing and storing Fines related to discipline actions.		
21	The system shall enable associating Fees with an application, license type and/or municipality.		
22	The system shall display a list of each fee type and amount due and the total amount due.		
23	When processing Fees, the system shall enable Authorized Users to view all Fees and payments for an applicant or licensee for a specified period of time based on business rules.		
24	The system shall provide an interface to a third-party payment service for the processing of electronic payments.		
25	The system shall enable making a single charge to the Customer's account for fee payment of one or more applications.		
26	The system shall enable appropriating Fees collected to accounts and/or funds.		
27	The system shall enable authorizing credit card Fees and placing those Fees in a 'delay capture' Status, in accordance with Business Rules, until the PLCB processes the application.		
28	The system shall provide the Customer with confirmation that payment has been received. A unique confirmation number will be generated and stored with the Customer's account information.		

	B. Insufficient Funds		
1	The system shall halt the completion of an application for External Users if the credit card payment processing is denied.		
2	The system shall enable tracking bad check Fees.		
3	The system shall enable associating a repayment with the original payment.		
4	The system shall enable recording and follow up with payee on underpayment of Fees, penalties and Fines.		
5	The system shall provide the ability to mark a payment as "bad" if the payment is returned or rejected (bounced checks, declined credit cards).		
6	The system shall automatically place a 'Hold' on records associated with a 'bad' payment.		
7	The system shall automatically remove a 'Hold' associated with a 'bad' payment, once the payment is satisfied.		

	C. Refunds		
1	The system shall enable an Authorized User to refund an overpayment to a Customer.		
2	The system shall enable requesting a full or partial refund based on User-defined Business Rules.		
3	The system shall automatically generate and process an approved refund according to Business Rules.		
4	The system shall prevent the issuance of a refund if a 'Hold' is on the License or the Licensee.		
5	The system shall generate a Notification to the Licensee with the refund.		
6	The system shall allow the refund amount to be applied to other monies owed by the Licensee.		

1	D. Fee Schedules		
2	The system shall enable applying unique fee formulas for each fee assessment according to Business Rules.		
3	The system shall enable an Authorized User to define and configure Fees across License types, Transaction types, Enforcement actions and any other fee-related Transactions.		
4	The system shall enable maintaining a history of fee schedules and fees processed.		

	E. Acknowledge Fee Receipt		
1	The system shall generate a unique fee receipt number for each payment instrument (check, money order, and credit card) received.		
2	The system shall associate the unique fee receipt number with each License record that the payment applies to.		

3	The system shall enable printing any required data elements on each payment instrument, application, and any other required document. Data elements shall be configurable across all License types and Transaction types according to Business Rules.		
---	---	--	--

	F. Reconciliation		
1	The system shall enable an Authorized User to reconcile and approve revenues prior to release for deposit and making the payment available to satisfy Fees.		
2	The system shall identify and allow for reconciliation of discrepancies between fees received and deposits.		

	G. Fees & Fund Assignment		
1	The system shall enable the establishment of new fees and changes to existing fees and revenue codes based on business rules.		
2	The system shall provide the ability to distribute fees to revenue codes based on business rules.		
3	The system shall enable the assignment of the fees to one or more revenue codes.		
4	The system shall ensure that the total fund assignment is equal to the total fees.		
5	The system shall support negative amounts assigned to an individual fund when assigning amounts.		
6	The system shall enable fee assignment to any of the following including but not limited to: a) 100% of the fee is assigned to one revenue code b) varying percentages of a fee are assigned to two (2) or more revenue codes c) a fixed amount is assigned to one (1) or more revenue code(s) with the balance assigned by percentage to one (1) or more revenue code(s) (d) Fee shortages based on business rules		
7	The system shall provide the ability for authorized staff to move any fee from one revenue code to another, from one transaction code to another, and from one applicant to another based on business rules.		

H. Revenue & Fund Tracking		
1	The system shall identify all charges and their associated payments to specific funds, subject to but not limited to the following Business Rules: 1) A License fee may be assigned to multiple accounting funds. 2) Penalty charges will be assigned to one specific fund. 3) Administration Fees will be assigned to one specific fund. (optional) 4) System item voids shall result in the reversal of the original fund distributions.	
2	The system shall enable the establishment of new funds or changes to existing funds.	
3	The system shall provide a means to link deposited funds with their associated Transactions.	
4	The system shall collect information for each deposit (EFT and non-EFT) as required for deposit reports, including but not limited to: <ul style="list-style-type: none"> • License account ID, • name, • transaction amount, • account number, • fund distribution, • bank account name, • bank routing number, and • sweep date. 	

III. Compliance Enforcement		
1	The system shall provide an integrated Enforcement capability to manage Complaints, Inspections, Case investigations, Hearings and Disciplinary Actions.	
2	The system shall enable associating each Enforcement activity to an Entity or License record across all boards or agencies.	
3	The system shall enable scheduling, assigning and tracking of Enforcement activities based on Authorized User-defined Business Rules.	
4	The system shall enable managing compliance data and creating compliance process Workflows for an infinite number of compliance activities.	

	A. Inspections		
1	The system shall enable selecting entities for random Inspection based on User-selected criteria (such as License type, geographic area, date of last Inspection).		
2	The system enables defining required Inspections for each License type.		
3	The system shall enable creating and maintaining Inspection guides to help organize the steps involved and criteria for each type of Inspection.		

1	B. Request Inspection		
2	The system shall enable an Authorized User to request an Inspection.		
3	The system shall enable automatically generating an Inspection request based on Business Rules.		

	C. Determine Inspections Due		
	The system shall determine which Inspections are due based on Business Rules.		

	D. Inspection Information		
1	The system shall enable capturing and maintaining Inspection criteria.		
2	The system shall enable Authorized Users to view previous Inspection information for a selected Entity.		
3	The system shall enable Authorized Users to add, update, or delete one or more written notes to Inspection information.		
4	Within the Inspection information, the system shall enable Authorized Users to record the arrival and departure times for each day that the Inspection is performed.		
5	The system shall enable Authorized Users to add, replace, or delete current Inspection photos, videos and multimedia.		

	E. Inspection Results/History		
1	The system shall enable capturing and maintaining Inspection results information (including Dispositions, Violations, Correction Plans and status of compliance) for each Inspection.		
2	The system shall enable Authorized Users to provide comments and notes regarding the review of Inspection information.		
3	The system shall enable Authorized Users to append to Inspection reports.		
4	The system shall prevent modifying final Inspection reports based on User-defined Business Rules.		
5	The system shall enable Authorized Users to track post-Inspection activities.		

6	The system enables Escalation of Inspections requiring further investigation or Disciplinary Action based on User-defined Business Rules.		
7	The system shall enable retrieving and viewing previous Inspection dates, results and Violations.		
8	The system shall enable automated review and approval of Inspection information, based on Inspection data, Business Rules, and License type.		

	F. Complaints Management		
1	The system shall enable Customers to file a Complaint on line and enable data entry of Complaints submitted to the office.		
2	When filing a Complaint online, the system shall enable Customers to retrieve existing License information for inclusion on the Complaint form based on business rules.		
3	The system shall enable Authorized Users to review Complaint history based on User-specified criteria such as address.		
4	The system shall automatically acknowledge receipt of a Complaint.		
5	The system shall enable Customers to view the Status of their Complaints according to Business Rules.		

	G. Complaint Information		
1	The system shall enable capturing and maintaining Complaint information.		
2	The system shall assign a Unique Identifier to each Complaint received.		
3	The system shall enable associating supporting documents and images to a Complaint record.		
4	The system shall enable the public to upload supporting documents and images with their Complaint.		
5	The system shall enable associating related Complaints to each other. For example, associating Complaints by complainant, address, or Licensee.		

	H. Escalate Complaint		
1	When a Complaint is received, the system shall route the Complaint to the relevant Unit based on Business Rules.		
2	The system shall enable escalating a Complaint for further investigation or Disciplinary Action.		

	I. Case Management		
1	The system shall assign a Unique Identifier to each Case created.		
2	The system shall enable an Authorized User to define and configure data fields for different Case types.		

3	The system shall enable restricting access to certain fields of Case information based upon the identity of the User viewing the Case.		
4	The system shall enable assigning a Case based on User-defined Business Rules.		
5	The system shall enable an Authorized User to assign and reassign a Case.		
6	The system shall maintain a history of Case assignments and dates of assignment.		
7	The system shall enable routing a Case back to a previous Reviewer or forward to the next reviewer or supervisor.		
8	The system shall enable creating and maintaining investigation guides to help organize the steps involved and criteria for each type of investigation.		
9	The system shall enable capturing and maintaining corrective action plans and compliance Status for each Case.		
10	The system shall enable capturing the dates associated with each compliance activity.		
11	The system shall determine if a disciplinary fine or other compliance action is overdue.		
12	The system shall notify the Licensing Agency or Entity of an overdue compliance action.		
13	The system shall enable an Authorized User to close a Case.		
14	The system shall enable capturing the reason a Case was closed. (For example, error, sustained, not founded based on evidence, withdrawn, dismissed)		

	J. Request Investigation		
	The system shall enable an Authorized User to request an investigation.		

	K. Capture Investigative Findings		
1	The system shall enable capturing and maintaining investigation activities and results information for each investigation.		
2	The system shall enable Authorized Users to provide written notes for an investigation.		
3	The system shall enable Authorized Users to view, add, update, or delete one or more written notes to investigative information.		
4	The system shall enable tracking Violations, corrective actions, and Disciplinary Actions of a Licensee or Entity.		

	L. Escalate Case		
1	The system shall enable escalating a Case for further investigation, Disciplinary Action or appeal.		
2	When a Case is escalated, the system shall route the Case to the relevant Unit based on Business Rules.		

	M. Hearings		
1	The system shall enable an Authorized User to request, schedule, reschedule, and cancel a Hearing.		
2	The system shall enable capturing, viewing and maintaining information about pre-Hearing and post-Hearing actions such as interviews, Settlement Conferences and Adjournment Requests.		
3	The system shall enable capturing, viewing and maintaining Hearing information for each session of the Hearing including date, participants and results (decisions).		
4	The system shall enable generating Hearing Agendas.		
5	The system shall enable generating and storing a Hearing report.		
6	The system shall automatically route Hearing results to the relevant Unit based on Business Rules.		

	N. Discipline		
1	If Violations are found, the system shall automatically generate Penalties based on User-defined parameters.		
2	The system shall enable capturing and tracking of Disciplinary Actions (for example, Fines imposed, restitution, suspension, revocation).		

	O. Enforcement Status and History		
1	The system shall enable an Authorized User to monitor a collection of his or her Cases.		
2	The system shall enable maintaining a complete history of Enforcement information associated with a License.		
3	The system shall enable maintaining a complete history of Enforcement information for all Licenses associated with an Entity.		
4	The system shall enable maintaining a complete history of Enforcement information based on User-specified Entity data such as address.		

	P. Mobile Access		
1	The system shall provide secure remote access for field staff using wireless internet-enabled mobile computers or handheld devices.		
2	The system shall enable staff to view, capture, store, print, scan, and maintain compliance information from the field using a mobile device.		
3	The system shall provide the ability to automatically synchronize compliance information between a mobile device and the system when internet connectivity becomes available.		
4	The system shall enable Authorized Users to select one or more scheduled compliance activities for which the system will download all relevant compliance information to a mobile device.		

5	The system shall enable Authorized Users to transfer all compliance information for each selected compliance activity to a mobile device.		
6	The system shall enable an Authorized User to record compliance information on a mobile device.		
7	The system shall enable Authorized Users to suspend a compliance activity and save the entered compliance information on a mobile device as a work in progress.		
8	The system shall enable Authorized Users to resume recording compliance information on a work in progress on a mobile device.		
9	The system shall enable Authorized Users to schedule follow-up appointments from the field.		
10	The system shall enable printing of Notices, Violations, and Licenses from a field location.		
11	The system shall enable inspectees to digitally sign a mobile device to indicate a report has been received.		
12	The system shall enable Authorized Users to export completed compliance information from a mobile device to the central system.		

	IV. Public inquiry		
1	The system shall enable public Users to interact with the system via computer or mobile applications.		
2	The system shall enable public users to search and view a public record concerning the Status of a license maintained by the system, based on Authorized User-defined Business Rules.		
3	The system shall enable public Users to submit online, a Complaint about a Licensee.		
4	The system shall enable public Users to search and view all public License data in the system based on Authorized User-defined Business Rules.		
5	The system shall present the public on-line interface in English, but allow Users to access static text help or instruction documents created by the State in any language the State makes available.		

	A. Public License Status lookup		
1	The system shall enable an applicant or licensee to view the Status of his or her application or Renewal based on business rules.		
2	The system shall enable an applicant or licensee to view the Status of his or her pending, current, and expired License history for all Licenses held in accordance with business rules.		
3	The system shall enable an applicant or licensee to view the Status and track the progress of their Transactions based on business rules.		
4	The system shall enable a Licensee to view his or her RAMP training records, certification status and expiration date.		

B. Public Self-service Profile Management		
1	The system shall enable an applicant or licensee to register for online system access to his or her License information.	
2	The system shall register authorized licensees with a logon id and password.	
3	The system shall enable authenticating profile information when changing or retrieving passwords.	
4	The system shall prevent an applicant or licensee from registering more than once with the same licensee data in accordance to business rules.	
5	The system shall enable a Licensee to request profile information changes online based on Business Rules.	

C. Customer Feedback		
1	The system shall enable Customers to enter and submit comments or questions about the system.	
2	The Customer feedback capability shall provide contact information for system help and business inquiries.	
3	The Customer feedback capability shall enable creating and maintaining Customer surveys.	
4	The Customer feedback capability shall enable capturing and reporting Customer survey results.	

V. License Assistance Wizard for Customer Use		
1	The system shall provide an online, publicly accessible wizard with questions/answers and activities to assist/direct Customers in determining which License/Permit(s)/Applications are required or needed based on business rules.	
2	The system shall present information based on the Customer's answers and selections.	
3	The system shall enable the use of pre-populated menus based on responses to guide the Customer to information pertaining to the License(s)/Permits/Applications required for their particular needs.	
4	The system shall enable capturing, storing and maintaining (adding, modifying, deleting) criteria (questions or menus) for determining which License(s)/Permit(s)/Application(s) are required.	
5	The system shall enable associating multiple License types to an application.	
6	The system shall enable associating multiple applications to a license type.	
7	The system shall create a Application package (collection of License data, documents and forms) based on responses to the Permit assistance wizard.	
8	The system shall create the checklist as a “customized list of links” (i.e., as a list of appropriate URLs) when the application package is created by the Customer online (access to efiled forms).	
9	The system shall enable capturing, storing and maintaining (adding, modifying, deleting) additional textual information and photographs (document files, rich text fields, image files) that can be associated with the application package.	

10	The system shall associate the User-entered business location information with the appropriate Licenses and application filing address.		
11	The system shall enable the Customer to download an application package to print and save as a pdf file.		
12	The system shall enable the Customer to request the application package be mailed to him or her.		
13	The system shall enable the system User to print the requested application package on behalf of the Customer for the purpose of mailing the application package to the Customer.		
14	The system shall store User responses and the generated application package for retrieval by the system User.		
15	The system shall enable sorting, filtering, and viewing by application and license types.		

	VI. Workflow Automation		
1	The system shall have a Workflow driven interface for Users to interact with the system.		
2	The system shall enable creating an infinite number of differing Workflows for various license types, reviews, enforcement (PA State Police, Administrative Law Judge) and Investigation activities.		
3	Each Workflow shall have its own rules, steps and actions.		
4	The Workflow System shall allow only the current owner and authorized proxies (i.e., Supervisors) of an action can modify routing information.		
5	The system shall enable Authorized Users to waive a standard Workflow requirement, moving to another step in the Workflow, or triggering a new Workflow, and tracking information associated with the waiver.		
6	The system shall enable sending an email and/or paper Notification when a Workflow step requires action from a Customer or Staff member.		
7	The Workflow System shall be able to support both automated and non-automated tasks.		
8	The Workflow System shall allow Authorized Users to define the business processes to be managed by the Workflow.		
9	The Workflow System shall monitor the progress of work.		
10	The Workflow System shall allow the viewing of the existing Workflows in both text and diagram form.		
11	The Workflow System shall allow monitoring of the current state of each Workflow item including completed steps and next steps.		

	A. Workflow Design		
1	The system shall enable Authorized Users to maintain, create a new Workflow Process, and terminate workflow processes.		

2	The system shall enable Authorized Users to assign one or more users or roles to an activity associated with a Workflow Process.		
3	The system shall enable Authorized Users to define Alerts associated with a Workflow activity.		
4	The system shall enable Authorized Users to define the rules describing the work to be performed for an activity.		
5	The system shall enable Authorized Users to view activities associated with a Workflow Process.		
6	The system shall enable Users to define time thresholds or parameters for each activity in a Workflow.		
7	The system shall enable Users to define concurrent activities within a Workflow Transaction.		
8	The system shall enable both sequential and concurrent approval processing, based on predefined User configuration.		
9	The system shall enable Users to define lead and lag times between activities.		

	B. Workflow Engine		
1	The system shall enable Authorized Users to initiate predefined Workflows based on the type of work item.		
2	The system shall enable Authorized Users to assign an activity to a role or user.		
3	The system shall notify appropriate Users when no Users or roles have been assigned to an activity.		
4	The system shall notify the appropriate Users of work that has been routed to them.		
5	The system shall enable ensuring that all the Business Rules associated with an activity have been satisfied before the next activity in the Workflow is allowed to start.		
6	When work associated with a Workflow Process activity has been completed, the system shall automatically route the work to the next process.		
7	The system shall provide for each Authorized User an electronic work queue ('inbox') capability of assigned work.		
8	The electronic work queue capability shall enable multiple options for sorting and filtering views of assigned work.		
9	The system shall enable Authorized Users to coordinate work activities according to the schedule.		
10	The system shall enable generating and sending automatic reminders of needed actions to designated system Users or interfaces based on Business Rules.		
11	The system shall enable generating automatic reminders of approaching key action deadlines that need to be taken based on Business Rules and sending them to designated Users.		
12	The system shall enable additional Authorized Users to have access to a User's work queue.		
13	The system shall enable Authorized Users to reassign work from one User to another.		
14	The system shall enable Authorized Users to access any relevant documents that are associated with an assignment in a work queue.		
15	The system shall ensure that once a work item has been assigned to a specific work flow, the work item follows the assigned Workflow sequence, unless the Workflow is overridden by an Authorized User.		

C. Business Rules Management		
1	The system shall enable Authorized Users to define business rules.	
2	The system shall enable an Authorized User to capture and maintain (add, modify and delete) Business Rules relating to business processes.	
3	The system shall provide Authorized Users with a Business Rules management solution that is flexible, has a table-driven architecture, and is capable of adding, changing, or deleting Business Rules for Licenses, non-Licenses and related parameters.	
4	The system must be capable of distinguishing and processing the same License type for different License periods at the same time.	
5	The system shall enable an Authorized User to record reasons for changes to Business Rules relating to a License type.	

D. Workflow Reporting		
1	The system shall enable Authorized Users to view/print the current progress of an individual work queue and actions.	
2	The system shall enable Authorized Users to view/print the current progress of a group of work items assigned to an individual or role.	
3	The system shall enable Authorized Users to view/print overdue work items assigned to an individual or role.	
4	The system shall enable Users to perform inquiries or generate reports indicating the Status of Transactions moving through	

E. Notifications		
1	The system shall generate and send reminders of actions needed to designated system Users.	
2	The Workflow System shall automatically generate email or paper Notifications at User-specified milestones.	
3	The system shall enable Users to configure rules-based automated Notifications including, but not limited to: System Alerts (e.g., pop-up windows) Automatically generated Notifications with variable narrative or appropriate web links	
4	The system shall enable sending mass e-mail Notifications based on Business Rules.	

VII. Scheduling with Outlook Interface		
1	The system shall enable Authorized Users to schedule Inspection, investigative Meetings/ Hearings and maintain scheduling notes.	
2	The system shall enable Authorized Users to assign a predefined Inspection type for a scheduled Inspection.	

3	The system shall enable Authorized Users to request and schedule Meeting dates.		
4	The system shall enable an Authorized User to schedule Meetings and notify attendees according to Business Rules.		
5	The system shall enable scheduling Meeting dates based on the participant's availability.		
6	The system shall enable selecting from a list of available times and dates when scheduling Hearings or Meetings.		
7	The system shall enable managing the number of agenda items to be scheduled.		
8	The system shall enable automatic scheduling of Meeting agenda items based on Business Rules.		
9	The system shall enable Authorized Users to reschedule a Meeting.		
10	The system shall enable Authorized Users to cancel Meetings that have been scheduled.		
11	The system shall enable Authorized Users to perform a multilevel sort of scheduled Meetings by, at a minimum, region, county, Meeting responsibility, Meeting type, proposed date.		
12	The system shall alert Authorized Users when a scheduled Meeting does not have an assigned leader.		
13	The system shall enable Authorized Users to assign a scheduled Meeting to a responsible person based on the person's availability.		
14	The system shall enable inviting multiple people to a scheduled Meeting based on Business Rules.		
15	The system shall enable Authorized Users to reassign responsibility to a scheduled Meeting.		
16	The system shall enable Authorized Users to view the name of the person who conducted the last Meeting.		
17	The system shall notify Users and Customers of their scheduled Meeting and changes to their scheduled Meeting.		
18	The system shall enable Authorized Users to provide Meeting updates including comments and notes.		
19	The system shall enable Authorized Users to view scheduled Meeting status.		
20	The system shall enable Authorized Users to view and modify individual schedules.		
21	The system shall enable viewing schedules of a group of people or locations.		
22	The system shall enable scheduling of reoccurring Meetings.		

	VIII. Document Management Capability		
1	The system shall enable only Authorized Users to delete or re-index License related documents.		
2	The system shall enable an Authorized User to retrieve and resend License-related documents in response to a Right to Know Request and redact as needed.		
3	The system shall provide the ability to scan and upload original applications, correspondence, required supporting documentation and multimedia to attach to an application License record.		
4	The system shall provide the ability to catalog and track all License-related documents, images, and audio video files.		
5	The system shall provide the ability to retrieve and view documentation provided by applicants or Licensees to satisfy licensing requirements.		

6	The system shall provide an audit trail for each document including: activity (uploaded, modified, accessed, deleted), activity date, source, and User.		
7	The system shall enable an Authorized User to retrieve and resend License-related documents to the Customer.		
8	The system shall enable a Customer, including the applicant or any other authorized party submitting documentation on their behalf, to upload supporting documentation and images as requested through the on-line web browser.		
9	The system shall provide the ability to catalog and track all supporting documentation and images.		

	IX. Reporting		
1	The system shall enable the generation of certain reports deemed time-sensitive to run using real-time data. Other reports can		
2	The system shall enable Authorized Users to generate reports which are listed in Appendix S.		
3	The system shall enable Authorized Users to generate reports in user selected types, including but not limited to: Hypertext Markup Language (.html) Adobe Acrobat Portable Document Format (.pdf) Microsoft Word (.doc) Rich Text Format (.rtf) Delimited text by tab or comma Microsoft Excel Spreadsheet format (.xls) XML		
4	The system shall enable Authorized Users to modify the parameters, layout, and structure of reports, letters and Notices.		
5	The system shall enable Authorized Users to save selected report views for future use by individual users or multiple users.		
6	The system shall enable Authorized Users to generate and distribute reports accessing User-selected data fields based on events, process milestones, or predefined data thresholds.		
7	The system shall enable Authorized Users to distribute reports in the following manner:		
8	The system shall enable the ability to spell-check all reports, letters and Notices.		

	A. Letters and Notices		
1	The system shall provide the ability to generate correspondence and populate appropriate fields with data from the database record such as correspondence documenting application deficiencies and issues relating to License approval. The ability to override the populated area must also be included.		

2	The system shall enable an Authorized User to create standard form letters for generating an infinite number of correspondence types as well as form letters using autotext.		
3	The system shall automatically generate correspondence and Notifications as defined by Business Rules.		
4	The system shall enable sending electronic Notifications to Customers whose preferred method of Notification is email.		
5	The system shall retain a history of all letters and Notices generated.		
6	The system shall indicate the status of a correspondence including whether the item has been sent or not and whether the item is in draft or final state.		
7	The system shall allow Authorized Users to create and save multiple drafts for each workflow item.		
8	The system shall enable Authorized Users to modify letter content (both system generated and manually generated).		

	B. Ad Hoc Reports		
1	The system shall provide business intelligence tools for ad-hoc query and report-generation capability based on an infinite		
2	The ad-hoc query and report-generation capability shall not impact the performance of the transaction processing system.		
3	The system shall enable Authorized Users to generate ad hoc reports using generalized selection, sort criteria, specify the output file format (including but not limited to MS Office) and save the file to a User-specified location.		
4	The system shall enable Authorized Users to retrieve ad-hoc report definitions previously saved.		
5	The system shall enable sharing ad-hoc report definitions across business Units and agencies according to Business Rules.		
6	The system shall enable Authorized Users to view and modify reports before saving or printing.		
7	The system shall provide the ability to include the name of the report, the date generated, and the page number on each page of a report.		

