

# 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:** February 15, 2023

**Subject:** Responses to 2<sup>nd</sup> Round of Questions Submitted and Clarifications to Specifications

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**RFP Number 4464 is hereby amended as follows:**

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

<b>Task</b>	<b>Date</b>
Deadline for Additional Vendor Questions	February 2, 2023, at 3:00 p.m. Central Time
Deadline for Additional Questions Answered and Posted to ITS Web Site	02/10/23-02/15/23
Open Proposals	02/28/23
Begin Evaluation of Proposals	02/28/23
ITS Board Presentation	March 2023
Contract Negotiation	March 2023
Proposed Project Implementation Start-up	April 1, 2023

- 2. Section VII Technical Specifications, Item 17.31 is hereby deleted.**

~~17.31 The System must track the status of each refund, including, but not limited to: pending, approved, denied, scheduled.~~

- 3. Section VII Technical Specifications, Financial Services, Item 17 is amended as follows:**

17.49 The Vendor will need to work with MDWFP's Credit Card Processor to provide the locations of credit card swipes to MDWFP, i.e. MDWFP headquarters, State Lakes, etc.

**4. Section VII Technical Specifications, Item 18.17 is hereby deleted.**

~~18.17 The Vendor must provide the amount of the Supplier Transaction Fee that will be shared with the Agent in the appropriate space on the Cost Sheet and indicate the amounts if this will vary by product or service.~~

**5. Section VII Technical Specifications, Item 28.5 is hereby amended as follows.**

28.5 The State is researching options for e-ticket functionality and is interested in whether a proposing Vendor can provide this functionality. Vendors must provide details of their e-ticket solutions, if available or forecasted, and how it could meet the State's needs. Vendor must propose an e-ticket solution; however, the System Any proposed e-ticket solution should be compatible with MDWFP's paper tickets / numbering system to ensure that all tickets are unique. This requirement is optional and will not affect the Vendor's non-cost score. A separate, optional cost table for the pricing of this functionality is included in the Revised Cost Information Submission.

**6. Cost Information Submission – January 23, 2023 is hereby deleted and replaced with the attached “Cost Information Submission – February 15, 2023”. Vendors must use this form when submitting their cost proposal.**

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:** RFP: Section VII Technical Specifications, Item 15.9: Please provide call center volumes and call durations monthly for the last 12 months.

**Response:** **Please see Attachment E for the call volume beginning in January 2021.**

**Question 2:** RFP: Section VII Technical Specifications, Item 17.31: Please provide a use case for a refund being put in a pending or scheduled status. If the solution provides the status of each refund in order for the State to be able to audit them if needed, does this provide the State enough information?

**Response:** **Please see Clarification Number 2 above.**

**Question 3:** RFP: Section VII Technical Specifications, Item 17.32: Please give a use case for a partial refund - is it refunding just one line of a transaction with multiple line items at the full price of that item or is the State looking for a way to credit back a customer for incentive purposes.

**Response:** **If one transaction contained multiple purchased privileges and required a refund, MDWFP would need to be able to refund one or more line items in the transaction without having to refund the entire order.**

**Question 4:** RFP: Section VII Technical Specifications, Item 20.21: Please provide a use case for why preference points would be forfeited.

**Response:** **If preference points are not used for putting in draws, they will eventually expire after 5 or 10 years and will no longer be associated with the user's profile.**

**Question 5:** RFP: Section VII Technical Specifications, Item 28.5: Please provide detail on the functionality needed with an e-ticket system in addition to the compatibility with the paper tickets/numbering system currently in place.

**Response:** **Please see Clarification Number 5 above.**

**Question 6:** RFP: Section VII Technical Specifications, Item 8.11: Please provide the number of paper panels required for licenses purchased from a vendor, purchased online, and purchased through the Customer Service Center.

**Response:** **MDWFP currently requires at least two panels. The first panel contains the MDWFP and personal info, and the second panel contains the privileges and signature. If the customer purchases many privileges, the customer may receive a third panel.**

**Question 7:** RFP: Section VII Technical Specifications, Item 15.9: Please provide the average handle times and percentage of call types received by sales (calls requiring payment), harvest reporting, general questions, etc. by month for the last 12 months.

