



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

State of Delaware

Electronic Licensing, Permitting, Registration and Enforcement

Request for Information

Request No. **[NAT17-007-REG]**

April 6, 2017

- Deadline to Respond -
May 30th, 2017
Time (Local Time)

April 6, 2017

REQUEST for INFORMATION NO. [NAT17-007-REG]

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, Government Support Services, is seeking market information on an electronic permitting, license, registration and enforcement solution / platform that is web based and capable of servicing multiple legacy applications performing like functionality under the Department of Natural Resources and Environmental Control (DNREC).

Included in this RFI are Appendix A consisting of **Enterprise Application Categories and Recommendation Goals**, a list of like functioning applications that exist throughout the enterprise of DNREC and Appendix B consisting of **Detailed Scope of Work & Technical Requirements for Recreational Licensing** to facilitate a web-based Fish & Wildlife licensing, permitting and registration solution. All vendor responses must address the need of Fish & Wildlife first and secondarily reflect to the extent possible, on what applications in Appendix A could be supported by the same solution. Appendix C - **Business Requirements**, documents a summary of the State's requirements for the main components to be included in the vendor proposed solution.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal for any one or more types of the proposed solutions. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying the request for information number and vendor name** by May 30th, 2017 at 1:00 PM (Local Time).

Responses must be mailed to:

**State of Delaware
Department of Natural Resources and Environmental
Control
89 Kings Highway
Dover, DE 19901
Attn: DTI**

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please contact Michelle Wright at Michelle.Wright@state.de.us.

I. INTRODUCTION

A. RFI DESIGNATED CONTACT

All requests, questions, or other communications about this RFI shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid. Vendors should rely only on written statements issued by the RFI designated contact.

Michelle Wright
Department of Natural Resources and Environmental Control
89 Kings Highway
Dover, DE 19901
or
Michelle.Wright@state.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

B. CONTACT WITH STATE EMPLOYEE

Respondents should limit submit if questions to the designated contact.

C. RFI OBLIGATION

The RFI is a request for information only. There will be no contract awarded as a result of this RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages (VIP) as a response to this RFI nor the State's remarks or responses to the VIP's of any individual vendor, will be considered binding for a future contract.

D. RFI QUESTION AND ANSWER PROCESS

The State of Delaware will allow written requests for clarification of the RFI and its attachments. All RFI questions shall be received no later than **April 20th 2017**. All questions will be consolidated into a single set of responses and posted on the State's website at www.bids.delaware.gov by the date **of April 27th 2017**. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

Section number

Paragraph number

Page number

Text of passage being questioned

All questions may be submitted by email to: Michelle.Wright@state.de.us

Or, questions may be submitted by mail to the RFI designated contact address identified above, but must be received by the “no later than” RFI questions deadline specified.

Questions not submitted electronically shall be accompanied by a CD and all questions shall be formatted in Microsoft Word.

II. SCOPE OF WORK

A. PURPOSE / BACKGROUND

The purpose of this RFI is to provide the State of Delaware with information regarding vendor interest and capabilities providing the following:

The STATE (DNREC) is seeking a web-based solution that would initially provide Fish & Wildlife (F&W) with a single interface to issue (Phase I) recreational hunting, fishing and trapping licenses, permits, stamps, tags and decals, vehicle conservation access passes and Fishing Identification Number (FIN). Currently there are over 175,000 recreational licenses, permits, stamps, tags, and decals issued, and 60,000 boats registered annually. In addition (Phase II) the solution will include commercial fishing licenses, boat registrations and boat ramp certificates sold to the public through public internet sales, sales agents, and the STATE Front Sales Desk. The system would also allow for customers to register their harvested deer and receive a Harvest Information Permit (HIP) and License Exempt Number (LEN), apply for miscellaneous STATE permits and lotteries and sign up for hunter, trapper and boater education courses. The system would also allow the STATE to sell miscellaneous products, event registration, and allow volunteer service registration, reporting and tracking.

Stakeholders

Primary

- STATE Support Personnel
- STATE Enforcement Agents
- (New) Vendor Customer Service and Help Desk Personnel
- STATE Front Sales Desk
- Sales Agents
- Customers

Secondary

- Interstate Wildlife Violator Compact
- Delaware Division of Child Support Services (DCSS)
- Delaware Criminal Justice Information System (DELJIS)

In addition, Appendix A reflects a list of applications from the DNREC portfolio that fit into the permitting, licensing, registration and enforcement categories. DNREC’s goal is to pursue a system / platform that can scale allowing the enterprise to consolidate similar function based applications. To the extent possible Vendor packets should reflect, based on information provided, which applications could be supported by the Vendor’s proposed

solution (based on functionality and audience described and where applicable examples of functions performed in current deployments).

The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Proposals (RFP), the State may use this material to facilitate the development of the RFP or the establishment of standards and policies.

III. VENDOR INFORMATION PACKAGE (VIP) REQUIREMENTS

A. COVER LETTER

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person which includes a phone number and an email address.

B. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional functionality common to the market space that are not mentioned in this RFI.

C. NUMBER OF COPIES WITH MAILING OF RESPONSE

Each VIP response must be submitted with one (1) paper copy and one (1) electronic copy on a USB flash drive. VIP responses are to be sent to the State of Delaware and received no later than 1:00 PM (Local Time) on **May 30th, 2017**. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

**State of Delaware
Department of Natural Resources and Environmental Control
89 Kings Highway
Dover, DE 19901
Attn: DTI**

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time deadline referenced above shall be returned unopened.

D. VENDOR INFORMATION PACKAGE (VIP) RESPONSE

1. SERVICE

Identify which service under both Appendix A and Appendix B you have the capability to provide. In the event a vendor is aware of services beyond those identified that are common to the market space, please separate the VIP response by service.

Standard Practices:

With respect to any solution(s) that may be procured through a subsequent Request for Proposal (RFP) the Contractor(s) offering the solution(s) will be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished to the State. The Contractor(s) shall follow practices consistent with generally accepted professional and technical policies and standards. The Contractor(s) shall be responsible for ensuring that all services, products and deliverables furnished to the State are coordinated with the Department of Technology and Information (DTI) and are consistent with practices utilized by, or policies and standards promulgated by DTI published at <http://dti.delaware.gov/information/standards-policies.shtml>. If any service, product or deliverable furnished by a Contractor(s) does not conform to State policies, standards or general practices, the Contractor(s) shall, at its expense and option either (1) replace it with a conforming equivalent or (2) modify it to conform to State policies, standards or practices.

2. EXPERIENCE

Please describe examples of solutions provided to other states for similar solutions. Please call to the State's attention where such solutions may have offered functionality beyond that identified in this RFI. Also please identify whether any of the functionality identified in this RFI exceeds the readily available standards for this market space.

3. PRICING

Please provide the price structure of solutions provided to other states.

4. EQUIPMENT

- a. In your response address options for hosted or on premise solution
- b. In your response address options for supplied or required equipment for implementing solution by government and agents.

5. REPORTING

Have specific requirements for reporting, see appendices.

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Appendix A -- Enterprise Application Categories and Recommendation Goals

Shared Solutions (Applications Providing Similar Functions): There are many groups of individual applications that serve very similar purposes. Consolidation of applications, where possible, will reduce the overhead associated with duplicative applications, and reduce technical support requirements. Groups of applications addressed include:

- a. Permitting / Licensing / Registration
- b. Complaints / Inspection / Enforcement / Violations
- c. Financial
- d. Tanks
- e. Data Strategy / Reporting
- f. Scientific
- g. GIS / Mapping

For the purpose of this RFI we are focused on the following recommendation:

Permitting / Licensing / Registration (47 applications): These applications should be consolidated where possible to reduce the overall support requirements of the technical application development staff, achieve improved efficiency of applications, and reduce the overall lines of code (footprint) that require DTI AD staff support. Several recommendations for efficiencies and improved services should be considered:

- a. Short Term: Regardless of the selected path forward, it is highly recommended that DNREC create User Group(s) to participate in development and deployment strategies for consolidated permitting, licensing, and registration applications. Members should be representing all invested Sections of DNREC.
- b. Short Term: Determine what solutions other state agencies are using. Requests for information through NASCIO's Community Forum and organizations such as the Environmental Council of States (ECOS) should be performed. Other states may have already performed extensive analysis for consolidation of permitting solutions, and DNREC could leverage their findings.
- c. Long Term: Analysis of COTS/MOTS solutions should be considered. Compliance with EPA requirements must be carefully reviewed. The benefits of COTS/MOTS solutions are generally improved speed to market over full rewrite efforts.
- d. Long Term: A planned redevelopment of the applications should also be considered. An analysis would need to occur to evaluate and identify work flow/code that is duplicative, that could be provided in generic permitting modules. Work flows and code unique to each of the permitting applications could then be called by the combined generic module to perform those functions.
- e. Long Term: Utilization of Cloud Computing, providing pre-built modules that may be customized, that have integrated mobile solutions should be considered. The Cloud Computing environment for development can be provided quickly. Pre-built modules allow for coding efficiencies and speed in development efforts, resulting in improved speed to market. Additionally, Cloud Computing solutions reduce the concern and efforts devoted to ensuring computing environments are using the latest security patches and software, as well as reducing the need to fully train all development

staff in specific technologies (such as mobile application development and deployment).

Application List:

1. **AirDE - Inventory ID # 6**
 - a. Description: Custom web application used by internal DNREC staff as main data entry application for Air permits, compliance, and enforcement data.
 - b. Groups: Permitting
2. **AirPermitPipeline - Inventory ID # 7**
 - a. Description: Custom web based application for internal use that graphs the status of pending air permits.
 - b. Groups: Permitting
3. **AirQuality (GDV, SB215) - Inventory ID # 8**
 - a. Description: Custom web application for public to apply for certification for Gasoline Delivery Vessel (GDV) and Senate Bill (SB) 215.
 - b. Groups: Permitting
4. **A. BoilerSafety (external) - Inventory ID # 22**
 - a. Description: Web application that manages the Boiler Safety Program public data.
 - b. Groups: Permitting

B. BoilerSafety (internal) - Inventory ID # 23

 - a. Description: Web application that manages the information about boiler and boiler inspections.
 - b. Groups: Permitting
5. **A. OnLine Well Permitting - Inventory ID #144**
 - a. Description: Public facing custom web application for submitting well construction permit applications by the public (well drillers).
 - b. Application has a mapping component using ArcGIS/ArcSDE. Data classification is public.
 - c. Groups: Permitting

B. Online Well Permitting Admin - Inventory ID #145

 - a. Description: Custom web application for intern use for administering online well drilling applications.
 - b. Allows DNREC personnel to review the well drilling applications submitted by #144 for accuracy and completeness. Application has a mapping component using ArcGIS/ArcSDE. Application is used by one to ten DNREC staff. Data classification is public.
 - c. Groups: Permitting

C. WellPermitting (TEP) - Inventory ID #229

 - a. Description: Custom web application contains the TEP code for processing well permits by one to ten internal DNREC staff.
 - b. This application is related to #31, 144, 145, 229, 230, 231, and 232. This application is part of the DEN system. Development technologies include ArcGIS which implies a GIS mapping component. Data classification is confidential.
 - c. Groups: Permitting

D. Well and Septic Licensing - Inventory ID #228

- a. Description: Custom web application for one to ten internal DNREC staff for the issuance of licenses to well and septic contractors.
- b. This application is part of the DEN system. Integrates with #229 Well Permitting (TEP), #175 GWDSPermitting, and #179 GWDSE. Data classification is confidential.
- c. Groups: Licensing

E. WellPermittingLocReview - Inventory ID #230

- a. Description: Custom web service with a GIS component for well permit location reviews used by one to ten internal DNREC staff. Uses three other applications as interface (online well permitting, well permitting, and Admin). This application is related to #31, 144, 145, 229, 230, 231, and 232. Data classification is public.
- b. Groups: Permitting

F. WellPermitWarehouse - Inventory ID #231

- a. Description: Public facing custom web application that accesses a data warehouse repository for well permitting information.
- b. Warehouse is a read-only data repository for the Division of Public Health. This application is related to #31, 144, 145, 229, 230, 231, and 232. Data classification is confidential.
- c. Groups: Permitting

G. Wells Call In Authorization (WellAuthorization2) - Inventory ID #232

- a. Description: This application provides a call-in service to well drillers to obtain an authorization number before drilling a well.
- b. Uses 3rd party VOXEO service. This application is related to #31, 144, 145, 229, 230, 231, and 232. Data classification is confidential.
- c. Groups: Permitting

H. CallInAuthSearch - Inventory ID #31

- a. Description: Provides a call-in service for well drillers to search for well permitting authorization records from VXML.
- b. This application is related to #31, 144, 145, 229, 230, 231, and 232.
- c. Groups: Permitting

6. Camp Brain - Inventory ID #32

- a. Description: Local PC hosted COTS solution using an Access 2013 backend that tracks Park Program registrations.
- b. Data classification is confidential.
- c. Groups: Access DB, ECM

7. Class H Inspection (CHInspections) - Inventory ID #34

- a. Description: This Class H Inspections application tracks ground water discharges licenses and licensees.
- b. Data classification is public.
- c. Groups: Permitting

8. A. Complaints - Inventory ID #38

- a. Description: Tracks Environmental Crime Unit citizen complaints.
- b. Grouped with #91 FW Enforcement and #150 Parks Enforcement. All basically collect the same type of data.
- c. Groups: ECM, Complaints

B. FW Enforcement - Inventory ID #91

- a. Description: Custom web application for Fish and Wildlife Enforcement.
- b. Grouped with #38 Complaints and 150 Parks Enforcement. All basically collect the same type of data. Technician suggested combining into a single. Data classification is confidential.
- c. Groups: ECM, Enforcement

C. Parks Enforcement - Inventory ID #150

- a. Description: Custom web-based application to check enforcement activities by Park Rangers.
- b. Grouped with #38 Complaints and 91 FW Enforcement.
- c. Groups: ECM, Enforcement

9. Contractor Certification - Inventory ID #40

- a. Description: Local PC Access 2013 application that tracks all contractors that are Underground Storage Tank (UST) certified.
- b. Data classification is confidential.
- c. Groups: Access DB, ECM, Permitting, Tanks

10. DENLocReview - Inventory ID #51

- a. Description: Custom web Geographic Information System (GIS) application that is used by the Tanks Section for contamination review. Application is used by ten to fifty internal DNREC staff.
- b. Groups: Permitting, Tanks

11. Drainage Concerns Tracking (DCTD) - Inventory ID #62

- a. Description: Custom web application that tracks complaints about drainage, sediment, and storm water. Also tracks DNREC's response and resolution to the complaint.
- b. Groups: Complaints

12. Gasoline Delivery Vessel Permits and Inspections (GDVAdmin) - Inventory ID #95

- a. Description: Custom web application that tracks and stores information related to Gasoline Delivery Vessel Permits and Inspections.
- b. This application is utilized by one to ten internal DNREC staff. Data classification is confidential.
- c. Groups: Permitting

13. Infectious Waste - Inventory ID #103

- a. Description: Access PC application that tracks infectious waste generators and transporters.
- b. Data classification is public.
- c. Groups: Access DB, Permitting

14. Mosquito Control - Inventory ID #117

- a. Description: Case management application. Customer calls DNREC with mosquito problem, DNREC investigates, and remediates. Cloud environment with available CRM modules and tools, application built around the prebuilt CRM modules.
- b. Application runs on Salesforce.
- c. Groups: Inspection

15. **Online System – Boater Registration - Inventory ID #131**
 - a. Description: Web application that provides the public with an online system for the renewal of boater registration. Application runs Salesforce in 9/2015. Application interfaces with Velocity, the state’s online payment system. Boat titles are stored in data repository.
 - b. Groups: ECM, Registration
16. **MudTracker - Inventory ID #118**
 - a. Description: Internal custom developed web application used to manage soil and water sediment projects. Data classification is confidential. This application is used by ten to fifty DNREC staff.
 - b. Groups: Permitting
17. **Online System – Sale of Outdoor Delaware Magazine - Inventory ID #136**
 - a. Description: Public facing custom web application that allows the public to purchase Outdoor Delaware magazine.
 - b. Application interfaces with Velocity, the state’s online payment system.
 - c. Groups: ECM
18. **Online System – Septic Licenses - Inventory ID #137**
 - a. Description: Public facing custom web application for the renewal of septic licenses. Application interfaces with Velocity, the state’s online payment system.
 - b. Groups: Licensing
19. **SB215Admin - Inventory ID #172**
 - a. Description: This is an internal custom web application for administering the applications received online for SB215 certification/permits.
 - b. Application is used by ten to fifty internal DNREC staff.
 - c. Groups: Permitting
20. **Septic Permitting Scanning (GWDScanning) - Inventory ID #174**
 - a. Description: Custom web application for scanning documents such as permit applications. Used by ten to fifty internal DNREC Ground Water Discharge Section staff.
 - b. Groups: ECM, Permitting
21. **A. Septic Permitting (GWDSPermitting) - Inventory ID #175**
 - a. Description: Custom web application for issuing permits for small septic systems. Interfaces with #179 GWDSE. ARCGIS Server component listed as technology utilized which implies a GIS mapping component. Application is used by ten to fifty internal DNREC Water Resources staff.
 - b. Groups: Permitting

B. Small Septic System Site Evaluation Tracking App (GWDSE) - Inventory ID #179

 - a. Description: Custom web application used by ten to fifty internal DNREC Water Resources staff for small septic system site evaluation tracking. Development technology includes ArcGIS which implies a GIS/mapping component.
 - b. Groups: Permitting
22. **Solid and Hazardous Waste Transporters (Haul) - Inventory ID #181**
 - a. Description: Custom web application that tracks solid and hazardous waste transporters.
 - b. Application is used by one to ten internal DNREC staff.

- c. Groups: Permitting
- 23. SolidNHazWaste_New - Inventory ID #182**
 - a. Description: This application is under development. It will replace an Access database. It will track stations, recycling, infectious waste, debris pits, waste transporters, hazardous waste generators, and salvage yards. There is anticipated to be a single user of this application. Not all features will be available at year end. Requests will be submitted after the first of the year for additional functionality to be added.
 - b. Groups: Permitting
- 24. Source Water Assessment Program (SWAP) - Inventory ID #183**
 - a. Description: Local Access 2003 application used by one to ten internal DNREC Water Resources staff for tracking source water protection area.
 - b. Data classification is public.
 - c. Groups: Access DB, Permitting
- 25. Surface Water Intake (SurfaceIntake) - Inventory ID #191**
 - a. Description: Custom web application used by one to ten internal DNREC Water Resources staff to track surface water intake locations for water allocation permitting. Application interfaces with WAP and uses ArcGIS technology which implies a GIS mapping component.
 - b. Groups: Permitting
- 26. SWAPReport Generator (SWAPReport) - Inventory ID #192**
 - a. Description: Custom web application used by one to ten internal DNREC Water Resources staff for generating source water assessment reports.
 - b. Data classification is public.
 - c. Groups: Permitting
- 27. TaxParcelChange - Inventory ID #195**
 - a. Description: Custom web application used by one to ten internal DNREC Water Resources staff to change the tax parcels associated with site evaluations and septic permits.
 - b. Groups: Permitting
- 28. Tank Management Branch (TMB) Inspection Forms Software - Inventory ID #201**
 - a. Description: Pulls data from SQL server and converts it to XML to store on the tablet for tablet access.
 - b. TMB Inspection Forms runs on PC and Tablet (external application to transfer data). TMB pulls data from SQL server and converts it to XML to store on the tablet for tablet access.
 - c. Groups: ECM, Inspection, Tanks
- 29. TrackBoard - Inventory ID #203**
 - a. Description: Custom web application used by one to ten DNREC staff for displaying air permitting status information on a large monitor in the lobby for the public to view in Air offices.
 - b. Data classification is public.
 - c. Groups: Permitting, Reporting
- 30. UICLOI - Inventory ID #208**
 - a. Description: External web application for managing injection wells and waste systems.

- b. Application has a mapping (ArcGIS) component. Uses Cromerr Reporting to submit reports to the EPA.
- c. Groups: Permitting

31. A. Violations - External - Inventory ID #215

- a. Description: Public facing custom web application that displays enforcement actions for programs that are not part of DEN.
- b. Data classification is public.
- c. Groups: Enforcement, Reporting

B. Violations - Internal - Inventory ID #216

- a. Description: Custom web application used by one to ten internal DNREC staff for data entry of programs that are not part of the DEN application, that have enforcement actions for the purpose of populating the FOIA database.
- b. Groups: Enforcement

32. WasteWaterDE - Inventory ID #219

- a. Description: Custom web application used by ten to fifty internal DNREC staff to track information about sewage treatment plants and systems.
- b. Groups: Permitting

33. Water Allocation Permitting (WAP) - Inventory ID #220

- a. Description: Custom web application used by one to ten internal DNREC staff for managing water allocation system permits.
- b. Interfaces with #229 WellPermitting (TEP). Data classification is confidential.
- c. Groups: Permitting

34. Wetlands Permitting (WSLS) - Inventory ID #233

- a. Description: Custom web Wetlands application for use by one to ten internal DNREC staff to track permitting activities associated with subaqueous lands, tidal wetlands, and marinas.
- b. Data is classified as confidential.
- c. Groups: Permitting

35. Wetlands Violations - Inventory ID #234

- a. Description: Custom web application used by one to ten internal DNREC staff to track Wetlands violations and complaints. Data classification is confidential. Application has a mobile component.
- b. Groups: ECM, Enforcement, Violations

Appendix B -- Detailed Scope of Work & Technical Requirements for Recreational Licensing

Scope of Work

Purpose

The STATE is seeking a web-based solution that would provide a single interface to issue hunting, fishing (commercial and recreational), boating, and trapping licenses, boat registrations to the public, through public internet sales, sales agents, and the STATE Front Sales Desk. Currently there are over 175,000 licenses, tags, and stamps issued and 60,000 boats registered annually. The system would also allow for customers to register their harvested deer, receive a Harvest Information Permit (HIP) and/or License Exempt Number (LEN), Fishing Identification Number (FIN), apply for miscellaneous STATE permits and lotteries and sign up for Hunter, Trapper and/or Boater Education courses. The system would also allow the STATE to sell miscellaneous products, coordinate events, and allow volunteer reporting and tracking.

