

**RFP 22-69462
TECHNICAL PROPOSAL
ATTACHMENT F2**

Technical Proposal

Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included. If a question does not apply to the Conference/Workshop being proposed please answer the question N/A. Document all attachments and which Section and question they pertain to in Attachment F. DCS is expecting creative cost saving solutions from all of the Respondents in an effort to distinguish the best partner(s) to select.

Locate Information 2.4.1

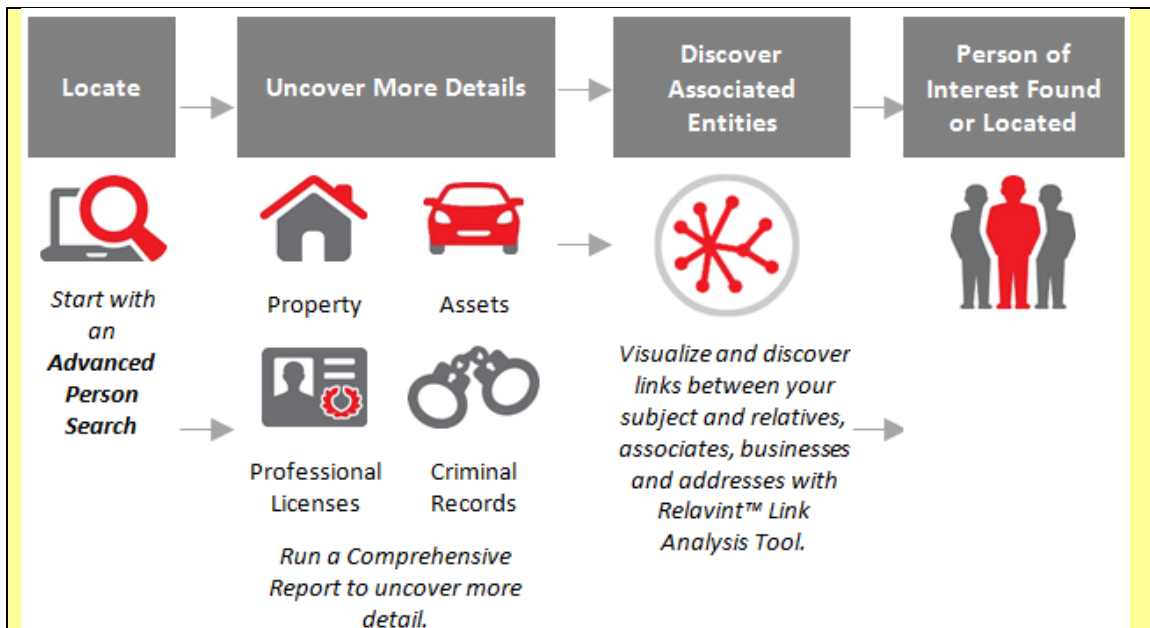
1. Respondent will describe in detail how their system will provide the requested information shown in section 2.4.1 for each search.

LexisNexis Risk Solutions (LNRS) proposes access to Accurint for Government Plus (Accurint) to put DCS in command of its identity search workload and to meet your budgetary needs. Accurint meets unique investigatory needs of government and law enforcement agencies. It helps to search for criminal records, locate suspects and witnesses, locate debtors, enforce laws and regulations, fight fraud, waste and abuse, and provide citizen-centric services. The next generation search technology enables government professionals to instantly gather and analyze current, comprehensive and authoritative LNRS public records, allowing them to perform their jobs more efficiently and effectively.

By using Accurint, agencies can also:

