



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: May 31, 2019

HSS 19 034

**DOG LICENSING SERVICES
FOR
DIVISION OF PUBLIC HEALTH**

Date Due: July 2, 2019
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE
MENTIONED BID.

Responses to questions received by the deadline of May 23, 2019.

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Dog Licensing Services

HSS 19 034

Questions and Answers

1. How many dog licenses were sold in the past three years (2016, 2017, and 2018)?

Answer: 2016 16,662
2017 20,733
2018 23,985

2. Of these, how many licenses were sold online vs. via mail vs. over the counter?

Answer: 2016 5,093 online/8,885 mail/2,684 counter
2017 5,567 online/10,628 mail/4,538 counter
2018 8,269 online/10,103 mail/5,613 counter

3. What is the pricing history for dog licenses? Have the fees changes recently? And is there any likelihood of the fees changing in the near future?

Answer: Fees have stayed consistent since the State started doing them in 2016, and are in line with what was charged previously by the Counties. Our goal is to increase compliance but not necessarily fees unless it makes sense to do so. Fees are found on our website <https://animalservices.delaware.gov/>

4. Are licenses currently sold over the phone? Is there any interest in this being made available to Delaware residents as part of a new contract?

Answer: People can call the customer service phone line and request a license application. However, since they have to send a rabies certificate, the entire process cannot be over the phone.

5. Has the State of Delaware considered requiring that cats be licensed? Might it consider this in the near future?

Answer: Not likely that we will require cats in near future. That would require legislation.

6. Can you provide more information regarding pet retailer licenses? What are they and how are these applications handled to present?

Answer: Pet retailer licenses, or retail dog outlet licenses, are defined in 16 Del.C. §3014F. They are any premises where dogs are sold, or offered or maintained for sale, on a retail basis, excluding animal shelters, and dogs sold on the premises where the seller resides. We currently only have 3 retail dog outlets in Delaware. The retailer must fill out an application, pay a fee, and be inspected to receive a license certificate. Currently, these licenses are processed internally by Office of Animal Welfare.

- 7. Which of the following program goals are most important to the State of Delaware (perhaps more than one): increasing dog license-related revenue for the State of Delaware, increasing funding opportunities for Delaware pet shelters and other animal welfare providers, increasing dog license registrations, reducing shelter stays, improving pet owner experience/service, reducing program operation costs?**

Answer: Increasing license revenue and increasing number of licenses sold and compliance with the law are primary goals. We are also always interested in good customer service and an improvement with the pet owner experience. Reduced costs would equate to more income.

- 8. What is the current estimated per-license cost to the State of Delaware?**

Answer: \$4.25 per license for one year license or replacement tag
\$2.00 for each additional year for multi-year licenses
\$2.50 collection service fee for each late fee collected

- 9. If you already have a vendor, what is the reason for this RFP?**

Answer: The current contract for these services is expiring and a RFP is a state requirement.

- 10. What is your satisfaction level with the incumbent?**

Answer: We are satisfied, but will carefully consider all proposals received.

- 11. What do you like about the incumbent and their services?**

Answer: It is not appropriate to comment on the services provided by the current provider.

- 12. What do you like to change/improve/modify in the services that are being provided by the incumbent?**

Answer: It is not appropriate to comment on the services provided by the current provider.

- 13. How many dog licenses do you sell per year?**

Answer: See answers Question 1.

- 14. How many kennel licenses do you sell per year?**

Answer: 71 kennel licenses were sold in 2018.

- 15. How many pet retail license do you sell per year?**

Answer: 3 retail dog outlet licenses were sold in 2018.

- 16. Is there an incumbent providing services? If yes, who is the incumbent?**

Answer: Yes, Pet Data.

17. What services do they provide?

Answer: Full service dog licensing services.

18. How much does the state pay for these services?

Answer: See answers to Question 8.

19. How many years have the incumbent(s) been providing these services?

Answer: 3.5 years.

20. What do you mean by "Validation of Information" in the second bullet? Do you want to validate against any existing databases, applications or web services? Does this have to be done in real-time online or by logging in to the databases?

Answer: Validation of documentation submitted, such as valid rabies certificate and proof of age for senior discount. If a renewal, validate that information received is what is required and matches what is in database. Update database if necessary.

21. Do you want to continue the offline process or take the whole process online in a few years?

Answer: We will continue offline services as a great number of residents still purchase in person or via the mail.

22. Do you want to send reminders about expiration of licenses? Do you prefer email, text, mail or other method (please name the method)?

Answer: Yes, we would require reminders to be sent via mail, but texts and emails could also be incorporated to increase compliance or used according to client preference.

23. For offline applications, do you want the vendor to enter the data into the licensing system? Or do you want to have a system to enter the data?

Answer: It would be the vendor's responsibility to enter all mailed or in person applications, whether they enter manually or create a system to do so.

24. What is the current fees schedule for the various license? How much is collected from the dog owner and how much is paid to the state?

Answer: Fees to purchase a license can be found on our website <https://animalservices.delaware.gov/> See answers to costs above in Question 8.

25. What are the supplies for dog licensing that the vendor should provide to the state of Delaware and partner agencies?

Answer: Vendor will be responsible for supplies they use to mail, for providing and maintaining a website for online purchases, and supplies needed by retail sales partners. This includes tags and clips for collar, envelopes needed by retail sales partners to collect and submit money and documents.