

	<b>Addendum 1 - Questions &amp; Responses</b> REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES ELECTRONIC LICENSING, PERMITTING AND REGISTRATION SYSTEM ISSUED BY THE DEPARTMENT OF NATURAL RESOURCES AND ENVIRONMENTAL CONTROL CONTRACT NUMBER NAT-18011-ePERMITTING
<b>1</b>	What is the estimated cost for this effort?
	<i>Respondents to this RFP should determine a budget to provide the solution necessary. There is no pre-determined, final amount for the complete solution outlined in this RFP.</i>
<b>2</b>	What funding source has been allocated?
	<i>N/A</i>
<b>3</b>	Is this a budgeted project?
	<i>Yes</i>
<b>4</b>	Is this (Bid Bond) going to be required for a software purchase?
	<i>Bid Bond can be waived</i>
<b>5</b>	Is this (Performance Bond) going to be required for a software purchase?
	<i>Performance Bond can be waived</i>
<b>6</b>	Is State of Delaware Department of Natural Resources and Environmental Control interested in migrating any of your historical records from the legacy systems to the new platform? What does that data comprise?
	<i>Yes, data models for all systems have not been completed.</i>
<b>7</b>	Can State of Delaware Department of Natural Resources and Environmental Control please provide a list of departments, application types and annual totals

	<i>Please see attached DNREC Fees xls</i>
<b>8</b>	Does the Department anticipate any professional or consulting services may be needed to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)?
	<i>Yes, DNREC anticipates working with the awarded vendor to provide Project Management, Organizational Change Management, Training and more.</i>
<b>9</b>	Is State of Delaware Department of Natural Resources and Environmental Control interested in any integrations? Please provide details (i.e. Address Database, GIS, Finance, Contractor Licensing, other?)
	<i>See Question #75</i>
<b>10</b>	Has State of Delaware Department of Natural Resources and Environmental Control seen any presentations of products related to this RFP in the last 12 months? If yes, what products have you seen?
	<i>Yes, DNREC viewed presentations from 6 permitting vendors in 2017 including VelMicro, Conduent, JMT, ActiveNetwork, Kalkomey and VitalCycle.</i>
<b>11</b>	Has State of Delaware Department of Natural Resources and Environmental Control had any external guidance on the creation of this RFP?
	<i>No</i>
<b>12</b>	Will State of Delaware Department of Natural Resources and Environmental Control have staff available for this project? Please provide any details regarding.
	<i>Support from DNREC program staff and technology assistance from the Department of Information and Technology will be provided. Respondents should anticipate providing all application development and implementation staff.</i>
<b>13</b>	Would you be able to provide a sample of the applications that you would need in the new permitting system such as applications for licenses, permits, registrations and any state reporting / state forms?
	<i>Appendix C of the RPF includes a list of the permit applications. Many of the applications are available on the following link. <a href="http://www.dnrec.delaware.gov/services/pages/permits.asp">www.dnrec.delaware.gov/services/pages/permits.asp</a></i>

<b>14</b>	Appendix B - Page 44 - Permits - Does DNREC have an approximate number of permits per applicable period (annual?) based on Permit Type?
	<i>See DNREC Permit list</i>
<b>15</b>	Appendix B - Page 44 - Workflow - Can DNREC provide any current customer or internal workflow diagrams identifying the complexity of current or expected processes?
	<i>The current processes vary by permit/ license, but are generally manual processes with printed applications received through the USPS or online forms submitted and processed by program staff.</i>
<b>16</b>	Appendix B – Page 45 - Point of Sale - Does DNREC currently have a preferred Point of Sale Vendor? o Is it a requirement for the proposed system to collect the payment or is it sufficient for the proposed system to integrate in with your Point of Sale solution?
	<i>Integrating with a separate POS solution is acceptable.</i>
<b>17</b>	Appendix B - Page 45 - Service Desk/Call Center - Can DNREC provide an example SLA for this service? Is it expected that DNREC will be outsourcing the call center to the selected vendor or that the proposed system must be able to manage the call center functions and DNREC will provide call center agents?
	<i>It is anticipated that the selected vendor will propose options for the call center</i>
<b>18</b>	Appendix C - Some permits on the first link on page 47 seem to be behind a login - can these items be made available?
	<i>Not at this time</i>
<b>19</b>	Can DNREC provide the expected or current number of users from the following categories: Law Enforcement/Agents/Current Customers/DNREC Departments and Users
	<i>Approximately 100 - 250 concurrent users.</i>
<b>20</b>	Out of respect to our existing customers, it is our policy that we do not provide direct customer contacts as references until we have either been short-listed or selected. At this stage we are willing to provide the names of organizations that are our customers. We are more than happy to provide customer contact information at later stages of the procurement process. Please advise whether the DNREC is okay with this?
	<i>DNREC accepts this.</i>
<b>21</b>	Pricing as identified in the solicitation. Question: a) Is there a pricing form that DNREC would like us to fill out? b) If not, what type of pricing would DNREC like us to show?