	C. Custom (predefined) Reports		
1	The system shall provide predefined reports. A listing and brief description of some of the reports that will have to be built as part of this project are identified in Appendix S.		
2	The system shall automatically generate predefined reports according to automated Workflows.		
3	The system shall enable Users to generate User-defined reports on all License information using an ad-hoc querying and reporting tool.		

	X. Transaction Logging		
1	The system shall log all transactions to provide an audit trail of system access and activity.		
2	For each system activity, the Transaction Log shall include: the change made, the date and time of change and the User id.		
3	The system shall maintain an audit trail of any transaction review and approval that occurs during an automated Workflow.		

	XI. Audit Sampling		
1	The system shall randomly select Licensees for audit based on User-specified data (such as percentage of population, date period, License type).		
2	The system shall enable an Authorized User to manually select a Licensee for audit.		
3	The system shall track which Licensees have been selected for audit. The system shall alert the User if a Licensee is selected at random more than once.		
4	The system shall enable storing audit results with the License record.		
5	The system shall enable storing and tracking follow up actions taken in response to a failed audit.		

	XII. Data Entry & Edit		
1	The system shall provide Users with a visual indication of data entry fields that are mandatory.		
2	The system shall provide the User with predefined selectable lists wherever possible. Drop-down lists, radio buttons and "lookup" tables will maximize the entry of correct and complete data and will ensure that agency Business Rules are followed.		
3	The system shall have the ability to accept and store foreign postal codes.		

	A. Search, Sort and Filter		
1	The system shall enable Users to search, sort, filter, and view any data specific to the entities and Licenses in the system.		
2	The system shall enable an Authorized User to search records by entering full or partial matches to key attributes of License information.		
3	The system shall enable searching for License information by a User specified date range.		
4	The system shall enable Authorized Users to perform searches using 'Wild Cards.'		
5	When more than one record matches the search criteria, the system shall display a list of all matching records, including key information about each.		

6	When a search returns a list of records, the system shall enable Users to select and view information about an individual record.		
7	The system shall enable Authorized Users to perform query operations on all information associated with a License.		
8	The system shall enable Authorized Users to search License information by Status.		
9	The system shall allow Authorized Users to search any field on any screen.		
10	The system shall enable Authorized Users to search for Licenses by Entity.		
11	The system shall enable Authorized Users to search for Licensees or officers by Entity.		

	B. Data Validation and Error Detection		
1	The system shall validate entered information against already existing information in the system.		
2	The system shall validate individual fields based on established Business Rules and/or data available, and provide immediate feedback to the User.		
3	The system shall return error messages to the User when invalid information is entered into any given field.		
4	Screen Edits, Data Input Masks, and calculations shall be incorporated into the input process to further support the entry and submission of correct and adequate information.		
5	All dates in the system shall carry the full four digits for the year.		
6	The system shall either notify the User or shall trigger a Workflow when entered information does not match existing known information based on Business Rules.		
7	The system shall provide US Postal Service format for addresses (including foreign addresses) contained in system records.		
8	Upon data entry of the country and postal code, the system shall translate the entered postal code and fill in the City, County and State or Province fields with the matching information.		
9	The system shall enable automatically validating each address contained in Licensing system records.		
10	If one postal code represents multiple counties, cities, or towns, the system shall provide a User-selectable list for the User to choose from.		
11	The system shall restrict Users from continuing until all required information is entered.		

	C. Print/Publish		
1	The system shall enable printing of reports, documents, Licenses, labels, and Transmittals by Authorized Users on specified printers without requiring additional steps or tasks such as sealing or trimming. Documents to be printed may range from but are not limited to 1x3 inch, credit-card size to legal size. Documents may contain detachable components.		

2	The system shall enable generating Barcodes on outputs for purposes of routing and verifying authenticity of documents.		
3	The system shall produce License documents with ID bar codes compatible with reader/scanner equipment.		
4	Printed Licenses shall allow for the prevention and detection of License alteration or counterfeiting.		
5	The system shall provide a mechanism to issue education-related certificates with information captured from the Customers		
6	The system shall enable capture and Verification of Barcoded documents for record retrieval, routing and verifying authenticity of documents.		
7	The system shall create a License once a License Application, Renewal or Miscellaneous Application is approved according to User-defined Business Rules.		
8	The system shall enable printing Licenses on special printing media (such as sticker type Licenses).		
9	The system shall enable printing of License Applications and application instructions.		
10	The system shall enable printing of mailing labels, post cards, letters and the quantity of each.		
11	The system shall enable an Authorized User to define the print layout for each License type.		
12	The system shall enable downloading a printable view of (blank, completed or partially completed) on-line forms.		
13	The system shall enable queuing print jobs and tracking the status of each print job and print items.		
14	Each document ID bar code shall be of a quality that will allow an initial read success rate (bar code read immediately following printing) of 99.5 percent, verifiable during acceptance testing.		
15	The system shall produce replacement License documents that are visibly distinguishable from original License documents,		

	D. On-Line Help		
1	The system shall provide Users with Context-Sensitive Help for all User capabilities provided by the system.		
2	The system shall enable Users to search on available indexed help topics.		
3	The system shall enable Authorized Users to update the system help files.		
4	The system shall enable Authorized Users to create, maintain, search, and view system Frequently Asked Questions (FAQs)		
5	The help function shall provide the ability to include Smart Tips, Plain Text and html instructions.		

	XIII. Call Center Tracking		
1	The system shall enable capturing and storing information about telephone interaction with Customers.		
2	The system shall enable capturing the postal code of the caller.		
3	The system shall enable tracking and reporting calls by various fields, including but not limited to: free form notes that can be tied to the Entity at any desired level (e.g. general, License, application), dates, postal code, county, applicant name, business model, and License type.		

4	The system shall assign a unique id to each call record.		
---	--	--	--

	XIV. Correspondence Tracking		
1	The system shall enable Authorized Users to track all Notifications and correspondence.		
2	Each correspondence item within the system shall have a Unique Identifier.		
3	The date the incoming correspondence was received shall be captured for each correspondence item.		
4	The date the outgoing correspondence or Notification was sent shall be captured for each correspondence item.		
5	The system shall provide the ability to store, retrieve and resend one or many correspondence items (both system generated and non-system generated correspondence).		
6	The system shall enable viewing of retrieved correspondence by both internal and External Users based on User-defined Business Rules.		
7	The system shall generate standard User-defined correspondence.		
8	The system shall enable generating correspondence as printed letters or email.		
9	The system shall provide the ability to produce envelope printing options, and or electronic files (email) for mass mailings.		
10	The method of correspondence shall be maintained for each correspondence item.		
11	The primary subject of the correspondence shall be maintained for each correspondence item.		
12	Remarks applicable to the correspondence shall be maintained for each correspondence item.		
13	The system shall automatically capture the date and User id at the time any comment is added to any correspondence records.		
14	Correspondence metadata shall be accessible and usable by industry-standard Database Design and Extract/Transformation/Load (ETL) tools.		
15	The system shall enable viewing a list of created correspondence not yet mailed.		
16	The system shall enable viewing a list of all items of correspondence that still require action.		
17	The system shall include a Unique Identifier and, if appropriate, the License number on all Alerts or messages sent utilizing a distribution list.		
18	The system shall enable Authorized Users to modify Notification or correspondence content in accordance with business rules.		
19	The system shall enable Authorized Users to search for and display any correspondence item.		
20	The system shall enable Authorized Users to update contact information.		

	XV. Responsible Alcohol Management Program (RAMP) Administration		
	A. Training System Requirements		
1	The system shall allow PLCB staff to enter/edit/delete/copy RAMP Owner/Manager trainings. Entries shall include: training program, date, time, location, address, county, PLCB contact, instructor, available seats, status (pending/validated), comments and number of trainees.		
2	The system shall allow PLCB staff to search and print list of RAMP Owner/Manager trainings. Search criteria shall include: training session number, training program, category, county, zip code, region, instructor, location, date range and status (pending/validated).		
3	The system shall allow PLCB staff to search all training sessions. Search criteria shall include: training session number, training program, category, county, zip code, region, instructor, location, date range and status (pending/validated).		
4	The system shall allow PLCB staff to add trainees to a RAMP Owner/Manager training session. Trainee information shall include: name, address, phone number, email address, multiple license IDs, and trainee ID number.		
5	The system shall allow PLCB staff to search and print list of trainees. Search criteria shall include: last name, first name, middle initial, zip code, date range, trainees ID number, license ID number, exam result, training session number and training program. System shall allow an email to be generated to all trainees w/in search result.		
6	The system shall allow PLCB staff to search uncertified licensees having both owner/manager and server/seller training in the previous two years but who are not RAMP certified. Search criteria shall include: county, date range. System shall allow an email to be generated to all licenses w/in search result. Staff must be able to add/edit notes to individual search results. Staff shall be able to click on individual search results to see list of trainees for that license ID.		
7	The system shall allow External Approved Instructors to submit applications/fees.		
8	The system shall allow External Approved Instructors to enter/edit/delete/copy RAMP Server/Seller trainings via secure on-line access. Entries shall include: training program, date, time, location, address, county, instructor, available seats, private/public session, comments and number of trainees. Edit capabilities shall be determined by business rules.		
9	The system shall allow External Approved Instructors to search and print list of RAMP Server/Seller trainings via secure on-line access. Search criteria shall include: training session number, training program, category, county, zip code, region, instructor, location, and date range. Search capability shall be limited to instructors own sessions.		
10	The system shall allow External Approved Instructors to add/edit trainees to a RAMP Server/Seller training session via secure on-line access. Trainee information shall include: name, address, phone number, email address, multiple license IDs, exam result and trainee ID number.		
11	The system shall enable the importing and uploading of training records from External Approved Instructors.		

12	The system shall allow the External User to search and print list of RAMP Owner/Manager and Server/Seller trainings. Search criteria shall include county, region, location, and date range.		
13	The system shall allow the External User to view, register, cancel registration and submit fees for RAMP Owner/Manager trainings.		
14	The system shall allow PLCB staff to generate an email to all external users registered for an Owner/Manager training.		
15	The system shall enable capturing and tracking candidate requests for special accommodations (such as special needs).		
16	The system shall maintain a complete history of and allow External User to search/view their own training records for all courses taken by their trainee ID number only. The External User shall be able to print results.		
17	The system shall enable PLCB staff to add/edit a training program (alcohol service/owner manager/web). Training program		
18	The system shall enable PLCB staff to search and view all training programs. Search criteria shall include: program		
19	The system shall enable PLCB staff to add/edit/certify instructors. The system shall enable capturing, storing and maintaining information about each instructor, including but not limited to: name, contact information, certified date and training provided.		
20	The system shall enable PLCB staff to search and view all instructors. Search criteria shall include: program category, status (certified/decertified).		

	B. Mandated Licenses		
1	The system shall trigger a workflow of Licensing mandates (Conditional Licensing Agreements (CLA's) with RAMP Requirements).		
2	The system shall enable PLCB staff to add/view/edit/delete licensee information, fields shall include: licenses ID, county, citation number, mandate date range, mandate due date range, letters sent, failure sent, certified/not certified, region, status, type and comments.		
3	The system shall enable PLCB staff to add/view/edit/delete licensee information, fields shall include: licenses ID, county, citation number, mandate date range, mandate due date range, letters sent, failure sent, certified/not certified, region, status, type and comments.		
4	The system shall automatically calculate due dates based on business rules.		
5	The system shall automatically populate a list of licensees based on action date (mandate date, due date, mandate + 45 days).		
6	The system shall enable PLCB staff to generate/edit letters regarding licensee RAMP requirements.		

	C. Manager Mandates		
1	The system shall trigger a workflow of Licensee Manager Mandates.		

2	The system shall enable PLCB staff to add/view/edit/delete information, fields shall include: trainee number, LID, Region, County, Name, Mandate date, Due date, letters sent, comments, failure sent and trained.		
3	The system shall search for completed owner/manager training by name, trainee number and LID and automatically populate this field.		
4	The system shall enable PLCB staff to generate/edit letters regarding manager RAMP requirements.		

	D. Affidavit System		
1	The system shall allow the public to complete and submit an affidavit via the internet using login credentials.		
2	The system shall search RAMP mandated licensees list to check if the licensee is mandated and if so, indicate such.		
3	The system shall automatically populate licensee information based on LID and license number. The licensee shall be able to edit certain fields.		
4	The system shall automatically generate a list of trained persons associated w/ the LID entered and based on business rules. The licensee shall have the ability to add/delete persons and edit certain fields.		
5	The system shall enable the licensee to check off completed requirements and allow for eSignature capability. The system shall determine if an applicant has met all conditions to qualify for RAMP certification based on Business Rules established by PLCB.		
6	The system shall enable the licensee to check off completed requirements and allow for eSignature capability. The system shall determine if an applicant has met all conditions to qualify for RAMP certification based on Business Rules established by PLCB.		
7	The system shall enable the licensee to continuously edit and print current list of trained persons. The system shall provide an error detection for duplicate entries.		
8	The system shall allow a licensee to submit a new affidavit during timeframes specified by business rules.		
9	The system shall support a workflow from the submission of an affidavit to the final processing by PLCB staff . PLCB staff will be assigned the following roles: reviewer, certifier and processor.		
10	The system shall flag an affidavit already assigned in workflow.		
11	The system shall enable PLCB staff to perform functions based on roles specified and business rules.		
12	The system shall enable PLCB staff to edit list of trained persons.		
13	The system shall enable PLCB staff to generate/edit letters and certificate.		
14	The system shall enable PLCB staff to search affidavits, search criteria shall include: LID, status, date submitted, certified date, region,		
15	The system shall generate a reports by month of number of affidavits submitted/rejected/approved.		

16	The system shall automatically update the certified licensees list as well as the licensee's record once an affidavit has been approved.		
----	--	--	--

	E. Certified Licensees		
1	The system shall enable PLCB staff to add/edit/delete licensees who are RAMP certified, fields shall include: LID, reviewer, date certified, mandated.		
2	The system shall enable PLCB staff to search/view mandated licensees by: LID, county, date range, reviewer, region, mandated. Search results shall contain all records for that licensee.		
3	The system shall automatically update the licensee's record once a new certified license has been entered.		

	F. Address Labels		
	The system shall enable PLCB staff to print address labels for licensees based on the following: license type, county, region, zip code and other parameters as needed.		

	G. General		
1	The system shall provide an error detection and correction capability of imported RAMP data.		
2	The system shall enable maintaining historical records based on record retention schedule.		

	XVI. Alcohol Education		
	A. Grants		
1	The system shall include a system-based online grant application process. Potential grantees shall be able to complete the application form online. Successful applicants - grantees - shall be able to submit all required fiscal and programmatic reports online. System shall enable staff to approve or return reports for corrections as needed: subsequently system shall enable grantee to make corrections as often as needed pending final approval of PLCB. System shall be configured to only allow grantee reports to be submitted within time parameters established by PLCB staff.		
2	The system shall have the capability to automatically send email notifications as prescribed by PLCB staff. This should include, at a minimum, notifications to both successful and unsuccessful applicants as well as reminders of upcoming report due dates.		

3	<p>The system shall allow the PLCB staff member to transfer/enter/edit/delete/save/copy all pertinent information from grantee applications to system at the beginning of each grant cycle. Entries shall include at a minimum: grantee name, legal name, street address 1, street address 2, City, nine digit zip code, County, PLCB supplier number, Name of primary contact, Project Director's phone number, Project Director's e-mail, Grantee type, Primary PLCB contact, Purchase order number, Federal ID number, approved budget line item totals, total amount awarded, matching funds amount.</p>		
4	<p>The system shall populate (based on reports from grantee) expenses and programmatic data from each grantee in the data base for each of four interim reports per grant year. Entries shall include at a minimum: Total amount of monies spent per reporting period; Line Item Details and Monies spent for at a minimum the following lines: Advertisement, Assessment Survey, Law Enforcement Expenses, Office Supplies, Staff Expenses, Consultant, Evaluator, Training Expenses, Travel Expenses; Date initial invoice received, Date hard copy sent to comptroller, Oracle invoice number, number of programs/activities, number of people reached, number, materials distributed, number of enforcement details, number of violations/citations; amount of matching funds. System shall enable PLCB staff to enter, at a minimum, the date alcohol education specialist approved, Date management technician approved, comments field to describe any errors that required correction; Date supervisor approved, comments field to describe any errors that required correction; Date Division Chief approved, comments field to describe any errors that required correction; Date approval sent to alcohol education specialist, Date receipted, Receipt number, Date right to know, Date scanned to G drive, Date hard copy to file, ORACLE date, ORACLE amount.</p>		
5	<p>The system shall contain an overview section or tab that automatically calculates totals for fields entered in the interim reports section (item 23 above). Fields shall include, at a minimum: Grantee name; Total amount awarded; Amount remaining; Line item total budget and amount remaining for each of at least nine line items; cumulative totals of programs/activities; people reached; materials distributed; enforcement details; and violations/citations; total matching funds spent and their % of total expenses; For each of four reporting periods per year: Date Div. Chief approved, Oracle invoice number; Receipt number; and Date for Right to Know.</p>		
6	<p>The system shall allow the PLCB staff member to enter/edit/delete/save/copy Line Item Transfers throughout the grant period. Fields should include, at a minimum, the line item transfer ID number; Approval date; name of fiscal staff person who approved; and the following for each of a minimum of nine line items: Requested change amount (+/-) and the new budgeted amount. These changes should automatically be applied to the overview section and line items throughout the grant system</p>		
7	<p>The system shall allow the PLCB staff member to enter/edit/delete/save/copy notes on each grantee throughout the grant period.</p>		

8	The system shall allow the PLCB staff member to notate if grantee's midterm report and cumulative reports have been submitted. This should include, at a minimum, the date each report was received and any notes or comments regarding those reports.		
9	The system shall have the capability to run reports, by sorting grantees by any and all descriptive fields.		

	B. Events		
1	The system shall allow the PLCB staff member to enter/edit/delete/copy/save data for all requested events. Entries shall include at a minimum: name of event, whether PLCB is attending, fee for event, if any, whether fee was waived, whether PLCB attended and if not, why not; name of staff member(s) attending event, event start and end dates, total number of hours the event lasted, event address with 9 digit zip code, event county, Event impact, Estimated attendance, Type(s) of audience, whether it was internal or external to the Bureau, if it is a recurring event and Notes. The system should include drop-down menus for multiple choices of the above fields. The system shall enable PLCB staff to change the reporting parameters (Batch/ad hoc) as needed.		
2	The system shall have the capability to run reports based on any and all fields identified above by time period designated by PLCB staff.		

	C. Materials		
1	The system shall allow the ordering of Bureau-created materials. Entries shall include: if customer has ordered before (yes or no), customer ID number, organization/business name, organization/business type, how items will be used; contact name and address, county, daytime phone number, e-mail address, comments. The system shall capture this information in a master data base.		
2	The system shall allow for the possibility to accept payment.		
3	The system shall allow PLCB staff to search for customer ID numbers using whatever information is available, to include name, organization/business name, address, phone number and or email. Search function should be open-ended and flexible, bringing up all possibilities for requested name. It shall also have the capability to generate ID numbers for new customers.		
4	The system shall allow PLCB staff to approve online orders and have the capability to automatically generate and print a packing list for each order. The system shall also have the capability to add stored messages that can be added to the packing list prior to printing.		

5	The system shall allow the PLCB staff member to create new orders independent of those generated through the online ordering process. System should have the capability to automatically populate the following fields based on Customer ID number: address, organization, type of business. Should allow PLCB staff member to choose items from those available and notify staff person if insufficient quantities are available to fill the request.		
6	The system shall allow the PLCB staff member to add/edit/delete materials from the online ordering system. The system shall allow the PLCB staff member to add pdf versions of all materials and allow them to be downloaded by the public. The system should be able to track the number of pdfs that are viewed.		
7	The system shall automatically inventory materials on hand and shall notify the customer if items are not available and will notify PLCB staff when a predetermined number is reached in order to initiate the re-order process.		
8	The system shall allow the PLCB staff member to enter/edit/delete/copy/save revision progress for all Bureau materials to include at a minimum: quantity ordered; date reorder/revision process was begun; date when material was sent to each person/department in the process; which alcohol education specialist the material was assigned to; when revisions were completed and approved and sent to graphic arts for printing; when materials were received.		
9	The system shall automatically email print requisitions for approval to staff designated by PLCB.		
10	The system shall have the capability of running reports to include, but not limited to, the following: list of non-moving materials, list of "idle" customer ID's determined by date entered by PLCB staff; total number of out of stock materials; total number of any item on hand; total number of orders received; total number of orders filled; total number of items ordered; total number of items sent; total number of items ordered and filled by month; total number of orders received and filled by month; total number of orders and numbers of items ordered by customer ID; total number of orders and items ordered by type of customer; total number of order and number of items ordered by county; total item usage for previous month; total item usage for previous year; Order history for previous month; order history for previous year; type of items ordered by category of customer; total number of materials being revised; list of all outstanding print reqs listed by where they are in the process; total number of orders being revised separated by where they are in the process.		

	D. Conferences		
1	The system shall allow PLCB staff to add/edit/delete new conferences and events to be made available to the public for registration. Information to be entered should include, at a minimum, Event name, event type, location, address 1, address 2, city, state, zip code, county, start date and time, end date and time, workshop choices, registration cut-off date, sponsoring organization, lodging email and phone number, contact person, contact person's email, contact person's phone number.		
2	The system shall have the ability to accept payment.		

3	The system shall be capable of sending out automatic confirmations to those who have registered. The system shall allow PLCB staff to compose this response.		
4	The system shall allow the public to register for any Bureau sponsored/hosted conferences/events. Entries shall include, at a minimum, workshop choices, Name, email, phone number, organization, job title, address 1, address 2, county, city, state and zip code.		
5	The system shall have the capability of running reports sorted by any and all fields.		
6	The system shall have the capability to automatically generate and email evaluations to attendees.		
7	The system shall automatically add all contact info submitted by attendees to the Alcohol Education master list.		
8	The system shall have the capability to create certificates, name tags, and workshop rosters for registrants.		

	XVII. Board Management		
	The system shall enable capturing and maintaining Board Member signatures.		

	XVIII. Content Management Capability for License Information		
1	The system shall enable capturing, storing and maintaining (adding, modifying, deleting) License/Permit information about each License type including, but not limited to: License/Permit ID, License/Permit name, License/Permit description, application form name, application form number and date, link to a downloadable application form, and a link to the on-line application form.		
2	The system shall enable capturing, storing and maintaining (adding, modifying, deleting) information about each License type including, but not limited to: statutory , regulatory and Category of Business regulated by the License/Permit.		
3	The system shall enable capturing, storing and maintaining (adding, modifying, deleting) Fees and requirements information about each License type including, but not limited to: description of Fees (fee type, fee amount, returnable), supplemental License/Permits, special requirements, additional information, comments, and years of availability.		
4	The system shall enable capturing, storing and maintaining (adding, modifying, deleting) processing information about each License type including, but not limited to: average number of days to process an initial application, average number of days to process a Renewal, common reasons for denial, License/Permit Term, whether or not the License/Permit is renewable, how often the License/Permit is renewable, whether or not an automatic Renewal Notification is generated, the number of days prior to expiration that the Notification is generated, grace period, late Penalty, application submittal methods and comments.		

5	The system shall track License or application inquiry information including, but not limited to contact information (name, mailing address, phone number, website address and other sources for applications) .		
6	The system shall enable capturing, storing and maintaining (adding, modifying, deleting) Configuration Information for each License type.		
7	The system shall enable sorting, filtering, and viewing License/Permits.		

	XIX. Content Management Capability for PLCB Portal		
1	The system shall enable Authorized Users to view and modify information pertaining to its own License/Permit type Profiles.		
2	The system shall enable an Authorized User to update License/Permit applications.		
3	The system shall enable an Authorized User to view, maintain and add all data pertaining to its License/Permits and applications.		

	XX. Document Design and Printing		
	The system shall produce documents designed by the PLCB that contain Validity Dates.		

	XXI. Wholesale Licensee NSF Reporting		
	The system shall allow a wholesale Licensee to report a list setting forth the names, addresses, and amount of all retail Licensees who have defaulted on their purchase of malt and brewed beverages.		

	XXII. Direct Shipment Wine Reporting		
	The system shall allow out-of-state Licensees to report semi-annual information which at a minimum shall include: a)The name of the purchaser; b)Full mailing address of the purchaser including zip code; c)The name, total quantity, and total price of wine purchased; d)The date purchased e)The name and address of the transporter; and f)The signature of the person filing the report		

	XXIII. User Interface		
1	The system shall display meaningful messages (rather than codes) when communicating information to Users for public and backend interfaces as well as on reports and extracts. Displaying codes should be optional in all cases.		

