

LEXISNEXIS ANSWERS TO CLARIFICATIONS

- 1) Please provide escalations Procedures – levels, timeframes and who determines where issues fall on their levels

LexisNexis Risk Solutions (LNRS) offers 24-hour telephonic support through a toll-free number. For all problems you may also contact your designated, assigned LNRS client manager by phone or email.







When required, LNRS Customer Support or your client manager will escalate an issue to the Tier 1 Technical Team. Tier 1 support includes critical issues that halt or significantly disrupt the LNRS system operations. Tier 1 support will be provided 24 hours per day, seven days per week. LNRS will respond as follows: LNRS will strive to acknowledge receipt of a reported problem within a reasonable time after receiving notification. LNRS will strive to provide follow-up status within a reasonable time after receiving notification. LNRS will provide periodic updates throughout the problem's lifecycle, until all issues are resolved.

When required, the Tier 1 Technical Team will escalate an issue to the Tier 2 Technical Team. Tier 2 support includes troubleshooting important issues that disrupt or interrupt the data exchange between LABOR and the LNRS system. This could include one or more of the following: (1) partial access to the LNRS system or product, (2) partial use of data or functions, (3) reduced performance due to service interruptions, and (4) business operations interrupted. LNRS will respond as follows: LNRS will strive to acknowledge receipt of a reported problem within 1 hour of receiving notification. LNRS will provide follow-up status within a reasonable time after receiving notification. LNRS will provide periodic updates throughout the problem's lifecycle, until all issues are resolved.

- 2) Please confirm the availability of their Help Desk?

The help desk is available by phone 24 hours a day.

3) Please provide an example of their Employer Search results?

Results 1 to 18 of 18					
Last Name: ASCH; First Name: MICAH;					
ALL	FULL NAME	SSN	COMPANY	ADDRESS	PHONE
1.	MICAH S ASCH		LEXISNEXIS COMPANY LexID® Business Legal Entity: 0000-2450-8620 PROPOSAL MANAGER (Feb 15 - Jun 17)	9443 SPRINGBORO PIKE MIAMISBURG, OH 45342-4425	937-865-8800 - EDT Active Phone
					
<input type="checkbox"/>					
Print					
2.	MICAH S ASCH		LEXISNEXIS COMPANY LexID® Business Legal Entity: 0000-2450-8620 PROPOSAL MANAGER (Jul 14 - Feb 15)	125 PARK AVE NEW YORK, NY 10017-5529	212-309-8100 - EDT Active Phone
					
<input type="checkbox"/>					
Print					
3.	MICAH ASCH		LEXISNEXIS GROUP LexID® Business Legal Entity: 0000-2450-8620 PROPOSAL WRITER, STATE & LOCAL GOVE (Dec 06 - Jan 10)	9443 SPRINGBORO PIKE MIAMISBURG, OH 45342-4425	937-865-8800 - EDT Active Phone
					
<input type="checkbox"/>					
Print					
4.	MICAH ASCH		LEXISNEXIS GROUP LexID® Business Legal Entity: 0000-2450-8620	9443 SPRINGBORO PIKE MIAMISBURG, OH 45342-4425	937-865-8800 - EDT Active Phone
					
<input type="checkbox"/>					
Print					
5.	MICAH ASCH		LEXISNEXIS COMPANY LexID® Business Legal Entity: 0000-2450-8620 PROPOSAL MANAGER (Dec 08)	9443 SPRINGBORO PIKE MIAMISBURG, OH 45342-4425	937-865-8800 - EDT Active Phone
					
<input type="checkbox"/>					
Print					
6.	MICAH ASCH		LEXIS NEXIS GROUP LexID® Business Legal Entity: 0000-2450-8620 PROPOSAL WRITER, STATE & LOCAL GOVE (Feb 08)	9443 SPRINGBORO PIKE MIAMISBURG, OH 45342-4425	937-865-8800 - EDT Active Phone
					

- 4) Please address your system's ability to provide Ad Hoc Reporting or how the system is able to address custom reporting including timelines for data/report production?