	<i>please see question #118</i>
<b>22</b>	How many internal users will be utilizing the system on a daily basis?
	<i>Approximately 100 - 200 internal DNREC users. DNREC has approximately 60 sales agents.</i>
<b>23</b>	How does the DNREC wish to work with the existing website? Are you looking into either integrating or replacing?
	<i>DNREC will integrate the permitting portal into the website under development <a href="https://dnrec.alpha.delaware.gov/">https://dnrec.alpha.delaware.gov/</a></i>
<b>24</b>	Can DNREC please list the key business problems that the company is facing?
	<i>Permit applications are difficult to submit requiring both customer and staff manual processes. It can be difficult for customers to know the status of their permits and review and approval times can be unpredictable depending on how complete and/or accurate the submissions are. Customer's have a disjointed experience with DNREC often without a clear connection from DNREC service to DNREC service.</i>
<b>25</b>	Is DNREC considering a phased approach?
	<i>Yes</i>
<b>26</b>	How does DNREC currently track applications from customers?
	<i>This is largely a manual process</i>
<b>27</b>	Can DNREC please provide a list of statistics on the types of applications that is received?
	<i>Please see attached DNREC Fees xls</i>
<b>28</b>	Does DNREC currently have a telephony service provider?
	<i>The State local services contract is currently awarded to Verizon Business Systems (Contract No. GSS 14580A-LOCAL_SVC)</i>
<b>29</b>	Does DNREC have a current document management system that you would like the solution to integrate with?

	<i>DNREC is in the process of implementing Hyland Onbase ECM solution.</i>
<b>30</b>	Do you allow non-US citizens to perform work on this project?
	<i>Yes</i>
<b>31</b>	Do you allow for offshore development? Remote/offsite US based resources?
	<i>Please see the State's Off Shore Policy</i>
<b>32</b>	Which analytics reporting tools do you use today? E.g. Microsoft SSRS, Power BI, Cognos, Tableau
	<i>MS SSRA, Tableau, EQUIS</i>
<b>33</b>	Has DNREC defined the scope for their desired data migration? About how many different data sets are we anticipating?
	<i>DNREC will work with the selected vendor to migrate data from the existing MS SQL database into the new solution. Import of the existing datasets will require further review based on the selected solution.</i>
<b>34</b>	The permitting and licensing workflows are often different: Permitting often targets facilities and requires a review, approval and issuance process by internal staff while hunting and fishing licensing is an immediate point-of-sale for individuals at various locations. As such, is the DNREC open to a partial solution that only covers the permitting requirements and not the licensing requirements?
	<i>No, DNREC prefers a common user experience and views licenses as similar services to permit transactions.</i>
<b>35</b>	Are you aware of an existing software solution/vendor that provides a unified solution as you seek in this RFP?
	<i>DNREC is aware of similar systems, though a detailed review has not taken place.</i>
<b>36</b>	Is the DNREC expecting an existing COTS or SaaS system to solve all the requirements, or do you believe a custom designed solution is needed?
	<i>DNREC does not believe a custom designed solution is needed.</i>
<b>37</b>	Are you looking for a hosted/cloud solution or do you wish to host the solution internally at DNREC or the State of Delaware?