Stakeholders

Primary

- STATE Support Personnel
- STATE Enforcement Agents
- (New) Vendor Customer Service and Help Desk Personnel
- STATE Front Sales Desk
- Sales Agents
- Customers

Secondary

- Interstate Wildlife Violator Compact
- Delaware Division of Child Support Services (DCSS)
- Delaware Criminal Justice Information System (DELJIS)

Requirement Summary

Vendors should examine required services detailed in the Business Requirements Section of this Document and match existing capabilities with new technologies and processes to meet the State's key contract requirements, with hopes of expanding beyond this vision. Flexibility, ease of use, reliability, and accuracy for customers and STATE and Vendor staff underpin all statements. A summary of these requirements is as follows:

Sales Types

The Vendor shall design, develop, deploy, test, and maintain a single, automated, customer-centric, web-based system for all sales channels to conduct all of the STATE's product and service offerings, and reporting needs.

Sales Process Overview

Customer Identification

A customer accessing the web-based system for the first time should be prompted to create a user profile which at a minimum shall include the customer's name, physical address, mailing address, county, state and zip code and full social security code. This user profile will be automatically assigned a unique customer conservation identifier (C-ID) for life. If the customer has already created a profile and a C-ID has been assigned to them the customer or Agent shall have the capability to retrieve all relevant customer information (excluding Social Security Numbers) by

keying in one of several identifiers including, but not limited to, customer conservation ID number, last 4 digits of social security number and the customer's name, thus avoiding the process of manually keying in customer information. The system shall allow customers to access and update their profile, to view the status of their orders, and print duplicates. The solution shall allow STATE staff to edit customer profiles, merge duplicate customers and/or transfer privileges. The system shall retain a history of customer privilege transfers.

Sales Order

The preferred solution shall allow the customer, a sales agent and/or the STATE Front Sales Desk to log onto the web-based system via the internet. After the customer/agent has successfully logged on the customer/agent will proceed to a "shopping cart" and select a privilege. Depending on the item to be purchased the customer may be required to fill out forms, answer survey questions, or upload documents for STATE review and approval. The web-based system shall check the selected privilege against the business rules to determine if the privilege can be purchased. The web-based system will also check using a real-time interface against the Division of Child Support Services (DCSS) and Interstate Wildlife Violators Compact (IWVC) database to determine if the customer is allowed to purchase the requested privilege. If it is determined that the customer is not authorized to obtain the privilege the web-based system shall indicate that the sale was denied and provide an error code and/or message. If it is determined that the customer can obtain the privilege, the web-based system shall prompt the customer/agent for payment and then process the transaction. Upon completion of the payment processing the customer/agent shall be prompted to print their documents. The transaction shall become part of the customer's privilege history.

Validations

The web-based system shall have the ability to perform basic and table-driven point of sales (POS) validations and server side validations (with space available for lotteries, education prerequisites) prior to a sales transaction occurring. 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 may require a partial upload to the POS terminal, as is required for a table change, and one (1) of these may require either a full or partial upload to the terminal as is required for an application change.

Customer Violations

The preferred solution shall have an automated interface between Delaware Division of Child Support Services (DCSS) and the Interstate Wildlife Violator Compact (IWVC) which will automatically lock out customers owing child support or with fishing / hunting violations from purchasing a license; suspend customers with active licenses; and lift customer locks and license suspensions by restoring to the status prior to the suspension. The Vendor's solution shall also provide the STATE the capability based on user role to lockout a customer from future purchases, suspend licenses for fishing and/or hunting violations or both and to restore the license. The web-based system shall allow Enforcement (based on user role) the ability to view all customers that have active violations and/or customers with violations within a specific period.

Fulfillment

The majority of privileges issued through the web-based system shall be fulfilled immediately either printed at home or issued through a sales agent or the STATE Front Sales Desk. During the design phase the Vendor shall work with the STATE to design the exact layout and contents of the privilege documents. All privileges shall print on a standard 8.5 by 11 inch plain paper (excluding boat registrations). The web-based system shall include security features embedded in the printed privilege to ensure that the privilege cannot be easily forged. The web-based system shall track privileges to be fulfilled by the STATE (e.g., boat fishing decals, stamps).

Customer Receipts

The web-based system shall print a transaction receipt which shall list the customer's information as well as one or more of the following: a list of privileges purchased, permits applied for, and/or donations submitted during that transaction process. The web-based system shall be able to connect with the customer by email to send confirmation receipt, thank you message and DCSS suspension/lift and lockout notices when an email address is entered.

Privilege Configuration Requirements

The web-based system shall provide the capability for the STATE to configure privileges. Because various business rules change due to legislation and regulations it is impractical to "hard code" these business rules into the different applications that support the system. A "Catalog" shall be developed as a means to support the various business rules involved with issuing licenses, permits, registrations and reporting.

Privilege configuration will include display order, license type, sale dates, a variety of license durations, residency, organization revenue and appropriation codes, greeting page and electronic stamp image uploads. Privilege configuration will include terms (term year and number of years the privilege is valid); establishing and validating requirements (e.g., age and education requirements); establishing privilege restrictions; fulfillment (e.g., electronic, mailed to customer); maximum number allowed per term; privilege terms and conditions; exempt and/or complementary privileges; privilege fees; and sales agent fees. The web-based system shall allow the STATE to select which privileges require the customer to upload and submit required documents for verification and approval prior to being able to receive the privilege. The web-based system shall provide the capability for the STATE to copy existing privileges when setting up new privileges. The system shall also allow the STATE to set the privilege number format, to assign privilege numbers or to set if the privilege number will be auto assigned by the system based on predefined formatting rules. The web-based system shall provide the STATE the capability to specify which privileges can be purchased through the different sales channels.

The web-based system shall provide the capability to package / bundle privileges based on privilege type, customer type, term, and maximum allowed per customer per term. For example, a boat fishing license for resident customers includes one individual fishing license; however, a customer purchasing boat fishing licenses for multiple vessels shall only be issued one individual fishing license (maximum allowed per customer, per term).

The web-based system shall provide the capability for the STATE to upsell privileges based on the customer's current and prior purchases and include options for packages or bundles (e.g., waterfowl package with license, stamps, blind permit all rolled up into one).

The web-based system shall provide the capabilities for the STATE to set whether or not the issued privilege type can be suspended by the STATE, IWVC, DCSS-and locked from future purchases for the customer (for example commercial fishing licenses are not part of the IWVC in Delaware).

The Vendor shall provide security functionality embedded in the design of these privileges to ensure that printed privileges cannot be easily forged.

Product & Service Offerings – Phase I (offered in the short-term)

Please see below "Privilege Type and Total Sales" for the Division of Fish & Wildlife's recent privilege sales/totals. Note: The totals listed below are approximations based on previous years' sales; sale totals for each privilege vary each year.

Recreational Hunting and Trapping Licenses, Permits, Tags, Stamps

The web-based system shall allow customers to purchase recreational hunting and trapping licenses according to Title 7 Chapter 5 of the Delaware Code. Recreational licenses are issued based on the state fiscal year beginning July 1 and are valid through June 30 of the following calendar year. The STATE issues over 18,000 licenses annually. Residents ages 13 to 64 must purchase a hunting license. They must present valid proof of residency for at least one year. All non-residents over the age of 13 must purchase a hunting license to hunt in the State of Delaware. Additional requirements include: Hunter or Trapper Education Certificate required if born after January 1, 1967 for hunting and January 1, 1978 for trapping and social security number. The STATE also issues over 3,100 Wildlife Area Deer Stand/Waterfowl Blind Lottery permits, for use of state owned waterfowl blinds/deer stands; over 8,800 waterfowl stamps, required for all waterfowl hunting; and over 27,000 deer tags issued for deer hunting annually.

Recreational Fishing Licenses, Stamps, Decals, FIN, Permits

The web-based system shall allow customers to purchase recreational fishing licenses according to Title 7 Chapter 5 of the Delaware Code. Recreational fishing licenses, stamps, decals and FIN are issued based on the calendar year beginning January 1 and are valid through December 31 of the same calendar year. The STATE issues over 115,000 licenses annually. Residents ages 16 to 64 must purchase a fishing license. They must present valid proof of residency for at least one year. Additional requirements include: a social security number. The STATE also issues over 8,000 trout stamps, over 11,000 complimentary boat fishing decals and over 90,000 FIN (complimentary when purchasing a recreational fishing license). Anglers who are exempt from purchasing a license to fish in Delaware are required to obtain a FIN from the STATE. The STATE issues over 32,000 FIN to exempt anglers.

Special Permits

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. The Vendor's solution shall include the ability for the STATE to create permit applications or upload applications for STATE review and approval. If the application meets STATE's requirements the web-based system shall generate a permit for the customer.

Conservation Access Pass

The web-based system shall allow customers to purchase a Conservation Access Pass according to Title 7 Chapter 5 of the Delaware Code. Conservation Access Passes will be issued beginning July 1, 2017 and will be based on the state fiscal year beginning July 1 and are valid through June 30 of the following calendar year. The Conservation Access Pass that serves as a permit is required for any registered motor vehicle as defined in Title 21 used to access public lands owned or managed by the Division of Fish and Wildlife for any, as determined by the Department, allowable activity. Such pass shall be displayed by the motor vehicle operator on or within said vehicle in a manner as specified by the Department. The STATE anticipates issuing 20,000-30,000 passes annually.

System Analytics and Reporting

The web-based system shall provide detailed information regarding system analytics to the STATE. The system shall also have the capability to generate reports specific to the needs of the Division (e.g., total sales per category, total users per category, total visits per page.).

Product & Service Offerings – Phase II

The Division reserves the right to select certain Phase II components for implementation.

Engagement for Recruitment, Retention and Reactivation Services

The web-based system shall allow for the contact of license holders (both current and former) in an effort to increase engagement with recreational hunting and fishing services. The engagement may include both manual and electronic communication as well as messaging opportunities.

Marketing Surveys

The web-based system shall provide the STATE with the opportunity to conduct electronic marketing surveys with customers.

Commercial Fishing Licenses

The web-based system shall allow customers to purchase commercial fishing licenses per Title 7 Chapter 18, 21, 23, 24, 25, 26, 28 of the Delaware Code. The STATE issues over 1,500 licenses annually. The web-based system shall allow customers to apply for a shellfish aquaculture lease, pay for shellfish aquaculture lease and purchase a shellfish aquaculture licenses per Title 7 Chapter 20 of the Delaware code. The system shall also provide catch reporting.

Volunteer Event Coordination and Reporting

The web-based system shall provide the STATE the ability to schedule, collect registration fees (for fee based events), coordinate and report on STATE events. The web-based system shall be designed with the capability for submittal, review and approval and electronic storage of required documents including background check forms, waiver releases, driver notification forms, and photo release forms. For volunteer events, the web-based system shall provide the STATE the ability to track volunteer hours; assign an hourly salary (based on the state fiscal year); record the grant and create and print comprehensive reports. The web-based system shall have the ability to handle both group and individual volunteers.

Lotteries

The web-based solution shall have the ability to perform lotteries. Lotteries shall include turkey and low number hunt. The lottery system shall accept applications and notify electronically either applicants or STATE staff as to their success. For example our Amish population would apply through a paper application and be notified by STATE Personnel.

Miscellaneous Product Sales

The web-based system shall provide the STATE the ability to sell miscellaneous products which include but are not limited to trapping tags, hats, gift cards, donations, mugs, waterfowl stamps and prints, trout stamps, maps, and calendars.

Collector Stamps

The web-based solution shall have the ability to track collector stamp purchases.

Exempt Licenses

The web-based system shall allow customers to apply for privilege exemptions without a sales transaction such as License Exempt Numbers (LEN). Hunters and trappers who are exempt from purchasing a license to hunt or trap in Delaware are required to obtain an annual Hunter and Trapper LEN from the STATE. This number must be carried by the hunter or trapper while engaged in hunting and trapping activities. The STATE issues over 3,200 free annual LEN. Exemptions include residents 65 years and older, youth under the age of 16 for fishing and under 13 for hunting, resident military one-time exemptions, Delaware Code §502 exemptions, resident military VA disabled, military non-resident, and residents or non-residents who own or live upon 20 acres or more may hunt, fish and trap on the property without a license.

Hunting Harvest Reporting

The preferred solution shall include the designing, developing, testing, deploying, and maintenance of a harvest reporting system. The solution shall include both web-based solution and over the phone through the customer service center. Hunter Harvest Reporting shall include snow goose permitting and allow customers to register deer.

Hunter/Trapper/Boater 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. The Delaware Code requires all persons born on or after January 1, 1967 who are interested in hunting to satisfactorily complete a Basic Hunter Education Course. Additionally, Delaware Code requires all persons born on or after January 1, 1978 interested in trapping, to satisfactorily complete a Basic Trapper Education Course. In addition to Basic Hunter Education, there are other specialty courses required for trapping and turkey hunting. In total, there are 15 types of hunter/trapper education programs offered annually resulting in over 1,200 certificates issued. The Delaware Code also requires that all persons born on or after January 1, 1978 must have completed a boating safety course to operate vessels on the waters of the State. There are over 2,000 boater education certificates issued annually by the STATE.

The web-based system shall provide the capability for the STATE to schedule courses and track the individuals taking the courses. This includes dates for course registrations, course type, date(s) of course (may occur over several days), location of course, start time and end time of course, student capacity, and availability. The courses should be viewable by a calendar to the public. The system shall allow the STATE to establish prerequisites and forms required for course registration which includes liability release forms.

The web-based system shall also provide the STATE with the capability to assign user roles: instructor (type of instructor) and administrator. The web-based system shall provide the capability for the STATE to maintain course instructor names, addresses, certification requirements, and status. The web-based system shall allow the STATE to assign instructors to a course and allow the instructor to view, maintain, and print their student roster for each assigned course. The web-based system shall provide the assigned course instructors the ability to send student notifications by e-mail or mobile text for a course, based on student status. The web-based system shall provide the assigned course instructors the ability to print student certificates and education cards for students that pass the course.

The web-based system shall require students to create a customer profile and obtain a customer C-ID number before registering for a course. The web-based system shall notify the student by e-mail or mobile text message once they have successfully registered for a course and provide reminders 7 days prior to the date of the course. The web-based system shall provide the capability for the STATE to import students from an outside authorized educator.

The web-based system shall allow automatic uploads from approved online educators (Kalkomey, etc.).

Boat Registrations and Boat Ramp Certificates

The STATE registers boats according to Title 23, Chapter 21 of the Delaware Code. There are approximately 60,000 boats registered in Delaware annually. The web-based solution shall allow the same customer to register single or multiple boats of various sizes for 1 or 3 years. Also, the web-based system shall generate unique hull numbers using a coast guard formula for boats that do not have a manufactured hull number. The web-based system shall generate a unique registration number for each registered boat (DL), have the capability to transfer registered boats, change address locations, and request duplicate decals and registration cards. The web-based

system shall provide an interface to provide boat registration information to the DELJIS system for law enforcement to view and to mark and/or unmark registered boats as stolen or recovered. The web-based solution shall allow customers to purchase a boat ramp certificate. According to Title 23, Chapter 21 of the Delaware Code any vessel utilizing tidal water boat access facilities provided by the STATE must be registered in the State of Delaware or purchase a boat ramp certificate. The STATE issues over 1,100 boat ramp certificates annually.

Marketing

The web-based system may provide for marketing opportunities including advertising, upselling products based on the customer's interests, past sales and/or current sales, product packaging (e.g., duck hunters package) as part of the online sales order process, push marketing (i.e., sending purchase reminders to lapsed privilege holders), link to or establish list serves that a customer can opt in during order checkout, and conduct customer surveys. Part of the Vendor's solution may include revenue from advertising to offset costs of system implementation.

Mobile Requirements

The web-based system shall be mobile device compatible where customers can purchase and view product and sales offerings using their mobile devices. The web-based system shall provide customers electronic documents that can be displayed on a mobile device. The web-based system shall provide the ability for customers to sign documents that require a signature electronically (e.g., waterfowl and trout stamps by law require the customer's signature). The web-based system shall provide STATE Enforcement Agents the ability to easily search customers to view their privilege status using mobile devices while in the field.

Reporting Requirements

The web-based system shall provide the ability for the STATE and sales agents, based on user security role, to create ad-hoc reports and perform data analytics across all data fields. The web-based system shall provide the ability for the STATE, based on user security role, to export data into a standard format for use in other software products such as Microsoft Office. The web-based solution should be compatible with Microsoft Office Suite for generating letters, data analytics, and reporting. The system shall allow the STATE to perform web analytics on sale site or electronic communications, geocoding address for comparison to tapestry data, and more. The web-based system shall automate 90% of the processing steps required for the STATE to report their annual U.S. Fish and Wildlife Service Certifications.

Sales Agents Requirements

The web-based system shall provide the capability for the STATE to setup each authorized sales agent's profile. This includes setting up corporate stores (parent), local store (child) or individual agent. Profiles will include the types of privileges the agent is authorized to sell, details on the agent payments including payment sales period, payment day, grace periods, if they can sell after grace period, payment methods and who is responsible for payment corporate or the local store. The web-based system shall track the detailed privilege sales transactions, with payment status, for each sales agent. The system shall notify sales agents when a payment is due, when their grace period ends and when there are outstanding payments due. The web-based system shall notify the STATE when a sales agent payment has been made and provide payment details, when a sales agent's grace period has ended and there are outstanding payments due and provide the STATE with the capability to suspend the agent from future sales. The web-based system shall provide the STATE and sales agents with a user ID and password to provide secure access to the system with password reset ability. The web-based system shall provide the ability for the sales agent to make a request to the STATE for new employee system access (workflow). The web-based system shall provide the STATE the capability to setup system users (employees) for each sales agent. The web-based system shall provide the ability for the sales agent or the STATE to remove or suspend an employee from having system access. The web based system shall provide

the ability for sales agent corporate to run sales transaction reports for all their stores and/or for the individual sales agent to run their own sales transaction reports. The web-based system shall provide the capability for the STATE to set the fee amount the sales agent can charge customers for each privilege type.

Customer Service Center

The STATE does have and will continue to provide customer and sales agent support from 8:00 a.m. to 4:30 p.m., Monday through Friday, EST for recreational and commercial licensing, boat registration and hunter, trapper and boater education.

The Vendor's Solution shall provide a Customer Service Center for calls related to 1) Harvest Information Program (HIP) permits associated with migratory bird hunting, 2) License Exempt Numbers (LEN) for individuals not required to purchase a valid hunting license, 3) Deer Registration Numbers for all legally harvested deer in Delaware, 4) Snow Goose Conservation Order Permits for all hunters who wish to participate in the Snow Goose Conservation Order, 5) a reporting system for Conservation Order participants to report their harvest activity, and 6) Fishing Identification Numbers (FIN) covered by the contract through a toll-free telephone number to support customers. The Customer Service Center must be adequately staffed with trained professionals who understand all procedures, business rules, laws and concepts related to the privileges listed above. The Customer Service Center shall be available seven (7) days a week, 365 days a year, 24 hours/day. Call volume will vary seasonally. Ideally the Customer Service Center shall provide Spanish speaking customer service representatives.

Application Help Desk Support

The Vendor supporting the solution shall provide help desk support services to the STATE regarding all aspects of the web-based system. Help desk support shall be available seven (7) days a week, 365 days a year, 24 hours/day. The help desk shall be accessible using a toll-free number, whose cost and fees are the responsibility of the Vendor. The help desk must be adequately staffed with trained professionals who understand the web-based system.

Training Materials/Support

The Vendor supporting solution shall be responsible for developing training tools, online training module and test and/or online support for system users. Any training documents including videos and other media, need to be approved by the STATE prior to their use and shall be kept current and maintained throughout the contract period. The web-based system shall provide online support for each sales channel. Online support would include readily available help screens and tools, and interactive on-line support during the sales order process.

Online Bulletin Boards

The web-based system shall provide an on-line bulletin board for the STATE to post channel specific communications.

Communication Logs

The web-based system shall provide an internal communication log for the STATE, sales agents and the Customer Service Center to track customer communications. The web-based system shall provide the capability to set if and when a customer follow-up is required by the STATE and/ or Customer Service Center. The web-based system shall provide an internal communication log for the STATE and sales agent communications.

Search Requirements

The web-based system shall provide a robust search engine for the STATE to search and filter all information collected in a single option across all customers across all years for all privileges. The web-based system shall provide the ability to select advanced search filter operators to narrow the

search results and to drill into search results to view additional customer details and all products purchased by the customer across all years.

Security Requirements

The web-based system shall provide the capability for the STATE to organize user security into security roles for each sales channel including setting permissions for editing fields based on business rules, setting the features and options available to a user based on security role.

Interface Requirements

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.