**Response:** **For the hunt/fish call center information, please see Attachment F; however, information by type is not available at this time. For the harvest reporting information, please see Attachment G.**

**Question 8:** RFP: Attachment C: Mail Volume: Attachment C provided with the RFP Questions and Clarifications Memorandum released by the State on January 18, 2023, indicates that in 2022 there were 238,872 mail pieces fulfilled. Are licenses sold online and through the Customer Service Center included as well as magazines, merchandise, etc.? Please provide detail on what types of fulfillment are included in that number and the associated breakdown by month.

**Response:** **No, the current vendor does not do merchandise fulfillments. The only current fulfillments are licenses on orange card stock.**

**Question 9:** RFP: Section VII Technical Specifications, Item 8.13, Item 17.5, and Section VIII Cost Information Submission: Please clarify the differences between the following terminology:

- Vendor Transaction Fee (8.13)
- Supplier Transaction Fee (17.5)
- Hunting/Fishing POS Transaction Fee (Cost Sheet)
- Agent Fee – <https://www.mdwfp.com/license/fishing/>
- Process Fee - <https://www.mdwfp.com/license/fishing/>

**Response:** The Vendor, Supplier, and POS Transaction Fee are the same fee. The Agent fee is what an Agent makes per privilege sold. The Process Fee is the fee that goes to the hunt/fish vendor.

**Question 10:** RFP: Section VIII Cost Information Submission: Is the Hunting/Fishing POS Transaction Fee paid by the State or passed on to the customer?

**Response:** The fee is passed on to the customer.

**Question 11:** RFP: Attachment A: License Sales: Will the State provide a breakdown of these numbers by sales outlet/channel? We are looking for data on online/mobile sales vs agent sales.

**Response:** For the time period of July 1, 2021 through June 30, 2022, there were 338,580 privileges sold through online/mobile channels, and 231,626 privileges sold through other Agents. In this same period, there were 108,856 auto-renewal transactions online.

**Question 12:** RFP: Section VII Technical Specifications, Item 18.17: Is this a fee the vendor is charging the agent, or a commission paid to the agent?

**Response:** It is the commission paid to the agent. This is the amount that is owed to the agent per privilege. Currently, \$1.00 per privilege for residents and \$3.00 per privilege for non-residents.

**Question 13:** RFP: Section VII Technical Specifications, Item 18.7: What amount does the current vendor share with Agent?

**Response:** Please refer to the response to Question 12. The customer pays this fee, not the vendor. The vendor will not owe the agent any money.

**Question 14:** RFP: Section VII Technical Specifications, Item 18.17: Where should this be specified in the cost summary if the vendor is proposing Per Privilege pricing?

**Response:** Please see Clarification Number 4 above. MDWFP is not requiring the vendor to provide a per agent fee.

**Question 15:** RFP: Section VII Technical Specifications, Item 18.17: For Online/Mobile Sales, vendor retains the full transaction fee, correct?

**Response:** Yes, with the exception of the fees that the credit card vendors charge. All other fees will go to the vendor; however, there are not Agent fees for online and mobile sales. If the call center is contacted, there are Agent fees the vendor will keep.

**Question 16:** RFP: Section VII Technical Specifications, Item 18.1: Can the State provide a sample of the current agreement?

**Response:** Please see Attachment H.

**Question 17:** RFP: Section VII Technical Specifications, Item 6.2: What is the current model of receipt and license printers used?

**Response:** **MDWFP currently uses VeriFone Printer 801 DMX-E-4203 license printers and uses Citizen CT-S2000 receipt printers.**

**Question 18:** RFP: Section VII Technical Specifications, Item 6.2: In the response from Question 3 from the initial vendor questions it is mentioned 3470 VeriFone device is currently in use. Please confirm vendor is not responsible for supplying the credit card device as mentioned in Question 4 from initial vendor questions.

**Response:** **No, not for non-MDWFP field agents, i.e. mom and pop stores, Wal-Mart, Bass Pro Shop, etc.**

**Question 19:** RFP: Section VII Technical Specifications, Item 11.21: Will the State please provide an sample printout of a current agent receipt and corresponding license?

**Response:** **Please see Attachment I.**

**Question 20:** RFP: Section VII Technical Specifications, Item 11.21: Will the State accept a solution which provides the license and receipt together on the license paper stock which would negate the need for separate license and receipt printers?