	<i>DNREC has no hosting preference.</i>
<b>38</b>	Appendix B, (F), Service Desk/Call Center: The DNREC is seeking the vendor to provide the call center staff in addition to the software module, is that correct?
	<i>DNREC is seeking the vendor to provide call center options</i>
<b>39</b>	Are all of the applications listed in appendix C to be replaced by this new system? If so: a. Are they listed in the desired order of implementation? If not, could they be? b. What are the data import requirements associated with each application?
	<i>DNREC seeks to replace all applications listed in appendix C though after review some applications may be eliminated and some may be combined requiring some separate data fields, but common workflows. They are not listed in any particular order. Existing data will be imported into the new solution where possible.</i>
<b>40</b>	Does the DNREC have any federal reporting requirements for its permits? If so: Is that to the EPA?
	<i>Yes, DNREC is required to report data to the EPA for many permits. Further, DNREC is required to certify the number and revenue from the sale of hunting and fishing licenses annually to the USFWS. Boat registrations must be certified and provided to NOAA,</i>
<b>41</b>	Are there any federal requirements associated with digital signatures, e.g. EPA's CROMERR? Would you consider EPA's CROMERR an option for digital signatures?
	<i>Yes, Yes, DNREC utilizes EPA's CROMERR for Federal e-signature requirements. Those applications not subject to EPA requirements should be able to be digitally signed without CROMERR integration.</i>
<b>42</b>	What are the requirements for license printouts? Is the DNREC considering a paperless option where enforcement would be able to verify a license only using someone's ID as described under Appendix B, (L)?
	<i>At this time regulations require hunters and anglers to carry a signed license. If approved, DNREC will seek to provide paperless licensing in the future. Further, DNREC would like the ability, as in the case of Wells, to attach permit information via RFID, QR or bar coded metal tags.</i>
<b>43</b>	Appendix B, (Q), IAM: Do you wish to support any particular identity provider(s) for SSO?
	<i>The solution proposed should have the ability to exchange authentication and authorization data using SAML, OAuth or OpenID.</i>
<b>44</b>	The DNREC seeks a unified solution constructed with reusable modules and/or microservices to provide a single dashboard": Is DNREC interested in a 100% off-the-shelf system, a 100% custom-developed system, or a hybrid of both?
	<i>DNREC is seeking a solution that meets the requirements without prejudice</i>

45	There are approximately 46 permit-type transactions supported in various forms including categories” Will parts of the overall project be phased? Is it expected that the selected contractor work on all segments of the system in a turn-key approach, or may parts of the projects to be built separately (e.g. consumer point-of-sale vs. land use or environmental permits?)
	<i>The project implementation will be phased. It is expected that the selected vendor will work on all segments of the system as part of a turn-key approach whether the work is direct or through coordinated subcontractors</i>
46	The selected solution shall have the flexibility to modify fees, change mandatory information fields and adjust work flow as laws and regulatory requirements change”: Does DNREC anticipate that non-technical state personnel should be able to create their own forms, make changes, and other public-facing interfaces, or will this be relegated to DNREC IT staff?
	<i>DNREC anticipates these modifications will be handled by technology staff.</i>
47	Forms will auto-fill information for registered customers and follow business rules to provide helpful information”: We see that many of DNREC’s current forms are running within a SharePoint environment. Is SharePoint still an option for the new system?
	<i>Yes</i>
48	Forms will auto-fill information for registered customers and follow business rules to provide helpful information”: We assume DNREC has many custom interfaces to support its current forms. Is it your intent that these interfaces be rewritten or will be used, as is, with the new platform?
	<i>DNREC's expectation is that forms and/or interfaces will be rewritten.</i>
49	The RFP requirements list many forms with a wide variety of use cases.” Is it DNREC’s intent to have all forms developed before going to production or phasing the development and deployment over time?
	<i>DNREC expects to implement and develop forms in a phased approach over time.</i>
50	The solution will have the ability to assemble robust, comprehensive, specific and adaptive reports: Is there a need for a common report generation module for all sections and content?
	<i>Yes</i>
51	– Page 44 “the solution will support advanced data capture and reporting to leverage information”: What are the data storage requirements? Are data/documents from consumers and companies to be commonly located and accessible? Will data be stored by DTI or vendor?
	<i>DNREC anticipates making public documents available through the State Open Data Portal. Data can be stored by the State or by the hosting vendor depending on the solution.</i>
52	Contractors awarded contracts are required to furnish a 100% Performance Bond”: Is DNREC willing to waive the bid and performance bonds, particularly for pre-approved State-wide contractors?