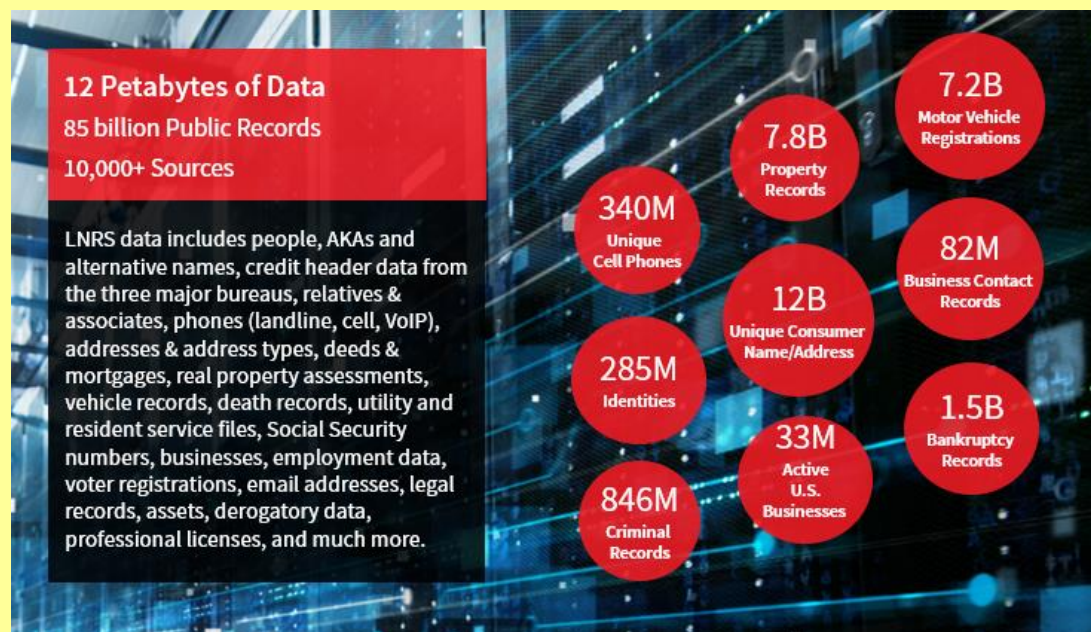
- Locate people and discover associations
- Uncover property, assets, professional licenses, criminal records and more
- Investigate businesses
- Visualize complex relationships

A stand-alone, Web-based service, Accurint is available with a unique user ID and password 24 hours a day, seven days a week. Search results are typically returned within seconds.



The LNRS data repository is the most comprehensive available – containing 85 billion records. LNRS takes in data from more than 10,000 current and historical sources including more than 2.5 million new records every day. Combined, this equates to over 285 million unique identities.


This vast data collection will supply the responses to any investigative inquiries. LNRS refines, links, and fuses data using high-performance computing technology, patented algorithms, and precise analysis to deliver a single, consolidated view of each unique identity in our database with a 99.99% confidence level.



Accurint's powerful reporting feature explores the connections between individuals, relatives, associates and businesses. Short and comprehensive reports are available through Accurint. Report types include: assets, address, business, bankruptcy, civil courts, criminal records, death records, liens & judgments, property assessment, property deed, watercraft, summary report, finder report, and comprehensive report. Users may also customize reports to include specific types of information.

Users can access Accurint through the desktop client or a user-friendly web application. Or choose mobile access and put the power of public records to work in the field too.

The screenshot shows the 'Advanced Person Search' interface. It features a grid of input fields for personal information: Last Name, First Name, Middle Name, DOB, SSN, LexID, Street Address, City, State, ZIP Code, Radius (miles), Date First Seen, and Date Last Seen. Below these are checkboxes for 'Include similar-sounding names', 'Strict Search', and 'Include name variations'. A section titled 'Hide Additional Subject Information Fields' is expanded, revealing fields for Driver License #, Driver License State, County, Age Min, Age Max, Other Last Name, Other City, Other State, and Relative First Name. The form is designed with a clean, professional layout using a light gray color scheme.

 Above: Accurint's Advance Person Search Screen. Even if you have partial or missing information about an individual, researching is easy with Accurint form-based searching technology.

Investigative Research Reports

Basic and comprehensive reports are available through Accurint. Report types include: criminal records, assets, address, business, bankruptcy, civil courts, death records, liens & judgments, property assessment, property deed, watercraft, summary report, finder report, and comprehensive report. Users may also customize reports to include specific types of information. Below is the initial portion of a sample Accurint Comprehensive Report, displaying some of the types of information the DCS can access through Accurint. This illustration is not indicative of the entire report.

Above: Sample Comprehensive Report

Accurant allows searches to be performed much more efficiently than other solutions. Given a few pieces of information (e.g. a phonetically spelled name, the city of a previous address), Accurant can rapidly retrieve a complete and accurate identification of an individual, including criminal history, current and historical addresses, as well as associative links (relatives, associates, and neighbors).