LexisNexis offers extensive reporting options through the online Accurant solution. For example, below is a screenshot of options for the Comprehensive Report.

The screenshot displays the 'Base Report Features' and 'Additional Report Options' sections of the LexisNexis Accurant interface. The 'Base Report Features' section includes checkboxes for 'Others Using Same SSN', 'Date and Location where SSN Issued', 'Comprehensive Report Summary', 'Address Summary', 'Possible Education', and 'Include Company Header'. The 'Additional Report Options' section is divided into two columns. The left column includes checkboxes for 'Associates', 'Properties', 'Bankruptcy', 'DEA Controlled Substances', 'Federal Firearms and Explosives', 'Real-Time Phones', 'Email Addresses', 'People at Work', 'UCC Filings', 'Possible Criminal Records', 'Sexual Offenses', and 'Neighbors'. The 'Neighbors' option is expanded, showing 'Include Neighbors for 4 Address(es)' and 'Include 6 Neighbors for Each Address'. The right column includes checkboxes for 'Include Driver Licenses Information (disabled)', 'Include Motor Vehicle(s) Registration', 'Include Real-Time Vehicle(s) Registration (disabled)', 'Applicable standalone search price and coverage restrictions will apply. NEW!', 'Liens and Judgments', 'Neighborhood Profile (2010 Census)', 'Professional Licenses', 'Supplemental Data Sources (Click for details)', and 'Relatives'. The 'Relatives' option is expanded, showing '2 Degrees of Separation', 'Relative Summary', and '20 Maximum Relatives to Return'.

Base Report Features

- ☒ Others Using Same SSN
- ☒ Date and Location where SSN Issued
- ☒ Comprehensive Report Summary
- ☒ Address Summary
- ☐ Possible Education
- ☐ Include Company Header

Additional Report Options

- ☒ Associates
- ☒ Properties
- ☐ Bankruptcy
- ☐ DEA Controlled Substances
- ☒ Federal Firearms and Explosives
- ☒ Real-Time Phones
- ☐ Email Addresses
- ☒ People at Work
- ☐ UCC Filings
- ☐ Possible Criminal Records
- ☐ Sexual Offenses
- ☒ Neighbors
 - Include Neighbors for 4 Address(es)
 - Include 6 Neighbors for Each Address
- ☐ Include Driver Licenses Information (disabled)
- ☐ Include Motor Vehicle(s) Registration
- ☐ Include Real-Time Vehicle(s) Registration (disabled)
- Applicable standalone search price and coverage restrictions will apply. **NEW!**
- ☐ Liens and Judgments
- ☐ Neighborhood Profile (2010 Census)
- ☐ Professional Licenses
- ☐ Supplemental Data Sources ([Click for details](#))
- ☒ Relatives
 - 2 Degrees of Separation
 - ☒ Relative Summary
 - 20 Maximum Relatives to Return

We are also capable of supplying a more administrative type of report. Below is an example of a Usage Report showing the number of distinct types of searches run during a month. It can also be done for a particular set of dates, not just monthly.