	<i>Yes, performance bond can be waived</i>
53	What data interfaces are supported by DNREC content management solution and open data portal?
	<i>The State's Open Data Portal are consumable through Portal access (data can be downloaded and saved in multiple formats) or through Web Service API.</i>
54	Can you clarify what's the support level and hours of a full-service call center?
	<i>Respondents should include reasonable hours to assist customers with failed permit, license or registration activities as options. DNREC currently outsources a Hunter/Trapper Registration call center available 24/7. When that contract expires in 2020-2022, DNREC may seek to integrate those services into the ePermitting call center as well, as an amended agreement.</i>
55	The solution shall meet the FSF DAR001 - AR Deposits Interface Definitions": Could you publish the detail definitions of AR Deposits Interface?
	<i><a href="http://extranet.fsf.state.de.us/interfaces.shtml">http://extranet.fsf.state.de.us/interfaces.shtml</a></i>
56	What data interfaces are supported the State's ESRI GIS mapping system for by bi-directional communication?
	<i>Delaware uses FirstMap. The services running in FirstMap are accessible as REST endpoints. These services can be secured and configured to handle both input and output from web and mobile applications.</i>
57	Is registered user information currently being maintained in an existing system or systems? If more than one system, how many? Is migration of existing user information to the new application expected?
	<i>User information is not consistently maintained across permits. Existing information will be migrated into the new system where practical.</i>
58	For each external application to interface with, are there any existing information exchanges? If so, what is the format (XML, JSON, flat file, etc.) and mechanism (FTP, web service, etc.) of the data exchange? Are documentation such as IEPDs and APIs available? Does the State have any preferred or existing information exchange standards?
	<i>Depending on the application interface, the State supports format (XML, JSON, flat file, etc.) and mechanism (FTP, web service, etc.) Please refer to the State's Standards and Policies for additional information: <a href="https://dti.delaware.gov/information/standards-policies.shtml">https://dti.delaware.gov/information/standards-policies.shtml</a></i>
59	Does the integrated partner have an existing information exchange capability? If so, what is the format and mechanism of the interface?
	<i>See question #58</i>
60	Does the State maintain an existing electronic content management system? If so, what product or vendor is used? If not, does the State have a preferred ECM solution?



	<i>DNREC is in the process of implementing Hyland Onbase ECM solution.</i>
<b>61</b>	Does the State have an existing payment processing gateway that this solution is expected to integrate with?
	<i>The State has a contract with a third party processor, currently Velocity Payment Systems</i>
<b>62</b>	Is the solution provider expected to include the call-center and staff as part of the solution?
	<i>The respondents are expected to propose optional call-center capabilities</i>
<b>63</b>	What primary browsers and/or devices defined by the State are expected to be supported?
	<i>At a minimum vendors should support current versions of Chrome, Firefox, Safari and Internet Explorer as well as iOS and Android devices</i>
<b>64</b>	What are the desired target platforms for the mobile client?
	<i>iOS and Android</i>
<b>65</b>	Does the State have an existing identity management solution? If so, what is the vendor or product? If not, is the solution provider expected to provide the IDM solution or simply integration with an external IDM environment?
	<i>The solution proposed should have the ability to exchange authentication and authorization data using SAML, OAuth or OpenID.</i>
<b>66</b>	For each of these applications, is the expectation that this solution will replace, either wholly or partially, the application or simply exchange information with it? How much of the existing application functionality is expected to be maintained as opposed to being replaced by the new solution?
	<i>The expectation is the proposed solution will replace the current application meeting or exceeding the existing capabilities.</i>
<b>67</b>	Please confirm that no licenses and/or certifications are required to be provided with a Vendor's RFP response.
	<i>Confirmed</i>
<b>68</b>	Can the state provide the RFP, or at a minimum the RFP Attachments, in MS Word or another editable file format to assist Vendors in completing the required forms?

