

## Electronic Licensing, Permitting, Registration and Enforcement Request for Information

NAT17007-REG

Questions and Answers

July 28, 2017

1. Question: Can responses also be hand delivered to this address?

**Answer: Yes, responses can also be hand delivered to DNREC, 89 Kings Highway, Dover, DE 19901.**

2. Question: Are there any VIP formatting restrictions regarding page sizes, fonts used/size, etc.?

**Answer: There are no formatting restrictions.**

3. Question: Is there an incumbent contract for this project? If so, would it be possible to get a copy of the contract?

**Answer: No, there is no incumbent contract for the specific solution sought under this RFI.**

4. Question: Can you provide a few examples of the types of events that might be set up by the STATE? Different types of events require different registration/volunteer/administrative requirements.

**Answer: The Division of Fish and Wildlife offers, for example, required hunter education classes as well as non-regulatory education and outreach programs (e.g., Natural Resource Police youth academy, Becoming an Outdoors Woman weekend workshop). The general public may be required to pre-register and, in some cases, a registration fee may also be required. Events may also include volunteer workdays that require pre-registration and post-event validation of volunteer hours. Reporting is required for grant-funded events as well as for tracking agency performance metrics.**

5. Question: Could the same event allow for the public to register to participate and/or register to volunteer? Could you provide an example of an event where this might occur?

**Answer: Yes. Some festivals, workshops or other public events hosted by the Division may allow for volunteers to register to work at the event and the event may also require pre-registration by participants (e.g., Becoming an Outdoor Woman).**

6. Question: Does this section relate to in-person education only or will any customer be eligible for free-to-student online education? [*"The preferred solution shall allow customers to register for any Hunter, Trapper or Boating Education course free of charge on a first-come first-served basis."*]

**Answer: We offer both in-person and third-party online education vendor options. The solution needs to address both options.**

7. Question: Can you provide a list of approved third party educators and indicate if more can be added at any time at the discretion of the STATE?

**Answer: Please visit <http://de.gov/huntersafety> to see an example of existing online registration and examples of third-party educators. Additional approved third-party educators can be added at the discretion of the STATE.**

**8. Question: Please list the estimated annual quantity of these special permits listed in Table 7.4.**

**Answer: On Page 20, Special Permits, the RFI states that we issue 1,300 special permits annually.**

**9. Question: What is DNREC looking to see in this section of our response that will not be covered in our Appendix B and C responses?( *Section III D 3 Reporting, Paragraph 1, Page 6*)**

**Answer: Addressing Appendices B and C with respect to reporting requirements is sufficient.**

**10. Question: Does the State know of any or is anticipating reporting steps that cannot be automated? What is the current reporting workflow to produce the reports for annual U.S. Fish and Wildlife Service Certifications?**

**Answer: The STATE prefers 100% automation. The current workflow for annual certification of hunting and fishing licenses is to perform data processing and analysis in Excel.**

**11. Question: Has the Department allocated funding for this effort? If so, from which source? (Budget, CIP, Federal/State Grants)**

**Answer: The STATE has funding to progress this initiative forward if a suitable solution is identified.**

**12. Question: Has funding been secured for the project? If so, how much does the state anticipate spending?**

**Answer: The STATE has funding to progress this initiative forward if a suitable solution is identified. The Department anticipates selecting a solution that best meets the requirements for the lowest cost.**

**13. Question: When does the State/DNREC expect that this project to be funded?**

**Answer: The STATE has funding to progress this initiative forward if a suitable solution is identified.**

**14. Question: Is the state looking for specific amounts or just a structure of the payment schedule?**

**Answer: Yes to both.**

**15. Question: Please confirm that DNREC is looking for historical pricing information with other state agencies, and DNREC understands that pricing will be dependent on the final scope to potentially include application consolidation referenced in Appendix A.**

**Answer: Yes, historical data is acceptable. Yes, we understand that pricing will be dependent on the final scope.**

16. Question: Should the Department move beyond the RFI process, has a time frame in which an RFP will be released been established?

Answer: The STATE intends to move forward with an RFP as soon as possible pending the RFI responses. However, if the review committee is able to identify a solution through the RFI process, the Department may opt to leverage another government or cooperative agreement to procure the selected solution without moving to an RFP.