**Response:** **Yes.**

**Question 21:** RFP: Section VII Technical Specifications, Item 8.13: The "One Vendor Transaction Fee" is contradicted by the response to question #12 in the original vendor questionnaire which states a customer would be charged six transaction fees in a single transaction. Can this requirement be updated to clarify the expectation that there will be a transaction fee per product identified by the Agency as eligible for a Vendor Transaction Fee and not limited to one per transaction?

**Response:** **Please see Attachment J. There is a transaction fee per privilege not per transaction; however, there is also an agent fee with each privilege that the Agent receives. All are paid by the customer.**

**Question 22:** RFP: Section VII Technical Specifications, Item 8.33: It is assumed the revenue generated from these transactions remains with the Agent and is excluded from the ACH Sweep, is this correct?

**Response:** **No.**

**Question 23:** RFP: Section VII Technical Specifications, Item 8.33: Does the Vendor/Supplier Transaction Fee apply to these transactions?

**Response:** **No.**

**Question 24:** RFP: Section VII Technical Specifications, Item 8.33: What is meant by "supporting splitting purchases across various cost collectors"?

**Response:** Depending on what items are sold and what location, the revenue may be split between different accounts.

**Question 25:** RFP: Section VII Technical Specifications, Item 9.2: Will the State provide some examples of “License Related Products”?

**Response:** These are items that are related to licenses but are not charged a fee, such as mandatory surveys.

**Question 26:** RFP: Section VII Technical Specifications, Item 8.20: Is the Vendor responsible for supplying postage for postal mailings?

**Response:** Yes, currently there is a postage fee when purchasing through the mobile app/online and phone sales. The postage fee is passed on to the customer.

**Question 27:** RFP: Section VII Technical Specifications, Item 8.20: As we understand it every license purchased through online system is physically mailed to the customer on the license paper stock. Is the state open to using a mobile digital credential to reduce mailings?

**Response:** Not at this time, but the State will potentially consider it in the future.

**Question 28:** RFP: Section VII Technical Specifications, Item 17.42: What is the current flow of funds for the e-Gov transaction fees?

**Response:** All money flows directly to the State and the Vendor is paid their share.

**Question 29:** RFP: Section VII Technical Specifications, Item 17.42: Is the vendor responsible for any credit card processing fees when using the State’s credit card processor, or are all fees paid by the customer through the e-Gov transaction fee?

**Response:** All fees are currently passed to the customer.

**Question 30:** RFP: Section VII Technical Specifications, Item 20.1: Is the state open to charging a transaction fee for special hunts/draw applications?

**Response:** Not at this time, but the State will potentially consider it in the future.

**Question 31:** RFP: Section VII Technical Specifications, Item 20.1: Does the current vendor charge a fee for special hunts/draws?

**Response:** No, except for Canemount Hunt, non-resident spring turkey, and alligator applications.

**Question 32:** RFP: Section VII Technical Specifications, Item 20.1: Will the state provide special hunts/draw application volumes for the past 3 years?

**Response:** Please see Attachment K.

**Question 33:** RFP: Section VII Technical Specifications, Item 27: Please confirm MDWFP is responsible for the physical card printing. Vendor is only responsible for supplying the data needed to facilitate this.

**Response:** Yes.

**Question 34:** RFP: Section VII Technical Specifications, Item 28: Are the Citation System requirements listed here meant to replace the current internal citation system? If so, The requirements listed here detail everything needed to replace the current internal system?

**Response:** Yes, these requirements replace the current citation system. No, these are the known requirements by MDWFP, but the State is willing to use the vendor's existing citation system with slight modification as long as it meets MDWFP's needs as well as prevents customers from purchasing a license if their license has been revoked.

**Question 35:** RFP: Section VII Technical Specifications, Item 28.2: Will the State provide the current data schema/attributes for citation data?

**Response:** Please see Attachment L.

**Question 36:** RFP: Section VII Technical Specifications, Item 28.5: What are the requirements for an e-ticket solution?

**Response:** Please see Clarification Number 5 above.

**Question 37:** RFP: Section VII Technical Specifications, Item 10.17: Under what circumstances would the MDWFP assign a HIN number vs. the USCG assigning a HIN number?