	<i>Not at this time</i>
<b>69</b>	Can the State provide detailed requirements on these services, such as those provided in the RFI, in addition to the high-level requirements as stated in Appendix B of the RFP to assist Vendors in providing an estimated timeline and cost to implement the system?
	<i>Not at this time</i>
<b>70</b>	Can the State please identify the content management and open data portal technologies used by DNREC and the required method of interface?
	<i>The State's Enterprise Content Management Solution and Open Data Portal can interface using through standard API.</i>
<b>71</b>	Does the State currently have POS equipment they wish Vendors to use with the new solution or should Vendors propose and price in new POS equipment?
	<i>The State currently uses computer based POS capabilities. Proposing POS equipment is optional, but not required.</i>
<b>72</b>	Please confirm that vendors are to provide and price end user and agency call center services for the solution.
	<i>Vendors are to provide end user and agency call center services as an option</i>
<b>73</b>	Can the State please elaborate on the digital signature technology that the requested solution must integrate with? Is this a legacy digital signature technology which exists today or is this a new capability that the State will implement in the future?
	<i>DNREC seeks this capability for future implementation</i>
<b>74</b>	Is the expectation that the Vendor will utilize the State's existing IAM technologies? Can the State please identify the identity and access management technologies used today by the primary applications being replaced by the requested solution and the number of user accounts stored in each existing identity technology?
	<i>The State supports SAML, but would consider options of OAuth, OpenID. The applications being replaced are not utilizing IAM</i>
<b>75</b>	For each of the primary applications listed in Appendix C, could the State provide a list of any backend dependencies including systems, databases, and applications that the proposed solution will need to integrate with?
	<i>DNREC seeks the ability to integrate with standard solutions such as MS SQL databases, MS Exchange SMTP and others mentioned throughout the RFP including IAM and ECM.</i>
<b>76</b>	Does the State require that all legacy primary applications be replaced simultaneously or is a phased replacement of legacy applications an acceptable approach? Additionally, can the State please identify business constraints that may require certain applications to be replaced at a specific time period?

	<i>DNREC anticipates a phased implementation. Fish and Wildlife licensing period to be avoided is May - September</i>
<b>77</b>	Will the state maintain its call-in solutions or are these solutions to be implemented on the e-permitting platform?
	<i>To be determined</i>
<b>78</b>	Please confirm that all applications that have payments will process payments through Govolution's gateway product, Velocity Payment Systems. If so, please provide technical details on the integration methods to the Velocity gateway.
	<i>Confirmed</i>
<b>79</b>	Is our understanding accurate that DNREC intends to integrate/consolidate approximately 40 custom applications, integrated eCommerce system and a support call center?
	<i>Correct</i>
<b>80</b>	Is DNREC opposed to the use of licensed third-party libraries/products for integration that would allow us to build a platform that would be within your budget?
	<i>No</i>
<b>81</b>	Is a separate native/hybrid mobile client required or would a responsive Web application be sufficient? If the former, what platforms should be supported for the mobile client?
	<i>A fully functional, mobile friendly web application may be sufficient.</i>
<b>82</b>	Does DNREC have restrictions on where project work will take place? If so, will DNREC please share these restrictions?
	<i>Please see the State Off Shore Policy</i>
<b>83</b>	It is understood that the project budget is not a selection criterion at this stage in DNREC's process. Will DNREC please disclose a maximum budget or expected budget range for this engagement?
	<i>DNREC has identified funds for the primary phases of this project and anticipates the availability of additional funding sources throughout the multi-year life of this project</i>
<b>84</b>	Do you need native mobile App for iOS and Android? Would apps with HTML5/Bootstrap be sufficient? HTML5/Bootstrap be more economical for the State.
	<i>Apps highly functional using HTML5 would be acceptable.</i>