17. Question: When does the State plan to issue the RFP?

Answer: The STATE intends to move forward with an RFP as soon as possible pending the RFI responses. However, if the review committee is able to identify a solution through the RFI process, the Department may opt to leverage another government or cooperative agreement to procure the selected solution without moving to an RFP.

18. Question: Can the STATE provide a timeline for the implementation of Phase I and Phase II?

Answer: Phase 1 to be operational within a year of contract signing.

19. Question: When does the State want the project to be in production? For Phase I, Phase II and so on.

Answer: Phase 1 to be operational within a year of contract signing.

20. Question: Can the Department elaborate on any additional drivers behind this acquisition that may not be addressed in the RFI? (State or Federal Mandate)?

Answer: There is no specific state or federal mandate driving this acquisition; however, there is a state law requiring implementation of the Interstate Wildlife Violators Compact. The solution we are seeking must meet that requirement.

21. Question: The RFI mentions Phases. Are you seeking one vendor to provide products and services for both phases? Or will Phase II be solicited separately? If so, when?

Answer: Preferably we are seeking one vendor.

22. Question: Who is the technical contact and/or project manager for the Electronic Licensing, Permitting, Registration and Enforcement effort?

Answer: The project manager will be determined upon initiation of the project.

23. Question: Does state already operate a gift card program? If so, what is the estimated number of gift cards sold annually? Do they expire? Does STATE currently have a gift card program that vendor system must integrate with? Would STATE be interested in Vendor Managed Gift Card Program?

Answer: No, the STATE does not operate a gift card program. The STATE is open to receiving information about vendor managed gift card programs.

24. Question: Does the STATE have a STATE approved payment gateway/merchant that vendor system must integrate? Can vendor choose to integrate with popular merchants such as PayPal/Stripe?  
Answer: Yes, the STATE has an approved gateway merchant. No, the vendor may not choose to integrate with popular merchants.
25. Question: Does the state use a 3rd party payment processing service or gateway?  
Answer: Yes.
26. Question: What are the deficiencies in the current system of Recreational Licensing (Phase I), if any, that the State is trying to improve/modify/enhance?  
Answer: The STATE is seeking an agency-wide solution with a single customer ID and one payment across all agencies within DNREC.
27. Question: What are the deficiencies in the current system (Phase II and beyond), if any?  
Answer: The STATE is seeking an agency-wide solution with a single customer ID and one payment across all agencies within DNREC.
28. Question: Do these application support web service interfaces or would they be periodically uploaded documents from these systems?  
Answer: The respondents should not feel constrained by the current interfaces, but rather propose a comprehensive solution to modernize the required functionality. The STATE does have the ability to support web service interfaces.
29. Question: How is data from the DCSS and DELJIS to be provisioned?  
Answer: The respondents should not feel constrained by the current interfaces, but rather propose a comprehensive solution to modernize the required functionality. The STATE does have the ability to support web service interfaces. The STATE supports secured communications between systems. Required ports and protocols would need to be reviewed and approved.
30. Question: 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.)?  
Answer: This depends on the specific solution; a modified COTS Cloud-Based solution would not result in staff augmentation.
31. Question: The text above indicates that there are 47 Permitting/Licensing/ Registration applications that you wish to consolidate, however, only 35 applications are listed. What are the names/ types for the 12 missing applications? Additionally, please provide information on the underlying operating system and type of source code for all 47 applications.

**Answer: The list of applications in Appendix A is complete. The respondents should not feel constrained by the current interfaces, but rather propose a comprehensive solution to modernize the required functionality. The STATE does have the ability to support web service interfaces.**

**32. Question: The RFI lists a number of interface requirements with applications listed [in the text below]. Please provide detailed information on the type of applications to which the solution is expected to interface including, but not limited to the underlying operating system and source code for these applications. *[In the short term, the web-based system shall provide an interface with the Sales Force Boat Registration application to validate boat registrations for privileges that require the customer to have a registered boat; Sales Force Boat Registration application for customer information tracking; Commercial Fishing License application for customer information tracking; Hunter Education to validate privileges requiring a hunter education course. The system will also interface with the Delaware Criminal Justice Information System, the Interstate Wildlife Compact and Delaware Child Support Services.]***

**Answer: The respondents should not feel constrained by the current interfaces, but rather propose a comprehensive solution to modernize the required functionality. The STATE does have the ability to support web service interfaces.**