Enhanced Features and Functionality

DCS will access the following specialized features and functions:

- **Relavint Plus Link Analysis Tool** – Allows you to create customized link analysis reports that help you see complex relationships. You can also expand entities to discover new links and integrate your agency's internal data.
- **Drag & Drop Functionality** – Gives you the ability to open multiple windows from your desktop and easily drag and drop data into other windows to expand your analysis.
- **Advanced GIS Mapping** – You can link information to locations to see geo-spatial relationships between people and addresses. With the ability to overlay data onto a map, you gain a better understanding of how entities are related or interconnected.
- **Wildcard Vehicle Search** – Initiate searches even with partial or incomplete vehicle descriptions and/or license tag numbers.
- **Generate Photo Lineups** – Select and sort publicly available Department of Corrections, sex offender, or agency-specific photographs and arrange for simultaneous viewing.
- **Query Organizer Tool** – Logically and conveniently store and share case information with colleagues.
- **Customization Made Easy** – Manually draw and label links between individuals, add agency data sets and utilize our comprehensive Icon Library.
- **On-screen User Guide** – Help is only a click away, right from the toolbar.

rapidly retrieve a complete and accurate identification of an individual, including current and historical addresses as well as associative links (relatives, associates, and neighbors). For more information, visit the LexID video:

<https://www.youtube.com/watch?v=BYo5pURAFYY>.

- **HPCC Technology** – HPCC enables data integration on a scale not previously available. Built for Big Data and proven for 10+ years, its real-time answers to millions of users help reveal patterns and hidden relationships. Using proprietary algorithms, compilation techniques and retrieval technology to access data stores containing billions of records, Accurint’s ability to deliver high-quality matches and find-rates are unparalleled.
- **Frequently accessed searches** – Accurint offers quick access to frequently used searches and allows users to carry forward query terms between search forms. Productivity gains with these functions are unmatched with any of our competitors.
- **Power Search** – unique in that it offers “terms and connectors” search functionality and person header, property, and corporate filing data.
- **Exclusive Productivity Tools** – Accurint provides access to multiple, customizable productivity tools such as My Accurint that allows users to save their favorite searches and customize more efficient searching. Additionally, the Dynamic Desktop provides options to fully customize the main page and provides a “floating toolbar” on the bottom that gives quick access to frequently used options and other valuable materials.
- **Unlimited Search Chain** – Accurint allows a virtually unlimited search chain based on a single input. When a search is performed on a person or business, it is possible to carry these searches through any number of available processes within the tool. For example, after searching on an individual in person search, the user can click on Real Time Phones, and all the search values will automatically carry over.
- **Accurint Administrative functions** are far superior to any competitor with features that allow real time auditing of all IDs, up to the minute usage stats, simple password reset options, and multifactor authenticated log-ins.
- **LNRS security team** monitors name flags (e.g., someone searching a celebrity’s name) so our security team is immediately aware of the searches.
- **Source documentation** – Accurint includes source documents and source lists in both downloadable and accessed reports. Accessing the list of source materials adds another layer of confidence to the search results. These sources are available regardless of the manner in which the report is delivered.
- **Reverse Search Capability** – capability to query each search in a reverse manner. For example, a user can enter a phone number or street address, and Accurint will return all associated records pertaining to the queried address.
- **User Friendliness** – based upon customer testimonials, Accurint is the easiest system on the market to use.

- **Quickest Response Times** – Accurint query responses come back virtually instantly (less than 1,000 milliseconds) and Accurint reports are generated in under four seconds.
- **Timeliness of Data** – Data is updated as often as daily, depending upon the data source. Queries and reports are always run against the most current data, so there is no need to wait until the end of the month or the end of the quarter to obtain current information.
- **Configurability** – The user can control the results included in reports, and preferences can be saved as a default setting.

Batch Solutions

LNRS Batch Solutions offer fully automated search and delivery services featuring pinpoint search logic and providing cost-effective, high-speed results. Batch results will include our best available name, address and Social Security number.

What makes LNRS unique in the batch market is our ability to work with any data input set and return customized, on-point results with a processing speed that is unmatched. We build a Batch design approximately 10 business days after we receive the input file. Once the Batch is in production, the average turnaround time is less than 24 hours.

