

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4464 for the Mississippi Department of Wildlife, Fisheries, and Parks (MDWFP)

From: David C. Johnson

Date: January 18, 2023

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Alec Shedd

Contact Phone Number: 601-432-8162

Contact E-mail Address: Alec.Shedd@its.ms.gov

RFP Number 4464 is hereby amended as follows:

1. **Title page, INVITATION is modified as follows:**

INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until ~~December 6, 2022~~ January 31, 2023 @ 3:00 p.m. local time for the acquisition of the products/services described below for Mississippi Department of Wildlife, Fisheries, and Parks, Project Number 42680.

2. **Title page, third box is modified as follows:**

**PROPOSAL, SUBMITTED IN RESPONSE TO
RFP NO. 4464
DUE ~~December 6, 2022~~ January 31, 2023 @ 3:00 p.m.,
ATTENTION: Alec Shedd**

3. **Section VII Technical Specifications, Item 4 Project Schedule is amended as follows:**

Task	Date
Deadline for Questions Answered and Posted to ITS Web Site	11/29/22 <u>01/18/23</u>
Open Proposals	12/06/22 <u>01/31/23</u>
Begin Evaluation of Proposals	12/06/22 <u>01/31/23</u>
ITS Board Presentation	01/19/23 <u>02/16/23</u>
Begin Contract Negotiation	01/19/23 <u>02/16/23</u>

Proposed Project Implementation Start-up	February 1, 2023 <u>March 1, 2023</u>
Project Go-Live Deadline	January 1, 2024 <u>March 1, 2024</u>

4. Section VII Technical Specifications, Item 6.6 is amended as follows:

6.6 MANDATORY – ~~The vendor must have the ability to provide an analog point-of-sale solution for agents who cannot sell licenses through an online portal. The vendor must provide a web accessible point of sale system for agents to sell licenses. For agents without an internet connection, vendors must provide an analog point of sale system or another workaround solution so that these agents may sell licenses. Any workaround equipment or services must be included in the vendor's proposed lifecycle cost.~~

5. Section VII Technical Specifications, Item 19.9 is amended as follows:

19.9 MANDATORY – The System must have the capability for a customer to add a donation to their ~~reservation~~ purchase.

6. Section VII Technical Specifications, Item 17.27 is amended as follows:

17.27 The System must allow users to view a list of refunds filtered by customer, status item type, ~~schedule number~~, transaction number, credit card or other payment information, and/or date range and allow users to view detailed information for individual refunds on the list.

7. Section VIII Cost Information Submission is hereby deleted and replaced with Section VIII Cost Information Submission – Revised.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Will the State consider extending the response deadline to December 13, 2022?

Response: Please refer to Clarification Numbers 1, 2, and 3 above.

Question 2: General Requirements – 6.1 – Will the State please provide at least 3 years of history on the volume in dollars amount and count of transactions, privileges, boat renewals, and citations sold/paid broken down by year, type and by outlet. We understand that many privileges can be on one transaction hence the reason why we asked for number of transactions and number of privileges.

Response: Yes, please see attachments A and B to this RFP Questions and Clarification Memorandum. Attachment A provides dollar amounts and quantities of license types. Attachment B provides the number of citations per year. MDWFP does not have dollar amounts regarding citations.

Question 3: General Requirements – 6.2 – Which hardware models are currently in place?

Response: MDWFP currently has 3740 VeriFone Machines, RP2 Terminal POS Machines, and Engage One Terminals in place.

Question 4: General Requirements – 6.2 – Is the contractor responsible for supplying credit card terminals and merchant accounts for license agents? Does the agent site when they process a purchase run the transaction through the current vendor POS or the agent site's own POS/merchant accounts?

Response: No, agents in the field have credit card machines. The Vendor is responsible for providing the terminals.

Question 5: General Requirements – 6.6 – which hardware models are currently in place for analog terminals?

Response: Please refer to the response to Question Number 3.

Question 6: General Requirements – 6.6 – What is the general nature of agent's not being able to utilize an online portal? If it is due to lack of internet access, would the State consider allowing an alternative approach such as the Vendor supplying mobile hotspots to the agent?

Response: Please refer to Clarification Number 4. An agent may not be able to access the online portal due to lack of internet or issues with equipment. Per Clarification Number 4, the State would consider allowing a Vendor to provide this functionality via a mobile hotspot as a workaround. If a workaround is provided by the Vendor, the cost of the workaround and any associated services must be included in the vendors proposal for the life of the Agreement.