**33. Question: Does the STATE have a Facebook page? If not, would Facebook meet your needs? If yes, why does Facebook or any other social media site not fit your needs? Who would be responsible for updating the bulletin board?**

**Answer: No. This function has to serve our agents, internet and employees and should not defer to a Facebook interface. The STATE should have the ability to update bulletin board content.**

**34. Question: Does the vendor interface with DELJIS involve validating gun permits? If so, how is that handled? If not, what function does the interface currently serve?**

**Answer: There is no interface requirement for validating gun permits. The interface with DELJIS involves entering all Delaware vessel registrations and validating lost or stolen boats.**

**35. Question: Is there a requirement by the STATE to have a currently implemented system? Is the STATE willing to participate in reshaping a next generation product that meets or exceeds the requirements of this RFI?**

**Answer: The STATE prefers an off-the-shelf program with minimal modification.**

**36. Question: For the purpose of validation, does DCSS and IWVC have a web service interface that the vendor software can interface with?**

**Answer: The respondents should not feel constrained by the current interfaces, but rather propose a comprehensive solution to modernize the required functionality. The STATE does have the ability to support web service interfaces.**

37. Question: Since the solution is a web based solution, the POS terminals will be accessing web based system. Does the STATE anticipate/require the database to reside locally on the POS terminals? If the DB is residing locally on the POS terminal, is there an expectation for the web application to validate to the local POS Database?

**Answer: No, the STATE does not require the database to reside locally.**

38. Question: Can the STATE provide number of customer support representatives required for peak and off-peak hours and peak and off-peak season? Can the STATE share average volume of calls and average length of the support calls for off peak hours from recent years?

**Answer: The STATE seeks support for the application and, if appropriate, the hosted system components, with escalations consistent with standard severity assignments. Customer support regarding STATE services will be provided by the STATE.**

39. Question: Is there any preferred choice of technology or guidelines a vendor should be aware of?

**Answer: No.**

40. Question: Is the above requirement talking about a yearly maintenance subscription that includes up to 800 hours of maintenance work? *[The Vendor shall provide the capability for the STATE to revise business rules and add to the validations through programming up to a maximum three (3) times a year (not to exceed 800 hours of work) at no additional cost to the STATE. Two (2) of these can require a partial upload to the POS terminal, as is required for a table change, and one (1) of these can require either a full or partial upload to the terminal as is required for an application change.]*

**Answer: No.**

41. Question: Is the state looking for examples of solutions that specifically address finishing/hunting permitting/licensing etc. or is open to general permitting solutions?

**Answer: Yes to both.**

42. Question: Does the State/DNREC have a preference on the technology? For example, J2EE, .NET, PHP, Sales Force or any other?

**Answer: No preference.**

43. Question: Does the State/DNREC have a preference for the database to be used? For example, MS-SQLServer, Oracle, MySQL or other

**Answer: No preference.**

44. Question: Does the State plan to host the new system in its servers?

**Answer: The STATE is open to public or private cloud solutions.**

45. Question: Is the State open to hosting the new system in servers outside the State servers, for example, AWS?

Answer: Yes.

46. Question: Is the state looking for any server sizing information in the response? If so, what are the anticipated data sizes and anticipated simultaneous user loads on the system?

Answer: No.

47. Question: Does this apply to on premise state hosted solutions? *[The Vendor shall ensure that interruptions to service are minimal (downtime is less than an hour) when programs are being updated.]*

Answer: The service level agreement will be constructed around those components supported by the selected vendor in accordance with the contract.

48. Question: What is the state's standard and policy on capturing, storing and displaying PII information through a web application?

Answer: To the extent possible, the STATE limits the collection and retention of PII. When PII is required applications must be reviewed for compliance with STATE standards and policies in accordance with the data classification. Further, all PII shall be formatted in a manner such that it can be easily flagged for obfuscation or other security strategies.

49. Question: Does the web application need to be PCI compliant?

Answer: Yes.

50. Question: Does each special permit have a custom workflow or a process associated with them? Would the STATE please elaborate on this requirement? *[The web-based system shall allow the STATE to issue Special Permits. Currently the STATE offers 32 types of permits (offline). Last year there were over 1,300 permits issued. Many of these permits are issued free of charge to the customer.]*

Answer: Each special permit has a custom manual workflow process. There is not presently an electronic application or any form of automation for special permits.