2	The system shall provide access to all User capabilities specified in this requirements document through a web browser interface in connected and disconnected modes where appropriate.		
3	The system web browser interface shall be compatible with the current supported versions of Internet Explorer, Mozilla Firefox, Chrome, Safari and Opera.		
4	Wherever data is entered, the system shall provide Users with a visual indication of data-entry fields that are mandatory.		
5	The system shall enable restricting Users from submitting the final application until all required information is provided.		
6	The system shall enable Authorized Users to modify edit masks whenever data-entry fields have Validation rules.		
7	Wherever applicable, the system shall provide pick lists instead of text entry.		
8	Pick lists shall not force a refresh of the screen after selection.		
9	The system shall enable Authorized Users to maintain and manage all pick lists within the system.		
10	The system shall enable Users to enter multiple characters to select a specific choice from a pick list. For example they should be able to enter "P" to get to Pennsylvania rather than typing P several times to move through list to Pennsylvania.		
11	The system shall enable assigning the current date as a configuration option in date fields.		
12	The system shall enable Authorized Users to change dates, as guided by the Business Rules.		
13	The system shall provide a graphical calendar object to select from (as an option) when entering or changing dates.		
14	The system shall require four digits for the year whenever dates are recorded or edited.		
15	The system shall enable recording the time associated with all applicable date fields, where appropriate.		
16	The system shall enable Authorized Users to modify the system terminology (for example, titles and labels).		
17	The system shall enable Users to enter, view, and edit all measurements in US Customary units.		
18	The system shall enable an Authorized User to define a maximum image file size.		
19	The system shall enable Users to preview and print the entire contents of any page that they are authorized to access.		
20	The system shall enable Users to view multiple system screens simultaneously while maintaining data and session integrity.		
21	The system shall enable Users to spell check any text fields against a custom dictionary.		
22	The system shall enable Authorized Users to manage entries in the custom dictionary. This will allow entry and update of program specific terms.		
23	The system enable Authorized Users to create, modify and delete hyperlinks to internal and external documents, records, files or sites.		
24	The system shall allow the Users to modify the screen size and associated data font of any menu without the need to modify the workstation screen resolution.		

	XXIV. Security		
1	The system shall comply with the Commonwealth Directory Service Specifications, included as RFP Appendix K.		
2	When the mobile computer is not connected to the Commonwealth network, the application shall provide local User authentication.		
3	The system shall prevent unauthorized access to its application and data.		
4	Either session-based encryption or message-based encryption shall be used to encapsulate the data.		
5	The system shall ensure that data is vetted as secure by including buffer overflow checks, input Validation, and cross-site scripting (XSS) checks.		
6	The system shall generate Alerts immediately when security controls are violated and relayed to the PLCB within four (4) hours.		
7	The system shall scan all external file transfers for viruses before accepting them into the data repository.		
8	The system shall enable data encryption, at the data field level, according to ITB-SEC020 Encryption Standards for Data at Rest, and ITB-SEC031 Encryption Standards for Data in Transit.		
9	The system shall not permit audit records to be physically deleted or altered, except as part of a system administration archival process.		
10	The system shall provide log reports for User access.		
11	The system shall provide the capability to archive and restore audit logs.		

	XXV. Administration		
1	The system shall enable Users to access system capabilities based on their role.		
2	The system shall enable restricting read and edit access to information based on User identity, role, and information type.		
3	The system shall enable Authorized Users to assign an individual to multiple roles.		
4	The system shall enable Authorized Users to assign multiple individuals to a role.		
5	The system shall enable Authorized Users to manage users assigned to a role.		
6	The system shall enable Authorized Users to create, activate, modify, or deactivate user for an infinite number of roles.		
7	The system shall enable restricting access to selected features by User identity and User role.		
8	The system shall record the User name, date, and time for any changes made to any record within the system.		
9	The system shall enable assigning a unique User name for identifying and tracking User identity.		
10	The system shall enable Users to identify and report Inactive User accounts.		
11	The system shall enable Authorized Users to define standard "User profiles" from which individual User IDs may inherit Privileges and roles.		

12	The system shall enable Authorized Users to add License types and attributes without having to update programming code or		
13	The system shall record the User name, date, and time of configuration changes made to the system.		
14	The system shall enable Authorized Users to create and maintain lists to be used as predefined selectable drop-down lists, radio buttons and "lookup" tables.		
15	The system shall enable Authorized Users to configure the properties, format, and display of data elements.		
16	The system shall enable Authorized Users to configure error messages and on-line help text.		
17	The system shall enable Authorized Users to configure data Validation rules.		
18	The system shall enable Authorized Users to define data dependencies.		
19	The system shall use programming languages that can be modified by the State when customizations are implemented.		
20	The system shall enable the initial screen to be customized and to allow fields that will not be used to be hidden from view		

	XXVI. Batch		
1	The system shall enable the scheduling, manual initiation, and control of all Batch processes.		
2	The system shall provide the capability to support concurrent Batch and on-line transactions.		
3	The system shall report Batch processing results (success, failure) for each Batch job.		
4	The system shall evaluate License information against User-specified Status conditions and update License Status information according to Business Rules.		
5	The system shall enable Batch processing of (electronic and paper) Notifications to Licensees whose License Status changed.		
6	The system shall enable an Authorized User to define and maintain Status conditions for each License type.		
7	The system shall enable Batch processing of License Renewal/validation, applications and Notices.		
8	The system shall enable Batch processing for secure printing of Licenses.		
9	The system shall enable identification, triggering, or suppressing of individual or bulk License and License related documents already held for printing, based on Business Rules.		
10	The system shall enable Batch processing of DMV Photo ID Card requests including: identifying unhandled requests extracting predefined information creating an FTP file updating request Status		
11	The system shall enable Batch processing of information received from external sources and updating appropriate License records.		

12	The system shall enable Batch processing of daily License and related payment information.		
13	The system shall enable Batch transmittal of User-specified data to external sources.		
14	The system shall enable Batch processing of User-configured mass e-mailings.		
15	The system shall maintain a complete history of all Batch jobs.		

	XXVII. System Interfaces		
1	The system shall allow for multiple interfaces to outside systems and data exchanges with outside entities to be built to address specific participating entity requirements. Current system interfaces and data exchanges which will have to be built as part of this project are identified in Appendix P.		
2	The system shall interface with the State's electronic payment transaction partner(s) for online, Batch and Point of Sale processing of electronic payments.		
3	The system shall enable External Users to upload electronic documents or files to License records.		
4	The system shall allow for nontechnical Users to create extracts of data in CSV or other formats for uses such as but not limited to transmitting to external entities and direct mailings.		
5	The system shall allow for Authorized Users to develop import procedures so that data from external entities can be used to update License records.		
6	The system shall provide the ability to fully integrate with Microsoft Office Suite.		
7	The system shall be compliant with de facto open standards such as but not limited to MAPI, SNMP, and FTP.		
8	The system shall enable the transmission of License/Permit application data to the licensing Entity by way of secure FTP transfer.		
9	The system shall enable the transmission of License/Permit application data to the licensing Entity by way of secure XML transfer.		
10	The system shall enable the transmission of License/Permit application data to the licensing Entity by way of secure email.		
11	The system shall interface with bar-coded data on applications and forms.		

	XXVIII. GIS		
	The system shall enable geocoding of location data to allow for interfacing with a Geographic Information System.		

	XXIX. Technical Environment		
1	The system shall provide the ability to perform secure file transfers using a file transfer method such as SFTP, FTPS, SSH etc.		

2	The system shall be shared storage (e.g., SAN, NAS, SCSI-attached, etc.) compatible, with the State's current Shared Environment, where applicable.		
3	The system shall implement load balancing and failover for redundancy and performance.		
4	The system shall enable remote monitoring of the application by an Authorized User.		
5	The system shall display a warning to the Customer if the browser does not meet the minimum technical requirements to display and utilize the application.		

	XXX. Database		
1	The system shall enable Authorized Users to add or update values in parameter lists.		
2	The system shall provide database error checking.		
3	The system shall provide database error descriptive warnings and error messages to the User.		
4	The system shall record database errors, warnings, and any processing result Status.		
5	The system shall enable Authorized Users to view audit trails by various selection criteria, including but not limited to: License, Entity, and User.		
6	The system shall provide an audit trail for all merges of duplicate Customer data to enable the restoration of original record data.		
7	The system shall be compatible with the current supported version of the chosen database platforms.		
8	The system shall be able to efficiently handle a minimum peak volume of 300 public User Transactions per hour in addition to back office processing.		
9	The system shall operate in a real-time, integrated transactional environment.		
10	The system shall coexist in a shared database environment.		
11	The system shall not require elevated database privileges to run.		
12	The system shall not use Public synonyms.		
13	The system shall require "limited table space."		
14	The system shall not dynamically create, drop, or alter tables, except 'temporary' tables which might be used to facilitate Batch data transfers.		
15	Installation and Upgrades shall be provided as scripts containing Data Definition Language (DDL) commands to create, alter, or drop database objects.		
16	The system shall be able to uniquely identify each User when accessing the database directly.		
17	Database access shall be managed by roles either within the application or with database level roles.		

	A. Database Design Considerations		
1	The developed data model shall be normalized to meet the standard definition of 3rd Normal Form.		
2	Database enforced referential integrity shall be through the use of declarative Foreign Key constraints or RI triggers stored within the database to ensure a high degree of confidence in data quality and accuracy.		
3	The system shall not manage data integrity with application programming code.		
4	Each table within the database shall have a unique Primary Key (PK) index explicitly defined to ensure non-duplication of rows within the table.		
5	Additional table indexes shall be created appropriately to support specific performance requirements.		
6	The system shall utilize consistent naming conventions and standards for data elements, entities and tables, programs, report names, etc.. The Vendor shall document these names in the data dictionary.		

	B. Data/Document Conversion		
1	The data conversion process shall be repeatable in all environments identified in Section 3.1.2 - Configuration and Migration Landscape		
2	The system shall be able to import/convert all existing data/documents from current systems.		
3	The system shall support legacy Case numbering.		

	XXXI. Performance		
1	The system shall be designed and implemented in such a way that doubling the number of terminals, Transactions per year, or peak Transactions per minute do not involve programming changes and can be accomplished with changes to hardware (addition of disk space, processors, memory, or telecommunications bandwidth).		
2	The system shall be able to support the annual processing of volumes reported in Attachment E - Licensing Volumes, and allow for growth in business		
3	The system shall support a minimum of three hundred concurrent Users.		

4	<p>The system response time shall be as fast as possible, adhering to the following usability guidelines:</p> <p>0.1 seconds is about the limit for having the User feel that the system is reacting instantaneously, meaning that no special feedback is necessary except to display the result.</p> <p>1 second is about the limit for the User's flow of thought to stay uninterrupted, even though the User will notice the delay. Normally, no special feedback is necessary during delays of more than 0.1 but less than 1.0 second, but the User does lose the feeling of operating directly on the data.</p> <p>10 seconds is about the limit for keeping the User's attention focused on the dialogue. For longer delays, Users will want to perform other tasks while waiting for the computer to finish, so they should be given feedback indicating when the computer expects to be done. Feedback during the delay is especially important if the response time is likely to be highly variable, since Users will then not know what to expect.</p>		
---	--	--	--

	XXXII. Data Retention		
1	The system shall conform to the requirements set forth in Appendix U relating to the retention, disposition and preservation of state government records.		
2	The system shall enable Authorized Users to modify the archive and deletion parameters for all License information.		
3	The system shall, on the identified date, delete or archive License information.		
4	The system shall enable Authorized Users to restore archived License information.		

	XXXIII. Hosting		
1	The Contractor shall provide updates and enhancements to the PLCB at no additional cost.		
2	For all system enhancements and modifications, including upgrades and new versions and releases of the system, the Contractor shall provide the PLCB Project Manager with fourteen (14) days notification. The implementation of such system enhancement/modifications shall be scheduled at a date and time mutually agreeable to the PLCB and the Contractor. Notification to the PLCB of the system enhancement/modifications shall contain a comprehensive explanation of the scope of the work to be done and/or changes to be made.		
3	The Contractor shall appropriately update all system documentation and system help screens to reflect the enhancements/modifications.		
4	The Contractor shall completely test all application software modifications, and test and apply patches for all software in a separate and distinct environment from production before applying to the production environment. All critical security patches and updates should be tested and applied as soon as possible.		
5	The Contractor shall supply a correction plan to the PLCB when errors and/or deficiencies are identified. Dates for resolution of the errors and/or deficiencies will be agreed upon by the PLCB Project Manager and the Contractor.		

6	The Contractor shall perform routine maintenance during a planned maintenance period.		
7	The Contractor shall publish actual system performance results, which shall include system availability information including scheduled maintenance, unscheduled maintenance, and unplanned downtime throughout the month to be used for quarterly reporting.		
8	All servers and equipment will be housed in an operational environment that includes climate control, fire and security hazard detection, electrical needs, and physical security.		
9	The Contractor shall provide and initiate backup emergency power to keep the system running if the hosting facility loses electrical power.		
10	The PLCB shall have the ability to brand the solution to coincide with its identity.		
11	The Contractor shall utilize a high-availability strategy such as failover, mirroring, and/or the use of online backups for data backup and recovery applicable to the application code and databases in use for the licensed materials and custom software.		
12	The Contractor shall provide services so that secure information can be transferred between the PLCB locations, and must provide protection from denial-of-service (DoS) attacks, intrusion detection, virus or worm propagation, or other targeted service disruptions experienced by the service provider and/or its customers.		
13	The Contractor shall report security incidents to the PLCB Project Manager within twenty-four (24) hours as well as comply with state and federal data breach notifications regulations.		
14	The Contractor shall provide effective encryption to the hosted application (IT Bulletin SEC 031).		
15	The Contractor shall provide firewall protection at the application layer (IT Bulletins SEC004 and SEC004A).		
16	The Contractor shall provide a consolidated and integrated help desk for authorized users.		
17	The Contractor's Help Desk shall serve as a single point of contact for all services provided by the Contractor.		
18	The Contractor shall describe the error escalation process in the event that the PLCB cannot make contact with the Contractor's Help Desk, is not satisfied with the resolution process, or if the PLCB and the Contractor disagree regarding the classification of an error or deficiency.		
19	The Contractor shall provide a Program Management Office (PMO) function as part of the account management and service delivery of the solution from transition of existing services through steady state.		
20	The Contractor shall provide adequate storage capacity for all content and record keeping needs of the PLCB data.		

APPENDIX P

INTERFACES

This table contains a listing and brief description of system interfaces and data exchanges that will have to be built as part of the Regulatory Affairs System. This may not be an exhaustive list.

INTERFACE	PARTICIPATING AGENCIES	DESCRIPTION	FREQUENCY	IMPORT/EXPORT/ BOTH
Dept. of Revenue Tax Clearance	PLCB/Dept. of Revenue (DOR)	Interacts with DOR RICS Web Service	Weekly/Monthly	Both
Dept. of Labor and Industry Tax Clearance	PLCB/Labor and Industry (L & I)	Interacts with L & I UCMS Web Service	Weekly/Monthly	Both
Oracle EBS (in-house Financials)	PLCB Only	Provides Licensee information for on-line EBS Licensee Ordering system	Daily (twice a day)	Export
NABCA	PLCB/National Alcohol Beverage Control Association, Dept. of Agriculture and PSP	Provides Licensee information for NABCA reporting systems	Daily	Export
PSP Liquor Control Enforcement (LCE)	PLCB/LCE	Provides Licensee information changes for LCE systems	Daily	Export
Dept. of Treasury	PLCB/IES/SAP/ Dept. of Treasury	Return to Municipalities Licensing fees. Treasury cuts the checks for each municipality receiving funds.	Bi-Annual (February and August)	Export
PA State Police	PLCB/PSP	PSP Criminal History Application	Daily – Manual as needed	Import
PA State Police	PLCB/PSP	Licensee Address, License and Permit Information	Daily	Export
Lexis-Nexis	PLCB	Provides Licensee information changes	Weekly – Friday	Export
Meridian Global for an	PLCB	Provides online	Real-time	Import

INTERFACE	PARTICIPATING AGENCIES	DESCRIPTION	FREQUENCY	IMPORT/EXPORT/BOTH
Electronic Learning Management System		owner/manager trainee completion records to the RAMP Training System.		
Crystal Hartz	PLCB	Provides online server/seller trainee completion records to the RAMP Training System.	Real-time	Import
Paster Training, Inc.	PLCB	Provides online server/seller trainee completion records to the RAMP Training System.	Real-time	Import
PA Tavern Association	PLCB	Provides online server/seller trainee completion records to the RAMP Training System.	Real-time	Import
Lynn Hainer	PLCB	Provides online server/seller trainee completion records to the RAMP Training System.	Real-time	Import
Mark Kantner	PLCB	Provides online server/seller trainee completion records to the RAMP Training System.	Real-time	Import
Hannah Olsem	PLCB	Provides online server/seller trainee completion records to the RAMP Training System.	Real-time	Import
Kate Bennett	PLCB	Provides online server/seller trainee completion records to the RAMP Training System.	Real-time	Import

APPENDIX Q

LICENSE TYPES AND VOLUMES

PLCB REGULATORY AFFAIRS SYSTEM

PLCB RFP NUMBER 20121101

License, Registration or Certification Type (Board/Discipline)	License Type	# Active Licensees	Notes
Brand Label Registrations	Malt and Brewed Beverages	5,949	# labels registered for 355 records

License Group	License Type	# Records	Comments
Other	MF (Master File)	190	
Wholesale	WPP (Wholesale Purchase Permit)		Prints along with certain license types
Retail	SS (Sunday Sales Liquor)	10,876	
Retail	PAF Performing Arts Facility	57	
Retail	PGCPRIV-OWNED (Private Golf Club)	7	
Retail	PGEPRIV-OWNED (Public Golf Malt)	5	
Retail	PGRPRIV-OWNED (Public Golf Liquor)	246	
Retail	PV (Public Venue)	92	
Retail	R (Restaurant Liquor)	10,919	
Retail	H (Hotel Liquor)	1,425	
Wholesale	IDIMPORTING (Distributor - Malt)	173	
Retail	L (Hotel Retail Dispenser)	0	
Retail	O (Club Retail Dispenser)	28	
Retail	OPSOFF (Premise Sales Permit)	n/a	Not currently being used
Retail	OWROFF-TRACK (Off-Track Wagering Restaurant Liquor)	19	
Retail	AR (Airport Restaurant Liquor)	58	
Retail	AM (Amusement Permit Malt)	100	
Retail	AP (Amusement Permit Liquor)	8,792	
Retail	C (Club Liquor)	1,402	
Retail	CC (Catering Club Liquor)	1,680	
Retail	CPOFF-PREMISE (Catering Permit)	N/A	Database contains dates and a flag
Retail	CRECONT CARE RETIREMENT COM MALT	0	

License, Registration or Certification Type (Board/Discipline)	License Type	# Active Licensees	Notes
Retail	CRR (Continuing Care Retirement Community Liquor)	29	
Wholesale	D (Distributor - Malt)	1,133	
Retail	E (Eating Place Retail Dispenser)	534	
Retail	EDE (Economic Dev. Eating Place - Malt)	1	
Retail	EDR (Economic Dev. Restaurant Liquor)	20	
Retail	EHF (Extended Hours Food Permit)	2,148	
Retail	GCCPRIV-OWNED (Private Golf Club Catering Club Liquor)	27	
Retail	GE (Municipal Golf Course - Malt)	9	
Retail	GR (Municipal Golf Course Liquor)	36	
Wholesale	SE (Special Occasion Permit)	0	
Wholesale	SO (Special Occasion)	5,690	
Wholesale	SOM (Special Occasion Permit - Malt)	20	
Wholesale	WAP (Wine Auction Permit)	27	
Wholesale	VP (Vendor Permit)	218	
Wholesale	SP (Sales Permit)	97	
Wholesale	MSF (Out of State Manufacturers Storage Facility)	0	
Wholesale	RP (Wholesale Liquor - Pharmacy)	0	
Wholesale	S (Sacramental Wine)	24	
Retail	PM (Public Service Malt Beverage)	0	
Retail	P (Public Service Liquor)	40	
Wholesale	LB (Distillery Certificate Broker)	0	
Wholesale	LK (Limited Winery)	246	
Wholesale	LKS (Limited Winery Additional Board Approved Location)	0	Maintained on the current Storage File (ASA file)

License, Registration or Certification Type (Board/Discipline)	License Type	# Active Licensees	Notes
Wholesale	LN (Wholesale Liquor Manufacturer)	2	
Wholesale	IU (Transporter For Hire Class C)	7	
Wholesale	IZ (Importer's Warehouse)	6	
Wholesale	J (Bailee For Hire)	24	
Wholesale	K (Winery)	5	
Wholesale	HP (Wholesale Liquor - Institution)	26	
Wholesale	I (Importer)	130	
Wholesale	IA (Transporter For Hire Class A)	310	
Wholesale	IB (Transporter For Hire Class B)	132	
Wholesale	GS (Manufacturer Storage Facility)	11	
Wholesale	GP (Brewery Pub)	58	
Wholesale	FMPLK (Farmer's Market Permit)	N/A	Database contains dates and a flag
Wholesale	G (Manufacturer Malt Beverages)	167	
Wholesale	DOD (Department Of Defense Permit)	1	
Wholesale	DWS (Direct Wine Shipper License)	80	
Wholesale	B (Bonded Warehouse Liquor)	10	
Other	BA (Broker Company)	4	
Other	BC (Brand Registration)	414	
Wholesale	BP (Bulk Liquor - Manufacturers)	23	
Wholesale	BR (Brandy Permit)	3	
Wholesale	AN (Alcohol Non-Beverage)	413	
Wholesale	A (Distillery)	3	
Wholesale	AB (Alcohol Beverage)	2	
Wholesale	AE (Alcohol Tax-Exempt)	255	
Wholesale	AGALT (Manufacturer Malt Beverage)	24	
Wholesale	AH (Distillery Of Historic Significance)	0	
Wholesale	AL (Limited Distillery)	19	

APPENDIX R

DATA MIGRATION REQUIREMENTS

This document contains a description of Data Migration Requirements for each legacy application that will be replaced by the Regulatory Affairs System. The information provided includes the system name, system description from which data will be migrated, data quality, how far back in time the data will be migrated, number of tables, primary key/indexes, and current size.

The Data Quality is ranked on the following 5 categories, as A through E. These categories are:

- A. Data Accuracy and Multi-Purpose Data Fields: This refers to the level at which data fields represent what they were defined to, and have been restrained from being used for multiple purposes. An Excellent rating means high accuracy and little or no multi-purpose fields, Good means largely accurate and some multi-purpose, Fair means somewhat accurate and many multi-purpose fields.
- B. Missing or incomplete data: Indicates the amount of missing or incomplete data in fields. Excellent, means little to none, Good means some, Fair means substantial.
- C. Normalized Data: The level at which key data for applicants, licensees, and other entities are not duplicated. Ratings are Excellent, Good, or Fair
- D. Duplicate Data: The amount of duplicated records in the data. Excellent, means little to none, Good means some, Fair means substantial.
- E. Access to Legacy Data: The level at which PLCB IT staff can access, manipulate and cleanse legacy system data. Excellent indicates easy access and manipulation, Good indicates reasonable access and manipulation and Fair indicates limited access and manipulation.

Liquor Authority System Name	System Description	Data Description	Data Quality	Timeline of Historic Data	Tables	Primary Key/Indexes	Size (current – continually growing)
Licensing/ E-licensing/ Investigation	All license data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good D. Good E. Good	(all existing data)	66	39	3.1 GIG
Compliance (CIAS)	All case data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good	(all existing data)	40	37	266 MB

Liquor Authority System Name	System Description	Data Description	Data Quality	Timeline of Historic Data	Tables	Primary Key/ Indexes	Size (current – continually growing)
			D. Good E. Good				
Licensing Financial	Financial Data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good D. Good E. Good	(all existing data)	4	6	73MB
Licensing/ Compliance Images	Document Images in the form of TIF's	Filenet Image Services – Stored on Magnetic Storage Area	A. Good B. Good C. Good D. Good E. Good	Retention schedule by document type (see LIPS DOC TYPE TABLE document)	Magnetic storage area	Indexes for Licensing Documents 1. ApplCatg 2. AuxIndex 3. BatchName 4. ConfFlag 5. DocCatg 6. EffYear 7. LCBDocType 8. LID 9. ScanDate 10. UserID 11. WorkQ KEYs: LID, F_DOCNUMBER	320 GIG
Licensing/ Compliance Annotations	Document Images associated Annotations are in data format	Oracle	A. Good B. Good C. Good D. Good E. Good	For all existing Image documents	Magnetic storage area	Not aware of any.	2.4 million rows currently (not sure what record size is to convert to GIGs)

Liquor Authority System Name	System Description	Data Description	Data Quality	Timeline of Historic Data	Tables	Primary Key/Indexes	Size (current – continually growing)
GIFTS = Grant Funds Tracking System	All Grant data in Access tables	Access	A. Good B. Good C. Good D. Good E. Good	(all existing data)	27	6	65.0 MB (68,255,744 bytes) – Total Access database size
BETSY = Bureau Event Tracking System	All Event data in Access tables	Access	A. Good B. Good C. Good D. Good E. Good	(all existing data)	65	7	8.37 MB (8,781,824 bytes) – Total Access database size
Mr. T's = Materials Revisions Tracking System	All Material Revisions data in Access tables	Access	A. Good B. Good C. Good D. Good E. Good	(all existing data)	6	2	7.13 MB (7,479,296 bytes) – Total Access database size
Conference Registration	All Conference data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good D. Good E. Good	(all existing data)	17	12	.987 MB
MOS = Materials Ordering System	All Materials Ordering data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good D. Good E. Good	(all existing data)	16	15	4.26 MB
RAMP Affidavit	All RAMP Affidavit data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good D. Good E. Good	(all existing data)	5	3	.048 MB
RAMP Training System	All RAMP Training data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good D. Good E. Good	(all existing data)	9	5	51.85 MB

Liquor Authority System Name	System Description	Data Description	Data Quality	Timeline of Historic Data	Tables	Primary Key/Indexes	Size (current – continually growing)
RAMP Manager Mandates	All RAMP Manager Mandate data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good D. Good E. Good	(all existing data)	1	0	.297 MB
RAMP Mandated Licensees	All RAMP Mandated Licensee data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good D. Good E. Good	(all existing data)	1	1	.391 MB
RAMP Certified Licensees	All RAMP Certified Licensee data included in database tables	SQLServer 2008 R2 Tables	A. Good B. Good C. Good D. Good E. Good	(all existing data)	1	0	.477 MB

APPENDIX S
REPORTS LIST

This table contains a listing and brief description of reports that may have to be built as part of the Regulatory Affairs System. This may not be an exhaustive list.