Question 7: Customer Information – 7.4 – Will the State expand this requirement to include more specific details on the types of customer activity required?

Response: MDWFP is requesting the system track customer transaction history. What privileges, licenses, and any items a customer may have purchased. This should also include information about the customer within the system such as hunter education data, citation data, events data, etc.

Question 8: Customer Information – 7.5/10.6 – Is the Vendor responsible for sending physical mail to customers? If so, will the State provide the volume of physical mail sent for the past 2 years?

Response: Yes. If a purchase is made through the app and/or phone sale, the Vendor will be responsible for sending physical mail to the customer. Please see Attachment C for the volume of physical mail sent for the past two years.

Question 9: 8.1 – For the sale of goods, is inventory tracking a required feature?

Response: Inventory tracking is not a requirement for the sale of goods, but it would be preferred.

Question 10: 8.4.7 – What is the definition of “Business Method” in this sentence?

Response: Any process defined by MDWFP to enable the customer to purchase a license/permit (i.e., The customer can only purchase license A if they purchase permit B).

Question 11: 8.11 – Is Vendor required to supply both a receipt printer and a printer which prints on 8.5x11 paper?

Response: Currently, the Vendor is required to supply both a receipt printer and a license printer. An 8.5x11 printer does not have to be provided.

Question 12: 8.13 – Is the “One Vendor Transaction Fee” charged to the customer a summation of Vendor Transaction Fees of the eligible products selected by the customer?

Response: A transaction fee will be charged per privilege (i.e. if a customer purchases six privileges, they will be charged six transaction fees).

Question 13: 8.30 – Are there any additional surveys in use besides HIP? If so, can some examples be provided?

Response: Yes, commercial fishermen harvest, alligator, and furbearer/trapping surveys are required by law. MDWFP also sends out surveys for turkey, deer, and nuisance wildlife trapper customer surveys, etc., but these are not tied to a privilege.

Question 14: 8.33 – How many agents/locations currently utilize this feature? Is this used by external license agents as well as by the Agency?

Response: Approximately 400 agents/locations utilize this feature. Yes, this feature is also used by external license agents as well as by the agency.

Question 15: 9.22 – “Customer Service Center using at a minimum telephone and postal mail” Is this requiring customer to be able to send physical mail with payment to the Vendor to purchase a license?

Response: No, payments will not be mailed to the Vendor.

Question 16: 11.1 – Is it required for the State to host the system on Vendor provided equipment inside the State’s network/data center? Will the State entertain a cloud-based hosting approach operated and maintained by the Vendor? Requirement 11.30 seems to contradict the “hosted by the State of Mississippi” requirement.

Response: No, MDWFP prefers the vendor host the system on their equipment or in the cloud as long as the option chosen meets all of Mississippi’s security requirements.

Question 17: 19.8 – Will the State expand on the Estate Planning process in this requirement?

Response: Currently, the State is only concerned about rounding up totals for donations and donating additional dollar amounts. MDWFP is not planning on having individuals donate their estate to MDWFP/our Foundation at this time.

Question 18: 19.9 – What is meant by “Reservation” in this requirement?

Response: Please refer to Clarification Number 5. The text should say “purchase”.

Question 19: 29 – Online Store – Will the State consider allowing a separate third-party ecommerce system to fulfill the requirements in this section?

Response: Yes, the State will consider a third-party ecommerce system. However, the State will only contract with the primary Vendor and any third-party cost will need to be built into the primary Vendor’s proposal. All liability regarding the contract will remain with the primary Vendor.

Question 20: 10.15 – Would this data be sold through the license portal or another interface? What are the expectations for data delivery (ex. Application, approval, timeframe, method, etc.)?

Response: MDWFP is open to the Vendor’s solution for selling the data. Currently, the data is sold through MDWFP’s payment processor site with links to purchase found on mdwfp.com. The delivery method would be electronic and delivered as soon as payment is collected. Currently, the purchaser is only able to download the data once, and the file is updated monthly. The solution must utilize the State’s payment processor to collect payments.

Question 21: 11.1 – Please describe the level of integration expected for the license system and agency website.

Response: MDWFP needs all information to link and integrate into a seamless process so customers can purchase licenses, permits, etc. by going to the MDWFP website.

Question 22: 20.3.5 – Is it OK with MS if hunt/draws are included as part of the main licensing system rather than an events module if all requirements for hunt/draws can be met?

Response: Yes.

Question 23: 20.29 – Does MS have a policy related to accepted digital signature formats? Ex. Attestation, initials, full name, third party digital signature provider?