Data Conversion and Migration

The web-based system shall provide an interface with the Sales Force Boat Registration application, Commercial Fishing License application and the Hunter, Trapper and Boater Education application for customer information tracking and education/registration validations. Data from the Boat Registration application, Commercial Fishing License application and the Hunter, Trapper and Boater Education Application will be migrated into the new web-based system. Data from the recreational licensing application will be migrated into the new web-based system.

Glossary of Terms

Glossary	
Hunter/Trapper Registration System	HTR system vendor-providing 24/7 customer call center for Hunting and Trapping registration customers. The call center provides both customer service representatives and IVR.
Customer	Refers to all STATE customers.
Customer Conservation Identifier (C-ID)	A unique customer identifier assigned to each STATE customer for life to track the customer history.
Customer Service Center	Refers to the Vendor customer service call center for customers and sales agents.
FIN Registration System	A customer service representative is available 9 am to 5 pm Monday through Friday and the web application for the automated IVR customer support is available 24/7.
Delaware Division of Child Support Services (DCSS)	DCSS can suspend active privileges and prevent future purchases for STATE customers.
DELJIS	Delaware Criminal Justice Information System (DELJIS) is a comprehensive integrated infrastructure, which supports the criminal justice community.
DTI	State of Delaware, Department of Technology and Information
Boat Registrations Application	The Sales Force web application used for the boat registration office, sales agents, and customers to process customer boat registrations and boat ramp certificates.
Fishing Identification Number (FIN)	A Fishing Identification Number issued to all individual fishing customers both exempt and nonexempt to track the number of Delaware fisherman.
Help Desk	Refers to the Vendor help desk support for the STATE and sales agents.
Harvest Information Program (HIP)	The Migratory Bird Harvest Information Program (HIP) is a method the STATE and the U.S. Fish and Wildlife Service (Service) use to obtain more reliable estimates of the number of all migratory birds harvested throughout the country. Required for anyone who plans to hunt waterfowl, doves, or other migratory game birds such as woodcock, snipe, rails, etc.
Interstate Wildlife Violator Compact (IWVC)	IWVC is an interstate compact (an agreement among participating states) to provide reciprocal sharing of information regarding sportsman fishing, hunting, and trapping violations and allows for recognition of suspension or revocation of hunting, fishing, and trapping licenses and permits in other member states resulting from violations concerning hunting, fishing and trapping laws.
License Hunting and Trapping Exempt Number (LEN)	Anyone who plans to hunt or trap in Delaware but is exempt from purchasing a license must obtain a LEN before heading afield.
Lottery System	Vendor automated lottery application and fulfillment system.
Privilege	Refers to all the STATE products and services that can be issued to a customer. This includes licenses, stamps, permits, registrations, tags, educational courses, etc.
Purchase	Obtain a privilege through the Internet or licensing agent regardless of fees being charged.

Sales Agent	Refers to the 63+ agent stores authorized to sell STATE products and services throughout the State of Delaware, which are mainly sporting goods, chain stores, and bait and tackle shops.
Sales Channels	Refers to the three sales channels available to customers: sales agents, STATE Front Sales Desk, and public Internet sales site.
STATE	State of Delaware, Department of Natural Resources and Environmental Control, Division of Fish and Wildlife
STATE Front Sales Desk	Refers to the STATE sales office located in the DNREC Richardson and Robbins building in Dover, Delaware where customers can walk-in to purchase STATE products and services.
STATE Enforcement Agents	State of Delaware, Department of Natural Resources and Environmental Control Natural Resource Police.
U.S. Fish and Wildlife Service Annual Certification	The U.S. Fish and Wildlife Service requires each state to annually certify the number of paid hunting licenses and paid fishing licenses as part of the Wildlife and Sport Fish Restoration Programs (WSFR). This information is used to calculate final apportionments for all WSFR participants.
Vendor Solution	Refers to the Vendor solution major component requirements including Customer Service (Call) Center, Web-Base System, Help Desk, and Lottery.
Web-based System	Refers to the Vendor requirements for the STATE's integrated, customer-centric, automated, web-based system to be used by all sales channels, provide STATE reporting and administration.

Appendix C - Business Requirements

Functional Requirements Summary

The following table (Table 5.1) documents a summary overview of the STATE's requirements for the main components for which the State seeks specific comment in the VIP.

Table 5.1: Functional Requirements Summary

Prefix	ID	Suffix	Requirement	Comments
SOL	001		It is the STATE's desire and intention to pay for development of services as outlined below in "Phase Implementation Summary for Fish and Wildlife". Price structure and fees shall remain firm for the initial contract term with the option to extend the contract period.	Vendor Solution costs
SOL	002		<p>The Vendor solution shall provide a Customer Service Center for calls related to 1) Harvest Information Program (HIP) permits associated with migratory bird hunting, 2) License Exempt Numbers (LEN) for individuals not required to purchase a valid hunting license, 3) Deer Registration Numbers for all legally harvested deer in Delaware, 4) Snow Goose Conservation Order Permits for all hunters who wish to participate in the Snow Goose Conservation Order, 5) a reporting system for Conservation Order participant to report their harvest activity, and 6) Fishing Identification Numbers (FIN) covered by the contract through a toll-free telephone number to support customers. The Customer Service Center shall be available seven (7) days a week, 365 days a year 24 hours/day. Call volume will vary seasonally.</p> <p>Ideally the Customer Service Center shall provide Spanish speaking customer service representatives.</p> <p>The STATE does have and will continue to have customer or sales agent support from 8:00 a.m. to 4:30 p.m., Monday through Friday, EST.</p>	Customer Service Center
SOL	003		The Vendor solution shall provide help desk support services for system outages to the STATE and sales agents and shall be available seven (7) days a week, 365 days a year, 24 hours/day. The help desk shall be accessible using a toll-free number, whose cost and fees are the responsibility of the vendor.	Help Desk support for STATE support

Prefix	ID	Suffix	Requirement	Comments
SOL	004		<p>The Vendor solution shall provide a single, automated, customer-centric, web-based system for all sales channels to conduct all of the STATE's product and service offerings, and reporting needs.</p> <p>The STATE product and service offerings include:</p> <ul style="list-style-type: none"> • Recreational fishing, hunting and trapping: licensing, permits, stamps, tags, decals, and registration sales; • Recreational fishing and hunting license exemptions; • Commercial fishing license and permit sales (includes shellfish aquaculture permits/leases); • Boat registration and boat ramp certificate sales; • Hunter and trapper education registration and tracking; • Boating education; • Event coordination and volunteer tracking and reporting; • Lotteries; • Special Permits; and • Miscellaneous product sales (e.g., hats, books, calendars). 	Web-based system overview
SOL	005		<p>The web-based system would be designed initially to provide Phase I Services:</p> <ul style="list-style-type: none"> • Recreational fishing, hunting, and trapping: licenses, permits, FIN numbers, stamps, tags, decals, and registrations; • Conservation Access Pass; • System analytics and reporting. 	
SOL	006		<p>The system will be built to interface with other STATE systems in the short-term and with the capacity to provide for optional additional services in the long-term (Phase II) including:</p> <ul style="list-style-type: none"> • Engagement with license database for recruitment and retention services (including electronic and manual services) • Marketing surveys • Collector stamps • Commercial fishing license and permit sales and catch reporting • Fish and Wildlife miscellaneous product sales • Hunter/Trapper/Boater education and tracking 	

Prefix	ID	Suffix	Requirement	Comments
			<ul style="list-style-type: none"> • Hunter harvest reporting (includes Snow Geese and deer registration) • License Exempt Numbers (LEN) • Lotteries • Volunteer event coordination and reporting • Boat registration/boat ramp certificates 	
SOL	007		The web-based solution shall be compatible with all computers and mobile devices (iSO and Android compatible).	
SOL	008		Ideally the web-based system shall provide both English and Spanish versions for customers.	
SOL	009		The web-based system shall provide the capability to provide customer forms electronically for customer printing and/or display on a mobile device. Form examples include: fishing, hunting and trapping licenses, fishing and hunting stamps, fishing and hunting permits, deer tags, boat registration certificate cards.	

Detailed Functional Requirements

The following table (Table 5.2) documents the STATE's detailed requirements for which the State seeks specific comment in the VIP. The following requirements are not meant to define the full solution scope but, rather, to help the State identify functionality readily available in this market space.

Mandatory = M

Optional = O

Y=yes; M=With Modifications; N=no

Table 5.2: Detailed Functional Requirements

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
Customer Identification and Validation Requirements							
CUS	001		Each STATE customer shall be assigned a unique customer conservation identifier (C-ID) that will be assigned to the customer for life to track the customer's history. The unique C-ID number will be printed on each privilege issued.	Customer Identification	M		
CUS	002		The web-based system shall require at a minimum the customer's name, date of birth, physical address, mailing address, county, state, zip code and phone number.	Customer Profile	M		
CUS	003	SSN	For new customer profiles, the customer's full social security number will be required.	Social Security Numbers	M		
CUS	004	SSN	For customer subsequent purchases, sales agents will be restricted to enter the last four digits of the customer's social security number.	Social Security Numbers	M		
CUS	005		The Vendor shall work closely with the STATE to specify all of the validations that shall be implemented, including characterizing them in terms of the following two categories: <ul style="list-style-type: none"> • Point-of-Origin • Server-Side 		M		
CUS	006		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.	Business rules, validation changes	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
CUS	007		<p>Validations at the point of origin shall be applied before the transaction is processed. Validations should be basic and table-driven validations</p> <ul style="list-style-type: none"> • Basic validations - required field is empty, invalid entry, e.g. not enough digits in social security number, invalid character in field, etc. • Table-driven – privilege types, privilege fees, agent fees, descriptors. 	Point of Sales Validation	M		
CUS	008		<p>Validations applied on the Vendor server shall be performed before a transaction is processed. Server-side validations shall require database lookups during the transaction.</p> <ul style="list-style-type: none"> • Examples include, but are not limited to: Space availability for lotteries, education requirements or prerequisites, customer does/does not exist in database, suspended due to violation or child support enforcement 	Server side validations	M		
Customer Notification Requirements							
NOT	001		The web-based system shall provide the STATE the capability of sending automated customer notifications either through e-mail and/or mobile text messages.	Customer Notifications	M		
NOT	002		The web-based system shall provide the customer option to check box if they would like to receive automated purchase reminders either through e-mail or mobile text messages.	Purchase reminders	M		
NOT	003		The web-based system shall provide automated customer order confirmations either through e-mail or mobile text messages at order completion.	Order Confirmations	M		
NOT	004		The web-based system shall provide automated customer notifications either through e-mail or mobile text messages when the status of the customer's privilege changes (i.e., approved, suspended, violation lifted).	Privilege status change	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
Customer Online Profile Access Requirements							
CVW	001		The web-based system shall provide the customer the ability to access their profile to view all their privileges.	Customer online privileges view	M		
CVW	002		The web-based system shall provide the customer the ability to view the status of their privilege such as pending approval.	Privilege status	M		
CVW	003		The web-based system shall provide the customer the ability to track the status of their privilege fulfillment such as <i>Boat Fishing Decal has been shipped.</i>	Fulfillment status	M		
CVW	004		The web-based system shall provide the customer the ability to access their profile to update their contact information outside the sales order process.	Customer online contact updates	M		
CVW	005	Print	The web-based system shall provide the customer the ability to access their profile to print duplicates of their active STATE privilege documents.	Document duplicate prints	M		
CVW	006	Print	The web-based system shall provide the STATE the capability to set for each privilege, the documents that can be duplicated by the customer.	Document duplicate prints	M		
CVW	007	Print	The web-based system shall provide the STATE the capability to set how many privilege documents can be duplicated by the customer at no charge.	Document duplicate printing charge	M		
Customer Order Requirements							
ORD	001	REG	The web-based system shall determine if this is a new or existing customer at start of the order process based on customer supplied identifiers for all sales channels. Identification can include the last four digits of the social security number, customer name, driver's license number, date of birth, C-ID.	Customer Registration	M		
ORD	002	REG	The web-based system shall assign a C-ID number to all new customers. The C-ID will remain with the customer for life.	Customer Registration	M		
ORD	003	REG	The web-based system shall provide the ability to update customer profile information for existing customers as part of the order process.	Customer Registration	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
ORD	004	REG	The web-based system shall require new customers to enter their customer profile information as part of the sales order process. Customer profile information includes: customer name, physical address, shipping address, daytime phone number, e-mail, full social security number, birth date, residency, and hunter, trapper, turkey, and boating education number, if applicable.	Customer Registration	M		
ORD	005	VAL	The web-based system shall validate customer prerequisite requirements based on the type of privilege requested.	Customer validation	M		
ORD	006	VAL	In the short term, Boat Registration validations shall be performed through an automated interface with the STATE's existing Boat Registration application for privileges that require the customer to have a registered vessel.	Boat Registrations	M		
ORD	007	VAL	The web-based system shall validate nonexempt customer's individual fishing license number for privileges that require having an active Delaware individual fishing license.	Fishing license nonexempt	M		
ORD	008	VAL	The web-based system shall validate nonexempt customer's individual hunting or trapper license number for privileges that require nonexempt customers to have an active Delaware hunting or trapper license.	Hunter and Trapper license nonexempt	M		
ORD	009	VAL	The web-based system shall validate exempt customer's hunting License Exemption Number (LEN) for privileges that require exempt customers to have an active Delaware LEN.	Hunter and Trapper license exempt	M		
ORD	010	VAL	The web-based system shall validate any Delaware hunting and trapping education number for privileges that require the customer to have completed a hunter and/or trapper education course for Delaware hunter/trapper education customers only.	Hunter and Trapper education validation for in-state education.	M		
ORD	011	VAL	The web-based system shall provide the ability to enter the hunter/trapper/boater education number for customers that completed education courses out-of-state.	Hunter, Trapper and Boater education validation for out-of-state education.	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
ORD	012	VAL	The hunter and trapper education number shall only be required for customers born after January 1, 1967 for hunting and January 1, 1978 for trapping.	Hunter and Trapping education DOB	M		
ORD	013	VAL	The web-based system shall provide address validation for the customer provided physical address.	Address validation	M		
ORD	014		The web-based system shall provide the capability for a customer to purchase products across products lines within a single order.	Order products	M		
ORD	015		The web-based system shall prompt the customer if they would like to print a duplicate license, when attempting to purchase a privilege that has already been issued to the customer for the selected term and the maximum number per term has been met.	Maximum license allowed per term per customer.	M		
ORD	016		The web-based system shall require customers to accept terms and conditions for each product type selected before continuing to order checkout.	Customer terms and conditions	M		
ORD	017		The web-based system shall display the STATE'S laws and require customers to confirm they have read at order checkout.	Customer STATE laws confirmation.	M		
ORD	018		The web-based system shall provide an order confirmation page for the customer to view and accept before proceeding to order payment and checkout.	Order confirmation	M		
ORD	019		The web-based system shall provide the customer the option to make order changes and/or continue shopping during order confirmation.	Order confirmation	M		
ORD	020	Pay	The web-based system shall provide the ability for customers to pay online as part of the sales order process.	Payment	M		
ORD	021	Pay	The web-based system shall require the customer payment type (check, credit card, ACH, cash, gift card) be selected for tracking purposes in sales (front desk) module.	Payment Type Tracking	M		
ORD	022		The web-based system shall require the agent payment type (credit card, ACH and gift card) be selected for tracking purposes.	Payment Type Tracking			

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
ORD	023	Pay	The web-based system shall provide the ability for customers to pay with gift cards in all three sales channels.	Payment with Gift Card	M		
ORD	024		The web-based system shall prompt the customer when purchasing stamps, if they would like to have an original stamp mailed after the term ends. The electronic stamp will be used by the customer for the license term.	Stamp Fulfillment	M		
ORD	025	DOC	The web-based system shall provide the customer their purchased documents electronically at order checkout for all privileges that are automatically approved. Documents include stamps, licenses, tags, registrations, and permits.	Electronic documents	M		
ORD	026	DOC	For privileges requiring additional STATE approval, the customer shall be automatically notified either by e-mail or mobile text message when approval is complete. The customer would then be directed to the online site to receive their license documents electronically.		M		
ORD	027	DOC	The web-based system shall provide an attachment feature for customers to attach required documents based on the privilege being purchased as part of the sales order process.	Document attachments	M		
ORD	028	NON	The web-based system shall allow customers to obtain a hunting License Exempt Number (LEN) and complete the HIP survey without a sales transaction through all sales channels.	Non sales transaction items	M		
ORD	029	NON	The web-based system shall allow customers to obtain a Fishing Information Network (FIN) number and complete the fishing survey without a sales transaction through all sales channels.	Non sales transaction items	M		
ORD	030	NON	The web-based system shall allow customers to register hunter or trapper harvest without a sales transaction through all sales channels.	Harvest Registration	M		
ORD	031	NON	The web-based system shall allow customers to apply for privilege exemptions without a sales transaction such as military one-time exemptions, 502 exemptions, VA disabled veteran exemptions.	On-line applications	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
ORD	032	NON	The web-based system shall allow customers to submit online applications posted by the STATE that require no sales transaction such as Special Permits.	On-line applications	O		
ORD	033	MISC	The web-based system shall allow the public to make donations to the STATE without a customer C-ID and other sales transaction.	Miscellaneous sales-Donations	O		
ORD	034	MISC	The web-based system shall allow the public to purchase gift cards without a customer C-ID and other sales transaction.	Miscellaneous sales-Gift Cards	O		
ORD	035		The web-based system shall provide the ability for the person placing the order (billing) to purchase privileges for multiple registered customers in a single order.		O		
ORD	036	MISC	Ideally, the web-based system shall allow the public to purchase miscellaneous STATE items such as hats and calendars without a customer C-ID and other sales transaction.	Miscellaneous sales	O		
ORD	037		Ideally, for customer convenience, the web-based system shall provide the ability for customers to purchase federal waterfowl stamps online. Federal stamps would not be handled or tracked by the STATE.	Federal waterfowl stamps	O		
ORD	038		The web-based system shall provide the customer the ability to obtain a HIP (Harvest Information Program) number with no sales transaction.	HIP Numbers			
ORD	039		The web-based system shall validate the customer's hunter license number or Licenses Exempt Number (LEN) which is required when obtaining a HIP number.	HIP Numbers			
ORD	040		The web-based system shall provide the STATE the ability to configure a questionnaire for the customer to answer when obtaining a HIP number. It shall also allow the STATE or Vendor to supply a periodic report (approx. every two weeks from August to February) to USFWS that includes contact information for HIP permit recipients and their responses to the questionnaire.	HIP Numbers			
ORD	041		The web-based system shall require the customer to provide a HIP number when registering for a Snow Goose Permit.	Snow Goose Conservation Order Permits			

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
ORD	042		The web-based system shall provide the customer with a Snow Goose Permit number when registering. The system shall also have a snow goose harvest reporting feature which allows the permittee to report their participation and harvest under the Snow Goose Conservation Order. The system will provide the ability for STATE personnel to generate a report of snow goose harvest data.	Snow Goose Conservation Order Permits			
ORD	043		The web-based system shall provide the customer a harvest registration number when registering their hunter (i.e., deer) or trapper harvest.	Harvest Registration			
ORD	044		The web-based system shall request the customer provide their hunter license number or License Exempt Number (LEN) and validate that number before allowing them to register a deer.	Harvest Registration			
ORD	045		The web-based system shall request that the customer provide their trapper license number or License Exempt Number (LEN) and validate that number before allowing them to register a harvest.	Harvest Registration			
ORD	046		The web-based system shall request that the customer provide the type of harvest being registered.	Harvest Registration			
ORD	047		The web-based system shall request that the customer provide the type of tag being used for deer harvest being registered.	Harvest Registration			
ORD	048		The web-based system shall request that the customer provide the type of weapon used for the harvest being registered.	Harvest Registration			
ORD	049		The web-based system shall request that the customer provide the harvest date when registering.	Harvest Registration			
ORD	050		The web-based system shall request that the customer provide the county and wildlife management zone of the harvest.	Harvest Registration			
ORD	051		The web-based system shall request that the customer provide if the harvest was on public or private land.	Harvest Registration			
ORD	052		For public land harvests, the web-based system shall request that the customer identify the public land.	Harvest Registration			