While most data providers require their customers to follow strict input/output layouts and file transfer methods, LNRS creates layouts and methods based on customer requirements. We can do this because we support a multitude of delivery options and input and output file-naming conventions.

LNRS will accept your files via mutually acceptable format. The secure delivery options we support include:

- Secure FTP (SSH, SSL, or PGP Encryption)
- Batch Web Gateway (SSL Encryption)

LNRS will conduct the entire process in a secure environment. We take the responsibility to protect the data our solutions are built on with the maximum level of security. We have taken a leadership role in developing the standard for data protection and apply policies and procedures well beyond minimum requirements for regulatory compliance. The constant auditing and validation of our systems and procedures by reputable external auditing firms is an indication of our commitment to the highest quality standards and security.

2. Respondent will describe how the respondents' system will be accessed, what search criteria is utilized for a request and how all information is reported to the end user.

It's important that LNRS clients feel assured personal information is safe from unauthorized access and will not be used in an inappropriate manner. As part of our standard account setup process, each requester or client location would be assigned a unique user ID and password by LNRS to limit access to the website to authorized users only.

DCS will have access to billions of public records through LNRS. Investigators can search – and receive accurate results – using missing or partial information. Accurant allows searches to be performed more efficiently than alternatives. Given a few pieces of information (e.g. a phonetically spelled name, the city of a previous address), Accurant can rapidly retrieve a complete and accurate identification of an individual, including current and historical addresses as well as associative links (relatives, associates, and neighbors).

Easy forms-based searching, as well as Terms & Connectors (Boolean) searching is available through LNRS. This includes universal character, wildcard character, and root-expander search functionalities.

Information is returned within seconds to the user via easy-to-read reports. Short and comprehensive reports are available. Report types include: assets, address, business, bankruptcy, civil courts, criminal records, death records, liens & judgments, property assessment, property deed, watercraft, summary report, finder report, and comprehensive report. Users may also customize reports to include specific types of information.

See a sample Accurant comprehensive report attached separately in supporting documentation to Attachment F.

Batch Solutions

Batch results will include our best available name, address and Social Security number. Method of submission:

LNRS will accept your files via mutually acceptable format. The secure delivery options we support include:

- Secure FTP (SSH, SSL, or PGP Encryption)
- Batch Web Gateway (SSL Encryption)

Submission file:

LNRS submitting the information below. Not all input fields are necessary, but more input data does produce better results.

- Subject name
- Subject address
- Phone number
- Date of birth
- Social Security number

How the information would be returned:

The secure delivery options we support include Secure FTP and Batch Web Gateway (SSL Encryption). File output options include:

- Comma-delimited
- Tab-delimited
- Pipe-delimited
- ASCII Fixed Format

Information LexisNexis provides in the return file depends on the particular data the DCS desires. Below is an example of a returned file:























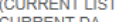
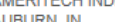
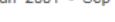


best_fname	First Name on Best Address record if does not match Input Address
best_lname	Last Name on Best Address record if does not match Input Address
aka_1	AKA for subject based on LexID for records where there is no name match found in ADL_Best
aka_2	AKA for subject based on LexID for records where there is no name match found in ADL_Best
aka_3	AKA for subject based on LexID for records where there is no name match found in ADL_Best
best_addr1	Address on Best Address record if does not match Input Address
best_city	City on Best Address record if does not match Input Address
best_state	State on Best Address record if does not match Input Address
best_zip	Zip on Best Address record if does not match Input Address
date_last_seen	Best Address date last seen (YYYYMM format)

input_addr_date	Date Last Seen when the Input Address was found in the subject's Address History from Best Address Service (YYYYMM format)
addr_in_out_of_home_state	Best Address State is same (IS) or different (OS) from Input State
best_ssn	Best SSN Append
expanded_ssn	Expanded SSN from Input SSN with only the last 4 digits provided
lex_id	LexID returned from ADL_Best

3. In what format(s) will results be provided to the end user from the respondent's system and is the search savable? Respondent will provide a sample of the output for a search.

Accurant provides results in multiple formats.

Initial search results appear in a tabular format, showing names, SSNs, addresses, and phone numbers as possible matches for search terms.