List of PLCB Regulatory Affairs Related Reports

Bureau – AL-ED – Alcohol Education, ALJ – Administrative Law Judge, BOL – Bureau of Licensing, CMP – Comptroller, INV – Licensing Investigations, PSP – PA State Police Liquor Control Enforcement

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
AL-ED	AD-HOC	AS REQUESTED		N/A	RAMP – SERVER/SELLER TRAININGS	LIST OF SERVER/SELLER TRAININGS FOR A SPECIFIED PERIOD.
AL-ED	AD-HOC	AS REQUESTED		N/A	RAMP – OWNER/MANAGER TRAININGS	LIST OF OWNER/MANAGER TRAININGS FOR A SPECIFIED PERIOD.
AL-ED	AD-HOC	AS REQUESTED		N/A	RAMP – UNCERTIFIED LICENSEES	LIST OF LICENSEES HAVING BOTH OWNER/MANAGER AND SERVER/SELLER TRAINING IN LAST 730 DAYS BUT NOT RAMP CERTIFIED.
AL-ED	AD-HOC	AS REQUESTED		N/A	RAMP – CERTIFIED LICENSEES	LIST OF RAMP CERTIFIED LICENSEES FOR A SPECIFIED PERIOD.
AL-ED	AD-HOC	MONTHLY		N/A	RAMP – CERTIFIED LICENSEES ABOUT TO EXPIRE	LIST OF RAMP CERTIFIED LICENSEES WHO WILL EXPIRE IN 60 DAYS.

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
AL-ED	AD-HOC	AS REQUESTED		N/A	RAMP – MANDATED LICENSEES	NUMBER OF LICENSEES MANDATED.
AL-ED	AD-HOC	MONTHLY		N/A	RAMP – MANDATED LICENSEES DUE IN 30 DAYS	LICENSEES WHO ARE DUE IN 30 DAYS.
AL-ED	AD-HOC	MONTHLY		N/A	RAMP – MANDATED LICENSEES FAILED COMPLIANCE	LICENSEES WHO FAILED COMPLIANCE.
AL-ED	AD-HOC	MONTHLY		N/A	RAMP – MANDATED LICENSEES LETTERS SENT	NUMBER OF MANDATE LETTERS SENT.
AL-ED	AD-HOC	MONTHLY		N/A	RAMP – MANAGER MANDATES	NUMBER OF MANAGERS MANDATED.
AL-ED	AD-HOC	MONTHLY		N/A	RAMP – MANAGER MANDATES DUE IN 90 DAYS	LICENSEES WHO ARE DUE IN 90 DAYS.
AL-ED	AD-HOC	MONTHLY		N/A	RAMP – MANAGER MANDATES FAILED	MANAGERS WHO FAILED COMPLIANCE.

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					COMPLIANCE	
AL-ED	AD-HOC	MONTHLY		N/A	RAMP – MANAGER MANDATES LETTERS SENT	NUMBER OF MANAGER MANDATE LETTERS SENT.
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	GRANTS PLCB GRANTEE OVERVIEW REPORT	OVERVIEW OF ALL CURRENT GRANTEES IN THE SYSTEM
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	GRANT AMOUNTS REMAINING	LIST OF ALL GRANTEES AND THE MONEY AMOUNTS THEY HAVE REMAINING IN DESCENDING ORDER.
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	GRANT AMOUNTS REMAINING BY PERCENTAGE	LIST OF ALL GRANTEES AND THE PERCENTAGE OF THE AMOUNTS THEY HAVE REMAINING IN DESCENDING ORDER
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	OVERSPENT FUNDS	SHOW ALL GRANTEES WHO HAVE OVERSPENT THEIR AWARDED FUNDS
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	LINE ITEM TRANSFER REPORTS	SHOW LINE ITEM OVERVIEW BY GRANTEE
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	LINE ITEM TRANSFER	SEE DETAILED LINE ITEM REPORT BY GRANTEE

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					REPORTS	
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	LINE ITEM TRANSFER REPORTS	VIEW ALL LINE ITEM TRANSFERS BY GRANTEE
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	QUARTERLY REPORTS	VIEW QUARTERLY REPORTS BY STAFF MEMBER
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	QUARTERLY REPORTS	VIEW QUARTERLY REPORTS FOR ALL GRANTEES
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	QUARTERLY REPORTS	VIEW GRANTEES THAT ARE MISSING QUARTERLY REPORTS BY GRANTEE
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	QUARTERLY REPORTS	VIEW ALL REPORTS APPROVED BY QUARTER BY GRANTEE
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	INDIVIDUAL GRANTEE SUMMARY	VIEW AN INDIVIDUAL GRANTEE SUMMARY BY GRANTEE NAME
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	GRANTEE LISTS MENU	VIEW TOTAL NUMBER OF GRANTEES BY PA COUNTY
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	GRANTEE LISTS MENU	VIEW LIST OF GRANTEE BY TYPE
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	GRANTEE LISTS MENU	VIEW GRANTEES BY ALCOHOL EDUCATION SPECIALIST CONTACT AND

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						BY MANAGEMENT TECH CONTACT
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	GRANTEE LISTS MENU	VIEW LIST OF GRANTEES BY PA COUNTY
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	GRANTEE LISTS MENU	VIEW GRANTEE CONTACT LIST ALPHABETICALLY
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	REVIEW GRANT REPORTS BY QUARTER	VIEW QUARTERLY REPORT SUMMARY BY GRANTEE
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	INSUFFICIENT FUNDS	VIEW ALL GRANTEES WHO HAVE INSUFFICIENT MATCHING FUNDS
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	BUREAU EVENT TRACKING SYSTEM BETSY	PREVIEW "ALL EMPLOYEES ACTIVITIES" REPORT BY EMPLOYEE NAME
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	BUREAU EVENT TRACKING	PREVIEW "SELECTED EMPLOYEE ACTIVITY" REPORT BY EMPLOYEE NAME
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	BUREAU EVENT TRACKING	STAFF EVENT AND TRAVEL HOURS REPORT
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	BUREAU EVENT TRACKING	PREVIEW"LIST OF ACTIVITIES FOR THE MONTH"
AL-ED	AD-HOC	AS	ACCESS	N/A	BUREAU EVENT	PREVIEW "COUNT OF

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
		REQUESTED	REPORT		TRACKING	ACTIVITIES” REPORT
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	BUREAU EVENT TRACKING	PREVIEW “LIST OF ALL MONTHLY ACTIVITIES AND TRAVEL HOURS” REPORT
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	BUREAU EVENT TRACKING	PREVIEW ACTIVITIES BY COUNTY
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	BUREAU EVENT TRACKING	PREVIEW ACTIVITIES BY TYPE OF EVENT
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	BUREAU EVENT TRACKING	PREVIEW ACTIVITIES BY AUDIENCE
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	BUREAU EVENT TRACKING	PREVIEW “MONTHLY STAFF AND TRAVEL TIME” REPORT
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	REPORTS SORTED BY ANY FIELD
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	OBSOLETE ITEMS REPORT
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL ITEMS USAGE REPORT
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	ITEM USAGE BY DATE RANGE REPORT
AL-ED	AD-HOC	AS	WEB	N/A	(MOS) MATERIALS	INVENTORY ADJUSTMENT

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
		REQUESTED	PAGE		ORDERING SYSTEM	LOG REPORT
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	ORDER HISTORY BY DATE REPORT
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	ORDER HISTORY BY ITEM REPORT
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	CUSTOMER ORDER HISTORY REPORT
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL ORDERS BY APPROVER REPORT
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL CUSTOMERS E-MAIL REPORT
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	LIST OF NON-MOVING MATERIALS
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	LIST OF "IDLE" CUSTOMER ID'S DETERMINED BY DATE SELECTED BY PLCB STAFF
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL NUMBER OF OUT OF STOCK MATERIALS

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL NUMBER OF ANY ITEM ON HAND
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL NUMBER OF ORDERS PROCESSED BY DATE RANGE
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL NUMBER OF ITEMS ORDERED BY DATE RANGE
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL NUMBER OF ITEMS ORDERED BY DATE RANGE
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL NUMBER OF ITEMS SENT BY DATE RANGE
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL NUMBER OF ORDERS AND ITEMS ORDERED BY CUSTOMER ID
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL NUMBER OF ORDERS AND ITEMS ORDERED BY CUSTOMER TYPE
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL NUMBER OF ORDERS AND NUMBER OF ITEMS ORDERED BY COUNTY

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL ITEM USAGE FOR PREVIOUS MONTH
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TOTAL ITEM USAGE FOR PREVIOUS YEAR
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	ORDER HISTORY FOR PREVIOUS MONTH
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	ORDER HISTORY FOR PREVIOUS YEAR
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	TYPES OF ITEMS ORDERED BY CUSTOMER TYPES
AL-ED	BOTH	AS REQUESTED	WEB PAGE	N/A	(MOS) MATERIALS ORDERING SYSTEM	REPORT OF NUMBER OF PDFS VIEWED BY DATE RANGE
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	(MR. T'S) MATERIALS EDITS/REVISIONS TRACKING SYSTEM	EDITS IN PROCESS/CURRENT PROJECTS DETAILED LIST
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	(MR. T'S) MATERIALS EDITS TRACKING SYSTEM	COMPLETED EDITS WAITING FOR ITEMS FROM GRAPHIC ARTS REPORT

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	(MR. T'S) MATERIALS EDITS TRACKING SYSTEM	COUNT OF EDITS IN PROCESS
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	(MR. T'S) MATERIALS EDITS TRACKING SYSTEM	COUNT OF COMPLETED EDITS WAITING FOR GRAPHIC ARTS
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	(MR. T'S) MATERIALS EDITS TRACKING SYSTEM	COUNT OF NO EDITS WAITING FOR GRAPHIC ARTS
AL-ED	AD-HOC	AS REQUESTED	ACCESS REPORT	N/A	(MR. T'S) MATERIALS EDITS TRACKING SYSTEM	EDITS AWAITING PRINT REQUISITIONS
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	CONFERENCE REGISTRATION	GENERATE AUTOMATIC EMAILED CONFIRMATION
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	CONFERENCE REGISTRATION	TOTAL NUMBER OF REGISTRANTS PER CONFERENCE
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	CONFERENCE REGISTRATION	LIST OF REGISTRANTS PER CONFERENCE
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	CONFERENCE REGISTRATION	LIST OF REGISTRANTS PER CONFERENCE BY COUNTY
AL-ED	AD-HOC	AS REQUESTED	WEB PAGE	N/A	CONFERENCE REGISTRATION	LIST OF REGISTRANTS PER CONFERENCE BY

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						ORGANIZATION
AL-ED	AD HOC	AS REQUESTED	WEB PAGE	N/A	CONFERENCE REGISTRATION	PRINT REGISTRATION LIST
AL-ED	AD HOC	AS REQUESTED	WEB PAGE	N/A	CONFERENCE REGISTRATION	PRINT ATTENDANCE CERTIFICATES
AL-ED	AD HOC	AS REQUESTED	WEB PAGE	N/A	CONFERENCE REGISTRATION	PRINT ATTENDEE NAMETAGS
AL-ED	AD HOC	AS REQUESTED	WEB PAGE	N/A	CONFERENCE REGISTRATION	PRINT WORKSHOP ROSTERS
ALJ	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000032_ REPORT.RPT	PSP - BLCE ENFORCEMENT PERSONNEL	LIST OF ENFORCEMENT OFFICERS BY DISTRICT OLD REPORT (O-1510)
ALJ	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000034_ REPORT.RPT	COUNSELORS AND EXAMINERS	LIST OF COUNSELORS AND EXAMINERS BY TITLE OLD REPORT (O-1901)
ALJ	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000041_ REPORT.RPT	CLOSED CASE RECORDS FOR SELECTED RANGE OF BOX NUMBERS	SHOWS RECORDS FOR CLOSED CITATION CASES STORED IN A SPECIFIC BOX FOR A SELECTED RANGE OF BOX NUMBER
ALJ	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000143_ REPORT.RPT	LICENSEE FINES TRANSACTION REPORT	LICENSEE FINES TRANSACTION REPORT
ALJ	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000145_ REPORT.RPT	LIST OF CASES CLOSED TO BE STORED OFF SITE	SHOWS LIST OF CITATION CASES WHICH WERE CLOSED IN A SELECTED

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						MONTH AND WHICH ARE TO BE STORED OFF-SITE (RUNS REAL-TIME)
ALJ	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000176_ REPORT.RPT	ADMINISTRATIVE LAW JUDGE -- DOCKET ENTRIES	PRINTS DOCKET ENTRIES FOR A SELECTED CLOSED CITATION CASE AS A CERTIFIED RECORD FOR ALJ; CHIEF COUNSEL USES WHEN A CASE IS APPEALED TO CIVIL COURTS (THIS IS ON-LINE, CRE000225 IS THE BATCH TO PRINT ALL CASES CLOSED DURING ONE DAY)
ALJ	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000178_ REPORT.RPT	HEARINGS SCHEDULED FOR MONTH DAY, YEAR BEFORE JUDGE XXXXX	PRINTS A WORKSHEET OF HEARING INFORMATION FOR ONE DAY AT ONE LOCATION, WHICH IS ACTUALLY TAKEN INTO THE HEARING
ALJ	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000195_ REPORT.RPT	D.O. CITY-NAME HEARING WORKSHEET	SHOWS HEARING INFORMATION (THE PERSONNEL INVOLVED AND THE AVERMENTS) FOR ONE LOCATION FOR ONE DAY (CLONED FROM CRE000177, USING CITATION_CASES INSTEAD

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						OF HR6).
ALJ	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRW000016_ REPORT.RPT	CASE TESTIMONY DUE TODAY	SHOWS LIST OF CASE TESTIMONIES DUE TODAY FOR CITATION CASES (RUNS REAL-TIME)
ALJ	BATCH	ANNUAL	CRYSTAL REPORT	CRA000001_ REPORT.RPT	YEARLY TOTAL STIPS/WVRS/HRGS /ADJUDS BY CTY WITHIN DIST	THIS SHOWS TOTALS FOR CITATIONS RECEIVED, WAIVERS, STIPULATION-OF-FACT, HEARINGS, AND ADJUDICATIONS FOR THE PREVIOUS CALENDAR YEAR, BY COUNTY WITHIN ALJ HEARING DISTRICT.
ALJ	BATCH	ANNUAL	CRYSTAL REPORT	CRA000004_ REPORT.RPT	YEARLY ADJUD WAIVERS/STIPS NOT ASGND MM/DD/YY - MM/DD/YY	THIS REPORT SHOWS CITATION CASE NUMBERS FOR ORIGINAL ADJUDICATIONS WITH AN ORDER MAILED DATE IN THE PREVIOUS CALENDAR YEAR.
ALJ	BATCH	ANNUAL	CRYSTAL REPORT	CRA000011_ REPORT.RPT	STIPS/WVRS/HRI NGS/ADJUDS YEARLY TOTALS BY JUDGE, BY DIST	THIS SHOWS TOTALS FOR WAIVERS ASSIGNED, STIPULATION-OF-FACTS ASSIGNED, HEARINGS HELD, ADJUDICATIONS, AND SUPPLEMENTAL ORDERS FOR THE

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						PREVIOUS CALENDAR YEAR, BY COUNTY WITHIN ALJ HEARING DISTRICT.
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRE000044_ REPORT.RPT	PRE-HEARING MEMOS NOT RECEIVED SINCE MM/DD/CCYY	SHOWS CITATION CASES RECEIVED BY ALJ BEFORE A SELECTED DATE FOR WHICH A PRE-HEARING MEMO HAS NOT BEEN SENT TO CITED LICENSEE
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRE000054_ REPORT.RPT	CERTIFIED DOCUMENTS REQUESTED BY LCB NOT RECEIVED	SHOWS CITATIONS CASES WITH A COPY-OF-APPEAL-SENT-TO-ALJ DATE EARLIER THAN A SELECTED DATE, FOR WHICH REQUESTED CERTIFIED DOCUMENTS HAVE NOT BEEN RECEIVED
ALJ	BATCH	SEMI-ANNUAL	CRYSTAL REPORT	CRE000123_ REPORT.RPT	CLOSED CASES BY JUDGE	SHOWS LIST OF ALL CITATION CASES CLOSED BY EACH JUDGE FOR PREVIOUS SIX MONTHS (RUN BATCH SEMI-ANNUALLY)
ALJ	BATCH	DAILY	CRYSTAL REPORT	CRE000173_ REPORT.RPT	LICENSEES WHO HAVE PAST-DUE PRE-HEARING MEMOS	SHOWS LIST OF LICENSEES WHO HAVE NOT RETURNED THEIR PRE-HEARING MEMOS WITHIN 26 DAYS AFTER PHMS

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						WERE MAILED TO THEM
ALJ	BATCH	DAILY	CRYSTAL REPORT	CRE000225_ REPORT.RPT	ADMINISTRATIVE LAW JUDGE -- DOCKET ENTRIES	PRINTS DOCKET ENTRIES FOR ALJ CITATION CASES CLOSED DURING THAT WORK DAY, EXECUTES IN BATCH AT THE END OF EACH WORK DAY (CRE000176 IS THE REAL-TIME VERSION OF THIS PROGRAM)
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000010_ REPORT.RPT	TOTAL FINE AMOUNTS FOR MONTH OF: (PREVIOUS MONTH)	SHOWS LIST OF FINE PAYMENTS ON CITATION CASES MADE IN THE PREVIOUS MONTH.
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRM000012_ REPORT.RPT	PHM RECEIVED HEARING NOT REQUESTED	SHOWS LISTS OF PRE-HEARING MEMOS WHICH HAVE BEEN RECEIVED WITH A HEARING DATE'S NOT BEING REQUESTED
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000015_ REPORT.RPT	CASES WHICH HAVE BEEN ADJUDICATED & NOT MAILED	SHOWS LIST OF CITATION CASES WHICH HAVE BEEN ADJUDICATED BUT AN ORDER HAS NOT YET BEEN MAILED
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000017_ REPORT.RPT	PHM RECEIVED FROM PSP, NOT	SHOWS LIST OF PRE-HEARING MEMOS WHICH

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					SENT TO LICENSEE'	HAVE BEEN RECEIVED FROM STATE POLICE BUT NOT YET SENT TO LICENSEE
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000018_REPORT.RPT	ACCUMULATE MONTHLY TOTALS FOR ALJ REPORT	SHOWS LIST OF MONTHLY TOTALS FOR CITATION CASE TRANSACTIONS, INCLUDING A LIST OF ALL CASES WITH A SUPPLEMENTAL ADJUDICATION ISSUED IN THAT MONTH
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000025_REPORT.RPT	REVOCATION/SUSPENSION OF PERMITS	LIST OF PERMITS THAT HAVE BEEN REVOKED OR SUSPENDED HOST REPORT: W-1817
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000032_REPORT.RPT	MONTHLY AVERMENT TOTAL REPORT	LIST OF ALL AVERMENTS FOR THE PRIOR MONTH, SORTED, DESCENDING, BY NUMBER OF TIMES EACH AVERMENT OCCURRED OLD REPORT: M-1811
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000033_REPORT.RPT	TICKLER CHECK	CITATIONS AGAINST REACTIVATED LICENSES WITH A DEFERRED SUSPENSION HOST REPORT: M-1837

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000037_ REPORT.RPT	CITATION REPORT FOR LIMITED COUNTIES	SHOWS LIST OF CITATION CASES FROM PHILADELPHIA, CHESTER, DELAWARE, AND MONTGOMERY COUNTIES
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000038_ REPORT.RPT	LICENSEE CITATIONS INVOLVING MINORS	SHOWS LIST OF LICENSEES WITH AVERMENT NUMBERS #36501 AND/OR 36503 IN THE PAST MONTH
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRM000039_ REPORT.RPT	HEARINGS REQUESTED BY DISTRICT AND COUNSEL	SHOWS LIST OF CITATION CASES FOR WHICH A HEARING HAS BEEN REQUESTED BUT THE HEARING DATE & LOCATION HAVE NOT YET BEEN ASSIGNED
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRM000040_ REPORT.RPT	HEARINGS REQUESTED BY DISTRICT AND JUDGE	SHOWS LIST OF ALL CITATION CASES FOR WHICH A HEARING HAS BEEN REQUESTED BUT HEARING DATE & LOCATION HAVE NOT BEEN ASSIGNED, GROUPED BY EXAMINING JUDGE WITHIN DISTRICT
ALJ	BATCH	MONTHLY	CRYSTAL REPORT	CRM000042_ REPORT.RPT	CITES AGAINST REACTVD LICENSES WITH	SHOWS LIST OF CITATIONS AGAINST REACTIVATED LICENSES WITH A

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					DEFRD RAMP	DEFERRED RAMP (REQUIRED ALCOHOL MANAGEMENT PROGRAM)
ALJ	BATCH	QUARTERLY	CRYSTAL REPORT	CRQ000005_ REPORT.RPT	QUARTERLY TOTAL STIPS/WVRS/HRGS /ADJUDS BY CNTY WITHIN DIST	THIS SHOWS TOTALS FOR CITATIONS RECEIVED, WAIVERS, STIPULATION-OF-FACT, HEARINGS, AND ADJUDICATIONS FOR THE PREVIOUS QUARTER, BY COUNTY WITHIN ALJ HEARING DISTRICT.
ALJ	BATCH	QUARTERLY	CRYSTAL REPORT	CRQ000007_ REPORT.RPT	QRTLY ADJUD WAIVERS/STIPS NOT ASGND MM/DD/YY - MM/DD/YY	THIS REPORT SHOWS CITATION CASE NUMBERS FOR ORIGINAL ADJUDICATIONS WITH AN ORDER MAILED DATE IN THE PREVIOUS QUARTER.
ALJ	BATCH	QUARTERLY	CRYSTAL REPORT	CRQ000008_ REPORT.RPT	STIPS/WVRS/HRI NGS/ADJUDS QUARTERLY TOTALS BY JUDGE, BY DIST	THIS SHOWS TOTALS FOR WAIVERS ASSIGNED, STIPULATION-OF-FACTS ASSIGNED, HEARINGS HELD, ADJUDICATIONS, AND SUPPLEMENTAL ORDERS FOR THE PREVIOUS QUARTER, BY COUNTY WITHIN ALJ HEARING DISTRICT.