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
ORD	053		For private land harvests, the web-based system shall request that the customer identify if the property is enrolled in the Deer Damage or Severe Deer Damage Crop Program.	Harvest Registration			
ORD	054		The web-based system shall provide the customer the ability to retrieve a lost harvest number, HIP number, LEN number or Snow Goose Permit number.	Harvest Registration			
Customer Transfer and Merge Requirements							
TRF	001		The web-based system shall provide the capability for the STATE to edit customer profiles and merge duplicate customers into a single customer C-ID.	Edit Merge duplicate customers	M		
TRF	002		The web-based system shall provide the capability to set which privilege types can be transferred to another customer (e.g., low number hunt, commercial fisheries).	Customer privilege transfers	M		
TRF	003		The web-based system shall provide the capability for the STATE to transfer a privilege from one customer to another customer (e.g., low number hunt, commercial fisheries).	Customer privilege transfers	M		
TRF	004		The web-based system shall provide a history of transfers showing the transfer from and to customer, effective date of transfer.	Customer privilege transfer history	M		
Customer Violation Lock, Suspend, and Lift Requirements							
SUS	001	DCE	There shall be an automated interface between Delaware Division of Child Support Services (DCSS) and the web-based system for DCSS to lock out customers from future purchasing.	DCSS customer locks	M		
SUS	002	DCE	There shall be an automated interface between DCSS and the web-based system for DCSS to suspend customer's active licenses.	DCSS customer license suspensions	M		
SUS	003	DCE	There shall be an automated interface between DCSS and the web-based system for DCSS to lift customer locks and license suspensions by restoring to the status prior to the violation.	DCSS customer lifts	M		
SUS	004	DCE	There shall be a manual process in the web-based system for Division of Fish and Wildlife authorized personnel to	Division of Fish and Wildlife authorized	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
			access the profile of a DCSS suspension and execute a manual lift from suspension and review a suspension history report.	personnel manual customer lifts for DCSS controlled suspensions			
SUS	005	DCE	There shall be a search filter in the web-based system for the DCSS and Division of Fish and Wildlife suspensions and lifts to search for profiles.	Search Filter	M		
SUS	006	DCE	The DCSS interface parameters shall be based on date of birth and full social security number.	DCSS interface parameters	M		
SUS	007	DCE	The interface process and frequency shall be controlled by the cooperative agreement between DCSS and Division of Fish and Wildlife.	DCSS interface scheduling	M		
SUS	008	FW	The web-based system shall provide the capability for the STATE to lock selected customers from future purchasing for a fishing violation, hunting violation or both.	STATE violations – customer locks	M		
SUS	009	FW	The web-based system shall provide the capability for the STATE to suspend selected customers' active fishing and / or hunting licenses due to fishing or wildlife violations, respectively, or both.	STATE violations – license suspensions	M		
SUS	010	FW	The web-based system shall provide the capability for the STATE to lift customer locks and suspensions by restoring to the status prior to the violation.	STATE violations lifts	M		
SUS	011	CMP	There shall be an automated interface with the Interstate Wildlife Violator Compact (IWVC) to lock customers due to interstate fish and wildlife violations.	IWCV violations – customer locks	M		
SUS	012	CMP	There shall be an automated interface with the Interstate Wildlife Violator Compact (IWVC) to suspend customers with active licenses due to interstate wildlife violations.	IWVC violations – license suspensions	M		
SUS	013	CMP	There shall be an automated interface with the Interstate Wildlife Violator Compact (IWVC) to lift customers with interstate fish and wildlife violations by restoring to the status prior to the IWVC violation.	IWVC violation lifts	M		
SUS	014		The web-based system shall allow the STATE, based on user role, the ability to lift violation locks and suspensions for customers regardless of the lock and suspension source.	Violation lifts	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments	
SUS	015		The web-based system shall provide STATE Enforcement Agents the ability to view all customers that have active violations, and / or customers with violations within a specified period.	STATE Enforcement Agents	M			
SUS	016	NOT	The web-based system shall provide automated customer notifications when the customer's violation status changes through either e-mail or mobile text messages.	Customer notifications	M			
SUS	017	NOT	The web-based system shall provide an automated notification to the STATE when a customer receives a violation notification.	STATE Notifications	M			
STATE Privilege Configuration Requirements								
CFG	001	VAL	The web-based system shall provide the capability for the STATE to set the privilege requirements to be validated during the sales order process. Requirements can include: hunter education, fishing license, hunting license, boat registration.		M			
CFG	002	VAL	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to have an individual fishing license for non-exempt customers or FIN number for exempt customers.	Fishing license number	M			
CFG	003	VAL	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to have an individual hunting or trapping license for non-exempt or LEN number for exempt customers.	Hunting license number	M			
CFG	004	VAL	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to have completed an authorized hunter/trapper education course.	Hunter education number	M			
CFG	005	VAL	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to have a registered or documented vessel.	Boat registration	M			
CFG	006		The web-based system shall provide a standard setup that the STATE will use when configuring all privileges.		M			
CFG	007		The web-based system shall provide the capability for the STATE to copy existing privileges when setting up new privileges using "same as except" functionality.		M			

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
CFG	008	FEE	The web-based system shall provide the STATE the ability to set the STATE privilege fee.		M		
CFG	009	FEE	The web-based system shall provide the capability for the STATE to set each privilege that cannot be sold to non-resident customers due to residing in non-reciprocal states. Example: Non-resident commercial fishing permits for eel and shellfish 7 Del C. §1804 and §1917.	Non-reciprocal state sales restrictions for non-residents	M		
CFG	010	FEE	The web-based system shall provide the STATE the ability to set the fee sales agents are permitted to charge customers for each privilege type.	Sales agent fee	M		
CFG	011	Term	The web-based system shall provide the capability to specify the privilege term effective year.	Term year	M		
CFG	012	Term	The web-based system shall provide the capability to specify the number of years for the privilege term.	Term number of years	M		
CFG	013	Term	The web-based system shall provide the capability for the STATE to set a privilege term based on numbers of days (e.g., 3 day hunting license, 7 day fishing license, 3 day conservation access pass).	Number of days	M		
CFG	014	Term	The web-based system shall provide the capability for the STATE to specify the days a privilege cannot be used.	Calendar days excluded	M		
CFG	015	Term	The web-based system shall provide the capability for the STATE to specify the days of the week a privilege cannot be used (e.g., by law, a 3 day hunting license cannot be used on a Sunday).	Calendar	M		
CFG	016	Term	The web-based system shall provide the capability for the STATE to set a privilege term based on a calendar year. Example: Fishing licenses are based on calendar year.		M		
CFG	017	Term	The web based system shall provide the capability for the STATE to set a privilege term based on a fiscal (July to June) year. Example: Hunting licenses and conservation access passes are based on fiscal year.		M		
CFG	018	Term	The web-based system shall provide the capability for the STATE to set a privilege term based on a specific start and end date.		M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
CFG	019	Term	The web-based system shall provide the capability for the STATE to set a privilege term using a calendar format to select the term based on specific regulations. Example: For 3-day consecutive hunting license surrounding a Sunday when hunting is not permitted and first day of hunting selected is Saturday, license automatically skips Sunday and 3 valid dates are Saturday, Monday and Tuesday.		M		
CFG	020		The web-based system shall provide the capability for the STATE to set the number of days a privilege can be preordered prior to the start of the privilege term.	Preorder	M		
CFG	021		The web-based system shall provide the capability for the STATE to set if the privilege is for a resident or non-resident customer.	Residency requirements	M		
CFG	022		The web-based system shall provide the capability for the STATE to set the customer age requirements for a privilege.	Age requirements	M		
CFG	023		The web-based system shall provide the capability for the STATE to set accounting reporting codes for each privilege.	Financial reporting	M		
CFG	024	NUM	The web-based system shall provide the capability for the STATE to set the format (prefix, length) of the privilege numbers that will get assigned to customers for each privilege type.	Privilege number format	M		
CFG	025	NUM	The web-based system shall provide the capability for the STATE to set if the privilege number assigned to a customer will be assigned (entered) by the STATE (e.g., Low-number hunting licenses).	Customer privilege number assigned by the STATE	M		
CFG	026	NUM	The web-based system shall provide the capability for the STATE to set if the privilege number assigned to a customer will be auto assigned by the system based on predefined formatting rules.	Customer system assigned privilege number	M		
CFG	027	NUM	The web-based system shall provide the capability for the STATE to set if the privilege number assigned to a customer will remain with the customer for subsequent purchases. Example: Low-number hunting license numbers are customer reserved.	Low number hunting license numbers	M		
CFG	028	DOC	The web-based system shall provide the capability for the STATE to set what documents are required <u>from</u> the	Customer required documents for upload	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
			customer that can be customer or staff uploaded for each privilege during the sales order process.				
CFG	029	DOC	The web-based system shall provide the capability for the STATE to set the privileges that have items that will need to be tracked and fulfilled (mailed) to the customer (boat fishing decals, boat registration decals, stamps) by the STATE.	Customer Fulfillment	M		
CFG	030	DOC	The web-based system shall provide the capability for the STATE to set what documents are required to be provided <u>to</u> the customer electronically for each privilege during the sales order process or once the privilege is approved by the STATE as part of a workflow process.	Electronic privilege documents	M		
CFG	031	DOC	The web-based system shall provide the STATE the capability to set the method a privilege document will be provided to a customer such as mailed, electronic (mobile, pdf).	Document delivery method	M		
CFG	032		The web-based system shall provide the capability for the STATE to maintain the terms and conditions for each privilege that will be displayed for customer acceptance during the sales order process.	Privilege terms and conditions	M		
CFG	033		The web-based system shall provide the capability for the STATE to set for each type of privilege, the maximum quantity allowed per customer per term (e.g., four deer tags).	Maximum number allowed per term, per customer	M		
CFG	034		The web-based system shall provide the capability for the STATE to set if the privilege type is complimentary (issued by STATE), which is no charge to the customer.	Complimentary	M		
CFG	035		The web-based system shall provide the capability for the STATE to setup exempt privilege types such as FIN and LEN.	Exempt	M		
CFG	036	PKG	The web-based system shall provide the capability to package / bundle privileges based on privilege type, customer type, and term. For example: <ul style="list-style-type: none"> A boat fishing license for resident customers includes one individual fishing license. A resident hunting license includes four deer tags. 	Packages	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
CFG	037	PKG	The web-based system shall provide the capability to set a single package fee. Example: A resident boat fishing license includes an individual fishing license at no additional charge.	Packages	M		
CFG	038	PKG	The web-based system shall ensure packaged privileges do not exceed the maximum allowed for a customer per term. Example: A resident customer purchasing boat fishing licenses for multiple vessels shall only be issued one individual fishing license (maximum allowed per customer, per term).	Packages	M		
CFG	039		The web-based system shall provide the capability for the STATE to configure up-sell business rules based on the customer's current and prior purchases.	Up sell	M		
CFG	040	WKF	The web-based system shall provide the capability for the STATE to set the predefined workflow rules associated with the privilege for customer first time purchase.	Workflow first time purchase	M		
CFG	041	WKF	The web-based system shall provide the capability for the STATE to set the predefined workflow rules associated with the privilege for customer subsequent purchase.	Workflow subsequent purchase	M		
CFG	042	MISC	The web-based system shall provide the capability for the STATE to set whether the miscellaneous item requires the customer to be registered with a C-ID number to purchase.		M		
CFG	043	SUS	The web-based system shall provide the capability for the STATE to set if the issued privilege type can be suspended by the STATE and locked from future purchases for the customer.		M		
CFG	044	SUS	The web-based system shall provide the capability for the STATE to set if the issued privilege type can be suspended by DCSS and locked from future purchases for the customer.		M		
CFG	045	SUS	The web-based system shall provide the capability for the STATE to set if the issued privilege type can be suspended by IWVC and locked from future purchases for the customer.		M		
CFG	046	CFIS	The web-based system shall provide the capability for the STATE to set the fiscal reporting account code for each privilege to be used for accounting reporting.	Accounting transaction sales reporting			

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
CFG	047	CFIS	The web-based system shall provide the capability for the STATE to set the fiscal reporting account codes for each privilege (General Fund and Appropriated Special Funds).	Accounting transaction sales reporting			
CFG	048	CFIS	The web-based system shall provide the capability for the STATE to set the percentage of sales to be allocated to the General Fund (reporting code) for privileges that go to the General Funds.	Accounting transaction sales reporting			
CFG	049	MISC	The web-based system shall provide the capability for the STATE to configure miscellaneous items such as hats, calendars, gift cards, donations.		M		
CFG	050	FISH	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to specify the number of fishing nets.	Fishing nets	M		
CFG	051	FISH	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to specify the number of feet (Gill Nets).	Fishing net feet	M		
CFG	052	FISH	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to specify the number of fishing pots.	Fishing pots	M		
CFG	053	FISH	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to specify the fishing pot color based on a predefined color list.	Fishing pot colors	M		
CFG	054	FISH	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to specify the number of yards (Gill Nets).	Fishing net yards	M		
CFG	055	FISH	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to specify alternate boat fisherman.	Alternate Fishermen	M		
CFG	056	FISH	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to specify the number of assigned land acres (Oyster leases).	Assigned acres	M		
CFG	057	FISH	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to specify the number of tags (Oyster)	Number of Tags	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
CFG	058	FISH	The web-based system shall provide the capability for the STATE to set if the privilege requires the customer to specify the Hook and Line days (Sun-Sat)	Hook and Line Days	M		
Hunter, Trapper and Boater Education							
EDU	001	TYPE	The web-based system shall provide the capability for the STATE to maintain each hunter, trapper and boater course type.		M		
EDU	002	TYPE	The web-based system shall provide the capability for the STATE to maintain the content for each course type's student prerequisites which can be formatted and include external links.		M		
EDU	003	TYPE	The web-based system shall provide the capability for the STATE to maintain the content for each course type's student liability release form which can be formatted and include external links.		M		
EDU	004	SEC	The web-based system shall provide the capability for the STATE to set user roles: Instructor, administrator, student.		M		
EDU	005	CAL	The web-based system shall provide the capability for the STATE to maintain the course calendar including class type, date, location, start time, end time, student capacity.		M		
EDU	006	CAL	The web-based system shall provide the capability for the STATE to set the registration start and end date period for each scheduled course.		M		
EDU	007	CAL	The web-based system shall provide the capability for the STATE to specify whether the scheduled course is available to the public.		M		
EDU	008		The web-based system shall provide the capability for the STATE to import students from an outside authorized educator.	Import students	M		
EDU	009	INST	The web-based system shall provide the capability for the STATE to maintain course instructor's types that would include Certified Master Hunter.		M		
EDU	010	INST	The web-based system shall provide the capability for the STATE to maintain course instructor names, addresses, emails, and multiple phone numbers.		M		
EDU	011	INST	The web-based system shall provide the capability for the STATE to assign instructors to courses.		M		
EDU	012	INST	The web-based system shall provide the assigned course instructors the ability to view, maintain, and print their student roster for each assigned course.		M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
EDU	013	INST	The web-based system shall be able to interface with Scantron (software/hardware) to import boat education student information and test scores.	Boat Education Specific			
EDU	014	INST	The web-based system shall provide the assigned course instructors the ability to maintain each student's course completion status – pass, fail, no-show.		M		
EDU	015	INST	The web-based system shall provide the assigned course instructors the ability to print student certificates and education cards for students that passed the course.		M		
EDU	016	STU	The web-based system shall require students to have a STATE customer C-ID number before registering for a course.	C-ID number	M		
EDU	017	STU	The web-based system shall provide the ability for students to view the course calendar.		M		
EDU	018	STU	The web-based system shall provide the ability for students to register for a course online.		M		
EDU	019	STU	The web-based system shall provide the ability for students to view their education information online and print their education certificate card.		M		
EDU	020	STU	The web-based system shall provide a liability release form that each student (hunter/trapper) must electronically sign as part of the course registration process.	Required for Hunter and Trapper Ed but not for Boater Ed.	M		
EDU	021	NOT	The web-based system shall provide the assigned course instructors the ability to send student notifications by e-mail or mobile text for a course based on student status.		M		
EDU	022	NOT	The web-based system shall notify the student by e-mail or mobile text message once they have successfully registered for a course.		M		
EDU	023	NOT	The web-based system shall notify the student by e-mail or mobile text message registered course reminders.		M		
Commercial Fishing Compliance Reporting							
COM	001	CPL	The web-based system shall provide the capability to set the months (fishing season) for each commercial fishing privilege that requires the customer to provide commercial fishing compliance reports (fish, Did not fish).				
COM	002	CPL	The web-based system shall provide the ability for the STATE to enter for each month if the customer provided commercial fishing compliance reports (Fish, Did Not Fish).	Compliance reporting is a customer requirement to renew their commercial fishing privilege.			