Last Name: [REDACTED] First Name: [REDACTED]; Middle Name: [REDACTED]					
ALL	NAME	SSN	ADDRESS	PHONE(S)	INDICATORS
1.   	 DOB: 8/xx/1958 DOD: 9/xx/2009 Age at death: 51 Gender - Male *View Sources (~6)	SSN:   SSN belongs to a person reported as deceased. SSN:  SSN:  LexID: 	 Jul 2000 - Dec 2011  <hr/> FL Sep 2009  <hr/>  	             <	

4. What are the standard reports that your company provides to your customers? Please provide a list of your company's standard reports, including examples, as an attachment to your RFP response. Please also note which are available online.

Standard Reports

The following is a list of standard reports available through Accurint:

- Asset Report
- Comprehensive Report
- Contact Card Report (**Premium Feature for DCS**)
- Finder Report
- Summary Report
- Comprehensive Address Report
- Comprehensive Business Report
- Custom Comprehensive Report
- Business Link Report
- Entitlement Report

The Comprehensive Report is the largest report, most complete report available from the options above. Please see the sample Accurint comprehensive report attached separately in supporting documentation to Attachment F.

Accurint Content Summary

The DCS can gain a complete picture of an individual with Accurint. Accurint provides a myriad of online reports and a wealth of content including:

- Advanced Person Search
- Advanced Sexual Offender Search (Premium)
- Automated Valuation Model (AVM) Report
- Associates
- Bankruptcy Search
- Bankruptcy Report
- Business Credit Report
- Business Search
- Civil Courts Search (Select States)
- Concealed Weapons Permit
- Corporation Filings
- Criminal Records
- Criminal Records Report
- DEA Controlled Substances License Search
- Date of birth/death
- Death Records Report
- Driver License numbers and states of issuance
- FAA Aircraft

- FAA Pilots
- Federal Criminal Court Records Search
- Federal Firearms & Explosives Licenses
- Federal Employer ID Numbers (FEIN)
- Fictitious Business Name
- Foreclosures Search
- Hunting/Fishing Licenses
- Liens & Judgments
- Liens & Judgments Report
- Marriages / Divorces Search
- Motor Vehicles Search/Report
- MVR Wildcard Search
- National Council for Prescription Drug Programs
- National Plan and Provider Enumeration System
- National UCC Filings
- Neighbors
- Official Records Search
- Passport Validation
- People At Work Search
- Person Alerts Monitoring
- Professional Licenses
- Property Assessment Search
- Property Assessment Report
- Property Deed Search
- Property Report
- Property Search
- Relatives (e.g., spouse names)
- Relavint Visual Link Analysis
- Sanctions & Watchlists
- Satellite Image Search
- Sexual Offenders
- USA Patriot Act
- Voter Registrations
- Watercraft

Premium Search Features

Real-Time Phones

The Accurint Real-Time Phones feature helps investigators locate hard-to-find individuals by running simple phone number and address queries. Search in-house and real-time phone sources for landline, wireless, VOIP, and other phone number related data. This search also provides additional real-time phone source information on **millions of wireless numbers** and detailed information of carriers that can be used for investigative purposes.

Real-Time Phones searches provide a more comprehensive overview of the phone number for case investigations, including further detail that may be used in issuing subpoenas when necessary.

- **Locate hard-to-find individuals** by running simple queries using Phone Number, Name, City, State, Social Security Number, or LexID.
- **Streamlined search form** and input validation to ensure entity resolution. A pick list will display to select the identity to continue searching on.
- **Reverse Phone Number** search will support 10 digits or 7 digits (without area code, with or without state). With a 7-digit Phone Number on input, the search will try to resolve and show one record if found. If multiple records are found, then all Phone Numbers with area codes will display in a pick list to select the Phone Number of interest.
- **Additional Risk Indicators** in search results displayed with a red checkmark to denote high risk, a yellow checkmark to denote medium risk, and a green checkmark to denote low risk. This feature includes new Risk Indicator workflow rules for phone activity and Line Risk Assessment workflow rules for identity related to the Phone Number.
- **Real-Time Phone Detail** section of Phone Detail Report will display only fields that are populated with data, thus clearly providing all of the available information on a Phone Number.

Virtual Identity/Email Search

LexisNexis Virtual Identity/Email Search provides an alternate view of an entity: its virtual presence. With this enhanced search functionality, you can determine if a virtual identity or web footprint exists for your person of interest within seconds, without having to access multiple sites – saving you and your agency significant time and effort. Investigators and researchers can now run a subject's email address within Accurint and determine if that email address is linked to 140 social networking sites (e.g., Facebook, Twitter, LinkedIn).