<b>85</b>	We would like to know about the Tool / Software name using for DNREC Content Management Solutions
	<i>DNREC is in the process of implementing Hyland Onbase ECM solution.</i>
<b>86</b>	Do you need Point of Sale machine with cash drawer or simple touch screen Tab / Laptop with online sales portal is sufficient?
	<i>POS functionality on a laptop or tablet is sufficient</i>
<b>87</b>	How many service calls are you anticipating per month?
	<i>20 - 60 estimated</i>
<b>88</b>	Do you want us to develop configurable API's to interface with Child Support and Interstate Compact databases?
	<i>Yes</i>
<b>89</b>	Can you please define reputation?
	<i>Reputation is defined as a favorable name or standing for merit, achievement, reliability, etc</i>
<b>90</b>	Is off shore system development included in your definition of activity?
	<i>Please see the State Off Shore Policy</i>
<b>91</b>	Does this require all vendor employees to do perform a background check or only those that may be on the premises?
	<i>All contractors working on premise or connecting remotely to State internal systems must complete a background check.</i>
<b>92</b>	Does this require all vendor employees to do take a drug test?
	<i>No</i>
<b>93</b>	Would the latitude/longitude and other site attribute data suffice to meet this requirement?

	<i>Yes</i>
<b>94</b>	Can you please provide any specifics of how and with what it will be expected to interface?
	<i>The selected solution will be able to interface with State systems using standard, current protocols</i>
<b>95</b>	Document Management Integration: The solution dashboard should provide the customer with an inventory of required supplemental documents and/or related permits. Can you please provide a specific real-world example of this ask?
	<i>Using Turbo Tax as a good example, customers should be able to easily view what information / forms / signatures will be required to complete and submit each permit.</i>
<b>96</b>	The term 'bi-directional communication' is being used – can you please clarify the type of data and provide data examples that would come from ESRI to the vendor system?
	<i>DNREC seeks integration between the ePermitting database and the GIS database including asset/facility attributes</i>
<b>97</b>	The solution should provide enforcement officers and/or approved staff with the ability to quickly search and view customer profiles Via what channels (i.e. admin desktop, mobile, app, online only or offline mode) is it expected the appropriate enforcement staff be able to view/respond?
	<i>Staff should be able to view necessary information online, through a mobile and desktop and/or a Mobile App</i>
<b>98</b>	Automatic notifications for status or next-action alerts. Do you they have a real-world example of this? Is this currently a solution being used or newly developed?
	<i>For example, the system should have the ability to notify the submitter the permit application has been received and is being reviewed, the application has been approved, etc.</i>
<b>99</b>	What is annual transactional history of the required offerings
	<i>Please see attached DNREC Fees.xls</i>
<b>100</b>	What is channel split of these sales currently between internet sales, sales agents, and DNREC Front Desk?
	<i>FY2017 Agent Sales = 61% (84,054), Internet = 36% (49,893) , Front Desk = 3% (3,458)</i>
<b>101</b>	Is the vendor responsible for any credit card processing fees, or will the system integrate with a third-party processor?

	<i>The State has a contract with a third party processor, currently Velocity Payment Systems</i>
<b>102</b>	Is the intent of the Service Desk/Call Center to be purely customer service and help desk, or will sales be taken via the call center?
	<i>The Service Desk will provide customer service including support for failed sales transactions.</i>
<b>103</b>	Is the state willing to consider a letter of credit in lieu of a performance bond for the winning vendor?
	<i>Yes, as well performance bond can be waived.</i>
<b>104</b>	Would DNREC be willing to waive the production requirements in RFP Section IV.3 if a bidder can demonstrate its ability to meet or exceed all of the Minimum and General Evaluation Requirements of Section III?
	<i>Yes</i>
<b>105</b>	The IT Standards and Policies link provides many policies and additional links. Please provide details of which policies are relevant.
	<i>Applicable policies will vary depending on the solution proposed. For example Cloud Terms &amp; Conditions would not apply to a State hosted system. Security practices consistent with ISO 27k are expected.</i>
<b>106</b>	The Cloud link provided includes a signature form. Please confirm that the signed form is not required with the proposal, and is just to confirmation that the proposer will adhere to the standards in the form.
	<i>Confirmed</i>
<b>107</b>	Please clarify the State's intent with the ACA Safe Harbor requirement. Confirm that the State is only confirming that the vendor is in compliance Affordable Care Act.
	<i>Confirmed</i>
<b>108</b>	Please confirm that a sample Insurance Certificate is sufficient for the proof of Insurance requirement.
	<i>Confirmed</i>
<b>109</b>	Please confirm that the Vendor Emergency Response Point of Contact is only required by the Awarded vendor
	<i>Confirmed</i>