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
COM	003	RPT	The web-based system shall provide the ability for the STATE to report customer compliance by month, year to date, non-compliance, and privilege.				
COM	004		The web-based system shall provide the ability for the STATE to print customer delinquent letters for those customers delinquent on compliance reporting.				
Boat Registration Specific Requirements							
BOAT	001		The web-based system shall provide the capability for customers to register boats for one and three year terms.	New Registration	M		
BOAT	002		The web-based system shall provide the capability for customers to renew boat registrations for one and three year terms.	Renewal Registration	M		
BOAT	003		The web-based system shall provide the capability for customers to enter their boat descriptors including: Vessel Name, Make, Year Built, Length, Hull Material, Propulsion Type, Vessel Type, Vessel Fuel, Engine Drive Type, and Primary Operation.	Boat identifiers	M		
BOAT	004		The web-based system shall provide the capability for one to many corporations to register a single boat.	Owner	M		
BOAT	005		The web-based system shall provide the capability for one to many individuals to register a single boat.	Owner	M		
BOAT	006		Multiple owners shall be specified with "AND" or "OR" relationships.	Owner	M		
BOAT	007		The web-based system shall provide the capability for an owner or owners to register more than one boat.	Owner	M		
BOAT	008		The web-based system shall provide the capability to generate a unique hull number using a U.S. Coast Guard formula for boats that do not have a manufacturer hull number (custom/ homemade boats).	Hull Number	M		
BOAT	009		The web-based system shall generate a unique registration number for each registered boat.	DL Number	M		
BOAT	010		The web-based system shall allow for custom unique registration numbers.	DL Number	M		
BOAT	011		The web-based system shall provide the capability to transfer registered boat ownership.	Transfers	M		
BOAT	012		The web-based system shall provide the capability to transfer registered numbers to another owner without a change in boat ownership.	Transfers	M		
BOAT	013		The web-based system shall allow customers to change their address information through all sales channels.	Address change	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
BOAT	014		The web-based system shall allow customers to request duplicate boat decals through all sales channels.	Boat Decal	M		
BOAT	015		The web-based system shall allow customers to request duplicate registration cards through all sales channels.	Registration Cards	M		
BOAT	016		The web-based system shall provide the capability for non-registered (canoes/kayaks) or out of state registered boat customers to purchase Delaware Ramp Access Certificates for one and three year terms.	Ramp Certificates	M		
BOAT	017		The web-based system shall provide the capability for the STATE to define customer status types such as bad check, violation, etc. This would include defining if the status type shall suspend a customer's current boat registration and prevent the customer from purchasing a new boat registration.	Status	M		
BOAT	018		The web-based system shall provide an interface to the DELJIS system so Delaware law enforcement can mark and unmark Delaware registered boats as stolen.	DELJIS Interface	M		
BOAT	019		The web-based system shall provide an interface to provide boat registration information to the DELJIS system for law enforcement to view using the DELJIS system.	DELJIS Interface	M		
BOAT	020		The web-based system shall provide the capability for customers to register boats for one and three year terms.	New Registration	M		
BOAT	021		The web-based system shall provide the capability for customers to renew boat registrations for one and three year terms.	Renewal Registration	M		
BOAT	022		The web-based system shall provide the capability for customers to enter their boat descriptors including: Vessel Name, Make, Year Built, Length, Hull Material, Propulsion Type, Vessel Type, Vessel Fuel, Engine Drive Type, and Primary Operation.	Boat identifiers	M		
BOAT	023		The web-based system shall provide the capability for one to many corporations to register a single boat.	Owner	M		
BOAT	024		The web-based system shall provide the capability for one to many individuals to register a single boat.	Owner	M		
BOAT	025		Multiple owners shall be specified with "AND" or "OR" relationships.	Owner	M		
BOAT	026		The web-based system shall provide the capability for an owner or owners to register more than one boat.	Owner	M		
BOAT	027		The web-based system shall provide the capability to generate a unique hull number using a coast guard formula for boats that do not have a manufacturer hull number (custom/ homemade boats).	Hull Number	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
BOAT	028		The web based system shall generate a unique registration number for each registered boat.	DL Number	M		
BOAT	029		The web-based system shall allow for custom unique registration numbers.	DL Number	M		
BOAT	030		The web-based system shall provide the capability to transfer registered boat ownership.	Transfers	M		
BOAT	031		The web-based system shall provide the capability to transfer registered numbers to another owner without a change in boat ownership.	Transfers	M		
BOAT	032		The web-based system shall allow customers to change their address information through all sales channels.	Address change	M		
BOAT	033		The web-based system shall allow customers to request duplicate boat decals through all sales channels.	Boat Decal	M		
BOAT	034		The web-based system shall allow customers to request duplicate registration cards through all sales channels.	Registration Cards	M		
BOAT	035		The web-based system shall provide the capability for out of state registered boat customers to purchase Delaware Ramp Access Certificates for one and three year terms.	Ramp Certificates	M		
BOAT	036		The web-based system shall provide the capability for the STATE to define customer status types such as bad check, violation, etc. This would include defining if the status type shall suspend a customer's current boat registration and prevent the customer from purchasing a new boat registration.	Status	M		
BOAT	037		The web-based system shall provide an interface to the DELJIS system so Delaware law enforcement can mark and unmark Delaware registered boats as stolen.	DELJIS Interface	M		
BOAT	038		The web-based system shall provide an interface to provide boat registration information to the DELJIS system for law enforcement to view using the DELJIS system.	DELJIS Interface	M		
Events							
EVT	001		The web-based system shall provide the STATE the ability to schedule, coordinate and report on events.		M		
EVT	001		The web-based system shall provide the ability for the public to sign up to volunteer for events free of charge.		M		
EVT	002		The web-based system shall provide the STATE the ability to track event volunteer hours; assign an hourly salary to it and a grant.		M		
EVT	002		The web-based system shall provide the ability to handle group volunteers and individual volunteers.		M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
EVT	003		The web-based system shall provide the ability for the public to register for an event.		M		
EVT	004		The web-based system shall provide the capability to collect registration fees when the public registers online for events that are fee based.		M		
Lottery Requirements							
LOT	001		The following lotteries shall be conducted by the Vendor: <ul style="list-style-type: none"> • Turkey • Low Number Hunt 	Lotteries	M		
LOT	002		The lottery system shall accept lottery applications through all sales channels.	Lottery applications	M		
LOT	003		The Vendor shall perform the lottery/draw.	Lottery draw	M		
LOT	004		The lottery system shall accept applications and notify electronically either applicants or STATE staff as to their success. For example, our Amish population would apply through a paper application and be notified by STATE Personnel.	Lottery notifications	M		
LOT	005		The Vendor shall provide fulfillment of the permit.	Lottery fulfillment	M		
Marketing Requirements							
MKT	001		The web-based system shall provide for marketing opportunities, advertising – including customizable messages on the customer or sales agent screen space; customer interests or past sales; activities for special messaging.	Marketing messaging	M		
MKT	002		The web-based system shall provide the capability for the STATE to configure and prompt the customer for upsell products based on the customer's interest, past sales and/or current sales as part of the online sales order process.	Upsell	M		
MKT	003		The web-based system shall provide the capability for the STATE to configure and display product packages (e.g., duck hunter's package) as part of the online sales order process.	Product packaging	M		
MKT	004		The web-based system shall provide the capability for the STATE to perform Push Marketing.	Push Marketing	M		
MKT	005		The web-based system shall provide the capability to setup or link to existing list serves that the customer can opt in during order checkout based on their license purchase selections.	List serves	M		
MKT	006		The web-based system shall provide the capability to advertise and link sales to social media.	Social media	M		
MKT	007		The web-based system shall provide the capability to conduct marketing surveys – up to 10 questions based on the type of privilege issued across all years. The STATE shall have the	Customer surveys	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
			ability to change the marketing survey questions up to two (2) times per calendar year.				
Mobile Requirements							
MOB	001		The web-based system shall be mobile-device compatible where customers can purchase and view product and sales offerings using their mobile devices.		M		
MOB	002		The web-based system shall provide STATE Enforcement Agents the ability to easily search customers to view privilege status using mobile devices while in the field.	STATE Enforcement Agents	M		
MOB	003		The web-based system shall provide customers electronic documents that can be displayed on a mobile device.		M		
MOB	004		The web-based system shall provide the ability for customers to sign documents that require a signature electronically (e.g., duck and trout stamps by law require the customer signature).		M		
Reports Requirements							
RPT	001		The web-based system shall provide the ability for the STATE and sales agents, based on user security role, to create ad-hoc reports across all data fields.	Ad Hoc Reports	M		
RPT	002		The web-based system shall provide the ability for STATE, based on security privilege, to perform data analytics across all data fields.	Data analytics	M		
RPT	003		The web-based system shall provide the ability for the STATE, based on user security role, to perform web analytics on sale site or electronic communications; geocoding address for comparison to tapestry data; and more.	Web analytics	M		
RPT	004		The web-based system shall provide the ability for the STATE, based on user security role, to export data into a standard format for use in other software products such as Microsoft Office.	Data exports	M		
RPT	005		The web-based solution should be compatible with Microsoft Office Suite for generating letters, data analytics, and reporting.	Microsoft Office	M		
RPT	006		The web-based system shall automate 90% of the processing steps required for the STATE to report their annual U.S. Fish and Wildlife Service Certifications.	U.S. Fish and Wildlife Service Annual Certifications	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
RPT	007		The web-based system shall track and generate a report for customer order fulfillment status.	Order fulfillment tracking	M		
RPT	008		The web-based system shall be provided to indicate the name and Logon ID of all terminal users.	System user tracking	M		
RPT	009		The web-based system report shall indicate which transactions were completed by which Terminal User.	System user transactions	M		
RPT	010		The web-based system shall generate communication/report of pending voids for the agent.	Pending voids	M		
RPT	011		The web-based system shall provide voided sales reporting to include void reason and remarks. Report will be used to track and identify agents and the type of mistakes that are made for possible retraining. Auditors are also required to track voids and request original licenses.		M		
RPT	012		The web-based system shall provide reporting to verify sales, retrieve Order ID numbers, total sales for day or any selected timeframe needed, identify agent who sold license and match names to order.	Sales Order Reporting	M		
RPT	013		The web-based system shall provide license category reports to compare agents license volume, year-end reports, verifying license totals for certifications, daily sales report reconciliations (if needed to verify), agent fee totals, payment due totals, void totals, licenses sold during a specific period.	Privilege category Reporting	M		
RPT	014		The web-based system shall provide customer order reporting to track customers by day, reconciliations and daily confirmations for stores.	Customer reporting	M		
RPT	015		The web-based system shall provide sales agents reporting for daily or weekly reconciliations, extracting Order ID numbers when printing problems or voids occur. Identifying the day and time a license was sold to assist with employee errors.	Agent Sales	M		
RPT	016		The web-based system shall provide applicant detail reporting to verify last four of SSN and DOB when identifying customers, what was entered into system for order tracking issues, email address issues, phone numbers, remittance ID numbers, and Order ID numbers. Match with payment system when crediting a customer who had the credit card capture successfully but did not capture in the web-based system to complete the sale.	Applicant details	M		
RPT	017		The web-based system shall provide reporting by licenses status such as suspended, and suspension source.	Suspended privileges	M		
RPT	018		The web-based system shall provide reporting for daily sales reconciliation for the STATE Accounting Division which will	Sales Financial Reporting	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
			include date and time of sale, sales source, payment method, type of sale, accounting codes, status, etc.				
RPT	019		The web-based system shall provide the ability for the STATE to print customer address labels for the fulfillment of boat fishing decals, stamps, etc.				
RPT	020		The web-based system shall provide a report of Sales Transaction Receipts, summarized by general ledger code and payment method, for a selected sales period.				
RPT	021		The web-based system shall provide a report by account code for revenues generated.				
RPT	022		The Sales Transaction Receipts report shall calculate the General Fund sales amount, based on the General Fund percentage set in the privilege configuration.	Configuration specifies for specific privileges what percentage of sales shall be allocated to the general fund.			
	023		All reports shall be available for real-time analysis.				
RPT	024		The web-based system shall provide a report of Sales Transaction Receipts, with customer details, by privilege category, for a selected sales period.				
RPT	025		The web-based system shall provide the STATE the ability to print reports from the payment merchant system to reconcile posted payments against sales receipts.				
RPT	026		The web-based system shall provide the STATE the ability to print reports from the payment merchant system to troubleshoot sales receipts reconciliation issues.				
RPT	027		The web-based system shall provide tracking of registered harvests by the date of harvest and type of harvest and License/LEN number.				
Sales Agent Requirements							
AGN	001		The web-based system shall provide the capability for the STATE to setup each authorized sales agent's profile including privileges.	Sales Agent profile	M		
AGN	002	CORP	The web-based system shall provide the capability to setup sales agent corporate reporting when there is a corporate-store relationship (one corporation to many sales agent stores).		M		
AGN	003	CORP	The web-based system shall provide the ability to set if payments will be made by the corporation or by each sales agent store when there is a corporate-store relationship.		M		
AGN	004		The web-based system shall provide the capability to setup individual sales agents without a corporate-store structure.		M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
AGN	005	RPT	The web-based system shall provide the ability for sales agent corporate to run sales transaction reports for all their stores combined and separate.	Sales transaction reporting	M		
AGN	006	RPT	The web-based system shall provide the ability for individual sales agents to run their sales transaction and void reports.	Sales transaction and void reporting	M		
AGN	007	FEE	The web-based system shall provide the capability for the STATE to set the fee amount sales agents can charge customers for each privilege type.	Sales agent fees	M		
AGN	008	PMT	The web-based system shall provide the capability for the STATE to set the sales period (i.e., weekly; bi-monthly; monthly) or sales threshold (in dollars) for each sales agent. The sales period will determine the payment frequency due to the STATE, less the sales agent fees.	Payment period/ frequency	M		
AGN	009	PMT	The web-based system shall provide the capability for the STATE to set the number of grace period days after each sales period before sales agent payment to the STATE is considered late and locked out of future sales.	Payment grace period	M		
AGN	010	PMT	The web-based system shall provide the ability for sales agents to make payments online to the STATE (for the sales period, less the sales agent fees).	Online payment	M		
AGN	011	PMT	The web-based system shall provide the capability for the STATE to set each of the payment methods (i.e., ACH; Debit; Credit; Gift Card) that will be accepted by the STATE per sales agent.	Sales agent payment method	M		
AGN	012	PMT	The web-based system shall track the detailed privilege sales transactions with payment status, for each sales agent.	Payment status to STATE tracking	M		
AGN	013	PMT	The web-based system shall notify the STATE when an agent payment is made with a payment detail report.	Payment notification	M		
AGN	014	PMT	The web-based system shall notify sales agents when a payment is due, based on the sales agent's sales period.	Payment due notification	M		
AGN	015	PMT	The web-based system shall notify sales agent corporate when a payment is due when there is a corporate-store structure, based on the sales agent's sales period.	Payment due notification	M		
AGN	016	PMT	The web-based system shall notify the STATE when a sales agent's payment is due based on the sales agent's sales period.	Payment due notification	M		
AGN	017	PMT	The web-based system shall notify sales agents when their grace period ends and there are outstanding payments due.	Late payment notification	M		
AGN	018	PMT	The web-based system shall notify sales agent corporate when there are outstanding payments due by one of their sales agents, after the grace period ends, and there is a corporate-store structure.	Late payment notification	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
AGN	019	PMT	The web-based system will notify the STATE when a sales agent's grace period ends and there are outstanding payments due.	STATE notification of sales agent late payment	M		
AGN	020	PMT	The web-based system shall provide the capability for the STATE to suspend a sales agent from future sales when a sales agent's grace period ends and there are outstanding payments due.	Late payment suspension	M		
AGN	021	VOID	The web-based system shall automatically credit the sales agent for voided sales approved by the STATE (based on workflow).	Credit voided sales	M		
Sales Channel Support Requirements							
SUP	001		The Vendor solution shall provide a Customer Service Center for all products and services covered by the contract through a toll-free telephone number to support customers. See requirement, SOL-0002 for additional details.	Customer call center	M		
SUP	002		The Vendor solution shall provide help desk support services to the STATE and sales agents regarding all aspects of the integrated web-based system. See requirement, SOL-0003 for additional details.	Application Help Desk	M		
SUP	003		The Vendor shall be responsible for developing training tools, online training module and test and/or online support for system users. Any training documents including videos and other media, need to be approved by the STATE prior to their use and shall be kept current and maintained throughout the contract period.	Training Materials	M		
SUP	004		The web-based system shall provide online support for each sales channel. Online support would include readily available help screens and tools, interactive on-line support during the sales order process.	Online support	M		
SUP	005	BB	The web-based system shall provide an online bulletin board for the STATE to post public internet sales channel specific communications.	Online Bulletin Board for customers	M		
SUP	006	BB	The web-based system shall provide an online bulletin board for the STATE to post agent sales channel specific communications.	Online Bulletin Board for Sales Agents	M		
SUP	007	BB	The web-based system shall provide an online bulletin board for the STATE to post STATE Front Sales Desk sales channel specific communications.	Online Bulletin Board for STATE Sales Desk	M		
SUP	008		The web-based system shall provide an internal communication log for the STATE and the Customer Service Center to track customer communications.	Customer communication logging	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
SUP	009		The web-based system shall provide the capability to set if and when a customer follow-up is required the STATE and/or Customer Service Center.	Customer follow-up	M		
SUP	010		The web-based system shall provide an internal communication log for the STATE and the Customer Service Center to track sales agent communications.	Sales agents communication logging	M		
SUP	011		Ideally, the web-based system shall provide a Spanish language version for Spanish speaking customers.	Spanish language	M		
Search Requirements							
SRCH	001		The web-based system shall provide a robust search engine for the STATE to search and filter all information in a single option across all years for all privileges.	Single Search	M		
SRCH	002		The web-based system shall provide the ability to search the history of privilege numbers to view all customers, across all years the number was issued to.	Issued privilege number history	M		
SRCH	003		The web-based system shall provide the ability to select advanced search filter operators to narrow the search results including having a fuzzy search option (e.g., if the name is Smithenhausen, search smith# and return all names beginning with smith).	Filter operators	M		
SRCH	004		The web-based system shall provide the ability to drill into search results to view additional customer details, all products purchased by the customer across all years.		M		
SRCH	005		The web-based system shall provide the ability to search, view and edit all data fields. Example: ID number, last four of SSN, license number, permit numbers, decal numbers, name, address, city, county, zip code, date of birth, phone number, order dates, hunter safety number, etc.	Search, View and Edit	M		
SRCH	006		The web-based system shall display the privilege status, sales date and time, sales channel source in the search results, etc.		M		
SRCH	007		The web-based system shall provide STATE Enforcement Agents the ability to easily search a customer's privilege status either in the field using mobile devices or in the office.	STATE Enforcement Agents	M		
SRCH	008		The web-based system shall provide STATE Enforcement Agents the ability to easily search commercial fishing compliance either in the field using mobile devices or in the office.	STATE Enforcement Agents	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
Security Requirements							
SEC	001		The web-based system shall provide the capability for the STATE to organize user security into security roles for each sales channel.	Security Roles	M		
SEC	002		The web-based system shall provide the capability for the STATE to set permissions for editing fields based on business rules.	Field security	M		
SEC	003		The web-based system shall provide the capability for the STATE to set the features and options available to a user based on security role.	System options security	M		
SEC	004		The web-based system shall provide the STATE the capability to specify the privileges that will be available for customers to purchase through the public internet sales channel.	Products available to the customer online	M		
SEC	005		The web-based system shall provide the STATE the capability to specify the privileges that will be available for customers to purchase through the STATE Front Sales Desk sales channel.	Products available to the STATE Front Sales Desk to sell	M		
SEC	006		The web-based system shall provide the STATE the capability to specify for each sales agent, the privileges the sales agent is authorized to sell.	Products available to the sales agents to sell by agency	M		
SEC	007	AGN	The web-based system shall provide the STATE the capability to setup system users (employees) for each sales agent.	Sales agent system users	M		
SEC	008	AGN	The web-based system shall provide the ability for sales agents to make a request to the STATE for new employee system access (workflow).	Sales agent new employee access workflow	M		
SEC	009	AGN	The web-based system shall provide the ability for sales agents to remove or suspend an employee from having system access.	Sales agent employee access suspend	M		
SEC	010	AGN	The web-based system shall provide the STATE the ability to activate, suspend, or remove a sales agent employee's system access.	Sales agent employee access status	M		
SEC	011	AGN	The web-based system shall provide the capability for the STATE to deny a sales agent and their associated users from having system access due to lack of payment or any violation of the sales agent agreement.	Sales agent access suspension	M		
SEC	012	SSN	For new customers, all sales channels will be prompted to enter the customer's full social security number, unless new customer is only purchasing a conservation access pass	Social Security Numbers	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
			which does not require a full SSN but only requires the last four digits of the SSN.				
SEC	013	SSN	For existing customers, the sales agent will be restricted to entering the last four digits of the customer's social security number, unless existing customer is only purchasing a conservation access pass which does not require a full SSN.	Social Security Numbers	M		
SEC	014		The Vendor shall provide security functionality embedded in the design of these privileges to ensure that printed licenses cannot be easily forged.		M		
System Requirements							
SYS	001		The web-based system shall provide the capability for the STATE to manage site content that can frequently change such as special announcements, Terms & Conditions, Hunting & Fishing Guides, and Laws.	Web site content	M		
SYS	002		The web-based system shall provide detailed audit tracking of changes that the STATE can search by date, user, and type of audit transaction.	Audit Tracking	M		
SYS	003	Voids	The web-based solution shall provide the capability for the STATE administrators to void, credit, or reinstate partial transactions or individual items. Voids must be tracked and recovered by the STATE for auditing purposes.	Audit voids	M		
SYS	004		The web-based system shall provide the capability for the STATE to format text and upload pdf files when setting up terms and conditions, bulletin board messaging, greeting pages etc.	Formatting	M		
SYS	005		The web-based system shall provide the capability for the STATE to format pictures as jpg files to upload when configuring to allow images to print on licenses. Example: Waterfowl and trout stamps images are to be printed on licenses and in individual sales.	Formatting	M		
SYS	006		The web-based system shall provide the capability to define privilege status for the STATE and customer to track where a privilege is in the process such as: pending approval, approved / active, suspended, expired, on hold, voided, waiting customer documentation, waiting fulfillment, etc.	Privilege status	M		
SYS	007		Ideally, the web-based system shall provide both English and Spanish versions.	Spanish Language	M		
Workflow Requirements							
WKF	001		The web-based system shall provide the capability for the STATE to configure workflow rules as part of the purchasing process based on:	Sales order process workflow	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
			<ul style="list-style-type: none"> privilege type, and/or sales channel, and/or customer type (resident, non-resident, exempt customer), and/ or whether this is a new (first time) customer purchase or subsequent customer purchase for the privilege type. <p>For example, a customer purchasing a privilege may be required to upload documentation and receive STATE approval prior to the license being issued. Subsequent license purchases made by the same customer could automatically be approved by the system, depending on the privilege.</p>				
WKF	002		The web-based system shall provide the capability for the STATE to configure workflow rules for customers submitting online applications such as Special Permits that have no fee, require STATE approval, and permit fulfillment once approved.	New application requests	M		
WKF	003		The web-based system shall provide the capability to configure workflow rules based on the customer's privilege status.	Workflow based on privilege status.	M		
WKF	004		The web-based system shall provide the capability to configure workflow rules when a customer's privilege status changes based on privilege type.	Workflow based on privilege status.	M		
WKF	005		The web-based system shall provide the capability to configure customer order fulfillment workflow based on sales channel, and privilege. Example: A boat fishing decal is immediately fulfilled when the customer purchases at the STATE Front Sales Desk sales channel but not when purchased through a sales agent or internet sales channel.	Track orders with privileges that require STATE fulfillment to the customer.	M		
WKF	006		The web-based system shall provide the capability to configure workflow rules for orders that did not complete successfully during the sales order process due to either a system or user error.	Track incomplete orders	M		
WKF	007		The web-based system shall provide the capability for the STATE to configure approval workflow for new sales agent application requests.	New sales agent applications	M		
WKF	008		The web-based system shall provide the capability for the STATE to configure workflow for authorizing new sales agent employee's system access based on successfully completing	Sales agent, new employee access.	M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
			the STATE training requirements for each sales agent employee.				
WKF	009	Void	The web-based system shall provide the capability for the STATE to configure workflow rules for sales, transaction voids, and reinstatements based on sales channel.	Voided sales	M		
Interface Requirements							
INT	001	BOAT	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.	Registered boats	M		
INT	002	BOAT	In the short term, the web-based system shall provide an interface with the Sales Force Boat Registration application for customer information tracking.	Customer	M		
INT	003	COM	In the short term, the web-based system shall provide an interface with the Commercial Fishing License application for customer information tracking.	Customer	M		
INT	004	HUNT	In the short term, the web-based system shall provide an interface with the Hunter Education Program to validate privileges requiring a hunter and trapper education courses.	Customer	M		
INT	005	Hunt/ Boat	The web-based system shall provide an interface with only approved third party educators.	Customer	M		
Events							
EVT	001		The web-based system shall provide the STATE the ability to schedule, coordinate and report on events.		M		
EVT	002		The web-based system shall provide the ability for the public to sign up to volunteer for events free of charge.		M		
EVT	003		The web-based system shall provide the STATE the ability to track event volunteer hours; assign an hourly salary to it and a grant.		M		
EVT	004		The web-based system shall provide the ability to handle group volunteers and individual volunteers.		M		
EVT	005		The web-based system shall provide the ability for the public to register for a event.		M		
EVT	006		The web-bases system shall provide the capability to collect registration fees when the public registers online for events that are fee based.		M		

Prefix	ID	Suffix	Requirement	Comments	M/O	Y/M/N	Vendor Comments
Lottery Requirements							
LOT	001		The following lotteries shall be conducted by the Vendor: <ul style="list-style-type: none"> • Turkey • Low Number Hunt 	Lotteries	M		
LOT	002		The lottery system shall accept lottery applications through all sales channels.	Lottery applications	M		
LOT	003		The Vendor shall perform the lottery/draw.	Lottery draw	M		
LOT	004		The lottery system shall accept applications and notify electronically either applicants or STATE staff as to their success. For example our Amish population would apply through a paper application and be notified by STATE Personnel.	Lottery notifications	M		
LOT	005		The Vendor shall provide fulfillment of the permit.	Lottery fulfillment	M		

Non-Functional Requirements

The following table (Table 5.3) documents the non-functional requirements for which the State seeks specific comment in the VIP.

Table 5.3: Non-Functional Requirements

Prefix	ID	Suffix	Requirement	Comments	Vendor Comments
NFR	001		The Vendor shall ensure that interruptions to service are minimal (downtime is less than an hour) when programs are being updated.	System maintenance	
NFR	002		The Vendor shall follow the STATE data retention requirements.	7 years	
NFR	003		The Vendor shall provide the ability to archive historical data that can be accessed by the STATE.		
NFR	004		The Vendor shall meet the STATE's I.T. Standards and Policies, including but not limited to, the Cloud and Offsite Hosting Policy located at: http://dti.delaware.gov/information/standards-policies.shtml and http://dti.delaware.gov/pdfs/pp/CloudandOffsiteHostingPolicy.pdf		
NFR	005		The Vendor shall meet the STATE's I.T. Data Policy for Public Data located at: http://dti.delaware.gov/pdfs/pp/CloudandOffsiteHostingTemplatePublic.pdf		
NFR	006		The Vendor shall meet the STATE's I.T. Data Policy for Non-Public Data located at: http://dti.delaware.gov/pdfs/pp/CloudandOffsiteHostingTemplateNonPublic.pdf		
NFR	007		The Vendor shall meet the STATE's I.T. Contractual Terms and Conditions located in this document.		
NFR	008		The web-based system shall provide both English and ideally Spanish versions for customers.		
NFR	009		The web-based solution shall be compatible with all computers, mobile devices (ISO and Android compatible).		
NFR	010		The Vendor shall provide an application training environment with the most current application code for the STATE to train STATE staff and sales agents.		
NFR	011		The Vendor shall provide an application testing environment for testing application changes prior to promoting to production.		