Response: MDWFP is open to other solutions suggested by the Vendor subject to MDWFP approval.

Question 24: 23.1 – Does the Agency currently use an external gift card provider? If yes, please provide details.

Response: No, MDWFP does not currently use an external gift card provider.

Question 25: 10.2 – Can you explain the how you might expect an applicant to save an incomplete registration?

Response: **If an applicant does not send or upload all required information to MDWFP, the applicant would need to be notified to upload missing information.**

Question 26: 10.6 – Do you expect the Vendor to deliver the mail-outs or is the expectation that the Vendor provides renewal lists and MDWFP sends the mail-outs?

Response: **MDWFP will not need the vendor to send mailouts. MDWFP will need the renewal and purchase lists.**

Question 27: If the vendor does not charge the state for any of the listed One-time costs or Software costs on page 95, can the vendor simply respond with a per privilege cost to cover those expenses to the vendor?

Response: **Please refer to Clarification Number 7. Vendors may respond with a per transaction fee to cover the vendor's expenses.**

Question 28: 31.1 – How many shooting ranges does the state currently represent?

Response: **The State represents three shooting ranges McHenry, McIvor, and Turcotte.**

Question 29: 6.2 – How many POS (Point of Sale) units need to be provided?

Response: **MDWFP would like 450 units for agents with 100 spares.**

Question 30: 1.1 – Please confirm you don't expect a response to section 34. Scoring Methodology.

Response: **Vendors do not have to respond to the Scoring Methodology section.**

Question 31: Please provide transaction volume numbers for products processed through the current system for the past three years – Licenses, Events and any other products processed.

Response: **Please refer to the response to Question Number 2.**

Question 32: Please provide revenue generated for products processed through the current system for the past three years – Licenses, events and any other products processed.

Response: **Please refer to the response to Question Number 2.**

Question 33: We respectfully request an extension to deadline (Dec 6th) by 10 days.

Response: **Please refer to Clarification Numbers 1, 2, and 3 above.**

Question 34: 6.6 – Please describe the current analog point-of-sale solution and what is the expectation for the new solution.

Response: Please refer to the response to Question Number 3. MDWFP prefers to have a 100% digital/web-based solution, however, there are agents who may not have the capability to utilize a digital solution.

Question 35: 10.16 – Please provide a use case. Can you expand on what type of mandatory field would be allowed to not be completed but also not stop the processing of the registration? Or is the intent of the requirement to allow for an application for registration to be submitted to the Agency and reviewed by the Agency with the ability to request clarification or more information from the registrant prior to the Agency ultimately approving or denying the registration application? In this case, this would allow all mandatory fields to be able to be populated prior to ultimate approval or denial, just perhaps not with the initial registration application submission?

Response: The intent of the requirement is to allow for an application for registration to be submitted to the Agency and reviewed by the Agency with the ability to request clarification or more information from the registrant prior to the Agency ultimately approving or denying the registration application.

Question 36: 15.2 – Please confirm that the customer questions about State and other laws are to be directed to the agency.

Response: Yes, confirmed. MDWFP will provide contact information to give to the call center, however, it is MDWFP's intent that the call center will constantly learn and update its manual with new information as time goes on.

Question 37: 17.27 – Please clarify what is a schedule number.

Response: Please refer to Clarification Number 6 above.

Question 38: 19.8 – Please clarify what is the process for estate planning.

Response: Please refer to the response to Question Number 17 above.

Question 39: 19.9 – Please clarify what kind of reservation.

Response: Please refer to Clarification Number 5 above.

Question 40: 20.1 – We notice that you have quota and special hunts/draws under event management system and WMA sign in. Please clarify how these fall under events.

Response: MDWFP classified these items as events because customers are required to register for specific draw hunts on specific days. WMA sign in was added because hunters with a valid WMA permit are required to sign in/check in to a WMA upon arrival. These items do not have to be part of an events module in the system as long as they are incorporated into the final product.

Question 41: 22.6 – Please provide a use case for Negative/no activity reporting.

Response: Only certain species are mandated to be reported when harvested by state law. If the option is presented to report your harvest and you choose not to do so, due to it not being required then an option for the customer to not have to report is required.

RFP responses are due January 31, 2023, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Alec Shedd at 601-432-8162 or via email at Alec.Shedd@its.ms.gov.

cc: ITS Project File Number 42680

Attachments: Attachment A: License Sales
Attachment B: Citation Quantities
Attachment C: Mail Volume