<b>110</b>	Please confirm that the bidder should include the bid bond in the Attachments section of the submittal?
	<i>Confirmed, though per earlier questions, bid bond may be waived.</i>
<b>111</b>	Will the State provide a specific bond amount to assist in planning given the open nature of the pricing approach?
	<i>No specific bond amount will be provided, Bond can be waived</i>
<b>112</b>	Please confirm PDF is an acceptable format in which to submit the electronic copies of the technical proposal.
	<i>Confirmed</i>
<b>113</b>	Please confirm PDF is an acceptable format in which to submit the electronic copies of the pricing.
	<i>Confirmed</i>
<b>114</b>	Please confirm the pricing only needs to be a separate file but on the same electronic media.
	<i>Confirmed</i>
<b>115</b>	Is the pricing to be submitted separately in the hard copy version?
	<i>No, pricing should be included in the general proposal document</i>
<b>116</b>	If pricing is to be included in the hard copy submittal with the technical proposal, should proposers add it to the end as a separate tabbed section?
	<i>Yes</i>
<b>117</b>	Should bidders provide a separate CD for confidential content?
	<i>Yes, bidders should segment and clearly identify confidential content.</i>
<b>118</b>	Will the state provide a format for submitting the pricing to aid in a fair and equitable evaluation of the pricing?

	<i>The State anticipates vendors will provide well estimated costs for the proposed solution including all appropriate phases such as requirements gathering, development, testing, implementation and on-going services. Respondents should use either Time and Material or Fixed Cost estimates with whatever budget template they like. The State anticipates final pricing evaluation to be conducted during contract negotiations.</i>
<b>119</b>	How will pricing be factored into the evaluation?
	<i>The State anticipates selecting the top proposals that best address the State's needs. Selected vendors will work with DNREC and conduct a demonstration of their proposed solution. The State then anticipates entering into negotiations for the best and final offer.</i>
<b>120</b>	Given questions about pricing, bonds and volumes will the State consider a 30 day extension to allow more time between answers provided by the State on 3/23 and the current response due date of 4/11? This additional time will allow vendors to incorporate the State's answer into a high quality, comprehensive response.
	<i>Not at this time</i>
<b>121</b>	Please confirm that the proposers can rely on the information i.e. volumes, provided in RFI No. NAT17-007-REG dated April 6, 2017?
	<i>Confirmed</i>
<b>122</b>	Is the intent to phase the implementation per RFI No. NAT17-007-REG dated April 6, 2017?
	<i>Yes</i>
<b>123</b>	If it is the intent to phase the implementation, can you identify the scope and the timeline for the intended phases?
	<i>Yes, the intent is to phase the implementation. The scope and timeline will depend on the solution required and vendors ability to support multiple, simultaneous tracks. DNREC would like to complete all permit conversions within three years, though that may not be practical.</i>
<b>124</b>	Please provide estimated annual volumes for the 46 permit types listed in the RFP.
	<i>Please see attached DNREC Fees xls</i>
<b>125</b>	Please identify the volume credit/debit card transactions handled by telephone?
	<i>Please see attached DNREC Fees xls The State anticipates a simplified electronic process will significantly reduce telephone transactions</i>