Project Management

The following describes the deliverables that shall be provided to the State during the project's initiation through completion of the execution phase. Generally, this is the work that is to occur towards producing the product meeting or exceeding the requirements as described herein:

- Project Kickoff Meeting, to be scheduled by the vendor and held within 30 days of contract execution at a location convenient to the State;
- System Test Plan and Procedures: Vendor shall provide a verification matrix that maps each requirement herein into the following methods and phases:

Definitions of Verification Methods:

- Measurement (M) – The method of verification shall be by instrumented means, with calibrated instrumentation traceable to the National Institute of Science and Technology
- Analysis (A) – The method of verification shall be logic, based upon reason and fact, and presented by documentation
- Demonstration/Testing (D) – The method of verification shall be by cause-and-effect action (observed stimulus/response). This includes, but is not limited to, full functional verification. Note, SDLC process terminology refers to “Demonstration” exclusively as “Testing.”
- Inspection (I) – The method of verification shall be by direct observation; use of the non-calibrated (simple) tools is permitted.

Definitions of Test Phases:

- “U” signifies a requirement verified at the Unit level. Unit level testing occurs at the functional unit (or object) level, and verifies that certain input states of the unit of code produce the desired output states. Unit level testing may also include hardware item incoming inspections to verify what was ordered was indeed received.
- “I” signifies a requirement verified at the Integration level. Integration testing occurs with the combination of multiple units of code interactions, as well as unit of code interaction with external systems. Hardware interfacing is also to be considered for this level of test.
- “S” signifies a requirement verified at the System level. System testing is the highest level of Integration testing, and includes attempts to “break” the system through potential customer interaction, as well as security and OS/Middleware-based specified interactions on a System basis
- “A” signifies a requirement verified as a part of the Customer’s independent Acceptance Testing. This is based upon agreement with the Customer, and it is advisable to have tested requirements as part of previous levels.
- “P” signifies a requirement verified after the application or system has been implemented or cut over. This is likely system-based testing, and may be a re-run of certain System level tests to verify configuration between pre-production and production environments.

- The Final Test Plan, which shall include the Verification Matrix, is to be provided during the Planning phase and is a deliverable subject to State review and approval;
- In addition to the Verification Matrix, the Test Plan shall include definitions of major and minor defects
- Test Procedures and associated test scripts shall be developed per the verification methods for execution during the test phases, subject to State review and approval
- Monthly Project Status Reports, to be delivered to the STATE's Project Manager. The report shall identify issues, risks, and changes, and describe progress within the framework of critical success factors such as major and minor defects and resolutions, and organizational change acceptance;

Project schedule, aligned with the timelines described in the Functional Requirements section herein (reference SOL005 through SOL007). The final schedule is to be delivered at the project kickoff meeting for approval by the STATE, and updated monthly, delivered as part of the vendor's monthly status report. The schedule shall include % complete by activity and clear identification of critical path. The schedule shall also reflect expected effort by STATE resources by task and identification of the resource by specific name (preferred) or by knowledge area;

Transition Requirements

The following table (Table 5.4) documents the transition requirements to a vendor solution for which the State seeks specific comment in the VIP.

Table 5.4: Transition Requirements

Prefix	ID	Suffix	Requirement	Comments	Required
Data Conversion and Migration -					
TRN		MGR	Customers that have purchased recreational fishing, hunting, and trapping privileges within the last five years shall be migrated to the new system from the eGov application.	Customer migration	
TRN		MGR	Customers that have successfully completed a hunter education program shall be migrated to the new system from the Hunter/Trapper Education application.	Customer migration	x
TRN		MGR	Customers that have successfully completed a boat education program shall be migrated to the new system from the Boater Education application.	Customer migration	x
TRN		MGR	Exempt fishing (FIN) customers within the last five years shall be migrated to the new system from the Cyber Data application.	Customer migration	
TRN		MGR	Exempt hunting and trapping (LEN) customers within the last five years shall be migrated to the new system from the DTI Hunter Registration application.	Customer migration	
TRN		MGR	Customers with active commercial fishing permits shall be migrated from the Commercial Fishing License (CFL) application.	Customer migration	x
TRN		MGR	Customer recreational fishing, hunting and trapping privileges shall be migrated from the eGov application and include the current term plus 7-year history. Privileges include fishing, hunting and trapping licenses, stamps, tags, permits; boat fishing licenses; and head and charter boat licenses.	Privileges migration	
TRN		MGR	Customer Low Number Hunt, Trapping, Charter and Head Boat Licenses shall be migrated from the eGov application and include the current term plus 7-year history.	Privileges migration	x
TRN		MGR	Customers in the hunting/trapping registration system shall be migrated from the existing application and include the current term	Privileges migration	

Prefix	ID	Suffix	Requirement	Comments	Required
			plus 7-year history. Privileges include HIP, Snow Goose Permits, Harvest Registrations, LEN.		
TRN		MGR	Customer active hunting and trapping education shall be migrated from the Hunter Education application.	Hunting education migration	x
TRN		MGR	Exempt customer hunting license numbers (LEN) shall be migrated from the Hunter Registration application for the current term plus 7 year history.	LEN migration	
TRN		MGR	Exempt customer fishing license numbers (FIN) shall be migrated from the FIN application for the current term plus 7 years history.	FIN migration	
TRN		INT	In the short term, the web-based system shall provide an interface with the Boat Registration application for customer information tracking and boat registration validation.	Temporary Interface	
TRN		INT	In the short term, the web-based system shall provide an interface with the Commercial Fishing License application for customer information tracking.	Temporary Interface	
TRN			Application training shall be provided by the Vendor to the STATE using the train the trainer approach.		
TRN			Application user acceptance testing shall be performed by the STATE.		
TRN			Data migration and setup user acceptance testing shall be performed by the STATE.		

Privileges (Products and Services)

Current State Applications

- eGov Recreational Licensing Web Application
 - Vendor supported web application for processing STATE recreational hunting, trapping and fishing licenses, permits, boat fishing decals, tags, and stamps using the online web portal. There are three sales channels available: STATE Front Sales Desk, sales agents and public. The eGov administrator portal is available to the STATE recreational office.
- Boat and Ramp Registrations
 - The current vendor supported web application for processing Delaware boat registrations and ramp certificates. The sales portal is available to the STATE Front Sales Desk, sales agents and public. The administrator portal is available to the Boat Registration office.
- Commercial Fishing Licensing (CFL) Application
 - Vendor supported application for processing commercial fishing and some recreational fishing licenses and permits. This application is only available to the STATE commercial fishing office.
- Hunter/Trapper Registration System
 - Current vendor provided 24/7 customer call center for Hunting and Trapping registration customers. The call center is both person and IVR.
 - Current vendor customer service representatives use the DTI Hunter and Trapping Registrations application to support customers.
- FIN Registration System
 - Current vendor provided 24/7 customer call center and web application for exempt recreational fishing customers to register FIN numbers.
 - A customer service representative is available 9am to 5 pm Monday through Friday. Automated IVR customer support is available 24-7.
- Hunting and Trapping Registrations Web Application
 - Current vendor application for processing Harvest Information Program (HIP) permits, Snow Goose Conservation permits, Hunting and Trapping license exempt numbers (LEN), and deer harvest registrations. This web application is available to the public.
- Boater, Hunter, and Trapper Education Application
 - STATE web application used by the STATE to maintain class schedules, assign instructors, maintain student profiles and student education status. Public can setup their user profile, view class schedules, register for a class, view their education information and print their education card.
- Volunteer Event Coordination
 - Volunteer tracking is currently done through an Access database. This Access database allows STATE to record volunteer hours assigns a hourly rate and grant. It summarizes volunteer hours worked per grant during a specific time period. The current system does not allow for event coordination.

Privileges

The following table (7.2) documents the business rules associated with the STATE customer privilege offerings.

Table 7.2: STATE Business Rules

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Conservation Access Pass	Resident Conservation Access Pass	Annual Fiscal Year	\$32.50	<p>A conservation access pass that serves as a permit is required for any registered motor vehicle as defined in Title 21 used to access public lands owned or managed by the Division of Fish and Wildlife for any, as determined by the Department, allowable activity. Such pass shall be displayed by the motor vehicle operator on or within said vehicle in a manner as specified by the Department. Such pass shall be assigned and limited to a single, specified registered motor vehicle, and may be transferred to another registered motor vehicle of same ownership for a fee of \$10.00 paid to the Department.</p> <p>Must be a resident of DE for more than a year to purchase a resident license and have valid proof of residency.</p>	<p>Valid Driver's License and a valid Vehicle Registration Card must be presented at time of purchase.</p> <p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Information printed on each pass: Pass type, pass number, pass fee, order ID number, vehicle make, vehicle model, year of vehicle, vehicle tag number, state of issuance, valid from and to date and time stamp, sales person or agent name who sold the license (does not apply to internet sales), additional instructions on bottom half of pass, and Division watermark. Encryption code included on each pass.</p>	<p>A completed applicant details page.</p> <p>Vehicle information must be entered at the time of purchase.</p> <p>-Name -Address -Phone -Last 4 digits of SSN -Date of Birth -Mandatory email for online system only</p>	None	\$1.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Conservation Access Pass	Non-Resident Conservation Access Pass	Annual Fiscal Year	\$65.00	A conservation access pass that serves as a permit is required for any registered motor vehicle as defined in Title 21 used to access public lands owned or managed by the Division of Fish and Wildlife for any, as determined by the Department, allowable activity. Such pass shall be displayed by the motor vehicle operator on or within said vehicle in a manner as specified by the Department. Such pass shall be assigned and limited to a single, specified registered motor vehicle, and may be transferred to another registered motor vehicle of same ownership for a fee of \$10.00 paid to the Department.	Valid Driver's License and a valid Vehicle Registration Card must be presented at time of purchase. Information printed on each pass: Pass type, pass number, pass fee, order ID number, vehicle make, vehicle model, year of vehicle, vehicle tag number, state of issuance, valid from and to date and time stamp, sales person or agent name who sold the license (does not apply to internet sales), additional instructions on bottom half of pass, and Division watermark. Encryption code included on each pass.	A completed applicant details page. Vehicle information must be entered at the time of purchase. -Name -Address -Phone -Last 4 digits of SSN -Date of Birth -Mandatory email for online system only	None	\$1.50
Free Annual Conservation Access Pass with purchase of hunting license.	All licensed resident and non-resident hunters who purchase annual or 3-day hunting license.	Annual Fiscal Year	No charge	A conservation access pass that serves as a permit is required for any registered motor vehicle as defined in Title 21 used to access public lands owned or managed by the Division of Fish and Wildlife for any, as determined by the Department, allowable activity. Such pass shall be displayed by the motor vehicle operator on or within said vehicle in a manner as specified by the Department. Such pass shall be assigned and limited to a single, specified registered motor vehicle, and may be transferred to another registered motor vehicle of same ownership for a fee of \$10.00 paid to the Department. All hunting licenses receive a free annual Conservation Access Pass including 3-day hunting licenses	Valid Driver's License and a valid Vehicle Registration Card must be presented at time of purchase. Hunter education card must be presented at time of purchase if applicable. Information printed on each pass: Pass type, pass number, pass fee, order ID number, vehicle make, vehicle model, year of vehicle, vehicle tag number, state of issuance, valid from and to date and time stamp, sales person or agent name who sold the license (does not apply to internet sales), additional instructions on bottom half of pass, and Division watermark. Encryption code included on each pass.	A completed applicant details page. Vehicle information must be entered at the time of purchase. Hunter education card must be entered at time of purchase if applicable. -Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only	None	None; CAP is printed with the purchase of hunting license. Agent fee is connected to the hunting license purchase.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Conservation Access Pass	Resident Conservation Access Pass	3-Day Pass	\$10.00	<p>A conservation access pass that serves as a permit is required for any registered motor vehicle as defined in Title 21 used to access public lands owned or managed by the Division of Fish and Wildlife for any, as determined by the Department, allowable activity. Such pass shall be displayed by the motor vehicle operator on or within said vehicle in a manner as specified by the Department. Such pass shall be assigned and limited to a single, specified registered motor vehicle, and may be transferred to another registered motor vehicle of same ownership for a fee of \$10.00 paid to the Department.</p> <p>Must be a resident of DE for more than a year to purchase a resident license.</p> <p>Valid for 3 consecutive days.</p>	<p>Valid Driver's License and a valid Vehicle Registration Card must be presented at time of purchase.</p> <p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Information printed on each pass: Pass type, pass number, pass fee, order ID number, vehicle make, vehicle model, year of vehicle, vehicle tag number, state of issuance, valid from and to date and time stamp, sales person or agent name who sold the license (does not apply to internet sales), additional instructions on bottom half of pass, and Division watermark. Encryption code included on each pass.</p>	<p>A completed applicant details page.</p> <p>Vehicle information must be entered at the time of purchase.</p> <p>-Name -Address -Phone -Last 4 digits of SSN -Date of Birth -Mandatory email for online system only</p> <p>Enter first calendar date for use</p>	None	\$1.50
Conservation Access Pass	Non-Resident Conservation Access Pass	3-Day Pass	\$20.00	<p>A conservation access pass that serves as a permit is required for any registered motor vehicle as defined in Title 21 used to access public lands owned or managed by the Division of Fish and Wildlife for any, as determined by the Department, allowable activity. Such pass shall be displayed by the motor vehicle operator on or within said vehicle in a manner as specified by the Department. Such pass shall be assigned and limited to a single, specified registered motor vehicle, and may be transferred to another registered motor vehicle of</p>	<p>Valid Driver's License and a valid Vehicle Registration Card must be presented at time of purchase.</p> <p>Last day to purchase 3-day Conservation Access Pass is June 28th</p> <p>Information printed on each pass: Pass type, pass number, pass fee, order ID number, vehicle make, vehicle model, year of vehicle, vehicle tag number, state of issuance, valid from and to date and time stamp, sales person or agent name who sold the license (does not apply to internet sales), additional instructions on bottom half of pass, and Division</p>	<p>A completed applicant details page.</p> <p>Vehicle information must be entered at the time of purchase.</p> <p>-Name -Address -Phone -Last 4 digits of SSN -Date of Birth -Mandatory email for online system only</p>	None	\$1.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
				same ownership for a fee of \$10.00 paid to the Department. Valid for 3 consecutive days.	watermark. Encryption code included on each pass.	Enter first calendar date for use		
Conservation Access Pass	Vehicle Transfer Fee	N/A	\$10.00	A conservation access pass that serves as a permit is required for any registered motor vehicle as defined in Title 21 used to access public lands owned or managed by the Division of Fish and Wildlife for any, as determined by the Department, allowable activity. Such pass shall be displayed by the motor vehicle operator on or within said vehicle in a manner as specified by the Department. Such pass shall be assigned and limited to a single, specified registered motor vehicle, and may be transferred to another registered motor vehicle of same ownership for a fee of \$10.00 paid to the Department.	Valid Driver's License submitted with a valid Vehicle Registration Card presented at the time of transfer. The vehicle ownership on the registration card for the transfer must be the same ownership in the system for the original purchase. Information printed on each pass: Pass type, pass number, pass fee, order ID number, vehicle make, vehicle model, year of vehicle, vehicle tag number, state of issuance, valid from and to date and time stamp, sales person or agent name who sold the license (does not apply to internet sales), additional instructions on bottom half of pass, and Division watermark. Encryption code included on each pass.	An edit of the applicant details for the vehicle. Vehicle information must be edited at the time of transfer.	YES Reprint of the new CAP with transferred vehicle information.	Transfers are done by recreational licensing specialists at the Dover office only. No agent fee.
Fishing	Nonresident Fishing (Age 16 and Over)	Annual Calendar Year	\$20.00	Anyone age 16 and older must purchase a license. Mandatory Social Security Number, valid state ID or Foreign Identification Number (passport, visa, green card). Minors must use parent or legal guardian ID for legal proof of residency. Must obtain a FIN by answering the FIN survey.	Information printed on each license: License type, license number, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, fishing violations phone number, sales person or agent name who sold the license (does not apply to internet sales), space for trout stamp image or original (encryption code across stamp image if printed online). Encryption code on each license. FIN printed automatically on license.	A completed applicant details page. Completed FIN survey to obtain FIN. -Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Fishing	7-Day Nonresident Fishing (Age 16 and Over)	7-Day License	\$12.50	<p>Anyone age 16 and older must purchase a license. Mandatory Social Security Number, valid state ID or Foreign Identification Number (passport, visa, green card). Minors must use parent or legal guardian ID for legal proof of residency. Must obtain a FIN by answering the FIN survey.</p> <p>License is valid for 7 consecutive days.</p>	<p>Information printed on each license; License type, license number, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, fishing violations phone number, sales person or agent name who sold the license (does not apply to internet sales), space for trout stamp image or original (encryption code across stamp image if printed online). Encryption code on each license. FIN printed automatically on license.</p> <p>Beginning December 24th and ending of December 31st the 7 day license will not wrap to the new year but will be valid from the purchase date to the end of the year. Example: License is purchased on December 28th so is valid from Dec 28 to Dec 31.</p>	<p>A completed applicant details page.</p> <p>Completed FIN survey to obtain FIN.</p> <p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Enter first calendar date for use</p>	No	\$2.50
Fishing	Resident Fishing License (Age 16 and Over)	Annual Calendar Year	\$8.50	<p>Anyone age 16 or older must purchase a license. Mandatory Social Security Number. Valid proof of residency for at least one year. Minors must use parent or legal guardian ID for legal proof of residency. Must obtain a FIN by answering the FIN survey.</p>	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Information printed on each license: License type, license number, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, fishing violations phone number, sales person or agent name who sold the license (does not apply to internet sales), space for trout stamp image or original (encryption code across stamp image if printed online). Encryption code on each license. FIN printed automatically on license.</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only A completed applicant details page.</p> <p>Completed FIN survey to obtain FIN.</p>	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Fishing	Resident Trout Stamp (Age 16 -64))	Annual Calendar Year	\$4.20	Valid proof of residency for at least one year. Minors must use parent or legal guardian ID for legal proof of residency. Stamp must be signed across the face in ink with applicant's name.	Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency Original angler stamp sales must be identified for certifications. Information printed on each stamp when stamp is purchased separate from a fishing license: Stamp type, valid from date and time stamp, full name of buyer, date of birth for stamp holder, trout stamp image, encryption code across stamp image. When stamp is printed on the license the stamp image with encryption code is printed in the box provided on the license.	-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only A completed applicant details page.	Fulfillment on request for stamp after the stamp has expired. Original stamp sales can occur for fishing or collecting.	\$1.00
Fishing	Resident Young Angler Trout Stamp (Age 12-15)	Annual Calendar Year	\$2.10	Valid proof of residency for at least one year. Minors must use parent or legal guardian ID for legal proof of residency. Stamp must be signed across the face in ink with applicant's name.	Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency Original angler stamp sales must be identified for certifications. Information printed on each stamp when stamp is purchased separate from a fishing license: Stamp type, valid from date and time stamp, full name of buyer, date of birth for stamp holder, trout stamp image, encryption code across stamp image.	-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only A completed applicant details page.	Fulfillment on request for stamp after the stamp has expired. Original stamp sales can occur for fishing or collecting.	\$1.00