A	B	C	D	E	F	G	H
Company ID	Login ID	Search/Report Description	# of Searches	Price	Year	Month	Billing
		Advanced Person Search (Rollup)	719	0	2022	Mar	
		Next Steps - Relatives Search	562	0	2022	Mar	
		Advanced Person Search (Rollup)	518	0	2022	Mar	
		Real-Time Phone Search	427	0	2022	Mar	
		Advanced Person Search (Rollup)	398	0	2022	Mar	
		Advanced Person Search (Rollup)	376	0	2022	Mar	
		Real-Time Phone Search	374	0	2022	Mar	
		Custom Comprehensive Report	369	0	2022	Mar	
		Advanced Person Search (Rollup)	368	0	2022	Mar	
		Real-Time Phone Search	365	0	2022	Mar	
		Advanced Person Search (Rollup)	335	0	2022	Mar	
		Flat Rate Comprehensive Report	316	0	2022	Mar	
		Contact Card Report	315	0	2022	Mar	
		Advanced Person Search (Rollup)	312	0	2022	Mar	
		Custom Comprehensive Report	247	0	2022	Mar	
		Next Steps - Relatives Search	239	0	2022	Mar	
		Flat Rate Comprehensive Report	211	0	2022	Mar	
		Flat Rate Comprehensive Report	204	0	2022	Mar	
		Real-Time Phone Search	188	0	2022	Mar	
		Next Steps - Relatives Search	179	0	2022	Mar	
		Next Steps - Relatives/Neighbors/Associates Search	179	0	2022	Mar	
		Advanced Person Search (Rollup)	169	0	2022	Mar	

Moreover, this type of report can be generated for specific agency users, or all users on a particular report.

- 5) Jail Booking data – how many jurisdictions, states and plan of action to bring the missing states into the product.

You will have access jail booking data, including over 160 million booking records from 2,900+ jails and Departments of Correction databases nationwide. Local booking data is available from facilities in 45 states plus D.C., and state departments of corrections data is available from 27 states. In Indiana we have incarceration data for 81 of the 92 Counties, or 90.49% of the population and Charge Data (i.e., the charge an individual is accused of) for 84.58% of the population.

Appriss Insights is constantly working with States to engage and add or increase their incarceration data contribution. There is no other incarceration data network that provides the breadth of incarceration data that Appriss can provide, in almost real time.

- 6) How current is data contained within their system especially Jail Bookings?

The Dataset updates every hour, and as frequently as every 15 minutes.

- 7) DCS uses non-static IP addresses. Does your system use IP addresses as a part of your account authentication? What factors are used?

Yes, our system uses IP addresses as part of the authentication process for access, so use of a dynamic IP could necessitate the need for an alternate process. If you use a specific range or ranges of IP addresses for your user access, we can list the range or ranges as authorized. If that is not the case, we can work with you to give your users access through another authentication process.

- 8) Need to understand if your system can produce an invoice that is specific to each group utilizing the contract and an example of the invoice.

Yes, our system can produce an Invoice that is specific to each group utilizing the contract. We do those for many agencies that want or need to keep track of billings for their Bureaus.

The example below is an illustration of what such an Invoice would look like (with account-specific information blurred).

Under the “New Activity Summary” section of the Invoice for the Parent Account # 182****, you can see that there are 3 billing components, or Sub-Accounts that makeup the entire monthly Invoice total of \$4,479.91: Bureau “1” with a Billing ID #167**** incurred \$1,949.51 in charges for the month. The breakdown of specifics for that appears on page 2 showing that Sub-Account ID # 167**** used 10,049 instances of Instant ID (XML) at a price of \$1,949.51. The other 2 Sub-Accounts on that Parent Account # 182**** are similarly accounted for.

There is no limit on Sub-Accounts that you can create for a Parent Account, and there is no limit on Parent Accounts with Subs or stand-alone Accounts for an Agency. We work with you and tailor the accounting and Invoicing to fit your needs.



28330 Network Place
Chicago, IL 60673-1283
866-528-0570

LexisNexis, a division of RELX Inc
For itself or its affiliates

STATE OF TENNESSEE

Attn : [REDACTED]

201 FL [REDACTED]
312 [REDACTED]
Nashville, TN 37243 USA

Payments, Credits & Adjustments

Date	Invoice Number	Description	Amount
2/4/2022		Check : 7081676	(\$873.99)
		Total	(\$873.99)

New Activity Summary

		Amount
1673050	STATE OF TENNESSEE, DEPARTMENT OF HUMAN SERVICES	\$1,949.51
1868000	State of Tennessee, Department of Human Services	\$2,501.01
6920400	TENNESSEE DEPARTMENT OF I [REDACTED]	\$29.29
1823400-20220228	Due Date 3/20/2022	Total \$4,479.81

Account Balance Outstanding

Invoice Date	Due Date	Invoice Number	Invoice Amount	Amount Applied	Invoice Balance
1/31/2022	2/20/2022	1823400-20220131	\$1,566.15	\$0.00	\$1,566.15
			Prepaid/Unapplied Cash		\$0.00
			Account Balance Outstanding		\$1,566.15

Please include your full invoice number on all remittance to ensure proper credit.