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRW000008_ REPORT.RPT	WITHDRAWN/DIS MISSED CASES- ORDER DATE:(30 DAY OLD ORDER)	SHOWS LIST OF CITATION CASES WHICH HAVE BEEN WITHDRAWN BY PSP OR DISMISSED BY ALJ WITH AN ORDER MAILED DATE OLDER THAN 30 DAYS WHICH ARE STILL OPEN
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRW000009_ REPORT.RPT	WAIVERS RECEIVED BEFORE: (DATE)	SHOWS LIST OF CITATION CASES FOR WHICH WAIVERS HAVE BEEN RECEIVED MORE THAN 30 DAYS AGO BUT WHICH HAVE NOT YET BEEN ASSIGNED TO A REVIEWING JUDGE
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRW000012_ REPORT.RPT	DOCUMENTS RQRD ORDER OLDER THAN: (20 DAYS SINCE ORDER)	SHOWS LIST OF CITATION CASES FOR WHICH AN ORDER WAS MAILED MORE THAN 20 DAYS AGO AND DOCUMENTS ARE REQUIRED
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRW000017_ REPORT.RPT	TICKLER CHECK - FINES DUE TODAY	SHOWS LIST OF CITATION CASES WHICH HAVE A FINE DUE TODAY (I.E., CURRENT DATE) BUT THE FINE HAS NOT BEEN PAID IN FULL
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRW000018_ REPORT.RPT	SUSPENSIONS SCHEDULED TO	SHOWS LIST OF ALL CITATION CASES WITH A

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					END MM/DD/CCYY	SUSPENSION PENALTY, SCHEDULED TO END ON A SPECIFIED DATE
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRW000019_ REPORT.RPT	REVOCATIONS SCHEDULED TO BE EFFECTIVE TODAY	SHOWS LIST OF REVOCATIONS OF LICENSES, WHICH ARE EFFECTIVE ON A SELECTED DATE.
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRW000022_ REPORT.RPT	LATE ADJUDICATIONS OLDER THAN MM/DD/CCYY	SHOWS LIST OF CITATION CASES FOR WHICH AN ALJ JUDGE HAS NOT ISSUED AN ADJUDICATION (I.E., OPINION AND ORDER) AND FOR WHICH TOO MUCH TIME HAS PASSED WITH NO SIGNIFICANT ACTIVITY.
ALJ	BATCH	WEEKLY	CRYSTAL REPORT	CRW000024_ REPORT.RPT	ERROR – ORDER NOT ENTERED AS RECEIVED	SHOWS LIST OF CITATION CASES FOR WHICH THE LCB BOARD OR A CIVIL COURT HAS PRESCRIBED AN ACTION BUT THE ACTION HAS NOT BEEN POSTED.
ALJ	BATCH	DAILY	CRYSTAL REPORT	CRW000058_ REPORT.RPT	ESTIMATED HEARING TIMES BY HEARING LOCATIONS	SHOWS CITATION CASES BY LOCATIONS WITH ESTIMATED HEARING TIMES, HEARING HAS BEEN REQUESTED BUT NOT YET

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						SCHEDULED (CLONED FROM CRE000146, WHICH MAY NO LONGER BE NEEDED).
BOL	AD-HOC	AS REQUESTED - ANNUAL	CRYSTAL REPORT FORM	CRA000018_F ORM.RPT	RENEWAL APPLIC. - WHL CAL 4 YEAR -ALCOHOL PURCHASE PERMIT	RENEWAL APPLICATION - WHOLESALE CALENDAR 4 YEAR - ALCOHOL AB/AE/AN PLCB-29
BOL	AD-HOC	AS REQUESTED - ANNUAL	CRYSTAL REPORT FORM	CRA000019_F ORM.RPT	RENEWAL APPLIC. - WHL CAL 4 YEAR- LIQUOR/BULK PURCHASE / DOD	RENEWAL APPLICATION - WHOLESALE CALENDAR 4 YEAR - BULK PLCB-253 BP/HP/LN; DEPT OF DEFENSE PLCB-2025 (DOD)
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000005_ REPORT.RPT	PENDING REASON CODE LISTING	SHOW PENDING REASON CODES AND THEIR DESCRIPTIONS.
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000006_ REPORT.RPT	LICENSE FEE LISTING	LIST LICENSE FEES BY LICENSE TYPE.
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000008_ REPORT.RPT	COUNTY POPULATION LISTING	LIST COUNTIES AND THEIR ASSOCIATED PREVIOUS AND CURRENT CENSUS INFORMATION.
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000009_ REPORT.RPT	LICENSEE PENDING CODE LISTING	LIST LICENSES THAT HAVE THE REQUESTED PENDING CODE.
BOL	AD-HOC	AS	CRYSTAL	CRE000028_	FAILURE TO	AD HOC VERSION OF CRE-

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
		REQUESTED	REPORT	REPORT.RPT	ADHERE TO CLA/LICENSEES WITH 3 OR MORE CITATIONS	118
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000036_ REPORT.RPT	DISCREPANT OFFICER SSNS AND NAMES	LIST DISCREPANT ACTIVE OR PENDING OFFICERS WITH DIFFERENT SSN OR NAME
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000042_ REPORT.RPT	LICENSING REVENUE CODES IN SEQUENCE ORDER	SHOWS LICENSING REVENUE CODES FOR TRANSACTION TYPE, LICENSE TYPE, SEQUENCE, AND REVENUE CODE, ANDCODE DESCRIPTION.
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000048_ REPORT.RPT	LICENSEE CREDIT CARD TRANSACTION REPORT	LICENSEE CREDIT CARD TRANSACTION REPORT.
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000063_ FORM.RPT	DISTRIBUTORS WITH MINOR- RELATED AVERMENTS	AD HOC VERSION OF CRE- 126
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000074_ REPORT.RPT	LICENSING REVENUE CODE LISTING	LISTING OF LICENSING REVENUE CODES AND THEIR ASSOCIATED LICENSE TYPES AND DESCRIPTIONS

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000085_ REPORT.RPT	LICENSES BY STORE NUMBER	LICENSES BY STORE NUMBER HOST REPORT:O- 1484
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000088_ REPORT.RPT	LIST LICENSE TEXT BY LICENSE TYPE	LIST LICENSE TEXT BY LICENSE TYPE
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000089_ REPORT.RPT	LIST LIPS TEAMS REPORT DISTRIBUTION INFORMATION	LIST LIPS TEAMS REPORT DISTRIBUTION INFORMATION
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT LETTER	CRE000094_ LE TTER.RPT	NUISANCE BAR BOARD MEMO	PRINT NBTF BOARD MEMOS
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000095_ REPORT.RPT	NUISANCE BAR SOURCE LIST	NUISANCE BAR SOURCE LIST
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000096_ REPORT.RPT	BOARD DECISION WORKSHEET - NUISANCE BARS	BOARD DECISION WORKSHEET - NUISANCE BARS
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT LETTER	CRE000097_ LE TTER.RPT	PREWARNING NUISANCE BAR LETTERS	PREWARNING NUISANCE BAR LETTERS
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000098_ REPORT.RPT	NUISANCE BAR NON-RENEWED LICENSEES	NUISANCE BAR NON- RENEWED LICENSEES
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000099_ REPORT.RPT	BOARD DECISION LISTS FOR NUISANCE BARS	BOARD DECISION LISTS FOR NUISANCE BARS

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000100_REPORT.RPT	ACTIVE AND SK LICENSEE COUNT BY LICENSE TYPE WITHIN MUNIC	ACTIVE AND SAFEKEEPING LICENSEE COUNT BY LICENSE TYPE WITHIN MUNICIPALITY
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000108_REPORT.RPT	LICENSES HELD IN SAFEKEEPING	LMR INFO FOR LICENSES HELD IN SAFEKEEPING, SORTED BY REASON, COUNTY
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000114_REPORT.RPT	LIQUOR/BEVERAG E LICENSE FEES/VACANCIES BY MUNICIPALITY	LIST LIQUOR/BEVERAGE LICENSE FEES/VACANCIES BY MUNICIPALITY
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000144_REPORT.RPT	MALT/BREWED BEV. MANUFACTURERS REGISTERED BRANDS W/DISTRIB	MALT OR BREWED BEVERAGE MANUFACTURERS' REGISTERED BRANDS WITH DISTRIBUTORS (ALL OR BY BC# OR BRAND TEXT)
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000151_REPORT.RPT	QUOTA/LOCAL OPTION STATUS TABLE FOR PA MUNICIPALITIES	TABLE BUILT FROM VARIOUS COUNTERS
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000152_REPORT.RPT	CHANGES IN LICENSE FEES BY MUNICIPALITY	LICENSE FEES BY MUNICIPALITY AND CHANGES IN FEES
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000153_REPORT.RPT	ITEMS IN A LICENSING	ITEMS IN A LICENSING DOCUMENT STORAGE BOX

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					DOCUMENT STORAGE BOX	
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000194_REPORT.RPT	REPORT OF CHANGES IN LICENSING FEES BY MUNICIPALITY - CENSUS	REPORT OF CHANGES BY DISTRICT, COUNTY, MUNICIPALITY CURRENT CENSUS VS. PRIOR CENSUS
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRM000020_REPORT.RPT	PRINTS A MONTHLY REPORT OF LICENSE APPLICATION FEE	PRINTS A MONTHLY REPORT OF LICENSE APPLICATION FEE
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT LETTER	CRQ000009_LETTER.RPT	NUISANCE BAR LETTERS TO MUNICIPALITIES FOR DISTRICT	NUISANCE BAR LETTER, REPORT, QUESTIONNAIRE TO MUNICIPALITIES
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT LETTER	CRQ000010_LETTER.RPT	NUISANCE BAR LETTERS TO PSP FOR DISTRICT	NUISANCE BAR LETTER AND QUESTIONNAIRE TO PSP
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT LETTER	CRQ000011_LETTER.RPT	NUISANCE BAR LETTERS TO DISTRICT ATTORNEYS FOR DISTRICT	NUISANCE BAR LETTER TO DISTRICT ATTORNEYS AND REPORT
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRW000010_REPORT.RPT	WEEKLY NEW AND TRANSFER APPLICATIONS	WEEKLY REPORT OF NEW AND TRANSFER APPLICATIONS

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT	REP538_REPORT.RPT	LICENSING QUOTA REQUEST	QUOTA NUMBER BY YEAR, COUNTY, MUNICIPALITY
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000049_FORM.RPT	REN/VAL SINGLE APP- WHOLESALE CALENDAR YEAR - LK'S	REN/VAL SINGLE APP- WHOLESALE CALENDAR YEAR - LK'S
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT LETTER	CRE000132_LETTER.RPT	TRANSFER ACKNOWLEDGEMENT LETTER TO APPLICANT- PENDING APPL.	TRANSFER ACKNOWLEDGEMENT LETTER TO APPLICANT - PENDING APPLICATION
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000134_FORM.RPT	RENEWAL/VALIDATION SINGLE PACKET - WHOLESALE DISTRICT	RENEWAL/VALIDATION SINGLE PACKET - WHOLESALE DISTRICT
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000135_FORM.RPT	RENEWAL/VALIDATION SINGLE PACKET - CLUB DISTRICT	RENEWAL/VALIDATION SINGLE PACKET - CLUB DISTRICT
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000136_FORM.RPT	RENEWAL/VALIDATION SINGLE PACKET - RETAIL DISTRICT	RENEWAL/VALIDATION SINGLE PACKET - RETAIL DISTRICT
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000215_FORM.RPT	RENEW SINGLE APP- PROMO/SALES	RENEWAL SINGLE PACKET - PROMOTIONAL/SALES REPRESENTATIVE'S OR

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					REP OR BROKERS REGISTRATION-BA	BROKER'S REGISTRATION - PLCB 1482 (BA)
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000216_F ORM.RPT	REN SINGLE APP-MALT/BREWED BEV. MANUFACTURER BRAND REGIS-BC	RENEWAL SINGLE PACKET - MALT/BREWED BEVERAGE MANUFACTURER BRAND REGISTRATION - PLCB-2359 (BC)
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000217_F ORM.RPT	RENEWAL SINGLE APP-WHOLESALE CALENDAR YEAR - BRANDY BR	RENEWAL SINGLE PACKET - WHOLESALE CALENDAR YEAR - BRANDY PLCB-1733R (BR) - (PRINTED IN JANUARY FOR THE CURRENT YEAR)
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000218_F ORM.RPT	REN/VAL SINGLE APP- RETAIL CALENDAR YEAR P/PM	RENEWAL/VALIDATION SINGLE PACKET - RETAIL CALENDAR YEAR PLCB-1377R/2133V(P,PM)
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000219_F ORM.RPT	REN/VAL SINGLE APP- WHOLESALE CALENDAR YEAR	RENEWAL/VALIDATION SINGLE PACKET - WHOLESALE CALENDAR YEAR PLCB-1478R/2236R-2134V
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000220_F ORM.RPT	REN/VAL SINGLE APP- WHOLESALE CAL YR-ADD'L	RENEWAL/VALIDATION SINGLE PACKET - WHOLESALE CAL YR-ADD'L

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					STORAGE	STORAGE ADS: 2057R/2132V (IZ);2198R/2183V (GS-MSF); 2056R/2131V (LK)
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000221_F ORM.RPT	REN/VAL SINGLE APP- WHL CAL YR-BREWERY PUB(GP)	RENEWAL/VALIDATION SINGLE PACKET - WHOLESALE CALENDAR YEAR -BREWERY PUB (GP) 2155R/2123V
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000222_F ORM.RPT	REN/VAL SINGLE APP- WHL CAL YR-VENDOR/SALES PERMITS	RENEWAL/VALIDATION SINGLE PACKET - WHOLESALE CALENDAR YEAR - VENDOR(VP/SALES(SP) PERMITS 1480R/2130V
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000223_F ORM.RPT	RENEWAL SINGLE APP- WHL CAL 4 YEAR -ALCOHOL PURCHASE PERMIT	RENEWAL SINGLE PACKET - WHOLESALE CALENDAR 4 YEAR - ALCOHOL AB/AE/AN PLCB-29
BOL	AD-HOC	AS REQUESTED	CRYSTAL REPORT FORM	CRE000224_F ORM.RPT	RENEWAL SINGLE APP- WHL CAL 4 YEAR-LIQUOR/BULK PURCHASE/DOD	RENEWAL SINGLE PACKET - WHOLESALE CALENDAR 4 YEAR - BULK PLCB-253 BP/HP/LN; DEPT OF DEFENSE PLCB-2025 (DOD)
BOL	AD-HOC AND BATCH	AS REQUESTED - DAILY BATCH	CRYSTAL REPORT	CRD000010_ REPORT.RPT	LICENSE/RENEWAL/VALIDATION DATE	LICENSE/RENEWAL/VALIDATION DATE DISCREPANCIES

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					DISCREPANCIES	
BOL	AD-HOC AND BATCH	AS REQUESTED - MONTHLY BATCH	CRYSTAL REPORT	CRE000101_REPORT.RPT	REFUSED AMUSEMENT PERMIT - LICENSEE AND OFFICER RESTRICTIONS	REFUSED AMUSEMENT PERMIT - LICENSEE AND OFFICER RESTRICTIONS
BOL	AD-HOC AND BATCH	AS REQUESTED - MONTHLY BATCH	CRYSTAL REPORT	CRE000118_REPORT.RPT	FAILURE TO ADHERE TO CLA/LICENSEES WITH 3 OR MORE CITATIONS	LIDS FOR A SELECTED RENEWAL DISTRICT AND TIME PERIOD, THAT HAVE MORE THAN 3 CITES OR 1 AVERMENT# 62030
BOL	AD-HOC AND BATCH	AS REQUESTED - MONTHLY BATCH	CRYSTAL REPORT	CRE000125_REPORT.RPT	LICENSEES WITH DRUG-RELATED OR CONVICTION AVERMENTS	LICENSEES WITH DRUG-RELATED OR CONVICTION AVERMENTS
BOL	AD-HOC AND BATCH	AS REQUESTED - MONTHLY BATCH	CRYSTAL REPORT	CRE000126_REPORT.RPT	DISTRIBUTORS WITH MINOR-RELATED AVERMENTS	DISTRIBUTORS WITH MINOR-RELATED AVERMENTS
BOL	BATCH	AS REQUESTED - ANNUAL	CRYSTAL REPORT	CRA000008_REPORT.RPT	LIST OF PROMO/SALES REP OR BROKERS REGISTRATION - BA	LIST OF PROMOTIONAL/SALES REPRESENTATIVE'S OR BROKER'S REGISTRATION - PLCB 1482 (BA)
BOL	BATCH	AS REQUESTED -	CRYSTAL REPORT	CRA000010_FORM.RPT	RENEWAL APPLIC.-	RENEWAL APPLICATION - MALT/BREWED BEVERAGE

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
		ANNUAL	FORM		MALT/BREWED BEV. MANUFACTURER BRAND REGIS-BC	MANUFACTURER BRAND REGISTRATION - PLCB-2359 (BC)
BOL	BATCH	AS REQUESTED - ANNUAL	CRYSTAL REPORT	CRA000012_REPORT.RPT	LIST OF WHOLESALE CALENDAR YEAR - BRANDY BR	LIST OF WHOLESALE CALENDAR YEAR – BRANDY PLCB-1733R (BR) - (PRINTED IN JANUARY FOR THE CURRENT YEAR)
BOL	BATCH	AS REQUESTED - ANNUAL	CRYSTAL REPORT FORM	CRA000013_FORM.RPT	RENEWAL/VALIDATION PACKETS - RETAIL CALENDAR YEAR P/PM	RENEWAL/VALIDATION PACKETS - RETAIL CALENDAR YEAR PLCB-1377R/2133V(P,PM)
BOL	BATCH	AS REQUESTED - ANNUAL	CRYSTAL REPORT FORM	CRA000014_FORM.RPT	RENEWAL/VALIDATION PACKETS - WHOLESALE CALENDAR YEAR	RENEWAL/VALIDATION PACKETS - WHOLESALE CALENDAR YEAR PLCB-1478R/2236R-2134V
BOL	BATCH	AS REQUESTED - ANNUAL	CRYSTAL REPORT FORM	CRA000015_FORM.RPT	RENEWAL/VALIDATION PACKETS - WHOLESALE CAL YR-ADD'L STORAGE	RENEWAL/VALIDATION PACKETS - WHOLESALE CAL YR-ADD'L STORAGE ADS: 2057R/2132V (IZ);2198R/2183V (GS-MSF); 2056R/2131V (LK)
BOL	BATCH	AS REQUESTED - ANNUAL	CRYSTAL REPORT FORM	CRA000016_FORM.RPT	RENEWAL/VALIDATION PACKETS - WHL CAL YR-	RENEWAL/VALIDATION PACKETS - WHOLESALE CALENDAR YEAR -

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					BREWERY PUB(GP)	BREWERY PUB (GP) 2155R/2123V
BOL	BATCH	AS REQUESTED - ANNUAL	CRYSTAL REPORT FORM	CRA000017_F ORM.RPT	RENEWAL/VALIDATION PACKETS - WHL CAL YR-VENDOR/SALES PERMITS	RENEWAL/VALIDATION PACKETS - WHOLESALE CALENDAR YEAR - VENDOR(VP/SALES(SP) PERMITS 1480R/2130V
BOL	BATCH	AS REQUESTED - MONTHLY	CRYSTAL REPORT FORM	CRM000047_F ORM.RPT	RENEWAL/VALIDATION BULK PACKETS - WHOLESALE DISTRICT	RENEWAL/VALIDATION BULK PACKETS - WHOLESALE DISTRICT 1476R/2124V (D,ID)
BOL	BATCH	AS REQUESTED - MONTHLY	CRYSTAL REPORT FORM	CRM000048_F ORM.RPT	RENEWAL/VALIDATION BULK PACKETS - CLUB DISTRICT	RENEWAL/VALIDATION PACKETS - BULK - CLUB DISTRICT 1474R/2122V – 868R/2175V 2314,2315
BOL	BATCH	AS REQUESTED - MONTHLY	CRYSTAL REPORT FORM	CRM000049_F ORM.RPT	RENEWAL/VALIDATION BULK PACKETS - RETAIL DISTRICT	RENEWAL/VALIDATION BULK PACKETS - RETAIL DISTRICT 1472R/2123V
BOL	BATCH	ANNUAL	CRYSTAL REPORT	CRA000002_ REPORT.RPT	BREAKDOWN OF LICENSE FEES FOR FISCAL YEAR	BREAKDOWN OF LICENSE FEES FOR FISCAL YEAR OLD REPORT (A-1467)
BOL	BATCH	ANNUAL	CRYSTAL REPORT	CRA000003_ REPORT.RPT	REPORT OF PREVIOUS YEAR'S ACTIVE SPECIAL OCCASION	REPORT OF LICENSEES THAT HELD ACTIVE SPECIAL OCCASION PERMITS DURING THE

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					PERMITS	PREVIOUS YEAR. OLD REPORT (A-2422)
BOL	BATCH	ANNUAL	CRYSTAL REPORT	CRA000005_ REPORT.RPT	RECORDS DELETED FROM THE LXA CROSS-REFERENCE FILE	RECORDS DELETED FROM THE CROSS-REFERENCE FILE THAT ARE MORE THAN 5 YEARS OLD
BOL	BATCH	ANNUAL	CRYSTAL REPORT	CRA000006_ REPORT.RPT	CALENDAR YEAR LICENSE ISSUED	PRINT SUBSCRIBER BOOK FOR YEARLY LICENSES
BOL	BATCH	ANNUAL	CRYSTAL REPORT	CRA000009_ REPORT.RPT	LIMITED WINERY Y-T-D SALES BY LICENSEE	LIST OF LICENSEE NUMBERS AND TOTAL ANNUAL SALES FOR EACH AND A STATE TOTAL OF SALES
BOL	BATCH	ANNUAL	CRYSTAL REPORT FORM	CRA000020_F ORM.RPT	LIMITED WINERY RENEWAL LETTER	LIMITED WINERY RENEWAL LETTER
BOL	BATCH	QUARTERLY	CRYSTAL REPORT	CRE000035_ REPORT.RPT	COMPARISON OF DUPLICATE LICENSE NUMBERS	COMPARISON OF DUPLICATE LICENSE NUMBERS OLD REPORT (O-1428)
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000038_ REPORT.RPT	LICENSED BROKER/AGENT DEALERSHIP PROFILE	LICENSED BROKER/AGENT DEALERSHIP PROFILE OLD REPORT (O-1477)
BOL	BATCH	WEEKLY	CRYSTAL REPORT	CRE000039_ REPORT.RPT	LICENSES NOT FOUND ON SAFEKEEPING	LICENSES THAT SHOULD BE ON THE SAFEKEEPING FILE AND THOSE THAT DO

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					FILE	NOT HAVE A PHONE NUMBER ON THE SAFEKEEPING FILE. OLD REPORT (O-1417)
BOL	BATCH	DAILY	CRYSTAL REPORT	CRE000043_ REPORT.RPT	PRINT LIC TOTALS BY COUNTY BY TYPE	PRINT LIC TOTALS BY COUNTY BY TYPE
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000050_ REPORT.RPT	REPORT OF ACTIVE LICENSEES	REPORT OF ACTIVE LICENSEES
BOL	BATCH	DAILY	CRYSTAL REPORT	CRE000052_ REPORT.RPT	LICENSES AND CARDS PRINTED (DATE)	LICENSES AND CARDS PRINTED (DATE)
BOL	BATCH	AS REQUESTED	CRYSTAL REPORT	CRE000057_ REPORT.RPT	LICENSES WITH DRUG RELATED CONVICTION AVERMENTS	AD HOC VERSION OF CRE-125
BOL	BATCH	WEEKLY	CRYSTAL REPORT LETTER	CRE000058_ LETTER.RPT	LETTERS-TERMINATION WARNING-SAFEKEEPING EXPIRATION-1437FCG	LICENSEE SAFEKEEPING EXPIRATION LETTERS 1437FCG FOR THOSE THAT HAVE NOT EXTENDED THEIR SAFEKEEPING OR FILED FOR RENEWAL.
BOL	BATCH	MONTHLY	CRYSTAL REPORT LETTER	CRE000059_ LETTER.RPT	LETTERS-TERMINATION WARNING-NO RENEWAL FILED	LICENSEE TERMINATION LETTERS FOR THOSE THAT HAVE NOT RENEWED THEIR LICENSE.(1756CCG)

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					(1756CCG)	
BOL	BATCH	DAILY	CRYSTAL REPORT LETTER	CRE000060_LE TTER.RPT	LETTER NOT CONSTITUTING APPROVAL (1756ECG)/1756LC G-MCG CLUB	LETTER NOT CONSTITUTING APPROVAL 1756ECG / 1756LCG-MCG CLUB LTR FILED WITHOUT 868/2175
BOL	BATCH	DAILY	CRYSTAL REPORT LETTER	CRE000061_LE TTER.RPT	LETTER-WARNING OF LATE-FILLING FEE DUE TO NON-RENEWAL	LETTER-WARNING LICENSEES OF LATE-FILLING FEE DUE TO NON-RENEWAL (1756ICG-REN 1756JCG-VLD)
BOL	BATCH	DAILY	CRYSTAL REPORT LETTER	CRE000062_LE TTER.RPT	LETTER - 10 DAY REFUSAL/RENEWAL LETTER (LTROBJCG/LTROBJCGT)	LETTER - 10 DAY REFUSAL/RENEWAL LETTER (LTROBJCG/LTROBJCGT)
BOL	BATCH	MONTHLY	CRYSTAL REPORT FORM	CRE000064_F ORM.RPT	FORM - STOP SHEETS	FORM - STOP SHEETS
BOL	BATCH	DAILY	CRYSTAL REPORT FORM	CRE000065_F ORM.RPT	FORM - LIQUOR LICENSE PLCB-8	FORM - LIQUOR LICENSE PLCB-8
BOL	BATCH	DAILY	CRYSTAL REPORT FORM	CRE000066_F ORM.RPT	FORM - WHOLESALE LIQUOR PURCHASE PERMIT CARDS	FORM - WHOLESALE LIQUOR PURCHASE PERMIT CARDS (STORE CARD AND LICENSEE DISCOUNT CARD) PLCB-24/PLCB122

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					PLCB-24/122	
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000067_ REPORT.RPT	LIPS - VOLUME BY LABOR CATEGORY REPORT	LIPS - VOLUME BY LABOR CATEGORY REPORT HOST REPORT:O-1994
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000068_ REPORT.RPT	LIPS - DATA ENTRY VOLUME REPORT	LIPS - DATA ENTRY VOLUME REPORT HOST REPORT:O-1993
BOL	BATCH	DAILY	CRYSTAL REPORT	CRE000069_ REPORT.RPT	LIPS - LIST OF LACEYS WORKED ON BY LA FOR CURRENT DAY	LIPS - LIST OF LACEYS WORKED ON BY LA FOR CURRENT DAY HOST REPORT:D-2418
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000071_ REPORT.RPT	LIPS - AVERAGE PROCESSING TIME FOR COMPLETED CASES	LIPS - AVERAGE PROCESSING TIME FOR COMPLETED CASES HOST REPORT:O-2419
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000072_ REPORT.RPT	LIPS - PRE-INDEXING STATISTICS REPORT	LIPS - PRE-INDEXING STATISTICS REPORT HOST REPORT:O-1488
BOL	BATCH	DAILY	CRYSTAL REPORT	CRE000073_ REPORT.RPT	DAILY APPROVALS WITH TAX CLEARANCE BY RENEWAL DISTRICT	DAILY APPROVALS WITH TAX CLEARANCE BY RENEWAL DISTRICT HOST REPORT:D-1402
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000083_ REPORT.RPT	LICENSEES WITH APP-STAT OF P, D	LICENSEES WITH APP-STAT OF P, D OR M BY DISTRICT