**Response:** When a boat does not have one.

**Question 38:** RFP: Section VII Technical Specifications, Item 15.4: Is the state's intent that Customer Service Center staff provide regulation specific information on behalf of the state, or should regulations questions be referred to the Agency?

**Response:** Refer them to the Agency.

**Question 39:** RFP: Section VII Technical Specifications, Item 15.9: Can the Agency provide customer call data for the past 3 years by minutes per month?

**Response:** Please see Attachment E for call volume beginning in January 2021. Call volume prior to January 2021 is not available at this time.

**Question 40:** RFP: Section VII Technical Specifications, Item 6.6: Can the Agency provide the number of Agents who do not currently have online capabilities? Would servicing these agents via the Customer Contact Center be an acceptable solution?

**Response:** MDWFP currently has 279 vendors with 3740 VeriFone POS machine, but MDWFP does not know how many of those agents are capable of digital sales. No, this would not be acceptable.

**Question 41:** RFP: Section VII Technical Specifications, Item 11.21: Is the intent of this requirement for the vendor to provide pricing for agent-provided equipment?

**Response:** **Yes, MDWFP needs the vendor to factor in the cost of providing the equipment in its per privilege fees.**

**Question 42:** RFP: Section VII Technical Specifications, Item 11.33: Is a PCI SAQ-D acceptable for this requirement?

**Response:** **Yes.**

**Question 43:** RFP: Section VII Technical Specifications, Item 11.45: What level of ADA compliance is required?

**Response:** **WCAG 2.0 Level AA.**

**Question 44:** RFP: Section VII Technical Specifications, Item 11.45: Can a web application with a local computer at the customer service center be used instead of a TDD/TTY?

**Response:** **Yes, as long as it provides the same or better service.**

**Question 45:** RFP: Section VII Technical Specifications, Item 12.2.4: Please explain what is meant by "full audit capabilities".

**Response:** **MDWFP requires trace back for every operation and transaction, including who did what, when, and how, as well as tracking anything that has been modified.**

**Question 46:** RFP: Section VIII Cost Information Submission: The cost sheet references privileges/transactions above the chart however the RFP indicates in multiple requirements that fees should be per transaction that can include multiple privileges. Can you please clarify, is the intent that the vendor provide fees based on privileges or transactions?

**Response:** **Please see Attachment J and the response to Question Number 21. The intent is for the vendor to provide fees based on privileges.**

**Question 47:** RFP: Section VIII Cost Information Submission: The volumes provided in the cost sheet are privilege volumes rather than transactions. If the intent is to have vendors provide transaction fees then can you please provide transaction volumes?

**Response:** **Please refer to the response to Question Number 46.**

**Question 48:** RFP: Section VIII Cost Information Submission: The cost sheet refers to Hunting/Fishing POS Transaction Fees can you please confirm that this line should include both internet and POS sales?

**Response:** **It includes all sales.**

**Question 49:** RFP: Section VIII Cost Information Submission: The boat registration/renewal transaction volumes identified in the cost sheet match the list of items included in Attachment D Boat Comparison information. Can you please confirm that the Vendor will be paid for all of the transaction types included in the Attachment and not just for registrations and renewals?

**Response:** That is correct.

**Question 50:** RFP: Section VII Technical Specifications, Item 18.17: Section 18.17 of the RFP indicates that the Vendor should identify the transaction fee that would be shared with Agents. There is no area on the current cost proposal for Vendors to identify the agent fee that would be applicable. Can you please clarify how you would like Vendors to show this information?

**Response:** Please refer to Clarification Number 4 above and the response to Question Number 14. Vendors are required to only provide per privilege fees.

**Question 51:** Given that the RFP is due on 1/31/2023 and must be shipped to your location, we are respectfully requesting an extension to allow time for the formulation of a cost proposal based on responses to the questions submitted.

**Response:** The Procurement Project Schedule has been revised.

RFP responses are due Tuesday, February 28, 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 E: MS HF Call Volume 2021-Jan 2023  
Attachment F: MS HF 2022  
Attachment G: Turkey Harvest Call Center Report  
Attachment H: License Agent Agreement Example  
Attachment I: Agent Receipt & License Example  
Attachment J: Fee Example  
Attachment K: Special Hunts/Draw Application Volume  
Attachment L: Data Schema