Additionally, when you request a Virtual Identity Report in Accurint, you will receive a list of all matching social network and/or virtual identity public-facing pages (URLs) when a match is found between the search subject's email address and a site's "registered" email address.

Virtual Identity Report
Date: 07/19/2011 03:47 PM

Name	Email	DOB	Address
JOHN DOE	JOHNDOE@COMCAST.NET	000-00-0000	123 MAIN ST, APT 1000, CA 12345-6789
JOHN DOE	JOHN_DOE@GMAIL.COM	000-00-0000	123 MAIN ST, APT 1000, CA 12345-6789
JOHN DOE	JOHN.DOE@HOTMAIL.COM	000-00-0000	123 MAIN ST, APT 1000, CA 12345-6789
JOHN DOE	JOHNDOE@YAHOO.COM	000-00-0000	123 MAIN ST, APT 1000, CA 12345-6789
JOHN DOE	JOHNDOE@OUTLOOK.COM	000-00-0000	123 MAIN ST, APT 1000, CA 12345-6789

Subject Information:
Name: JOHN DOE
Age: 38
Images: [Three small profile pictures of a man]

Relevant Links to Subject:
[http://www.credit.com/JohnDoe](#)

Web Results - Possible Associations

LexisNexis Accurint for Government

Virtual Identity Search

Find Virtual Identity by: ☒ Name & Address OR ☐ Email Address [Note](#)

Search: [Last Name] [First Name] [Middle Name] [SSN] [LexID] [Street Address] [City] [State] [ZIP Code] [DOB]

Reference

Important:
The Public Records and commercially available data sources used in this system have errors. Data is sometimes entered poorly, processed incorrectly and is generally not free from defect.

Capture a more complete view:

- Expand your “go to” investigative tool with access to over 140 social networking sites.
- Access a single investigative tool where you can search public records and social networking information in one place.
- Fuel your investigations by uncovering virtual identities and web footprints for persons of interest.
- Enhance your view of subjects and persons of interest by identifying virtual relationships and associations.

Email Coverage

The LNRS database includes 839.4 million unique email addresses.

Advanced Sex Offender Solution

LNRS provides access to 2.6 million sex offender records from all states. Accurint provides up-to-date spreadsheets that provide names, addresses, dates of birth, phone numbers and more.

5. Please detail your company’s customized and ad hoc reporting capabilities including how long the State will wait to receive the reports.

Accurint query responses and reports come back virtually instantly, within seconds. For details about the LNRS reporting capabilities, please see above.

Batch: We build a Batch design approximately 10 business days after we receive the

input file. Once the Batch is in production, the average turnaround time is less than 24 hours.

Incarceration Information 2.4.2

1. Respondent will describe in detail how their system will provide the requested information shown in section 2.4.2 for each search.

LNRS is pleased to make real-time incarceration and arrest data available to supplement the available Accurant information. You will access jail booking data, including over 140 million booking records from 2,000+ law enforcement databases nationwide. Local booking data is available from facilities in 43 states plus D.C., and state departments of corrections data is available from 27 states. We add over 1 million new records each month. This equates to approximately 85% of all incarcerations in the United States, so you can rest assured it has the most reliable booking data available. Search results include both past incarcerations as well as current incarcerations.

2. Respondent will describe how the respondents' system will be accessed, what search criteria is utilized for a request and how all information is reported to the end user.

Jail booking and incarceration data is accessed through Accurant. As part of our standard account setup process, each requester or client location would be assigned a unique user ID and password by LNRS to limit access to the website to authorized users only.

The required search-input criteria are one of the following:

- Full name and date of birth
- Social Security number
- Driver's license number

Output information will appear online and includes:

- Name
- AKA
- Jail ID
- Booking date
- Arrest information
- Release information
- Arrest agency information
- Holding facility
- Charges information
- Disposition information

- Bond information
- Sex offender
- Capability to view incident reports

3. In what format(s) will results be provided to the end user from the respondent's system and is the search savable? Respondent will provide a sample of the output for a search.