Invoice

Current Amount Due	USD \$4,479.81
Outstanding Balance	USD \$1,566.15
Total Balance	USD \$6,045.96
Invoice Number	1823400-20220228
Invoice Date	Feb 28, 2022
Billing ID	1823400
Terms	Net 20
Representative	Thomas McGowan
Billing Period	2/1/2022 2/28/2022

PO # [REDACTED]

Questions about your bill?
866-528-0570

LNBilling@lexisnexisrisk.com

To view account activity and pay online:
Log on to <https://invoice.risk.lexisnexis.com>
Become a registered user of EPIC 360 to
begin viewing invoices, printing invoices,
accessing account activity details and
paying invoices online.

To view account activity details see the
"New Activity Detail" section on the next
page.

Please Remit Payment To:
LexisNexis Risk Solutions FL Inc.
Billing ID 1823402
28330 Network Place
Chicago, IL 60673-1283

In order to ensure our customers are not
impacted by fraudulent phishing attempts
we advise you to never accept remittance
information change requests from
unsolicited emails or phone calls. All
LexisNexis Risk Solutions changes will be
communicated via messages attached to
your invoice. Please report any suspicious
activity to security@relx.com.

New Activity Details

Sub-Account Billing ID # 167[REDACTED]		
STATE OF TENNESSEE, DEPARTMENT OF [REDACTED] 3		
NASHVILLE, TN 37243		
Date	Description	Amount
2/28/2022	10049 Instant ID [XML]	\$1,949.51
Sub Total		\$1,949.51
Sub-Account Billing ID # 1868004		
State of Tennessee, Department of [REDACTED] s		
Nashville, TN 37243		
Date	Description	Amount
2/28/2022	8136 Instant ID Q&A - KBA	\$2,501.01
Sub Total		\$2,501.01
Sub-Account Billing ID # 692[REDACTED]		
TENNESSEE DEPARTMENT OF ENVIRONMENT & CONSERVATION		
NASHVILLE, TN 37243		
Date	Description	Amount
2/28/2022	151 Instant ID [XML]	\$29.29
Sub Total		\$29.29

9) Is your system FED RAMP compliant?

While LNRS does not measure compliance with FedRAMP, we have an established information security program that is based on an internationally accepted framework, ISO 27002. LNRS chooses the ISO international standard as its primary framework of controls because this standard is utilized by the majority of customers across a multitude of industry sectors and geographies around the world. Should you determine at time of contract that LNRS controls do not meet adequate risk compensation according to specific your requirements, LNRS will work with you to develop a mutually agreeable compliance plan. It would be very extensive to describe here all of the security controls established by the ISO 27002 framework, but some of the reference control objectives are: strict access controls with periodic entitlement reviews, strong network segmentation, a standard three-tier architecture model (web, app, DB) separated by hardened firewalls, active IPS/IDS and enterprise monitoring and logging, servers/databases/network infrastructure built on industry standard security configurations, full background checks for all employees, policies and procedures based on the ISO 27002 standard, yearly independent SOC2 Type II audits, and a robust computer incident response plan. While LNRS does not measure compliance with FedRAMP, we have an established information security program that is based on an internationally accepted framework, ISO 27002. LNRS chooses the ISO international standard as its primary framework of controls because this standard is utilized by the majority of customers across a multitude of industry sectors and geographies around the world. Should you determine at time of contract that LNRS controls do not meet adequate risk compensation according to specific your requirements, LNRS will work with you to develop a mutually

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