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					OR M BY DISTRICT	HOST REPORT:O-2420, O-2421
BOL	BATCH	DAILY	CRYSTAL REPORT	CRE000086_ REPORT.RPT	(TYPE FROM PARM) LICENSES ISSUED FOR (YEAR OR DIST #)	LICENSES ISSUED FOR DISTRICT HOST REPORT:Q-1416
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000111_ REPORT.RPT	LICENSES WITHOUT TAX CLEARANCE	LICENSEES WITHOUT TAX CLEARANCE
BOL	BATCH	DAILY	CRYSTAL REPORT	CRE000112_ REPORT.RPT	LICENSES HELD IN EACH MUNICIPALITY	LICENSES HELD IN EACH MUNICIPALITY
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000113_ REPORT.RPT	LICENSES INACTIVATED FOR NON-RENEWAL	LICENSES INACTIVATED FOR NON-RENEWAL
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRE000124_ REPORT.RPT	LICENSEES WITH NON-COMPLIANCE AVERMENTS	LICENSEES WITH NON-COMPLIANCE AVERMENTS
BOL	BATCH	WEEKLY	CRYSTAL REPORT	CRE000128_ REPORT.RPT	PRE-APPROVED LICENSES THAT ARE NOT CLEARED	PRE-APPROVED DISTRICT/CALENDAR LICENSES THAT ARE NOT CLEARED
BOL	BATCH	DAILY	CRYSTAL REPORT LETTER	CRE000133_LE TTER.RPT	1756KCG(R)/NCG(V) LTR-CLUB FILED W-O	1756KCG(R)/1756NCG(V) LETTER CLUB RENEWAL FILED W/OUT 868/2175-

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					868/2175 PARTIAL PACKET	PARTIAL CLUB PACKET PLCB-868R / 2175V 2314,2315
BOL	BATCH	DAILY	CRYSTAL REPORT	CRE000142_ REPORT.RPT	INVESTIGATIONS IMAGE IMPORT SUMMARY REPORT.	PROVIDES A CHECK LIST OF LICENSING INVESTIGATIONS TO BE USED BY THE LICENSING INDEXING UNIT AS A CHECK LIST TO ENSURE ALL COMPLETED INVESTIGATION DOCUMENTS ARE AVAILABLE FOR IMPORT INTO THE LICENSING IMAGING SYSTEM. (LIPS)
BOL	BATCH	DAILY	CRYSTAL REPORT	CRE000174_ REPORT.RPT	POS REPORT OF MULTIPLE HOME STORES AND/OR INVALID LICENSES	POS REPORT OF MULTIPLE HOME STORES AND/OR INVALID LICENSES
BOL	BATCH	DAILY	CRYSTAL REPORT	CRE000203_ REPORT.RPT	MAINTENANCE OF STORE NUMBERS ON LMR	REPORT OF LICENSEES THAT HAD A SPECIFIED STORE NUMBER IN THE LMR3 WHL_CD_STR FIELD THAT WILL BE ZEROED OUT BECAUSE THE STORE CLOSED.
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000001_ REPORT.RPT	LIST INCORRECT RENEWAL OR	LIST INCORRECT RENEWAL OR VALIDATION DATES

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					VALIDATION DATES	
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000002_ REPORT.RPT	LIST OF INTERMUNICIPAL TRANSFERS	LIST OF INTERMUNICIPAL LICENSE TRANSFERS HOST REPORT:M-2432
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000003_ REPORT.RPT	LICENSEE COUNT BY STORE FOR DISTRICT	SHOW NUMBER OF LICENSEES BY HOME STORE WITHIN LICENSING DISTRICT. OLD REPORT (LIC440)
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000004_ REPORT.RPT	PRE-CERT LICENSES FOR DISTRICT	SHOW LICENSEES THAT WILL BE ON NEXT PRE-CERT CHECK TO REVENUE BY LICENSING DISTRICT. HOST REPORT:M-1463
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000005_ REPORT.RPT	LICENSES ASSIGNED PER HOME-STORE	LIST OF LICENSES ASSIGNED PER HOME-STORE. HOST REPORT:M-2433
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000006_ REPORT.RPT	INACTIVE LICENSES BY DISTRICT	LIST OF INACTIVE LICENSES BY DISTRICT. HOST REPORT:M-2426
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000008_ REPORT.RPT	LICENSE CHANGES THAT EFFECT MUNIC QUOTA	LIST OF LICENSE CHANGES THAT EFFECT MUNICIPALITY QUOTAS OLD REPORT: M-1460
BOL	BATCH	MONTHLY	CRYSTAL	CRM000009_	LATE LICENSEE	LIST OF LATE FILINGS FOR

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
			REPORT	REPORT.RPT	FILINGS FOR THE PREVIOUS MONTH	A GIVEN MONTH. HOST REPORT:M-2411
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000013_ REPORT.RPT	LICENSES RECEIVED INTO SAFEKEEPING BY DISTRICT	LICENSES RECEIVED INTO SAFEKEEPING BY DISTRICT HOST REPORT:M-1483
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000014_ REPORT.RPT	CLUBS FAILING TO SUBMIT CHANGE OF MANAGERS	LIST OF CLUBS THAT DID NOT SUBMIT A CHANGE OF MANAGER - BY LICENSE DISTRICT HOST REPORT:M-2425
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000019_ REPORT.RPT	LICENSES IN RESTRICTED DRY MUNICIPALITIES	LICENSES IN RESTRICTED DRY MUNICIPALITIES
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000022_ REPORT.RPT	BOOK - RENEWED LICENSES FOR A DISTRICT	BOOK - RENEWED LICENSES FOR A DISTRICT
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000023_ REPORT.RPT	BOOK-6 MONTH SUPPLEMENTAL OF RENEWED LICENSES FOR A DISTRICT	BOOK - 6 MONTH SUPPLEMENTAL OF RENEWED LICENSES FOR A DISTRICT
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000024_ REPORT.RPT	LICENSES WITH OPEN REFUSAL CODES 60 DAYS PAST EXPIRE DATE	LICENSES WITH OPEN REFUSAL CODES 60 DAYS PAST EXPIRE DATE HOST REPORT:M-1446

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000026_ REPORT.RPT	LICENSEES THAT HAVE ERRORS IN PENDING CODES	LIST OF LICENSEES THAT HAVE ERRORS IN PENDING CODES
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000034_ REPORT.RPT	LXA RECORDS PENDING 6 MONTHS OR MORE	LIST OF LXA RECORDS PENDING 6 MONTHS OR MORE HOST REPORT: M-1430
BOL	BATCH	ANNUAL	CRYSTAL REPORT	CRM000036_ REPORT.RPT	LIMITED WINERY REPORT OF OPERATIONS, YEAR TO DATE	3 REPORTS, 1 IS DETAIL MONTHLY INFO FOR EACH WINERY, 2 IS A LIST OF ALL WINERIES, THEIR LOCATIONS AND PRODUCTION AMOUNT, 3 IS A STATE SUMMARY OF MATERIALS BY WINERY AND TYPE OF MATERIAL
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000043_ REPORT.RPT	PRE-APPROVALS WITH TAX/MONETARY LIABILITY	A LIST OF LICENSEES WHO HAVE PRE-APPROVALS WITH TAX/MONETARY LIABILITY - BY DISTRICT
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000045_ REPORT.RPT	CALENDAR YEAR LICENSES EXPIRING	CALENDAR YEAR LICENSES EXPIRING
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRM000051_ REPORT.RPT	MONTHLY BREAKDOWN OF LICENSE FEES	MONTHLY BREAKDOWN OF LICENSE FEES
BOL	BATCH	QUARTERLY	CRYSTAL	CRQ000004_	QUARTERLY	QUARTERLY REPORT OF

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
			REPORT	REPORT.RPT	REPORT OF WHOLESALE LICENSEES	WHOLESALE LICENSEES
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRQ00012_ REPORT.RPT	LICENSES NOT RENEWED > 24 MONTHS	LIST OF LICENSEES WHO HAVE NOT RENEWED IN OVER 2 YEARS
BOL	BATCH	MONTHLY	CRYSTAL REPORT	CRQ00013_ REPORT.RPT	CASES PENDING AGAINST LICENSES NOT RENEWED > 24 MONTHS	LIST OF ALL OPEN CASES FOR LICENSES THAT ARE MORE THAN 2 YEARS PAST THEIR RENEWAL DATE
BOL	BATCH	WEEKLY	CRYSTAL REPORT	CRW00005_ REPORT.RPT	REPORT OF PRIOR WEEK CHR RECORDS ENTERED	REPORT OF PRIOR WEEK CRIMINAL HISTORY RECORD (CHR) RECORDS ENTERED HOST REPORT:W-2428
BOL	BATCH	WEEKLY	CRYSTAL REPORT	CRW00007_ REPORT.RPT	WEEKLY REPORT OF RETAIL RENEWAL APPS R'CVD FOR DISTRICT	WEEKLY STATUS REPORT OF RETAIL RENEWAL APPLICATIONS RCVD FOR DISTRICT HOST REPORT:W-1411
BOL	BATCH	DAILY	CRYSTAL REPORT	CRW00014_ REPORT.RPT	LICENSEES APPROVED FOR RENEWAL BUT NOT PENDING STATUS	LICENSEES APPROVED FOR RENEWAL BUT NOT PENDING STATUS HOST REPORT:W-2407
BOL	BATCH	WEEKLY	CRYSTAL	CRW00015_	WEEKLY	WEEKLY SUBSCRIBER

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
			REPORT	REPORT.RPT	SUBSCRIBER REPORT - CHANGES TO RETAIL LICENSES	REPORT - CHANGES TO RETAIL LICENSES
BOL	BATCH	WEEKLY	CRYSTAL REPORT	CRW000021_REPORT.RPT	RENEWED IN SAFEKEEPING LICENSEE NOTIFIED	RENEWED IN SAFEKEEPING LICENSEE NOTIFIED HOST REPORT:W-2408
BOL	BATCH	WEEKLY	CRYSTAL REPORT	CRW000033_REPORT.RPT	CONTROL DATA FOR REORG OF LMR CHAINS - ASA RECORDS	CONTROL DATA FOR REORGANIZATION OF THE LMR CHAINS
BOL	BATCH	WEEKLY	CRYSTAL REPORT	CRW000034_REPORT.RPT	CONTROL DATA FOR REORG OF LMR CHAINS	CONTROL DATA FOR THE REORGANIZATION OF THE LMR CHAINS - ADS RECORDS
BOL	BATCH	WEEKLY	CRYSTAL REPORT	CRW000040_REPORT.RPT	CHR RECORDS IN PENDING STATUS	SHOWS CRIMINAL HISTORY RECORDS THAT ARE PENDING (CHR.ACTV_FLG = 'P')
BOL	AD-HOC	AS REQUESTED	IMAGING REPORT	O-1998	APPLICATION CATEGORY REPORT	LIST OF ITEMS IN A QUEUE BY APPLICATION CATEGORY
BOL	AD-HOC	AS REQUESTED	IMAGING REPORT	O-2409	CASES BY APPLICATION CATEGORY	LIST OF ITEMS IN A QUEUE BY APPLICATION CATEGORY
BOL	AD-HOC	AS	IMAGING	O-2450	URGENT CASES	LIST OF CASES THAT ARE

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
		REQUESTED	REPORT			MARKED URGENT
BOL	AD-HOC	AS REQUESTED	IMAGING REPORT	O-2451	CURRENT UNASSIGNED CASES	LIST OF CASES NOT CURRENTLY ASSIGNED TO ANYONE
BOL	DAILY	NIGHTLY	IMAGING REPORT	O-2456	RECORDS TO ADD TO THE CASES4CREATION QUEUE	LIST OF DOCUMENTS WITH BATCHNAMES THAT NEEDED PROCESSED
BOL	DAILY	NIGHTLY	IMAGING REPORT	D-1997	LIST OF BUSY ITEMS	LIST OF CASES THAT ARE BUSY
BOL	DAILY	NIGHTLY	IMAGING REPORT	D-2461	DOCUMENTS DELETED TODAY	LIST OF DOCUMENTS THAT WERE DELETED TODAY
BOL	DAILY	NIGHTLY	IMAGING REPORT	D-2453	MISSING QUEUE ENTRIES	LIST OF CASES WITH EITHER A WORK QUEUE OR STATUS QUEUE MISSING
BOL	WEEKL Y	FRIDAY NIGHT	IMAGING REPORT	W-2417	WORKLOAD BY APPLICATION CATEGORY	LIST OF CASES FOR EACH PERSON
BOL	AD-HOC	AS REQUESTED	IMAGING REPORT	O-2455	DOCUMENT ACTIVITY	REPORT OF WHAT DOCUMENTS WERE USED
BOL	AD-HOC	AS REQUESTED	IMAGING REPORT	O-2454	LIST OF DOCUMENT TYPES	LIST OF DOCUMENT TYPES FROM THE DOCTYPTAB
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000040_ REPORT.RPT	LICENSE FEE DISTRIBUTION BY COUNTY	FEEES THAT WERE DISTRIBUTED BACK TO MUNICIPALITES WITHIN A

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						GIVEN COUNTY AND TOTALLED BY COUNTY. OLD REPORT (N-0191)
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000053_ REPORT.RPT	MUNICIPAL ADDRESSES BY COUNTY	FEES THAT WERE DISTRIBUTED BACK TO MUNICIPALITES WITHIN A GIVEN COUNTY AND TOTALLED BY COUNTY. OLD REPORT (N-0191)
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000075_ REPORT.RPT	AUTOMATIC ISSUES MISCELLANEOUS FEES	AUTOMATIC ISSUES MISCELLANEOUS FEES
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000076_ REPORT.RPT	UPDATES ISSUED REMITTANCE RECORDS TO HISTORY STAT	UPDATES ISSUED REMITTANCE RECORDS TO HISTORY STAT
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000077_ REPORT.RPT	PRINTS A LISTING OF REMIT # THAT WERE CHANGED W/TO	PRINTS A LISTING OF REMIT # THAT WERE CHANGED W/TO
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000078_ REPORT.RPT	PRINTS DAILY REPORT OF RECEIPTS RECEIVED	PRINTS DAILY REPORT OF RECEIPTS RECEIVED
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000079_ REPORT.RPT	PRINTS REPORT OF DAILY NEW	PRINTS REPORT OF DAILY NEW LICENSE FEES

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					LICENSE FEES RECEIVED	RECEIVED
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000080_ REPORT.RPT	CLEAR'S REMITTANCE RECORD UPDATE FLAGS	CLEAR'S REMITTANCE RECORD UPDATE FLAGS
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000081_ REPORT.RPT	DAILY LICENSE FEE VALIDATION	DAILY LICENSE FEE VALIDATION
CMP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000082_ REPORT.RPT	HISTORY RECORDS DELETED FROM THE REMITTANCE FILE (LRR)	HISTORY RECORDS DELETED FROM THE REMITTANCE FILE (LRR) THAT WERE FLAGGED AS HISTORY IN THE CRE-76 SCRIPT. TRIGGERED BY LICENSING.
CMP	AD-HOC	AS REQUESTED - SEMI-ANNUAL	CRYSTAL REPORT	CRN000001_ REPORT.RPT	PRODUCES FEE DISTRIBUTION BY MUNCPL	PRODUCES FEE DISTRIBUTION BY MUNCPL
CMP	AD-HOC	AS REQUESTED - SEMI-ANNUAL	CRYSTAL REPORT	CRN000003_ REPORT.RPT	SEMI-AN LICENSE FEE DISTRIBUTION	SEMI-AN LICENSE FEE DISTRIBUTION
CMP	AD-HOC	AS REQUESTED - SEMI-ANNUAL	CRYSTAL REPORT	CRQ000006_ REPORT.RPT	REPORT OF LICENSE FEES BY MUNICIPALITY	REPORT OF LICENSE FEES BY MUNICIPALITY

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
INV	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000025_ REPORT.RPT	INVESTIGATION STATUS REPORT	SHOW STATUS OF CURRENT OPEN LICENSING INVESTIGATIONS.
INV	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000122_ REPORT.RPT	COMPLETED INVESTIGATIONS BY COUNTY, MUNICIPALITY AND DATE	SHOW LICENSING INVESTIGATIONS THAT HAVE BEEN COMPLETED WITHIN A CERTAIN TIMEFRAME
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000014_ REPORT.RPT	1900 PREMISE INSPECTIONS	1900 PREMISE INSPECTIONS REPORT FROM LICENSING INVESTIGATIONS
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000015_ REPORT.RPT	PERSONAL QUESTIONNAIRE	1901 PERSONAL QUESTIONNAIRE FORM FOR LICENSING INVESTIGATIONS
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000016_ REPORT.RPT	INVESTIGATION COVER SHEET	LICENSING INVESTIGATIONS COVER SHEET
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000017_ REPORT.RPT	CORPORATE DATA REVIEW	1902 CORPORATE DATA REVIEW LICENSING INVESTIGATIONS FORM.
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000018_ REPORT.RPT	LIMITED LIABILITY INVESTIGATION	LICENSING INVESTIGATIONS LIMITED LIABILITY FORM.
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000019_ REPORT.RPT	AGREEMENTS AND FINANCING	LICENSING INVESTIGATIONS AGREEMENTS AND

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						FINANCING FORM.
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000020_ REPORT.RPT	CLUB DATA REVIEW	LICENSING INVESTIGATIONS CLUB DATA REVIEW FORM.
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000021. REPORT.RPT	NUISANCE BAR PROGRAM	NUISANCE BAR PROGRAM MAIN REPORT
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000022. REPORT.RPT	SCHEDULE A	NUISANCE BAR PROGRAM SCHEDULE A
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000023. REPORT.RPT	SCHEDULE B	NUISANCE BAR PROGRAM SCHEDULE B
INV	BATCH	DAILY	CRYSTAL REPORT	CRE000024. REPORT.RPT	SCHEDULE C	NUISANCE BAR PROGRAM SCHEDULE C
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000004_ REPORT.RPT	AVERMENT CODE TEXT LISTING	LIST AVERMENT CODES AND THEIR RESPECTIVE DESCRIPTIONS WITHIN AVERMENT GROUP NUMBER, WITH AN OPTION TO SHOW ONLY THOSE WHICH CONTAIN A SPECIFIED TEXT STRING WITHIN THE DESCRIPTION.
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000010_ REPORT.RPT	INCIDENTS OPEN MORE THAN 180 DAYS	SHOWS INCIDENTS THAT HAVE BEEN OPEN FOR MORE THAN 180 DAYS FROM THE CURRENT DATE BY PSP DISTRICT

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000011_REPORT.RPT	LICENSEES BY COUNTY/MUNICIPALITY WITHIN PSP DISTRICT	SHOW LICENSEES BY COUNTY AND MUNICIPALITY WITHIN PSP DISTRICT ENFORCEMENT OFFICE
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000012_REPORT.RPT	INCIDENTS WITH UPDATE OF NOTICE OF VIOLATION DATE OF TODAY	SHOWS INCIDENTS THAT HAD THE UPDATE OF NOTICE OF VIOLATION DATE ENTERED TODAY. OLD REPORT (D-1839)
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000084_REPORT.RPT	NUMBER OF CITES ISSUED BY ATTORNEY FOR DATES	SHOWS NUMBER OF CITATIONS ISSUED BY A SELECTED ATTORNEY FOR A SELECTED DATE RANGE OF CITATION APPROVAL DATES WITH AN OPTION TO SHOW ONLY OPEN OR CLOSED CITATION CASES
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000090_REPORT.RPT	NUMBER OF CITATION CASES BY COUNTY/MUNICIPALITY	SHOWS LIST OF CITATIONS ISSUED WITHIN MUNICIPALITIES WITHIN COUNTIES FOR A SELECTED DATE RANGE OF CITATION APPROVAL DATES WITH AN OPTION TO SHOW ONLY OPEN OR CLOSED CITATION CASES

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000092_ REPORT.RPT	CASES WITH A SELECTED AVERMENT CODE	SHOWS ALL CITATION CASES WITH A SELECTED AVERMENT CODE WITHIN A SELECTED RANGE OF CITATION APPROVED DATES
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000115_ REPORT.RPT	CASES WITH AVERMENT XXXXX CITED IN YEAR CCYY	LIST OF CITATION CASES CITED FOR A SELECTED AVERMENT WITHIN A SELECTED YEAR
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000116_ REPORT.RPT	CASES WITH AVERMENT XXXXX CITED IN YEAR CCYY BY DISTRICT	SHOWS LIST OF CITATION CASES BY DISTRICT WITH A SELECTED AVERMENT FOR A SELECTED YEAR
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000117_ REPORT.RPT	ALL CITATIONS FOR AN AVERMENT FOR SELECTED YEARS	SHOWS ALL CITATIONS FOR A SELECTED AVERMENT FOR A SELECTED RANGE OF YEARS, GROUPED BY ATTORNEY
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000119_ REPORT.RPT	OVERDUE PRE-HEARINGS FOR CITES PRIOR TO MM/DD/CCYY	SHOWS CITATION CASES WITH A CITATION APPROVED DATE EARLIER THAN A SELECTED DATE
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000120_ REPORT.RPT	PRE-HEARINGS COMPLETED IN	SHOWS LIST OF PRE-HEARING MEMOS WHICH

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
					MONTH CCYY	WERE COMPLETED IN A SELECTED MONTH
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000121_ REPORT.RPT	STATE POLICE CITATIONS NOT ISSUED	SHOWS LIST OF CITATION CASES FOR WHICH STATE POLICE HAVE NOT APPROVED THE CITATION.
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000129_ REPORT.RPT	OPEN OR CLOSED CASES BY ATTORNEY	OPEN OR CLOSED CASES BY ATTORNEY OLD QUERIES:OP-CASES,CASES (COMPLETED)
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000139_ REPORT.RPT	CASES WITH SELECTED AVERMENT BY COUNTY AND CITE DATE	SHOWS LIST OF CITATION CASES, SELECTED BY AVERMENT AND COUNTY WITHIN A RANGE OF CITATION APPROVED DATES (RUNS REAL-TIME)
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000140_ REPORT.RPT	AGE COMPLIANCE CHECKS BY DISTRICT, COUNTY OR MUNICIPALITY	SHOWS LIST OF AGE COMPLIANCE CHECKS, SELECTED BY MUNICIPALITY/COUNTY/PS P DISTRICT (RUNS REAL-TIME)
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000149_ REPORT.RPT	ACTIVE LICENSEES WITH NO AGE COMPLIANCE CHECKS	SHOWS LIST OF ACTIVE LICENSEES WITH NO AGE COMPLIANCE CHECKS, SELECTED FOR COUNTY/MUNICIPALITY/ST

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
						ATE POLICE DISTRICT/STATEWIDE (RUNS REAL-TIME)
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000150_ REPORT.RPT	AGE COMPLIANCE CHECK TOTALS	SHOWS AGE COMPLIANCE CHECK TOTALS FOR ACTIVE LICENSEES BY SELECTED COUNTY/MUNICIPALITY/PS P DISTRICT/STATEWIDE (RUNS REAL-TIME)
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000156_ REPORT.RPT	AGE COMPLIANCE CHECKS BY LICENSE TYPE	SHOWS LIST OF ALL AGE COMPLIANCE CHECKS, SELECTED BY LICENSE TYPE BY COUNTY/MUNICIPALITY/PS P DISTRICT/STATEWIDE (RUNS REAL-TIME)
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000158_ REPORT.RPT	AGE COMPLIANCE CHECKS FOR ACTIVE LICENSES IN LIC TYPE ORDER	AGE COMPLIANCE CHECKS FOR ACTIVE LICENSES IN LICENSE TYPE ORDER
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000159_ REPORT.RPT	ROUTINE INSPECTIONS WITH DATE OF INSPECTION	REPORT ON ROUTINE INSPECTIONS
PSP	AD-HOC	AS	CRYSTAL	CRE000160_	CURRENTLY	REPORT ON ACTIVE