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Fishing	Nonresident Trout Stamp (Age 12 and Over)	Annual Calendar Year	\$6.20	<p>State ID or Foreign Identification Number (passport, visa, green card). Minors must use parent or legal guardian ID for legal proof of residency.</p> <p>Stamp must be signed across the face in ink with applicant's name.</p>	<p>Proof of identification using a driver's license or state ID. Aliens must present a passport, visa or green card to obtain a license.</p> <p>Original angler stamp sales must be identified for certifications.</p> <p>Information printed on each stamp when stamp is purchased separate from a fishing license: Stamp type, valid from date and time stamp, full name of buyer, date of birth for stamp holder, trout stamp image, encryption code across stamp image.</p> <p>When stamp is printed on the license the stamp image with encryption code is printed in the box provided on the license.</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>A completed applicant details page.</p>	<p>Fulfillment on request for stamp after the stamp has expired. Original stamp sales can occur for fishing or collecting.</p>	\$1.00
Fishing	Resident Boat Fishing (Vessel 20' or less)	Annual Calendar Year	\$40.00	<p>Social Security Number and proof of residency for one year. Vessel must be 20 feet or less in length as stated on valid Boat Registration card or boat documentation. Must obtain a FIN by answering FIN survey for complimentary fishing license. Anyone fishing, crabbing or clamming on this vessel must have an individual fishing license (which has FIN) or must obtain their own individual FIN number prior to fishing.</p>	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Valid Boat Registration card or documentation papers. Must be purchased in owner's name as stated on valid Boat Registration card or documentation paperwork. Vessels registered in the name of a Corporation must have one member purchase license with SSN and information. Cannot be purchased by Corporation. Must answer FIN survey to obtain FIN for the complimentary individual license given to resident vessel owner who purchases the resident boat fishing license.</p> <p>Information printed on each license: License type, license number,</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>A completed applicant details page.</p> <p>Boat registration or documentation number.</p> <p>Completed FIN survey to obtain FIN.</p>	<p>Yes. Matching boat fishing decals are mailed to the customer.</p>	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					<p>license fee, date issued and time stamp, expiration date, full name, address, SSN, phone number, date of birth, space for signature, annual season, fishing violations phone number, sales person or agent sold on license (does not apply to internet sales), space for trout stamp image or original (encryption code across stamp image if printed online). Encryption code on each license.</p> <p>Residents receive a complimentary annual license for the boat owner</p>			
Fishing	Resident Boat Fishing (Vessel Greater than 20')	Annual Calendar Year	\$50.00	<p>Social Security Number and proof of residency for one year. Vessel must be greater than 20 feet in length as stated on Boat Registration card or boat documentation. Must obtain a FIN by answering FIN survey for complimentary fishing license. Anyone fishing, crabbing or clamming on this vessel must have an individual fishing license (which has FIN) or must obtain their own individual FIN number prior to fishing.</p>	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Valid Boat Registration card or documentation papers. Must be purchased in owner's name as stated on valid Boat Registration card or documentation paperwork. Vessels registered in the name of a Corporation must have one member purchase license with SSN and information. Cannot be purchased by Corporation. Must answer FIN survey to obtain FIN for the complimentary individual license given to resident vessel owner who purchases the resident boat fishing license.</p> <p>Information printed on each license: License type, license number, license fee, date issued and time stamp, expiration date, full name, address, SSN, phone number, date of birth, space for signature, annual season, fishing violations phone</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>A completed applicant details page.</p> <p>Boat registration or documentation number.</p> <p>Completed FIN survey to obtain FIN.</p>	Yes. Matching boat fishing decals are mailed to the customer.	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					number, sales person or agent sold on license (does not apply to internet sales), space for trout stamp image or original (encryption code across stamp image if printed online). Encryption code on each license. Residents receive a complimentary annual license for the boat owner			
Fishing	Resident Head Boat License	Annual Calendar Year	\$300.00	Social Security Number and valid proof of residency for at least one year. Must be purchased by vessel owner. Required for vessel-for-hire engaged in recreational fishing that is hired on a per person basis. All Captains must maintain a log aboard the vessel to comply with DE and federal requirements for FIN.	Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency Captain's License is required. (If owner of vessel is not a licensed captain the primary Captain of the vessel must submit the captain's license.) Must have a valid Boat Registration for Commercial Passenger usage or a valid Documented Vessel for Coastwise usage. Vessels registered in the name of a Corporation must have one member purchase license with SSN and information. Cannot be purchased in Corporation's name.	Entered into eGov system by Recreational Licensing Staff in the executive module. -Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only A completed applicant details page. Boat registration or documentation number and boat classification, boat name, length, capacity and home port of operation, valid captain's license Names, addresses, and phone numbers of all captains of the vessel.	Yes. Matching boat fishing decals are mailed to the customer.	N/A Processed by Recreational Licensing staff due to documentation requirements.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Fishing	Resident Charter Boat License	Annual Calendar Year	\$150.00	Social Security Number and valid proof of residency for at least one year. Must be purchased by vessel owner. Required by vessel-for -hire engaged in recreational fishing that is hired on a per trip basis. All Captains must maintain a log aboard the vessel to comply with DE and federal requirements for FIN.	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Captain's License is required. (If owner of vessel is not a licensed captain the primary Captain of the vessel must submit the captain's license.) Must have a valid Boat Registration for commercial passenger usage or a valid Documented Vessel for Coastwise usage. Vessels registered in the name of a Corporation must have one member purchase license with SSN and information. Cannot be purchased in Corporation's name.</p>	<p>Entered into eGov system by Recreational Licensing Staff in the executive module.</p> <p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>A completed applicant details page.</p> <p>Boat registration or documentation number and boat classification, boat name, length, capacity and home port of operation, valid captain's license</p> <p>Names, addresses, and phone numbers of all captains of the vessel.</p>	Yes. Matching boat fishing decals are mailed to the customer.	N/A Processed by Recreational Licensing staff due to documentation requirements.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Fishing	Nonresident Boat Fishing (Vessel 20' and less)	Annual Calendar Year	\$40.00	Social Security Number and valid state ID or Foreign Identification Number (passport, visa, green card). Vessel must be 20 feet or less in length as stated on valid Boat Registration card or boat documentation. License holder must obtain a FIN number and anyone fishing, crabbing or clamming on this vessel must have an individual fishing license (which has FIN) or must obtain their own individual FIN number prior to fishing, crabbing or clamming.	Valid Boat Registration card or documentation papers. Must be purchased in owner's name as stated on valid Boat Registration card or documentation paperwork. Vessels registered in the name of a Corporation must have one member purchase license with SSN and information. Cannot be purchased by Corporation. Must answer FIN survey to obtain FIN for the complimentary individual license given to resident vessel owner who purchases the resident boat fishing license. Information printed on each license: License type, license number, license fee, date issued and time stamp, expiration date, full name, address, SSN, phone number, date of birth, space for signature, annual season, fishing violations phone number, sales person or agent sold on license (does not apply to internet sales), space for trout stamp image or original (encryption code across stamp image if printed online). Encryption code on each license.	-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only A completed applicant details page. Boat registration or documentation number.	Yes. Matching boat fishing decals are mailed to the customer.	\$2.50
Fishing	Nonresident Boat Fishing (Vessel greater than 20')	Annual Calendar Year	\$50.00	Social Security Number and valid state ID or Foreign Identification Number (passport, visa, green card). Vessel must be greater than 20 feet in length as stated on valid Boat Registration card or boat documentation. License holder must obtain a FIN number and anyone fishing, crabbing or clamming on this vessel must have an individual fishing license (which has FIN) or must obtain their own individual FIN number prior to fishing, crabbing or clamming.	Valid Boat Registration card or documentation papers. Must be purchased in owner's name as stated on valid Boat Registration card or documentation paperwork. Vessels registered in the name of a Corporation must have one member purchase license with SSN and information. Cannot be purchased by Corporation. Must answer FIN survey to obtain FIN for the complimentary individual license given to resident vessel owner who purchases the resident boat fishing license. Information printed on each license: License type, license number,	-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only A completed applicant details page. Boat registration or documentation number.	Yes. Matching boat fishing decals are mailed to the customer.	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					license fee, date issued and time stamp, expiration date, full name, address, SSN, phone number, date of birth, space for signature, annual season, fishing violations phone number, sales person or agent sold on license (does not apply to internet sales), space for trout stamp image or original (encryption code across stamp image if printed online). Encryption code on each license.			
Fishing	Nonresident Head Boat License	Annual Calendar Year	\$600.00	Social Security Number and valid state ID or Foreign Identification Number (passport, visa, green card). Must be purchased by vessel owner. Required for vessel-for-hire engaged in recreational fishing that is hired on a per person basis. All Captains must maintain a log aboard the vessel to comply with DE and Federal requirements for FIN.	Captain's License is required. (If owner of vessel is not a licensed captain the primary Captain of the vessel must submit the captain's license.) Must have a valid Boat Registration for Commercial Passenger usage or a valid Documented Vessel for Coastwise usage. Vessels registered in the name of a Corporation must have one member purchase license with SSN and information. Cannot be purchased in Corporation's name.	Entered into eGov system by Recreational Licensing Staff in the executive module. -Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only A completed applicant details page. Boat registration or documentation number and boat classification, boat name, length, capacity and home port of operation, valid captain's license Names, addresses, and phone numbers	Yes. Matching boat fishing decals are mailed to the customer.	N/A Processed by Recreational Licensing staff due to documentation requirements.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
						of all captains of the vessel.		
Fishing	Nonresident Charter Boat License	Annual Calendar Year	\$300.00	Social Security number. Valid State ID or Foreign Identification Number (passport, visa, green card). Must be purchased by vessel owner. Required for vessel-for-hire engaged in recreational fishing that is hired on a per trip basis. All Captains must maintain a log aboard the vessel to comply with DE and Federal requirements for FIN.	Captain's License is required. (If owner of vessel is not a licensed captain the primary Captain of the vessel must submit the captain's license.) Must have a valid Boat Registration for Commercial Passenger usage or a valid Documented Vessel for Coastwise usage. Vessels registered in the name of a Corporation must have one member purchase license with SSN and information. Cannot be purchased in Corporation's name.	Entered into eGov system by Recreational Licensing Staff in the executive module. -Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only A completed applicant details page. Boat registration or documentation number and boat classification, boat name, length, capacity and home port of operation, valid captain's license Names, addresses, and	Yes. Matching boat fishing decals are mailed to the customer.	N/A Processed by Recreational Licensing staff due to documentation requirements.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
						phone numbers of all captains of the vessel.		
Fishing	Resident Fishing Guide License (Age 18 or older)	Annual Calendar Year	\$100.00	Social Security Number. Valid proof of residency for at least one year. Must be 18 or older. Must obtain a FIN by answering the FIN survey. All individuals receiving monetary or in-kind compensation for providing personal guide services to anglers. Persons acquiring a guide license must not have been convicted for violations of any wildlife or fisheries statutes or regulations within the last three years prior to applying for a Delaware Guide License.	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Information printed on each license: License type, license number, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, fishing violations phone number, sales person or agent name who sold the license (does not apply to internet sales), space for trout stamp image or original (encryption code across stamp image if printed online). Encryption code on each license. FIN printed automatically on license.</p> <p>The guide license can be used as the individual's personal fishing license.</p>	<p>Social security number, date of birth and name to access application.</p> <p>A completed applicant details page.</p> <p>Completed FIN survey to obtain FIN.</p>	No	\$2.50
Fishing	Non-Resident Fishing Guide License	Annual Calendar Year	\$300.00	Social Security Number. Must be 18 or older. Valid state ID or Foreign Identification Number (passport, visa, green card).	Information printed on each license: License type, license number, valid from and to date and time stamp, full name, address, phone number,	A completed applicant details page.	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
	(Age 18 or older)			Must obtain FIN by answering the FIN survey. All individuals receiving monetary or in-kind compensation for providing personal guide services to anglers. Persons acquiring a guide license must not have been convicted for violations of any wildlife or fisheries statutes or regulations within the last three years prior to applying for a Delaware Guide License.	date of birth, space for signature, annual season, fishing violations phone number, sales person or agent name who sold the license (does not apply to internet sales), space for trout stamp image or original (encryption code across stamp image if printed online). Encryption code on each license. FIN printed automatically on license. The guide license can be used as the individual's personal fishing license.	Completed FIN survey to obtain FIN. -Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only		
Fishing	Resident Recreational Hoop Net Permit	Annual Calendar Year	\$10.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Nonresident Recreational Hoop Net Permit	Annual Calendar Year	\$100.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Resident Recreational Common Haul Seine	Annual Calendar Year	\$25.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Nonresident Recreational Common Haul Seine	Annual Calendar Year	\$250.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Resident Recreational Drift Gill Net Permit (Shad)	Annual Calendar Year	\$5.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Lottery	No	No
Fishing	Resident Recreational Gill Net	Annual Calendar Year	\$5.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Over 65 Years Of Age, Free To Residents	No	No

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Fishing	Nonresident Recreational Gill Net License	Annual Calendar Year	\$50.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Resident Recreational Clam Tonger	Annual Calendar Year	\$5.75	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Nonresident Recreational Clam Tonger	Annual Calendar Year	\$57.50	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Resident Recreational Fish Pot	Annual Calendar Year	\$1.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Nonresident Recreational Fish Pot	Annual Calendar Year	\$10.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Resident Recreational Fyke Net	Annual Calendar Year	\$5.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No
Fishing	Nonresident Recreational Fyke Net	Annual Calendar Year	\$50.00	Valid State ID, General Fishing License, FIN	Name, Address, License Year, Date of Birth, License Types, FIN	Not to be visible to the public. Will be processed by staff.	No	No