Information will returned to user as a report. It contains details within the header and lists all details from all bookings tied to that individual. A sample report is below. Searches will be saved/displayed within the "Recent Searches" and/or "Recent Reports" sections in the online navigation panel.

	Name	SSN	DOB	Race	Address	Booking Date	Charge	Booking Agency
	Sue B. Smith	***-**-1155	08-18-1985	BLACK	1000 N. 10th St. Louisville, KY 40202	07-23-2014 00:00:00	DRIVING WHILE LICENSE REVOKED	Atlanta County Sheriff's Dept
Names:	1000 N. 10th St. Louisville, KY 40202		SSN:	***-**-1155		Addresses:	1000 N. 10th St. Louisville, KY 40202	
DOB:	08-18-1985		Drivers License:	4068701		Phone Number:	5552562994 5552772312	
Gender:	FEMALE							
Race:	BLACK							
APPEARANCE & DEMOGRAPHICS			BOOKING DETAILS			CHARGES		
Weight:	145 lb		Arrest Date:	07-23-2014 00:00:00		Charge Code:	20-28(A)	
Height:	68 in		Booking Agency:	Atlanta County Sheriff's Dept		Charge Description:	DRIVING WHILE LICENSE REVOKED	
Features:	MED		Agency Phone:	5063298421		NOC Code:	5089	
Eye Color:	BROWN		Agency Address:	Louisville KY 40202		NOC Description:	Obstruct	
Hair Color:	BLACK		Booking Date:	07-23-2014 00:00:00		MEDICAL		
Place of Birth:	DURHAM		Booking Number:	421601003		Medical Alert:	N	
Citizen Type:	CITIZEN		Days Incarcerated:	1895		Suicide Risk:	N	
Employer:	GEORGE TAYLOR		Escape Risk:	N		Mental Illness:	N	
			Gang Info:	N				
			Holding Facility Description:	Atlanta County Sheriff's Dept				
			Holding Facility Agency Off:	JE3000021				
			Inmate Number:	10612A				
			Juvenile:	N				
			Offender ID:	10612A				
			Released:	N				
			Transferred:	Yes				
			Violent Behavior:	N				

4. What are the standard reports that your company provides to your customers? Please provide a list of your company's standard reports, including examples, as an attachment to your RFP response. Please also note which are available online.

The DCS can generate a myriad of reports with Accurint including a criminal records report. Please see response to Section 2.4.1, item 4, above for additional standard report details.

5. Please detail your company's customized and ad hoc reporting capabilities including how long the State will wait to receive the reports.

Reports are available instantly online, within seconds. Please see response to Section 2.4.1, item 4, above for additional standard report details.

Batch Services 2.4.3

1. Provide details on your ability to allow batch submission of requests, including the method and an example of submission document.

LNRS Batch Solutions offer fully automated search and delivery services featuring pinpoint search logic and providing cost-effective, high-speed results. Batch results will include our best available name, address and Social Security number.

What makes LNRS unique in the batch market is our ability to work with any data input set and return customized, on-point results with a processing speed that is unmatched. We build a Batch design approximately 10 business days after we receive the input file. Once the Batch is in production, the average turnaround time is less than 24 hours.

While most data providers require their customers to follow strict input/output layouts and file transfer methods, LNRS creates layouts and methods based on customer requirements. We can do this because we support a multitude of delivery options and input and output file-naming conventions.

LNRS will accept your files via mutually acceptable format. The secure delivery options we support include:

- Secure FTP (SSH, SSL, or PGP Encryption)
- Batch Web Gateway (SSL Encryption)

Submission file – LNRS recommends submitting the information below. Not all input fields are necessary, but more input data does produce better results.

- Subject name
- Subject address
- Phone number
- Date of birth
- Social Security number

LNRS will conduct the entire process in a secure environment. We take the responsibility to protect the data our solutions are built on with the maximum level of security. We have taken a leadership role in developing the standard for data protection and apply policies and procedures well beyond minimum requirements for regulatory compliance. The constant auditing and validation of our systems and procedures by reputable external auditing firms is an indication of our commitment to the highest quality standards and security.

Technical Assistance 2.4.4

1. Describe how DCS would access technical assistance for proposed system. The response should provide at minimum the hours available, how DCS would access and procedure for escalation if issue is not resolved.