BUREAU	BATCH, AD-HOC OR BOTH	FREQUENCY	TYPE	CURRENT REPORT NAME	TITLE	REPORT DESCRIPTION
		REQUESTED	REPORT	REPORT.RPT	ACTIVE LICENSES WITH NO ROUTINE INSPECTIONS	LICENSES THAT HAVE NO ROUTINE INSPECTIONS
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRE000191_ REPORT.RPT	CITATIONS CASES FOR HEARING ON ONE DAY FOR ONE LOCATION	SHOWS LIST OF CITATION CASES SCHEDULED FOR ONE DAY AT ONE HEARING LOCATION
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRM000011_ REPORT.RPT	LIST OF CITATION CASE CLOSINGS	SHOWS LIST OF CITATION CASES WITH A CASE-CLOSED-DATE WITHIN THE PREVIOUS MONTH (USER KEYS CLOSE DATE VIA CIAS)
PSP	AD-HOC	AS REQUESTED	CRYSTAL REPORT	CRQ000002_ REPORT.RPT	TRANSPORTER-FOR-HIRE LICENSEES	SHOWS LIST OF TRANSPORTER FOR HIRE LICENSEES.
PSP	BATCH	ANNUAL	CRYSTAL REPORT	CRE000141_ REPORT.RPT	TOP 10 AVERMENTS	LIST OF MOST FREQUENT AVERMENTS ON CITATION_CASES FOR TIME PERIOD

Potential Future Reports

LICENSE CASH BATCH REPORTS	VARIOUS CASH REPORTS IDENTIFYING PAYMENTS AND RECONCILIATION SUCH AS REVENUE CONTROL DAILY CASH ACCOUNTING LISTING, REFUND REPORTS, BAD CHECK REPORTS, CARD REPORTS, DEPOSIT REPORTS, ASSIGNED/UNASSIGNED CASH REPORTS FOR ALL LICENSE TYPES.	DAILY / WEEKLY / MONTHLY
----------------------------	---	--------------------------

LOCKBOX PROCESSING	GENERATION OF REPORTS AS A RESULT OF DATA EXPORTED FROM SYSTEM AS WELL AS UPDATES, EXCEPTIONS, AND REJECTION LISTINGS FROM TRANSACTIONS PROCESSED BY LOCKBOX AND IMPORTED INTO SYSTEM.	DAILY
LICENSE AND PERMIT CERTIFICATE PRINTING	PRINTING OF LICENSING AND PERMIT CERTIFICATES BOTH ON DEMAND AND IN BATCH MODE. CERTIFICATES ARE SPECIAL ORDER SECURITY PAPER WITH SPECIFIC LANGUAGE ASSOCIATED WITH EACH LICENSE OR PERMIT TYPE.	ON DEMAND
CUSTOMIZED LETTERS FOR LICENSING AND ENFORCEMENT	CONFIGURABLE CORRESPONDENCE LETTERS WHICH ARE PRODUCED AT VARIOUS STAGES IN BOTH THE LICENSING AND ENFORCEMENT WORKFLOW PROCESSES. LETTERS WILL POSSESS THE ABILITY TO INSERT ANY AVAILABLE DATA FIELDS FROM A LICENSE OR ENFORCEMENT RECORD. APPROXIMATELY 50 CORRESPONDENCE LETTERS FROM OUR LICENSING PROCESS AND 50 CORRESPONDENCE LETTERS FROM OUR ENFORCEMENT PROCESS WILL BE CONFIGURED INITIALLY.	ON DEMAND
ACTIVE LICENSE REPORT	ACTIVE LICENSE REPORTS THAT CAN BE CONFIGURED BY VARIOUS CRITERIA (ZONE, COUNTY, LICENSE TYPE, STATUS, LICENSE GROUP, ETC.)	MONTHLY
DISABLED LICENSES	REPORT OF DISABLED LICENSES CONFIGURABLE BY VARIOUS CRITERIA (ZONE, COUNTY, LICENSE TYPE, STATUS, LICENSE GROUP, ETC.)	MONTHLY
PENDING APPLICATIONS	PENDING APPLICATION REPORTS THAT CAN BE CONFIGURABLE BY VARIOUS CRITERIA (ZONE, COUNTY, LICENSE TYPE, STATUS, LICENSE GROUP, ETC.)	DAILY / WEEKLY / MONTHLY
LICENSING REVENUE	LICENSING REVENUE REPORTS BY CONFIGURABLE VARIOUS CRITERIA (ZONE, COUNTY, LICENSE TYPE, STATUS, LICENSE GROUP, ETC.)	PERIODIC
DISCIPLINARY REVENUE	DISCIPLINARY REVENUE REPORTS BY CONFIGURABLE BY VARIOUS CRITERIA (ZONE, COUNTY, LICENSE TYPE, STATUS, LICENSE GROUP, VIOLATION, PENALTY, ETC.)	PERIODIC
APPLICATIONS PROCESSED	APPLICATIONS PROCESSED BY VARIOUS CRITERIA (APPROVED DATE, DISAPPROVED DATE, ZONE, COUNTY, LICENSE TYPE, STATUS, LICENSE GROUP, ETC.)	PERIODIC

Disciplinary Fines Imposed	Disciplinary Fines Imposed configurable by various criteria (violation type, date imposed, zone, county, license type, status, license group, etc.)	Periodic
Outstanding Fines Due	Outstanding Fines Due configurable by various criteria (violation type, date imposed, fine type, zone, county, license type, status, license group, etc.)	Daily / Weekly / Monthly
Disciplinary Violations	Disciplinary Violations configurable by various criteria (violation type, date of offense, zone, county, license type, status, license group, etc.)	Periodic
Enforcement Status Reports	Status reports from the various stages of the disciplinary process. Examples listed below: Pending enforcement investigations by assignment, type, zone, etc. Pending litigation by assignment, type, zone, etc.	Periodic

APPENDIX T

SMALL DIVERSE BUSINESS LETTER OF INTENT

[Date]

[SDB Contact Name]

Title

SDB Company Name

Address

City, State, Zip]

Dear [SDB Contact Name]:

This letter serves as confirmation of the intent of [Offeror] to utilize [Small Diverse Business (SDB)] on RFP 20121101, *PLCB Regulatory Affairs System* issued by the Pennsylvania Liquor Control Board (PLCB).

If [Offeror] is the successful vendor, [SDB] shall provide [identify the specific work, goods or services the SDB will perform, and the specific timeframe during the term of the contract and any option/renewal periods when the work, goods or services will be performed or provided].

These services represent [identify fixed numerical percentage commitment] of the total cost in the [Offeror's] cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that [SDB] will receive an estimated [identify associated estimated dollar value that the fixed percentage commitment represents] during the initial contract term.

[SDB] represents that it meets the small diverse business requirements set forth in the RFP and all required documentation has been provided to [Offeror] for its SDB submission.

We look forward to the opportunity to serve the PLCB on this project. If you have any questions concerning our small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

Acknowledged,

Offeror Name

SDB Name

Title

Title

Company

Company

Phone number

Phone number

APPENDIX U

RECORD RETENTION SCHEDULE FOR LICENSING

Key for YrR Column

A number in the YrR column equals the number of years that the document is retained by the PLCB.

A “P” in the YrR column indicates that the record is permanent.

An “X” in the YrR column indicates that the record is transitory and is removed when a newer version is received.

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
3	A	N	N	Y	P	Appl for Club Liquor or Retail Dispenser License
4	A	N	N	Y	P	Appl fo New Public Service License
6	A	N	N	Y	P	Membership Roll
6LG	A	N	N	Y	P	Membership Rolls for Clubs - Large Document
13	B	N	N	N	10	Bond, Retail Liquor
19	A	N	N	Y	2	Renewal Appl for Vehicle ID Cards/Emblems
21	A	N	N	Y	P	Appl for Transfer of License and Permit
26	A	N	N	Y	P	Appl for Retail Liquor or Retail Dispenser Lic
29	A	N	N	Y	P	Appl for Wholesale Alcohol Purchase Permit
35	A	N	N	Y	P	Appl for Distributor or Importing Distributor License
49	A	N	N	Y	P	Appl for Extension of Retail License to Cover Addl Prem
56	A	N	N	Y	2	Appl for Replacement Lic, Permit or Cards
96	A	N	N	Y	P	Appl for Exchange of Lic for Distributor or Importing Distributor
151	A	N	N	Y		Appl for Storage in Bond of Alcohol or Liquor
182	I	N	Y	Y		Transmittal Sheet
184A	I	N	Y	Y		Non-Compliance Report Evaluation Status Sheet
184P1	I	N	Y	Y	P	Licensing Report Evaluation, Page 1
184P2	I	N	Y	Y	P	Licensing Report Evaluation, Page 2
184P3	I	N	Y	Y	P	Licensing Report Evaluation
184P3NB	I	N	Y	Y	P	Licensing Report Evaluation Nuisance Bar
184PAF	I	N	Y	Y	P	Licensing Report Evaluation - PAF
193	Z	N	N	Y	2	Affidavit of Compliance as to Posting of Notice of Application
196	A	N	Y	Y	P	Individual Questionnaire
253	A	N	N	Y	P	Appl for Wholesale Liquor or Bulk Purchase Permit
278	B	N	N	N	10	Bond, Importing Distributor
318	A	N	N	Y	5	Appl for Sunday Sales, Amusement Permit, and Extended Hours Food License
320	A	N	N	Y	P	Appl for Stadium or Arena Permit - Malt or Brewed Beverages Only
396	A	N	N	Y	P	Appl for Trade Show and Convention Retail Liquor Lic
434	X	N	Y	Y	P	License Approval Sheet
435	I	N	N	Y	P	Certification as to the Number of Licenses in Effect

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
435B	I	N	N	Y	P	Certification as to the Number of Licenses in Effect - Wholesale
442	I	N	N	Y	3	Return of License Notice
455	I	N	Y	Y	2	Hearing Date Request and Assignment
455A	L	N	N	Y	2	Letter, Hearing Schedule - Philadelphia Police
455B	L	N	N	Y	2	Letter, Hearing Schedule - Philadelphia Law Department
455C	L	N	N	Y	2	Letter, Hearing Schedule - Pittsburgh Police
455D	L	N	N	Y	2	Letter - Hearing Notify Representative/Senator/Interested party
455E	L	N	N	Y	2	Letter - Hearing Postponed
455F	L	N	N	Y	2	Letter - Hearing Rescheduled
455G	L	N	N	Y	2	Letter - Hearing Notify - PA Lic. Bev. Assn.
456	A	N	N	Y	5	Resolution to Accompany License Application of Corps and Clubs
468	L	N	N	Y	2	Correction Sheet for Retail and Wholesale Appl/Permit
468B	L	N	N	Y	2	Correction Sheet for Renewal - Tax Clearance Required
474	I	N	N	Y	2	Authorization for Refund
482	A	N	N	Y		Appl for Distillery Certificate Broker Permit
485	I	N	Y	Y	P	License Cases for Board Consideration
485A	L	N	N	Y	P	License Cases For Board Consideration After Hearing
485H	I	N	Y	Y	P	License Cases for Board Consideration - Hearing
485REN	I	N	Y	Y	10	Board Sheet for Renewal Tax Cases
485RENP2	I	N	Y	Y	10	Board Sheet for Renewal Tax Cases, Page 2
488	A	N	N	Y	10	Appl for Registration or Promotional/Sales Rep
489	A	N	N	Y	10	Request for Cancellation of Registration of Agent
496	I	N	Y	Y	P	Report of Hearing Examiner
603	\$	N	N	Y	5	Cash Receipt
670	I	N	Y	Y	5	Investigation Transmittal Record
670NB	I	N	Y	Y	5	Investigation Transmittal Record Nuisance Bar
706	A	N	N	Y	P	Appl for Approval of Appointment of Manager
752	V	N	N	Y		Record of Fine
840	U	N	N	Y	2	Authority for Transporters to Operate Leased Vehicle
840A	L	N	N	Y	1	Letter - Authority For Transporters To Operate Vehicles

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
866	A	N	N	Y	P	Notice of Chg of Officers, Director, Stockholders or Manager of Corp
868	A	N	N	Y	P	Notice of Chg of Officers, Director, Stkhldrs and Mgr or Steward of Club
959	A	N	N	Y	P	Appl for Correction to Lic, Permit or Agent's Registration
980	H	N	N	Y	P	Past History
982	L	N	N	Y	P	Letter - New Application Acknowledge/Accept for Processing or Reject
<hr/>						
1052	S	Y	Y	Y	X	Stop Sheet - For Renewals
1133	S	Y	Y	Y	X	Safekeeping Alert - Notice (for Clubs)
1136	Z	N	N	Y	2	Waiver/Authorization and Late Filing Statement
1229	A	N	N	Y	P	Appl for Special Occasion Permit
1241P1	I	N	Y	Y	P	Club Decision Sheet, Page 1
<hr/>						
1241P2	I	N	Y	Y	P	Club Decision Sheet, Page 2
1350	A	N	N	Y	P	Appl for License Manufacture, Storage or Transportation
1355	A	N	N	Y	P	Appl for Importer or Sacramental Wine License
1357	A	N	N	Y	P	Appl for Vendor's or Sales Permit
1358	A	N	N	Y	P	Appl for Wholesale Liquor Purchase Permit (Mfg Pharmacists & Chemists)
<hr/>						
1359	A	N	N	Y	P	Appl for Wholesale Alcohol Purchase Permit
1360	A	N	N	Y	P	Appl for Importer's Additional Warehouse License
1364	A	N	N	Y		Appl for Renewal or Concurrent Agent's Registration
1367	A	N	N	Y	P	Appl for Wholesale Liquor Purchase Permit for Hospitals, Pharmacists
1377	A	N	N	Y	5	Renewal Appl Public Service License
<hr/>						
1407	S	Y	Y	Y	X	Stop Sheet - Renewal Until Deposition of Appeal
1407NB	S	Y	Y	Y	X	Stop Sheet - Nuisance Bar - Renewal Until Deposition of Appeal
1408	S	Y	Y	Y	X	Stop Sheet - Not Transferrable Due to 'Prior Approval Issuance'
1408A	S	N	Y	Y	X	STOP SHEET - Not Transferrable Due to Act 221 of 1980
1408-DPA	S	Y	Y	Y		Stop Sheet - Not Transferrable Due To Deferred Prior Approval
<hr/>						
1408IMT	S	N	Y	Y	X	Not Transferable for 5 Years Due to Intermunicipal Transfer
1410	S	Y	Y	Y	X	Stop Sheet
1410-2LIC	S	Y	Y	Y	X	Stop Sheet - Alert Request Additional License(s)
1410-BK	S	Y	Y	Y	X	Stop Sheet - Bankruptcy
1410-CL	S	N	Y	Y	X	Stop Sheet - Conditional Licensing

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
1410GL	S	N	Y	Y	X	Stop Sheet - Gaming License
1410H	S	N	Y	Y	X	Stop Sheet - Hotel Room Exempt
1410-IRS	S	Y	Y	Y	X	Stop Sheet - IRS Seizure
1410MF	S	N	Y	Y	X	Stop Sheet - Master File Lists Licenses
1410MFLIC	S	N	Y	Y	X	Stop Sheet - See Master File for Licensee Info/Other Licenses
1410MU	S	N	Y	Y	X	Stop Sheet - Mixed Use
1410NSFSS	S	Y	Y	Y	X	Stop Sheet - NSF For State Store Purchase
1410-OIC	S	Y	Y	Y	X	Stop Sheet - Offer in Compromise
1410RENSK	S	Y	Y	Y	X	Stop Sheet - Renewal For One More Year Only
1412	U	N	N	Y	2	Letter - Provisional Sunday Sales
1413	U	N	N	Y	2	Letter - Provisional Sunday Sales (Expiration/Current Lic Year)
1414	L	N	N	Y	2	Letter - Provisional Sunday Sales (Follow-up)
1414A	L	N	N	Y	2	Ltr - Provisional EHF (Follow-up)
1415	U	N	N	Y	2	Letter - Sunday Sales Permit
1415CP	U	N	N	Y	2	Letter - Catering Permit
1415OPS	U	N	N	Y	2	Letter - Off Premises Sales Permit
1415W	U	N	N	Y	2	Letter - Sunday Sales Permit - Wholesale
1416	U	N	N	Y	2	Letter - Amusement Permit
1429	L	N	N	Y	10	Letter - Protestant - after hearing
1431	L	N	N	Y	2	Letter - Notice to Commissioner of Police - Philadelphia
1432	L	N	N	Y	2	Letter - Notice to City Solicitor - Phila Law Dept.
1433	L	N	N	Y	2	Letter - Notice to Superintendent of Police - Pgh
1437	L	N	N	Y	5	Letter - Safekeeping
1437A	L	N	N	Y	5	Letter - Release of Levy #1
1437ADDYR	L	N	N	Y		Letter - SK Ext Approval
1437B	L	N	N	Y	5	Letter - Release of Levy #2
1437C	L	N	N	Y	5	Letter - Notice of Seizure #1
1437D	L	N	N	Y	5	Letter - Notice of Seizure #2
1437FCG	L	N	N	Y		LTR - Nonrevocation of License pending reactivation or trf of license
1437FUP	L	N	N	Y		Letter - SK Follow-up

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
1437REVOKE	U	N	N	Y	P	Letter - SK Revocation
1437V1	L	N	N	Y	3	Ltr - Validation Pending, License Expired
1437V2	L	N	N	Y	2	Ltr - Validation Pending, License Expired - Renewal Due
1437V3	L	N	N	Y	P	Ltr - Validation Pending, License Expired & 10-Months Expired
1437VCG	L	N	N	Y	5	Ltr - Validation Approved for SK - Computer Generated
<hr/>						
1444	U	N	N	Y	P	Letter - Extension of Premises
1444A	U	N	N	Y	P	Ltr - Extension with Conditional Approval and Room Areas
1444B	U	N	N	Y	P	Ltr - Extension without Conditional Approval and Room Areas
1444C	U	N	N	Y	P	Ltr - Extension of Premises - Final Approval
1444D	U	N	N	Y		Letter - Extension of Premises, Add'l Auth. Follow-Up
<hr/>						
1444PA	U	N	N	Y		Letter - Extension of Premises, Prior Approval
1444PA1	L	N	N	Y		Letter - Extension of Premises, Prior Approval Follow-Up
1444PA2	L	N	N	Y		Letter - Extension of Premises, Prior Approval Extended
1444TE	L	N	N	Y	P	Letter - Extension of Premise - Temporary
1444W	U	N	N	Y	P	Ltr - Extension with Conditional Approval - Wholesale
<hr/>						
1446	U	N	N	Y	P	Letter - Approval of Manager
1446B	U	N	N	Y	P	Letter - Approval of Manager by Licensing Investigator
1447	L	N	N	Y	2	Letter - Authority to Obtain WPP Card
1447A	L	N	N	Y	2	Letter - Authority to Obtain WPP Card - Follow-up
1448	L	N	N	Y	2	Letter - Protest - Application Pending
<hr/>						
1448A	L	N	N	Y	2	Letter - Protest - Application Withdrawn or Cancelled
1448B	L	N	N	Y	2	Letter - Protest Rec'd - PTI Info Needed
1448C	L	N	N	Y		Letter - Protest or PTI Rec'd Late - Hearing Scheduled
1449	L	N	N	Y	1	Letter - Protest - No Application Pending #2
1451A	L	N	N	Y	1	Ltr - Mail Returned By Post Office, Forward to Client #1
<hr/>						
1451B	L	N	N	Y	1	Ltr - Mail Returned By Post Office, Forward to Client #2
1451C	L	N	N	Y	1	Ltr - Postal Change - Correct Application Required
1451D	L	N	N	Y	1	Ltr - Copies of Correspondence to be Furnished
1452	U	N	N	Y	2	Letter - Temporary Authority
1452A	U	N	N	Y	2	Ltr - Temporary Authority -for renewal, special circumstances

DocType	DocCatg	DelFlag	ConfFlag	ActFig	Yr R	DocTypeDescr
1452B	U	N	N	Y	2	Ltr- Temporary Authority - for any Calendar Year License/Permit
1452C	U	N	N	Y		Ltr - Agent Authorization pending issuance of card
1453	L	N	N	Y		Letter - Protest - No Application Pending #1
1454	L	N	N	Y		Letter - Acknowledgement for New and Transfer Application
1455	U	N	N	Y	P	Letter - To Accompany 15-Day Letter
1455H	U	N	N	Y	P	Letter - Hotel Room Exemption
1456	U	N	N	Y	X	Letter - Approval of Mgm't. Co.
1457	U	N	N	Y		Letter - Removal of Mgm't. Co.
1471	B	N	N	Y	10	Bond, Retail (Renewal)
1472	A	N	N	Y	10	Renewal Appl for Retail Sales of Liquor and Malt Beverages - SS/AP
1472A	A	N	N	Y	10	Renewal Application for Performing Arts Facility or Public Venue
1472B	A	N	N	Y	10	Renewal Appl For Retail Sales of Liquor and Malt Beverages - Dist 10
1472C	A	N	N	Y	10	Renewal Application for CRE or CRR
1472D	A	N	N	Y	10	Renewal Application for EDE or EDR
1473	B	N	N	Y	10	Bond, Club (Renewal)
1474	A	N	N	Y	10	Renewal Appl for Club Lic Liquor or Retail Dispenser
1476	A	N	N	Y	10	Renewal Appl for Distributor and Importing Distributor
1478	A	N	N	Y	10	Renewal Appl for Lic Manufacture, Strge, Importer, Transport...
1480	A	N	N	Y	10	Renewal Appl Vendor's/Sales Permit
1482	A	N	N	Y	10	Appl for Renewal of Promotional/Sales Rep or Broker's Registration
1525	U	N	N	Y	P	Letter - Approving Change of Officer
1525A	U	N	N	Y	P	Ltr - Change of Officers with Manager
1525B	U	N	N	Y	P	Ltr - Cancellation of Change of Officers Application
1527	C	N	N	Y	5	Letter from Comptroller NSF Checks for License/Permit Fees
1578	U	N	N	Y		Letter - Trade Name
1685	A	N	N	Y	P	Appl for Limited Winery Additional Board-Approved Location
1689	A	N	N	Y	5	Appl for Return of License From Safekeeping
1708	A	N	N	Y	P	Appl for Extension of Wholesale Lic to Cover Premise
1733	A	N	N	Y	P	Renewal for Brandy Permit for Religious Purposes
1756	U	N	N	Y	5	Letter - Safekeeping Renewal (Former PLCB-1439, 1440, 1441, 1442, 1443)

DocType	DocCatg	DelFlag	ConfFlag	ActFig	Yr R	DocTypeDescr
1756A	U	N	N	Y	5	Letter - Renewal Approved with Citation Pending
1756B	L	N	N	Y	5	Ltr - Cancel Transferor's Renewal Application
1756C	L	N	N	Y	5	Ltr - Cancel Transferor's Validation Application
1756CCG	L	N	N	Y	5	Letter - Renewal Not Received - Computer Generated
1756DCG	L	N	N	Y		Letter - Renewal Received <30 Days Till License Expires - Computer Generated
1756ECG	L	N	N	Y	4	Letter - Issuance of Renewal Does Not=Approval Of Other Pending Apps-Comp.Gen.
1756FCG	L	N	N	Y		Letter - Renewal Pending W/Revenue 'Dirty' Taxes - Computer Generated
1756GCG	L	N	N	Y		Letter - Renewal Pending W/L&I 'Dirty' Taxes - Computer Generated
1756HCG	L	N	N	Y		Ltr - Notice of Revenue preaudit resulted in 'Dirty' tax status
1756ICG	L	N	N	Y	4	Ltr - Computer Generated - Renewal Rec'd TAX CLEARANCE Required
1756JCG	L	N	N	Y	4	Ltr - Validation Rec'd Tax Clearance Required - Computer Generated
1756KCG	L	N	N	Y	4	Ltr - Receipt of Club Renewal - Change of Officers NOT filed
1756LCG	L	N	N	Y		Ltr - Issuance of Club Renewal - Change of Officers NOT filed
1756MCG	L	N	N	Y	4	Ltr - Issuance of Club Validation - Change of Manager or Steward NOT filed
1756NCG	L	N	N	Y	4	Ltr - Receipt of Club Validation - Change of Manager or Steward NOT filed
1756OCG	L	N	N	Y	4	Letter - Issuance of Renewal Does Not=Approval of OPS
1773	A	N	Y	Y	P	Appendix Social Security Information
1814	U	N	N	Y	2	Temporary License Authority
1842	F	N	Y	Y	5	Individual Financial Disclosure Affidavit
1854	D	N	N	Y	5	Certificate of Completion
1854T	D	N	N	Y	5	Certificate of Completion - Transfer
1854TP	D	N	N	Y	5	Certificate of Completion Transfer - Prior Approval
1854TPF	D	N	N	Y	5	Certificate of Completion Transfer - Prior Approval Final
1855	A	N	N	Y	P	Appl for Registration of Agent (Broker)
1878	L	N	N	Y	1	Letter - Return of Unacceptable Protest
1891	L	N	N	Y	1	Letter - Criminal History #2
1892	L	N	N	Y	1	Letter - Criminal History #1
1895	L	N	N	Y	1	Letter - Notice to Municipality (New/Transfer)
1898	T	N	Y	Y	2	Tax Certification for New or Transfer Lic Application
1898A	T	N	Y	Y	2	Tax Certification Stmt for Management Co