<b>126</b>	Please provide historical call volumes for the last 12 months.
	<i>For a 12-month period calls are estimated at 2,000 - 2,500</i>
<b>127</b>	What is the estimated Average Handle Time for inbound calls?
	<i>A Service Level Agreement will be agreed upon.</i>
<b>128</b>	Are outbound calls in scope? If yes, please provide expected volumes and Average Handle Time?
	<i>No</i>
<b>129</b>	Can vendor charge a separate transaction fees for licenses purchased online?
	<i>Yes</i>
<b>130</b>	Can the State provide number of approved retail agents that will be using the system?
	<i>Approximately 60 retail agents</i>
<b>131</b>	Can the State provide more details on the DNREC's current content management solution? Can the State provide details on the interface for data exchange?
	<i>DNREC is in the process of implementing Hyland Onbase Enterprise Content Management Solution. Hyland interface information is available on Hyland's website.</i>
<b>132</b>	Who will be responsible for providing the POS hardware such as receipt printers, cash drawers and printers for printing the licenses, vehicle tags etc.? Is it the solution provider or retail sales agents?
	<i>The State and/or retail sales agents will provide any POS hardware.</i>
<b>133</b>	Does DNREC expect call center agents and IVR with bi-lingual support?
	<i>Bi-lingual support is preferred, but not required.</i>
<b>134</b>	Many vendors may hold thousands of contract with various state entities. Please confirm this request is specific to contracts with the State of Delaware?

	<i>Confirmed, notification of previously held State contracts applies to Delaware contracts only.</i>
<b>135</b>	If this requirement is not specific to the State of Delaware, confirm that it is for state contracts that are similar to the projects proposed.
	<i>N/A</i>
<b>136</b>	Does the State's PeopleSoft enterprise First State Financial solution provide Web service interface for financial data exchange or will this be an offline batch process to export data to Peoplesoft on a scheduled basis? Can State provide the data exchange specifications for the Financial Solution?
	<i><a href="http://extranet.fsf.state.de.us/interfaces.shtml">http://extranet.fsf.state.de.us/interfaces.shtml</a> Off line process is possible, but not preferred.</i>
<b>137</b>	It is unlikely that a single product on the market today will satisfy all licensing, permitting and registration needs outlined in RFP Section II and Appendix B. To ensure the services that the State of Delaware ultimately provides for its citizens includes not only the full range of requirements specified in the RFP but also the flexibility to meet future demands and changes, would DNREC be willing to waive the production requirements in RFP Section VI.3 if a bidder can demonstrate its ability to meet or exceed all of the Minimum and General Evaluation Requirements of Section III?
	<i>Yes</i>
<b>138</b>	Could you please provide additional information about the date the system needs to be in production? When must the work begin?
	<i>DNREC anticipates a phased approach with the initial permits/licenses migrated within 12 months. DNREC would like to complete all permit conversions within three years, though that may not be practical.</i>
<b>139</b>	Do you have duration in mind for the implementation schedule?
	<i>No</i>
<b>140</b>	May we propose pricing that includes a per transaction of similar fee, rather than just costs and milestones?
	<i>Yes</i>
<b>141</b>	What is the envisioned duration of the contract?
	<i>3-5 years, plus on-going maintenance and support</i>
<b>142</b>	Must we provide pricing for post go live operations and maintenance?

	<i>Yes, post implementation pricing estimates are desired.</i>
<b>143</b>	Could you please provide information for the start and end date of your license year?
	<i>Most license years are consistent with calendar year(s). Hunting licenses and Conservation Access Pass run on State Fiscal Year (July 1-June 30).</i>
<b>144</b>	Should we make provision for telephone sales?
	<i>Telephone sales are a potential option</i>
<b>145</b>	Should we make provision for license fulfillment?
	<i>License fulfillment is a potential option</i>
<b>146</b>	Could you provide details as to the period for which data must be migrated into the new system, as well as the formats the current data is in?
	<i>Current data is in an MS Sql database using standard formats. Only relevant, verifiable data will be migrated.</i>
<b>147</b>	Could you please provide the peak season times for the different types of products?
	<i>Regulatory permits are generally consistent throughout the year. Fishing licenses peak during spring and summer. Hunting licenses peak when they first go on sale on July 1 and just prior to each season opening, especially waterfowl seasons and each deer firearm season.</i>
<b>148</b>	Should we make provision for IVR functionality?
	<i>IVR functionality is a potential option</i>
<b>148</b>	Do you foresee any hardware to be supplied under this contract? If so – please provide numbers and details
	<i>No</i>
<b>149</b>	Is any user training envisioned under this contract?
	<i>User training will be required</i>