LNRS provides customer support, including technical support, via a toll-free number. Customer Support is available for troubleshooting, search assistance, and technical help. You may contact our experienced, knowledgeable, and courteous customer support staff by phone at (866) 277-8407 or by email at Accurint.Support@lexisnexis.com. Customer Service and Technical Support are available 24 hours a day, seven days a week.

Online chat support is also available Monday to Friday during standard business hours.

LNRS customers can access other free online support, 24 hours a day, seven days a week. The online support website includes many “Frequently Asked Questions”, documentation, online tutorials and an option to email support.

Customer Service Problem Resolution

The LNRS Customer Service and Technical Support staff accept and respond to questions and use commercially reasonable efforts to resolve issues associated with using the LNRS services, including, but not limited to requests for assistance with:

- Technical issues
- Browser settings
- Assistance with security/login
- Assistance submitting report request
- Questions about the data required on the application
- Training

Most customer requests are handled immediately. A second level support team handles any escalation issues which are handled within 24 hours in most cases. If an issue should extend past 24 hours, the customer receives updates regarding the status of the inquiry.

Severity Response Action

The following outlines the severity levels that may be assigned to a request and their applicable resolution procedures:

- (Critical) LNRS acknowledges receipt of a reported problem within 1 hour of receiving notification.

LNRS provides follow-up status within 2 hours of receiving notification. LNRS provides periodic updates throughout the problem's lifecycle, until all issues are resolved. LNRS second-level support are notified of a Critical Severity problem within 1 hour after the problem is identified. After second-level support is notified, management is also notified. LNRS attempts to resolve a Critical Severity problem on the same day as the issue being reported, i.e. in the form of an emergency fix.

- 2 (High) - LNRS acknowledges receipt of a reported problem within 1 hour of receiving notification. LNRS provides follow-up status on a weekly basis until the issue is resolved. LNRS attempts to resolve a High Severity issue as part of the next scheduled patch release (scheduled on a monthly basis), assuming that the issue is a software defect. If the issue is a configuration problem (e.g. a firewall issue), LNRS may resolve it during the next configuration change management window, which occurs on a weekly basis.
- 3 (Medium) - Responses to Medium Severity issues are provided at the discretion of the LexisNexis Customer Service representative or the Account Manager. LNRS schedules Medium Severity issues for future patch releases (if the issue is a software defect) but will not immediately provide a schedule for such fixes.
- 4 (Low) - Responses to Low Severity issues are provided at the discretion of the LNRS Customer Service representative or the Account Manager. LNRS schedules the Low Severity issues for future patch releases (if the issue is a software defect), but will not immediately provide a schedule for such fixes.

Invoicing/Account Creation 2.4.5

1. Describe the ability to create individual accounts for all authorized users, including submission vehicle. The respondent will also provide detail on their ability to assign each user to a sub-account and the sub-account to a parent account. Respondent will also provide timeframes to add/remove access.

LNRS can work with DCS to customize the account to meet your requests, including creating and maintaining sub-accounts and a parent account.

Accurint's Administrative functions are superior to any competitor with features that allow adding and deleting users immediately, real-time auditing of all IDs, viewing up-to-the-minute usage stats, simple password reset options, multifactor authenticated log-ins and more.

DCS Accurint system administrators have a variety of user controls and reporting tools at their fingertips. For example, the Manage Users tab allows Administrators to quickly:

- Add or clone a user and select which searches a user may access
- Modify user access, suspend or delete a user

The Manage Company tab allows Administrators to make changes made that will apply immediately to all users within an organization:

- Add or clone a user and select which searches a user may access
- Modify user access, and suspend or delete a user

The Billing Information tab allows Administrators to:

- Display invoices and monthly statements
- Download an activity detail report
- Post payments

The Activity tab allows Administrators to:

- Display the searches and reports run by all users
- Select specific users and view their activity, search criteria, and date and time of any searches run by the user

Additionally, LNRS can easily assign new users to the existing subscription, regardless of the account. The DCS representative can simply send an email request to the LNRS account representative. In turn, LexisNexis will provide new IDs typically within 24 hours or less.

2. Respondent will describe their ability to invoice with a master invoices that will contain two separate sub-accounts with assigned users.

LNRS now provides separate invoices for each department. We will continue to do so during the new contract.