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
1898B	T	N	Y	Y		Tax Certification Stmt for Mgmt Co for Renewal
1905	A	N	N	Y	P	Appl for Malt or Brewed Beverage Brand Registration
1915	A	N	N	Y	2	Appl for Vehicle Identification Cards
1921	L	N	N	Y	2	Correction Sheet Tax Certification Statement
1921B	L	N	N	Y	1	Letter - No Tax Form Submitted
1921C	L	N	N	Y	1	Letter - Fees Short - Late Filed
1921D	L	N	N	Y	1	Letter - Fees Short - Filed On Time
1921E	L	N	N	Y	1	Letter - Fees Short - No Tax Form
1921F	L	N	N	Y	1	Letter - Fees Short - Filed On Time - No Tax Form
1921G	L	N	N	Y	1	Letter - No fees recd - followup
1921GCG	L	N	N	Y	1	Letter - Appl. Addendum for Tax Cert. Stmt./Renewal Not Resubmitted/Comp. Gen.
1921H	L	N	N	Y	10	Letter - No fees recd - Void Appl.
1921J	L	N	N	Y	2	Letter - OPS - City Appr/Aff Not Rcvd
1921K	L	N	N	Y	1	Letter - No Tax Form Submitted
1949	L	N	N	Y	1	Acknowledgement/Correction Extension/Change of Officers
1972	U	N	N	Y	P	Letter of Authority
1972A	U	N	N	Y	P	Letter of Authority - Retail Liquor Transfer
1972B	U	N	N	Y	P	Letter of Authority - Malt or Brewed Beverages Only
1972FMP	U	N	N	Y	2	Letter - Authority LK Farmers Market Permit
1972PFP	U	N	N	Y	2	Ltr - Authority for Permitted Fruit by LK
1972SOP	U	N	N	Y	2	Letter - Authority for SOP
1972SWP	U	N	N	Y	2	Letter - Authority for Special Wine Permit to Limited Winery
1972T	U	N	N	Y	P	Letter of Authority - Per to Per/Double Transfer - Liquor
1972TM	U	N	N	Y	P	Letter of Authority - Per to Per/Double Transfer - Malt Only
1972WAP	U	N	N	Y	2	Letter - Authority for Wine Auction Permit
1975	A	N	N	Y	10	Appl Addendum (Signed Addendum is Permanent)
1986	A	N	N	Y	2	Appl for Extended Hours Food License or Club Permit
1987	U	N	N	Y	2	LTR - Extended Hours Food
1987C	U	N	N	Y	2	LTR-Extended Hours Food Permit for Clubs
1988	U	N	N	Y	2	LTR - Prov. EHF #1

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
1990	U	N	N	Y	2	LTR - Prov. EHF #2
2007	T	N	Y	Y	10	Tax Certification Statement for Renewal of Lic/Permit
2010	A	N	N	Y	10	Application Addendum For Renewal
2012	T	N	Y	Y	2	Application Addendum For Tax Certification
2018	A	N	Y	Y	5	Request for Criminal Record Check
2025	A	N	N	Y	P	Application for Department of Defense Renewal
2041	A	N	N	Y	10	Renewal Application for Calendar Year Vehicle ID
2054	A	N	N	Y	P	Application for Special Permit
2056	A	N	N	Y	5	Application for Renewal Limited Winery Additional Board-Approved Location
2057	A	N	N	Y	P	Application for Importer's Additional Warehouse License
2068	F	N	Y	Y	5	Non Commercial Affidavit from Lender
2073	A	N	N	Y	10	Application for Wine Auction Permit
2122	\$	N	N	Y	10	Fee & Validation Application - Clubs
2123	\$	N	N	Y	10	Fee & Validation Application - Retail
2123A	\$	N	N	Y	10	Fee & Validation Application - PAF & PV
2123B	\$	N	N	Y	10	Fee & Valadation Application - EDE & EDR
2123C	\$	N	N	Y	10	Fee & Valadation Application - CRE & CRR
2123D	\$	N	N	Y	10	Fee & Validation Application - Retail - District 10
2124	\$	N	N	Y	10	Fee & Validation Application - Wholesale
2130	\$	N	N	Y	10	Fee & Validation Appl - Vendor's or Sales Permit
2131	\$	N	N	Y	10	Fee & Validation Appl - LK - Addl Board Approved Location
2132	\$	N	N	Y	10	Fee & Validation Appl - IZ - Addl Warehouse Lic.
2133	\$	N	N	Y	10	Fee & Validation Appl - Public Service Lic.
2134	\$	N	N	Y	10	Fee & Validation Appl - Lic Mfg, Strge, Imp, Trans.
2155	A	N	N	Y	5	Renewal Appl For Sales of Malt Beverages License and Permits-Brewery Pub
2173	A	N	N	Y	P	Application for PA Manufacturer's Storage License
2174	A	N	N	Y	P	Application for Out Of State Manufacturer's Storage License
2175	A	N	N	Y	X	Notice of Change of Manager or Steward of Club
2176	A	N	Y	Y	P	Club Manager or Steward Social Security Information
2177	A	N	Y	Y	5	Club Manager or Steward Request for Criminal History Record

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
2183	A	N	N	Y	5	Validation Application for Manufacturer's Storage Facility License
2191	A	N	N	Y	5	Application Addendum Status/Change of Manager or Steward of Club
2196	A	N	N	Y	P	Application for Ethyl (Grain) Alcohol Purchase
2198	A	N	N	Y	5	Application for Renewal of Manufacturer's Storage Facility License
2209	A	N	N	Y	10	Appl by Limited Winery for Permitted Fruit Permit
2217	A	N	N	Y	P	Appl for Public Venue or Performing Arts Facility Restaurant License
2236	A	N	N	Y	P	Application For Direct Wine Shipper
2241	A	N	N	Y	P	Application for Permanent EDE or EDR
2277	A	N	N	Y	2	Application for Use of Management Co
2278	A	N	N	Y	P	Appl for Exchange of License for Club or Catering Club
2289	A	N	N	Y	5	Appl for Sunday Sales Permit - Wholesale
2297	A	N	N	Y	5	Appl for Off-Premises Sales Permit
2313	A	N	N	Y	P	Appl by Hotel Lic for Exempt
2314	A	N	Y	Y	X	Club Request for Criminal Record Check
2315	A	N	Y	Y	X	Appendix - Club Social Security Information
2318	A	N	N	Y	10	Limited Winery Exposition Permit
2319	A	N	N	Y	10	Application for Ext of SK Period
2345	A	N	Y	Y		Probation Officer Questionnaire
2359	A	N	N	Y	10	Renewal Application for Brand Registration
2383	A	N	N	Y	P	Appl for Brandy Permit for Religious Purposes
2384	A	N	N	Y	2	Dual Employment Affidavit
2403	A	N	N	Y	5	Application for Off Premise Catering Permit
2403A	A	N	N	Y	5	Application for Off Premise Catering Event
2404	A	N	N	Y	10	Limited Winery Farmers Market
AFF	Z	N	N	Y	2	Affidavit
AFFLF	Z	N	N	Y	2	Affidavit of Late Filing
AFFLIQ	Z	N	N	Y	2	Affidavit of Liquor Transferred
ALJADJ	V	N	N	Y	5	ALJ - Adjudication or Opinion
ALJSUPL	V	N	N	Y	5	ALJ - Amended or Supplemental Order
AOI	D	N	N	Y	5	Articles of Incorporation

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
AOL	D	N	N	Y	5	Assignment (of Lease, of Agreements, etc.)
AOM	D	N	N	Y	5	Agreement (Management)
AOS	D	N	N	Y	5	Agreement of Sale (includes contracts)
APPEALA	D	N	N	Y	5	Appeal from Application
APPEALC	V	N	N	Y	5	Appeal from Citation
APPEALCA	Z	N	N	Y	5	Appeal (Civil Action, not on an Appl or Citation)
APPR-OPC	X	N	Y	Y	P	Approval Sheet OPC
APPROVAL	X	N	Y	Y	P	Approval Sheet
APPR-SWP	X	N	Y	Y	P	Approval Sheet SWP
BCCAN	U	N	N	Y	P	Letter - Cancellation
BCDISC	L	N	Y	Y	2	Letter - Discrepancy
BCNEW	U	N	N	Y	P	Letter - Approval
BCREN	U	N	N	Y	2	Letter - Renewal Approval
BCREND	U	N	N	Y	2	Letter - Renewal Approval 2
BCRENFUP	U	N	N	Y	2	Letter - Renewal Follow-Up
BCREV	U	N	N	Y	X	Letter - Label Revision
BCTAG	U	N	N	Y	5	Letter - Revised Agreement Accepted
BKDOC	D	N	N	Y	10	Bankruptcy Document (e.g. Writs, Sheriff's Sale)
BYLAWS	A	N	N	Y	2	Bylaws of club applicant
CC	\$	N	Y	Y	10	Credit Card Internet Transaction
CITYAPPL	A	N	N	Y	5	Application for City Council Approval for Off Premises Sales
CIVACT	D	N	N	Y	5	Document for Civil Action - Not on Application or Citation
CLA	U	N	N	Y	X	Letter - Conditional License Approval
COR	D	N	N	Y	P	Certificate of Registration (Dept. of State, Bur. of Charitable Org.)
DCL	I	N	Y	Y	P	Delegation Check List
DCLCLA	I	N	Y	Y		Delegation Check List Conditional Licensing Agreement
DCLCLAUTH	I	N	Y	Y		Delegation Check List CLA Additional Authority
DCLEMP	I	N	Y	Y		Delegation Check List Employment
DCLINT	I	N	Y	Y		Delegation Check List Interior Connection
DCLPROT	I	N	Y	Y		Delegation Check List Protest

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
DCLPROX	I	N	Y	Y		Delegation Check List Proximity
DCLREN	I	N	Y	Y	P	Delegation Check List Renewal
DCLSTIP	I	N	Y	Y		Delegation Check List Stipulation
DOCF	F	N	Y	Y	5	Docs Regarding Financing (e.g. judgement notes, promisory notes, checks)
DTHCERT	D	N	N	Y	2	Death Certificate

ELECRSLT	D	N	N	Y	P	Local Option Election Results
ENV	C	N	N	Y	1	Envelope - Undelivered by Post Office
ENVPM	A	Y	N	Y	2	Envelope - Postmark for Filing Deadline
FEE	\$	N	Y	Y	5	Fee (Check, Money Order, Bankdraft)
FEEMULT	\$	N	N	Y	5	Fee Received For Multiple Application Categories

FO	T	N	Y	Y	2	Revenue - Tax Clearance Certificate
FRAG	D	N	N	Y	5	Franchise Agreement
INFOI	L	N	N	Y	1	Information Sheet - Importer
INFOIA	L	N	N	Y	1	Information Sheet - Transporter, Class A
INFOIA/IB	L	N	N	Y	1	Information Sheet - Transporter, Class A/B

INFOIB	L	N	N	Y	1	Information Sheet - Transporter, Class B
INVSCTC	R	N	Y	Y	P	Investigative Officer's Sketch
IRSDOC	D	N	Y	Y	5	IRS Document (Levy, Seizure, Release of Levy)
LABEL	A	N	N	Y	X	Brand Registration Label
LEASE	D	N	N	Y	2	Lease

LOANC	F	N	Y	Y	5	Loan Commitment
LTR	L	N	N	Y	P	Letter
LTR2018	L	N	N	Y	2	Letter returning PLCB-2018, Criminal Record Check - incomplete
LTRADDEMPL	L	N	N	Y	P	Letter - Approval Of Additional Employment
LTRAPEALPR	L	N	N	Y	2	Letter - Appeal Notification to Protestant

LTRAPP	U	N	N	Y	P	Letter - Approval
LTRAPPEAL	L	N	N	Y	2	Letter - Appeal Notification
LTRAPPEMP	U	N	N	Y	P	Letter - Employment Approval
LTRAPPFU	L	N	N	Y	P	Letter - Approval FollowUp
LTRBDAPP	U	N	N	Y	P	Letter - Board Approval

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
LTRBDPRAPP	L	N	N	Y	P	Letter - Board Prior Approval
LTRC	L	N	N	Y	P	Letter of Cancellation
LTRCOLLECT	L	N	N	Y		Letter - For Collection of Unpaid Delivery Charge
LTRCOV	C	N	N	Y	2	Letter, Cover Letter Submitted with Application
LTRD	L	N	Y	Y	2	Letter, Discrepancy
LTREMP	C	N	N	Y	5	Letter, Employment of Known Criminal
LTRHRG	L	N	N	Y	2	Letter - Hearing
LTRI	C	N	N	Y	2	Letter, of inquiry submitted to Board
LTRINFOGP	L	N	N	Y	1	Letter, Information - B/Pub
LTRINFOI	L	N	N	Y	1	Letter, Information - Importer
LTRINFOIA	L	N	N	Y	1	Letter, information - Transporter, Class A
LTRINFOIB	L	N	N	Y	1	Letter, information - Transporter, Class B
LTRINFOKLK	L	N	N	Y	1	Letter, Information - Winery/Limited Winery
LTRINFOMFG	L	N	N	Y	1	Letter, Information - Malt Beverage Manufacturing
LTRINFOVP	L	N	N	Y	1	Letter, Information - Vendor
LTRJM	W	N	Y	Y		Letter Investigative Division
LTRLEGAL	L	N	N	Y		Legal Letter
LTRLF	C	N	N	Y	2	Letter, Late Filing Renewal
LTRLI	T	N	Y	Y	2	Letter, Labor and Industry - Dirty Taxes
LTRLISTING	L	N	N	Y	2	Letter, Postal Change With List
LTRNBACT	L	N	N	Y	10	Letter - Nuisance Bar - Notification of Board Action
LTRNBCAND	L	N	N	Y	10	LETTER - NUISANCE BAR - GUIDE LETTER TO GA/COMMUNITY
LTRNBCLOS2	L	N	N	Y	P	Letter - Nuisance Bar, Closeout #2
LTRNBCLOSE	L	N	N	Y	P	Letter, Nuisance Bar, Closeout
LTRNBDIV	L	N	N	Y	P	Letter, Nuisance Bar, notice to divest
LTRNBHRG	L	N	N	Y	6	Ltr - Nuisance Bar - Hearing
LTRNBHRG2	L	N	N	Y	10	Ltr - Nuisance Bar to Protestant - Notice of Hearing - Tier 2
LTRNBHRG3	L	N	N	Y	10	Ltr - Nuisance Bar to Protestant - Notice of Hearing - Tier 3
LTRNBHRG4	L	N	N	Y	10	Ltr - Nuisance Bar to Protestant - Hearing on Appeal
LTRNBHRGP	L	N	N	Y	10	Letter - Nuisance Bar - Hearing Notification To Protestant

DocType	DocCatg	DelFlag	ConfFlag	ActFig	Yr R	DocTypeDescr
LTRNBNCAND	L	N	Y	Y	10	LETTER - NUISANCE BAR - GUIDE LETTER TO GA/COMMUNITY (NON-CANDIDATE)
LTRNBNOACT	L	N	N	Y	10	Letter - Nuisance Bar - No Action
LTRNBPD	L	N	Y	Y	10	Letter - Nuisance Bar - Reply to Receipt of Official Questionnaire
LTRNBR1/2	L	N	N	Y	P	Letter - Nuisance Bar - Refusal Tier 1&2
LTRNBR3	L	N	N	Y	P	Letter - Nuisance Bar - Refusal Tier 3
LTRNBREN	L	N	N	Y	6	Letter - Nuisance Bar - Renewal Packet
LTRNBWARN1	L	N	N	Y	P	Letter - Nuisance Bar - Warning #1
LTRNBWARN2	L	N	N	Y	P	Letter - Nuisance Bar - Warning #2
LTRNBWARN3	L	N	N	Y	P	Letter- Nuisance Bar- Bd. Approval of Renewal after Hearing
LTRNBWARNP	L	N	N	Y	10	Letter, Nuisance Bar, Pre-Warning
LTRNSF	U	N	N	Y	2	Letter - Non Sufficient Fund
LTRNSFFU	U	N	N	Y	2	Letter - Non Sufficient Fund Follow-Up
LTRNSFID	U	N	N	Y	2	Letter - Non Sufficient Fund ID
LTRNSFSS	C	N	Y	Y	1	Letter - Non-Sufficient Funds For State Store Purchases
LTRPOSTAL	L	N	N	Y	2	Letter, Postal Change
LTRR	L	N	N	Y	P	Letter, Refusal
LTRR1	L	N	N	Y	P	Letter - Board Sheet Case Refusal
LTRR2	L	N	N	Y	P	Letter - Refusal After Hearing
LTRR3	L	N	N	Y		Letter - Refusal Change Of Officers With Board Action
LTRRCP	C	N	N	Y	1	Letter, Restore Check Privileges at Stores
LTRRECON1	L	N	N	Y	P	Letter - Petition For Reconsideration
LTRRECON2	L	N	N	Y		Letter - Notification Of Accepted Request To Reconsider Refusal
LTRRECO	L	N	N	Y	P	Ltr - Renewal Refusal Close Out
LTRRENVAC	L	N	N	Y	P	Letter - Non-Renewal Created Vacancy
LTRRETCP	L	N	N	Y	2	Letter - PLCB-2403 & fee returned
LTRRETDOC	L	N	N	Y	2	Letter - Documents returned at Mail Table
LTRREV	T	N	Y	Y	2	Letter, Revenue - Dirty Taxes
LTRROBJ2	L	N	N	Y	10	Letter - Objection to Renewal - Follow-up
LTRROBJ2CG	L	N	N	Y	10	Letter - Renewal - Objection to Renew - Follow-Up - Computer Generated
LTRROBJCG	L	N	N	Y	10	Letter - Renewal - Objection To Renew - Computer Generated

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
LTRROBJCGT	L	N	N	Y	10	Letter - Renewal - Objection To Renew-Tax Problems ONLY - Computer Generated
LTRROBJT	L	N	N	Y	10	Ltr - Objection to Renewal - TAXES ONLY
LTRRREN1	L	N	N	Y		Letter - Refusal Of Renewal Without Board Action
LTRSK	C	N	N	Y	2	Letter, Request Lic to be Held in Safekeeping
LTRTA	W	N	Y	Y		Letter Licensee Affairs Division
LTRTNE	L	N	N	Y	5	Letter - Temporary Noise Exemption
LTRWITHDRA	L	N	N	Y	P	Letter - Application Withdrawn With Board Action
MEMO	M	N	Y	Y	X	Memo
MEMO225	M	N	N	Y	P	Memo, Act 225/176 (S.468)
MEMO77	M	N	Y	Y		Memo, Act 77 of 94 administrative approval of application
MEMOBOL	M	N	Y	Y	P	MEMO FROM BUREAU OF LICENSING
MEMOCOLLEC	M	N	N	Y		Memo - Request For Investigator To Collect Fees
MEMOJM	M	N	Y	Y		Memo Investigative Division
MEMOLB	I	N	Y	Y	P	MEMO FROM LEGAL BUREAU
MEMOLEGALS	L	N	N	Y		Memo To Legal/ALJ - Stipulation
MEMOLI	T	N	Y	Y	2	Memo, Labor and Industry - Tax Clearance
MEMONB	I	N	Y	Y		Memo, Non-Renewal Board Memo
MEMONBACT	I	N	Y	Y	10	Memo - NBTF - Renewal Application Bureau Action
MEMONBTANO	I	N	Y	Y		Memo, NBTF - Request For Temporary Authority - Not OK
MEMOREV	T	N	Y	Y	2	Memo, Revenue - Tax Clearance
MEMOSTIP	M	N	Y	Y	P	Memo - Stipulation Covering Citations
MEMOTA	M	N	Y	Y		Memo Licensee Affairs Division
MEMOTAXBKR	M	N	Y	Y	2	Memo - Taxes - Process Manually - Bankruptcy
MEMOTAXIRS	M	N	Y	Y	2	Memo - Taxes - Process Manually - IRS Seizure
MEMOTAXMC	M	N	Y	Y	2	Memo - Taxes - Management
MEMOTAXREN	M	N	Y	Y	2	Memo - Taxes - Process Manually - Renewal
MEMOTAXTR	M	N	Y	Y	2	Memo - Taxes - Process Manually - Transfer
MIN	A	N	N	Y	5	Minutes from Meeting of Corporation or Club
MNCPAPP	D	N	N	Y	P	Municipal Approval Document from Receiving Municipality
MTGC	F	N	Y	Y	2	Mortgage Commitment

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
NBINSUM	I	N	Y	Y		Nuisance Bar Incident Summary
NEWSP	D	N	N	Y	2	Newspaper Article
OPINION	L	N	N	Y	P	Opinion And Order
OPINION2	L	N	N	Y	P	Opinion And Order - Renewals
ORDER	L	N	N	Y	P	Board Order on Application
ORDERA	D	N	N	Y	P	Order and Opinion on Application
ORDERNB	L	N	N	Y	P	Order to Divest - Nuisance Bar
ORDERNBD	D	N	N	Y	P	Order of divestiture - Nuisance Bar Renewal application
ORDERNBTA	U	N	N	Y	6	Order - Nuisance Bar renewal Temporary Authority
ORDEROPS	U	N	N	Y	5	Order - Off Premesis Sales Temporary Authority
PHONE	I	N	Y	Y	P	Telephone Inquiry Sheet
PHOTOI	H	Y	N	Y	X	Photo, Individual
PHOTOP	H	N	N	Y	X	Photo, Premises
PLANS	D	N	N	Y	X	Floor Plans (Not Submitted with Report of Investigation)
PLANSLG	A	N	N	Y	X	Large, Oversize Plans Submitted
POAD	D	N	Y	Y	P	Power of Attorney for Someone Other than Licensee to Execute Documents
POLCK	D	N	Y	Y	5	Police Check (not SP4-164)
POSTALN	C	N	N	Y	2	Notice from Postal Authorities - Change of Mailing Address
PROFINV	R	N	Y	Y	P	PROFS Notes from Licensing Investigator
PROFL	I	N	Y	Y	P	PROFS Notes from Legal Bureau
PROFLA	I	N	Y	Y	P	PROFS Notes from Legal Assistant
PROFWS	I	N	Y	Y		PROFS email from Website
PROT	C	N	N	Y	2	Protest
PSP501X	M	N	Y	N		PSP - Memo
PSPVIO	I	N	Y	Y	2	PSP - Notice of Alleged Violation
PTI	C	N	N	Y	2	Petition to Intervene
RAMPLTR1	U	N	N	Y		Letter, Information - Ramp
RAMPLTR1A	U	N	N	Y		Letter, Information - Ramp
RAMPLTR2	U	N	N	Y		Letter, Information - Ramp
RAMPLTR3	U	N	N	Y		Letter, Ramp - Remain in Compliance

DocType	DocCatg	DelFlag	ConfFlag	ActFig	Yr R	DocTypeDescr
RAMPLTR4	U	N	N	Y		Letter, Ramp - Approval
RAMPLTR5	U	N	N	Y		Letter, Ramp - Follow Up Compliance
RAMPLTR6	U	N	N	Y		Letter, Ramp - Requirements New Manager
RAMPLTR7	U	N	N	Y		Letter, Ramp - Follow Up Requirements New Manager
RCPT	\$	N	Y	Y	10	Credit Card Internet Transaction
RESSTMT	D	N	N	Y	2	Resignation Statement
RPT	R	N	Y	Y	P	Report of Investigation
RPT1900	R	N	Y	Y	P	Report of Investigation - Licensed premises inspection
RPT1901	R	N	Y	Y	P	Report of Investigation - Questionnaire for appl,off,dir, stkh or mgr.
RPT1902	R	N	Y	Y	P	Report of Investigation - Corporate data review
RPT1907	R	N	Y	Y	P	Report of Investigation - Limited Liability Company
RPT1926	R	N	Y	Y	P	Report of Investigation - Agreements/financing
RPT1927	R	N	Y	Y	P	Report of Investigation - Investigative questionnaire for club data review
RPT1945	R	N	Y	N	P	Report of Investigation - Wholesale licensed premises inspection
RPT1946	R	N	Y	N	P	Report of Investigation - Whsle questionnaire for appl,off,dir,stkx or mgr.
RPT6000	I	N	Y	Y	P	Report of Investigation - Non-Renewal Investigative Format
RPT6005	I	N	Y	Y	P	Report of Investigation - Nuisance Bar Schedule A
RPT6010	I	N	Y	Y	P	Report of Investigation - Nuisance Bar Schedule B
RPT6015	I	N	Y	Y	P	Report of Investigation - Nuisance Bar Schedule C
RPTCOV	R	N	Y	Y	P	Report of Investigation - Cover Sheet
RPTNB	I	N	Y	Y	P	Report of Investigation - Non-Renewal Investigative Format
RPTZ	R	N	Y	Y	P	Report of Investigation - Supplemental
RTAG	D	N	N	Y	5	Revised Territorial Agreement
SC	D	N	Y	Y	2	Sanitation Certificate/Health License
SFDCERT	D	N	N	Y	2	Short Form Certificate of Death
SP4-164	D	N	Y	Y	2	PSP - Criminal History Record Check
STIP	D	N	N	Y	5	Stipulation
STOCKC	D	N	Y	Y	2	Stock Certificate
TAG	D	N	N	Y	5	Territorial Agreement
TTB	A	N	N	Y	X	TTB Approval

DocType	DocCatg	DelFlag	ConfFlag	ActFlg	Yr R	DocTypeDescr
UC-61	T	N	Y	Y	2	Labor and Industry - Tax Clearance Certificate
X-138	S	Y	Y	Y	X	Stop Sheet - Nuisance Bar
X-140	D	N	Y	Y		Local Police Official Questionnaire
X-141	R	N	Y	Y	2	Compliance Inspection Sheet