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Fishing	FIN	Annual Calendar Year	No charge	All exempt anglers must obtain a free FIN annually prior to fishing. FIN are valid on the calendar year.	Exempt for a variety of reasons.	<p>All individual fishing licenses at the time of purchase will automatically be issued a FIN number that is printed on the license.</p> <p>Residents who purchase a boat fishing license are automatically issued a complimentary individual fishing license that will issue their individual FIN which is printed on the complimentary fishing license.</p> <p>The boat fishing license is not issued a FIN.</p>	No	No
Hunting and Trapping	Resident Hunt (Age 16-64)	Annual Fiscal Year	\$39.50	<p>Any resident ages 16 to 64 must purchase a hunting license or obtain a License Exempt Number (LEN) before hunting. Mandatory Social Security Number. Valid proof of residency for at least one year. Hunter Education Certificate required if born after January 1, 1967. If hunting turkey, a turkey education certificate is required for everyone.</p> <p>All hunters are entitled to one free Conservation Access Pass (CAP) with purchase of a hunting license.</p>	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant detail page.</p> <p>Hunter education number if applicable.</p> <p>Valid vehicle registration card</p>	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					waterfowl stamp image or original (encryption code across stamp image if printed online), enforcement notification. Encryption code on each license, HIP number area with web addresses, license fee, notice for 11 <i>Del. C.</i> §1448. Four Antlerless deer tags are provided with hunting license. Hunters must present a valid vehicle registration card at the time of the hunting license purchase in order to obtain the free CAP. Hunters may decline the free CAP at the time of the hunting license purchase. If the hunter did not obtain one at the time of license purchase, the hunter may later obtain one free CAP through the Division's Licensing Office with the presentation of a valid vehicle registration card and their driver's license.	to obtain free CAP. Vehicle information must be entered at the time of purchase if a CAP is requested.		
Hunting and Trapping	Resident Low Number Hunt Program (Age 16 and Up)	Annual Fiscal Year	\$39.50	Residents 16 and Up who are in the Low Number Hunt manual license program. Mandatory Social Security Number. Valid proof of residency for at least one year. Hunter Education Certificate required if born after January 1, 1967. If hunting turkey, a turkey education certificate is required for everyone. All hunters are entitled to one free Conservation Access Pass (CAP) with purchase of a hunting license.	Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency A renewable low digit hunting license number is issued. Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for waterfowl stamp image or original (encryption code across stamp image if printed online),	Entered into eGov system by Recreational Licensing staff in the executive module. Reserved license number for the individual. Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only Completed applicant detail page. Hunter education	Yes	N/A Processed by Recreational Licensing staff.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					<p>enforcement notification. Encryption code on each license, HIP number area with web addresses, license fee, notice for 11 <i>Del. C. §1448</i>. Four Antlerless deer tags are provided with the license and a camouflage backtag (manual) with the low digit number program. The actual license is an electronic version.</p> <p>Hunters must present a valid vehicle registration card at the time of the hunting license purchase in order to obtain the free CAP. Hunters may decline the free CAP at the time of the hunting license purchase. If the hunter did not obtain a CAP at the time of license purchase, the hunter may later obtain one free CAP through the Division's Licensing Office with the presentation of a valid vehicle registration card and their driver's license.</p>	<p>number if applicable.</p> <p>Valid vehicle registration card to obtain free CAP.</p> <p>Vehicle information must be entered at the time of purchase if a CAP is requested.</p> <p>Printed electronic deer tags are not sent to customer. Kept on file. Manual tags and backtag are issued.</p>		
Hunting and Trapping	Resident Junior Hunt (Age 13-15)	Annual Fiscal Year	\$5.00	<p>Age 13-15 must purchase a Junior license or obtain a License Exempt Number (LEN) prior to hunting. Valid proof of residency for at least one year. Minors must use parent or legal guardian ID for legal proof of residency. Mandatory Social Security Number. Mandatory Hunter Education certificate is required. If hunting turkey, a turkey education certificate is required. All hunters under the age of 16 must be accompanied by an adult 18 or older with a valid DE license or DE LEN.</p> <p>All hunters are entitled to one free Conservation Access Pass (CAP) with purchase of a hunting license.</p>	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for waterfowl stamp image or original (encryption code across stamp image if printed online), enforcement notification. Encryption</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant detail page.</p> <p>Hunter education number.</p> <p>Valid vehicle registration card to obtain free CAP.</p> <p>Vehicle information must</p>	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					code on each license, HIP number area with web addresses, license fee, notice for 11 <i>Del. C.</i> §1448. A 15-year old may purchase an adult license instead of a Junior license if they turn 16 in the middle of a hunting season. Four Antlerless deer tags are provided with the license. Hunters must present a valid vehicle registration card at the time of the hunting license purchase in order to obtain the free CAP. Hunters may decline the free CAP at the time of the hunting license purchase. If the hunter did not obtain a CAP at the time of license purchase, the hunter may later obtain one free CAP through the Division's Licensing Office with the presentation of a valid vehicle registration card and their driver's license.	be entered at the time of purchase if a CAP is requested.		
Hunting and Trapping	Resident Guide/Hunting (Age 18 and up)	Annual Fiscal Year	\$159.50	Resident Age 18 and older. Mandatory Social Security Number. Valid proof of residency for at least one year. All individuals receiving monetary or in-kind compensation for providing personal guide services to hunters. Hunter Education Certificate required if born after January 1, 1967. If hunting turkey, a turkey education certificate is required for everyone. Persons acquiring a guide license must not have been convicted for violations of any wildlife or fisheries statutes or regulations within the last three years prior to applying for a Delaware Guide License. All Guides are required to complete and submit an annual report to the STATE within seven days after the close of the season and be readily available for inspection by	Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for waterfowl stamp image or original (encryption code across stamp image if printed online), enforcement notification. Encryption code on each license, HIP number	-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only Completed applicant detail page. Hunter education number if applicable. Valid vehicle registration card to obtain free CAP. Vehicle information must be entered at	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
				<p>enforcement. Must retain all hunting field records for a period of three years.</p> <p>All hunters are entitled to one free Conservation Access Pass (CAP) with purchase of a hunting license.</p>	<p>area with web addresses, license fee, notice for 11 <i>Del. C. §1448</i>. Four Antlerless deer tags are provided with the license.</p> <p>The guide license can be used as the individual's personal hunting license.</p> <p>Hunters must present a valid vehicle registration card at the time of the hunting license purchase in order to obtain the free CAP. Hunters may decline the free CAP at the time of the hunting license purchase. If the hunter did not obtain a CAP at the time of license purchase, the hunter may later obtain one free CAP through the Division's Licensing Office with the presentation of a valid vehicle registration card and their driver's license.</p>	<p>the time of purchase if a CAP is requested.</p>		
Hunting and Trapping	Nonresident Hunt (Age 16 and Over)	Annual Fiscal Year	\$199.50	<p>Everyone 16 and older must purchase a license to hunt. Mandatory Social Security Number. Hunter Education Certificate required if born after January 1, 1967. If hunting turkey, a turkey education certificate is required for everyone.</p> <p>All hunters are entitled to one free Conservation Access Pass (CAP) with purchase of a hunting license.</p>	<p>Proof of identification using a driver's license or state ID. Aliens must present a passport, visa or green card to obtain a license.</p> <p>Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for waterfowl stamp image or original (encryption code across stamp image if printed online), enforcement notification. Encryption code on each license, HIP number area with web addresses, license fee, notice for 11 <i>Del. C. §1448</i>. Four Antlerless deer tags are provided with the license.</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant detail page.</p> <p>Hunter education number if applicable.</p> <p>Valid vehicle registration card to obtain free CAP.</p>	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					Hunters must present a valid vehicle registration card at the time of the hunting license purchase in order to obtain the free CAP. Hunters may decline the free CAP at the time of the hunting license purchase. If the hunter did not obtain a CAP at the time of license purchase, the hunter may later obtain one free CAP through the Division's Licensing Office with the presentation of a valid vehicle registration card and their driver's license.	Vehicle information must be entered at the time of purchase if a CAP is requested.		
Hunting and Trapping	Nonresident Junior Hunt (Age 13-15)	Annual Fiscal Year	\$50.00	<p>Age 13-15 must purchase a Junior license. A 15-year old may purchase an adult license instead of a youth license if they turn 16 in the middle of a hunting season. Hunter Education Certificate is required. If hunting turkey, a turkey education certificate is required.</p> <p>All hunters are entitled to one free Conservation Access Pass (CAP) with purchase of a hunting license.</p>	<p>Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a passport, visa or green card to obtain a license.</p> <p>Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for waterfowl stamp image or original (encryption code across stamp image if printed online), enforcement notification. Encryption code on each license, HIP number area with web addresses, license fee, notice for 11 <i>Del. C. §1448</i>. Four Antlerless deer tags are provided with the license. Hunters must present a valid vehicle registration card at the time of the hunting license purchase in order to obtain the free CAP. Hunters may decline the free CAP at the time of the hunting license purchase. If the hunter did not obtain a CAP at the time of license purchase, the hunter may later obtain one free CAP through the</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant detail page.</p> <p>Hunter education number.</p> <p>Valid vehicle registration card to obtain free CAP.</p> <p>Vehicle information must be entered at the time of purchase if a CAP is requested.</p>	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					Division's Licensing Office with the presentation of a valid vehicle registration card and their driver's license.			
Hunting and Trapping	Nonresident 3-Day Small Game Hunt (Age 13 and Over; 3-Day not valid for Deer or Turkey)	3-Day License	\$75.00	<p>Everyone 13 and older must purchase a license to hunt. Mandatory Social Security Number. Hunter Education Certificate required if born after January 1, 1967. The 3-Day license is not valid for deer or turkey hunting. No deer tags are printed with this license type.</p> <p>Valid for 3 consecutive days.</p> <p>A 3-day license is not valid for harvesting deer or turkey.</p> <p>All hunters are entitled to one free Conservation Access Pass (CAP) with purchase of a hunting license.</p>	<p>Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for waterfowl stamp image or original (encryption code across stamp image if printed online), enforcement notification. Encryption code on each license, HIP number area with web addresses, license fee, notice for 11 <i>Del. C.</i> §1448. Proof of identification using a driver's license or state ID. Aliens must present a passport, visa or green card to obtain a license.</p> <p>Valid for 3 consecutive days of hunting. If a no-hunting Sunday is included in the three days, the license is valid to the next hunting day.</p> <p>Hunters must present a valid vehicle registration card at the time of the hunting license purchase in order to obtain the free CAP. Hunters may decline the free CAP at the time of the hunting license purchase. If the hunter did not obtain a CAP at the time of license purchase, the hunter may later</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant detail page.</p> <p>Hunter education number if applicable.</p> <p>Valid vehicle registration card to obtain free CAP.</p> <p>Vehicle information must be entered at the time of purchase if a CAP is requested.</p> <p>No deer tags print with license.</p> <p>No deer tags may be purchased with</p>	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					obtain one free CAP through the Division's Licensing Office with the presentation of a valid vehicle registration card and their driver's license.	a 3 day hunting license.		
Hunting and Trapping	Nonresident Guide / Hunting (Age 18 and Up)	Annual Fiscal Year	\$475.00	<p>Non-Resident Age 18 and older. Mandatory Social Security number. Valid proof of identification. All individuals receiving monetary or in-kind compensation for providing personal guide services to hunters. Hunter Education Certificate required if born after January 1, 1967. If hunting turkey, a turkey education certificate is required for everyone. Persons acquiring a guide license must not have been convicted for violations of any wildlife or fisheries statutes or regulations within the last three years prior to applying for a Delaware Guide License. All Guides are required to complete and submit an annual report to the STATE within seven days after the close of the season and be readily available for inspection by enforcement. Must retain all hunting field records for a period of three years.</p> <p>All hunters are entitled to one free Conservation Access Pass (CAP) with purchase of a hunting license.</p>	<p>Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for waterfowl stamp image or original (encryption code across stamp image if printed online), enforcement notification. Encryption code on each license, HIP number area with web addresses, license fee, notice for 11 <i>Del. C. §1448</i>. Four Antlerless deer tags are provided with the license. The guide license can be used as the individual's personal hunting license. Hunters must present a valid vehicle registration card at the time of the hunting license purchase in order to obtain the free CAP. Hunters may decline the free CAP at the time of the hunting license purchase. If the hunter did not obtain a CAP at the time of license purchase, the hunter may later obtain one free CAP through the Division's Licensing Office with the presentation of a valid vehicle registration card and their driver's license.</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant detail page.</p> <p>Hunter education number if applicable.</p> <p>Valid vehicle registration card to obtain free CAP.</p> <p>Vehicle information must be entered at the time of purchase if a CAP is requested.</p>	No	\$2.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Hunting and Trapping	Resident Trapping	Annual Fiscal Year	\$10.00	<p>Residents must obtain a Trapping license or a LEN to trap. Mandatory trapping education class is required in order to obtain a trapping license if born after January 1, 1978. Hunter education will not accept any individual under the age of 10 to certify trapping education. Mandatory Social Security number. Valid proof of residency for at least one year. Minors must use parent or legal guardian ID for legal proof of residency.</p> <p>25 metal trapping tags issued with first-time purchase of trapping license.</p>	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for waterfowl stamp image or original (encryption code across stamp image if printed online), enforcement notification. Encryption code on each license, HIP number area with web addresses, license fee, notice for 11 <i>Del. C. §1448</i>. A renewable trapping license number is issued. The following information must be on metal tags attached to traps, as applicable: "Trapping License, Delaware", trapping license number and year of issuance or the trap owner's name and address.</p> <p>Exempt trappers may obtain a free LEN number annually and use that number in lieu of the trapping license number.</p>	<p>Entered into eGov system by Recreational Licensing staff in the executive module. Reserved license number for the individual.</p> <p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant details page.</p> <p>Trapper education if applicable.</p>	Yes	N/A Processed by Recreational Licensing staff.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Hunting and Trapping	Nonresident Trapping	Annual Fiscal Year	\$75.00	<p>Non -Residents must obtain a Trapping license to trap. Mandatory trapping education class is required in order to obtain a trapping license if born after January 1, 1978. Hunter education will not accept any individual under the age of 10 to certify trapping education. Mandatory Social Security Number. Valid proof of identification. Minors must use parent or legal guardian ID for legal proof of residency.</p> <p>25 metal trapping tags issued with first-time purchase of trapping license.</p>	<p>Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a passport, visa or green card to obtain a license.</p> <p>Information printed on each license: License type, license number, license fee, issue date, valid from and to date and time stamp, full name, address, phone number, date of birth, space for signature, annual season, hunting violations phone number, sales person or agent sold on license (does not apply to internet sales), space for waterfowl stamp image or original (encryption code across stamp image if printed online), enforcement notification. Encryption code on each license, HIP number area with web addresses, license fee, notice for 11 <i>Del. C. §1448</i>. A renewable trapping license number is issued and required on all trapping tags used to mark traps or the following information must be on the tags: Delaware trapping License, name, address, year of issue.</p> <p>25 metal trapping tags issued.</p>	<p>Entered into eGov system by Recreational Licensing Staff in the executive module.</p> <p>Reserved license number for the individual.</p> <p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant details page.</p> <p>Trapper education is applicable.</p>	Yes	N/A Processed by Recreational Licensing staff.
Hunting and Trapping	Resident Hunters Choice Tag and Quality Buck Tag	Annual Fiscal Year	\$20.00	<p>Must have a resident hunting license or LEN. Two tags together, Resident hunter's choice and quality buck for \$10.00.</p>	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a passport, visa or green card to obtain a license.</p>	<p>Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant details page.</p> <p>Cannot purchase one without the other.</p>	No	\$1.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					<p>A combination tag, one resident hunters choice and a quality buck tag.</p> <p>LEN holders can only be issued a Quality Buck Tag portion of the tag for \$10.00. LEN holders receive the Resident Hunters Choice side of the tag for free along with 4 antlerless tags.</p> <p>Limit of one per season.</p>	<p>Tags can be purchased in a combination sale or separately.</p> <p>Must enter hunting license number or LEN number in system to obtain tags if purchased in a separate sale.</p>		
Hunting and Trapping	Antlerless Tag	Annual Fiscal Year	\$20.00	Must have resident, non-resident hunting license or LEN to purchase additional antlerless deer tags.	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a passport, visa or green card to obtain a license.</p> <p>No limit on the number of antlerless tags that can be purchased.</p>	<p>Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant details page.</p> <p>Tags can be purchased in a combination sale or separately.</p> <p>Must enter hunting license number or LEN number in system to obtain tags if purchased in a separate sale.</p>	No	\$1.50
Hunting and Trapping	Nonresident Quality Buck Tag	Annual Fiscal Year	\$50.00	Must have non-resident annual hunting license	<p>Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a passport, visa or green card to obtain a license.</p> <p>Limit of one per person for season</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p>	No	\$1.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
						<p>Completed applicant details page.</p> <p>Must enter hunting license number or LEN number in system to obtain tags if purchased in a separate sale.</p>		
Hunting and Trapping	Nonresident Antlered Tag	Annual Fiscal Year	\$50.00	Must have non-resident annual hunting license	<p>Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a passport, visa or green card to obtain a license.</p> <p>Limit of one per person for season</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant details page.</p> <p>Must enter hunting license number or LEN number in system to obtain tags if purchased in a separate sale.</p>	No	\$1.50
Hunting and Trapping	Public Blind/Deer Stand Day Permit	Annual Fiscal Year	\$20.00	Resident and Non-resident may purchase permit. Must possess permit to hunt on specific STATE property. Lottery involved.	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant details page.</p>	No	\$1.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					<p>passport, visa or green card to obtain a license.</p> <p>Information printed on each permit: permit type, license and permit number, permit fee, resident/nonresident, order ID number, issue date, valid from and to date and time stamp, full name, space for signature, annual season, sales person or agent sold on license (does not apply to internet sales), encryption code on permit, permit rules and regulations. One permit can be used for the entire season. Each person must have their own permit.</p>	<p>Must enter hunting license number or LEN number in system to obtain permit if purchased in a separate sale.</p>		
Hunting and Trapping	Resident Waterfowl Stamp (Age 16-64)	Annual Fiscal Year	\$15.00	<p>Residents over the age of 16 with valid proof of residency for at least one year who hunt migratory birds must purchase a waterfowl stamp.</p> <p>Stamp must be signed across the face in ink with applicant's name.</p>	<p>Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency</p> <p>One stamp per season.</p> <p>Original hunter stamp sales must be identified for certifications.</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p> <p>Completed applicant details page.</p> <p>Can be purchased at the same time as a hunting license and the image will be printed on the license or purchased in a separate sale.</p>	<p>Fulfillment on request for sales after the stamp has expired. Original stamp sales can occur for hunting or collecting.</p>	\$1.00
Hunting and Trapping	Nonresident Waterfowl Stamp (Age 16 and Over)	Annual Fiscal Year	\$15.00	<p>Non-Residents over the age of 16 who hunt migratory birds must purchase a waterfowl stamp.</p> <p>Stamp must be signed across the face in ink with applicant's name.</p>	<p>Proof of identification using a driver's license or state ID. Aliens must present a passport, visa or green card to obtain a license.</p> <p>Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a</p>	<p>-Name -Address -Phone -Complete SSN -Date of Birth -Mandatory email for online system only</p>	<p>Fulfillment on request for sales after the stamp has expired. Original stamp sales can occur for</p>	\$1.00

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					passport, visa or green card to obtain a license. One stamp per season. Original hunter stamp sales must be identified for certifications.	Completed applicant details page. Can be purchased at the same time as a hunting license and the image will be printed on the license or purchased in a separate sale.	hunting or collection.	
Hunting and Trapping	Resident Fur Dealers	Good for one year from date of issue	\$50.00			Not processed in the system. Issued by the STATE Front Sales Desk.	Fulfillment on request	No
Hunting and Trapping	Nonresident Fur Dealers	Good for one year from date of issue	\$475.00			Not processed in the system. Issued by the STATE Front Sales Desk.	Fulfillment on request	No
Hunting and Trapping	Breeders Permit	Annual Calendar Year	\$17.50			Not processed in the system. Issued by the STATE Front Sales Desk.	Fulfillment on request	No
Hunting and Trapping	Game Keep	Calendar	No Charge (If over 25 animals must purchase a Breeders Permit)			Not processed in the system. Issued by the STATE Front Sales Desk.	Fulfillment on request	No
Hunting and Trapping	Train Retrievers Permit	Calendar	No charge	Required to use live birds on public areas.		Not processed in the system. Issued by the STATE Front Sales Desk.	Fulfillment on request	No
Hunting and Trapping	License Exempt Number	Fiscal	No charge	All exempt hunters and trappers must obtain a free LEN number annually by the Fiscal year prior to hunting or trapping.	Requirements by law. Can be exempt for a variety of reasons.	Issued by the Hunter/Trapper Registration System		No

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Hunting and Trapping	Harvest Information Program (HIP)	Fiscal	No charge	A valid Delaware hunting license or LEN number, Delaware waterfowl stamp, a Federal Duck Stamp (not issued by Delaware).				No
Hunting and Trapping	Deer Harvest Registration	Register harvest within 24 hours	No charge	A valid Delaware hunting license or LEN number, HIP number. Write the HIP number on the deer tag, place the tag on the animal and register the harvest.				No
Hunting and Trapping	Snow Goose conservation Order Permit	February to April	No charge	A valid Delaware hunting license or LEN number, Delaware waterfowl stamp, HIP number, reporting the hunting activity or harvest when finished hunting for the season.				No
Hunting and Trapping	Shooting Preserve Permit		\$39.50			Not processed in the system. Issued by the STATE's Wildlife Section.	Fulfillment on request	No
Hunting and Trapping	Dog Training Area Permit		\$10.00			Not processed in the system. Issued by the STATE's Wildlife Section.	Fulfillment on request	No
Special Permits	Special Permits		No Charge	Approximately 32 types of permits issued by the Fisheries, Wildlife and Enforcement Sections by request only.		Not processed in the system. Issued by the STATE.	Fulfillment on request	No

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Hunting and Fishing	Resident Military One Time	Fiscal and/or Calendar	No charge	Any resident who has served honorably for 90 or more consecutive days on active duty in the Armed Forces of the United States, including service as member of the Delaware National Guard, in military actions in Southwest Asia associated with Operation Iraqi Freedom or Operation Enduring Freedom may, for the first 12 months following the date the resident was honorably discharged or removed from active status, be issued a license to hunt and/or fish in this State without charge.	Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency Social Security number mandatory. Must submit proof of residency for 1 year. Must submit DD214 with evidence of service in allowable venues, 90 days consecutive, separation dates, honorable discharge. Valid dates are indicated on the card. May request timeframe for valid dates split on fishing and hunting depending on the time of year the application is received. Hunter education required if applicable. FIN and LEN required	This comp license is not in the eGov system. Application is on website. Excel file maintained by RL staff. Complimentary card issued.	Yes	Processed by RL Staff, documentation requirements
Hunting, Fishing, and Trapping	Resident Military VA Disabled	Fiscal and/or Calendar	No charge	Residents living in this State for at least 1 year immediately prior to the date of application for a license who have been honorably discharged from the armed forces of the United States and certified by the Veterans Administration as having at least a 60% service-connected disability are exempted from the licensing requirements of this chapter.	Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency Social Security number mandatory. Must submit proof of residency for 1 year prior to application. Must submit notification letter from the VA indicating total combined ranking % of disability. Must be over 60% combined. Hunter or trapping education required if applicable. FIN and LEN required.	This comp license is not in the eGov system. Application is on website. Excel file maintained by RL staff. Complimentary card issued.	Yes	Processed by RL Staff, documentation requirements

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
All Resident license types, tags, stamps and permits.	Military Non-Resident	Fiscal and/or Calendar	Resident Fees	Any member of the armed forces of the United States of America, including any Reserve component thereof, serving on full-time active duty in the State of Delaware while not deployed or on temporary duty, and any member of Delaware's National Guard, shall be deemed a resident of this State for the purpose of obtaining a license to hunt, trap, and fish in this State. Each such applicant shall be supported by a written statement signed by the applicant's commanding officer certifying to the applicant's place of station and duty status.	Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a passport, visa or green card to obtain a license. Social Security Number mandatory. Must submit proof of identity. Applications are on the website. Must submit hunter education card if applicable. Resident fees apply to all sales. Must submit letter from Commanding officer with certifications. DAFB is only agent set up to sell without a letter. They verify all individuals in the government data base prior to sale for place of station and status.	This license and sales are in the eGov data base. Sold at DAFB or processed by RL staff and entered into system.	Yes	Processed by RL Staff, documentation requirements
All Recreational licenses, tags, permits, and stamps.	Duplicates	Fiscal and/or Calendar	Most license duplicates are free. May be a \$5.00 charge if they use up the two free duplicates.	There is no law regarding duplicates.	Proof of residency accepted for purchase of resident license: --DE valid driver's license --DE Motor Vehicle State ID --Amish (Kent County ID) --DE voter registration card --Federal tax return from the previous year claiming DE as state of residency Proof of identification using a driver's license or state ID (parent or guardian). Aliens must present a passport, visa or green card to obtain a license. Most Duplicates can be printed from the website by the customer. We allow two duplicate printings at no charge. Additional duplicates must come from the recreational licensing office and are charged \$5.00 (resident trapping \$3.50, resident young angler trout and resident trout is charged value of stamp if purchased in a separate sale). Executive licenses cannot be accessed online. Duplicates are	Duplicates printed by customer through the order tracking section on the website. Duplicate amount that can be set in parameters of eGov for 0-2 for order tracking	Can be fulfilled by RL staff, if so a \$5.00 charge to customer.	None

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
					<p>issued by the Rec Licensing staff with no charge.</p> <p>A computer/printer is available at the Dover office for the public to print duplicates.</p> <p>Duplicates issued by the Rec Licensing staff require a copy of license holder's driver's license, confirmation of last four of social, date of birth, order ID number may be required, and a \$5.00 handling charge.</p> <p>Credit cards, cash, check or money order accepted. Can all be done through email if credit card is used.</p>			
Boat Registrations	Less than 16 feet	One Year	\$20.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Yes	\$1.50
Boat Registrations	16 feet to less than 26 feet	One Year	\$40.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Yes	\$1.50
Boat Registrations	26 feet to less than 40 feet	One Year	\$60.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport	Yes	\$1.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
						number, or Tax ID and a Phone number		
Boat Registrations	40 feet to less than 65 feet	One Year	\$100.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Yes	\$1.50
Boat Registrations	65 feet or over and not required to be documented	One Year	\$120.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Yes	\$1.50
Boat Registrations	Less than 16 feet	Three Years	\$60.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Yes	\$1.50
Boat Registrations	16 feet to less than 26 feet	Three Years	\$120.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Yes	\$1.50

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Boat Registrations	26 feet to less than 40 feet	Three Years	\$180.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Yes	\$1.50
Boat Registrations	40 feet to less than 65 feet	Three Years	\$300.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Yes	\$1.50
Boat Registrations	65 feet or over and not required to be documented	Three Years	\$360.00	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Proof of Ownership; Bill of Sale; MSO, Builder's Certificate. DOB with a Driver's License, State ID, Passport number, or Tax ID and a Phone number	Yes	\$1.50
Shellfish Aquaculture	Shellfish Lease Application Fee	Charged with each application	\$300.00	Must pay the non-refundable application fee whether application is accepted or rejected.	Must submit a business plan, proof of insurance, and proof of a performance bond	New Lease	Fulfillment on request	No
Shellfish Aquaculture	Shellfish Lease	Calendar	\$100.00 Resident/ \$1,000.00 Non-Resident	Shellfish aquaculture leases shall be renewable annually for a term of 15 years from the date of issue. In the event that the original lessee does not pay their annual leased acreage fee by December 31 of each year, then these formerly leased grounds will		New Lease	Fulfillment on request	No

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
				become part of the inventory of potential lease sites on a first-come, first-served basis				
Shellfish Aquaculture	Harvester License	Calendar	\$25.00	The Department shall issue and administer shellfish aquaculture harvester licenses to any qualifying individual desiring to work on leased shellfish aquaculture sites who is not the lease holder of the shellfish aquaculture sites.	The Department will provide a shellfish aquaculture harvester license to each shellfish aquaculture leaseholder upon issuance of the aquaculture lease by the Department and full payment of all lease and license fees to the Department. Individuals must be 16 years and older. License is not transferrable.	New Lease	Fulfillment on request	No
Shellfish Aquaculture	Shellfish Lease Transfer	Charged with each transfer	\$300.00	The Department shall charge a 1-time fee...for each request for the transfer of an existing shellfish aquaculture lease.	A leaseholder may apply to transfer a lease by completing a Lease Transfer Form supplied by the Department, and signed and notarized by the parties making and receiving the transfer, provided that the aquaculture operation remains the same, including size, species, gear, and method of culturing.	New Lease	Fulfillment on request	No
Shellfish Aquaculture	Shellfish Lease Application Fee	Charged with each application	\$300.00	Must pay the non-refundable application fee whether application is accepted or rejected.	Must submit a business plan, proof of insurance, and proof of a performance bond	New Lease	Fulfillment on request	No
Shellfish Aquaculture	Shellfish Lease	Calendar	\$100.00 Resident/ \$1,000.00 Non-Resident	Shellfish aquaculture leases shall be renewable annually for a term of 15 years from the date of issue. In the event that the original lessee does not pay their annual leased acreage fee by December 31 of each year, then these formerly leased grounds will become part of the inventory of potential lease sites on a first-come, first-served basis		New Lease	Fulfillment on request	No
Commercial Fishing	Resident Commercial Fin Fish Bag Net	Calendar	\$10.00/Net	Title 7 Chapter 9 Comm. Food Fish License	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial	Calendar	\$100.00/Net	Title 7 Chapter 9 Comm. Food Fish License	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be	Fulfillment on request	Processed by staff.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
	Fin Fish Bag Net			Non-resident state must reciprocate		processed by staff.		
Commercial Fishing	Resident Commercial Adjustment Crab Pot	Calendar	\$28.75	Title 7 Chapter 19		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Adjustment Crab Pot	Calendar	\$287.50	Title 7 Chapter 19 Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Adjustment Gill Net	Calendar	\$5.00	Title 7 Chapter 20		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Adjustment Gill Net	Calendar	\$50.00	Title 7 Chapter 20 Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Bag Net Permit	Calendar	\$10.00	Title 7 Chapter 9 Commercial Food Fish License	Equipment License Number usually the same as Food Fish License Number Fyke not exceeding 72 inches in diameter and with wings or leaders not exceeding 30 fathoms (180 ft.) in length	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Bag Net Permit	Calendar	\$100.00	Title 7 Chapter 9 Commercial Food Fish License Non-resident state must reciprocate	Equipment License Number usually the same as Food Fish License Number Fyke not exceeding 72 inches in diameter and with wings or leaders not exceeding 30 fathoms (180 ft.) in length	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Hoop Net Permit	Calendar	\$10.00	Title 7 Chapter 9 Commercial Food Fish License	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial	Calendar	\$100.00	Title 7 Chapter 9 Commercial Food Fish License	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be	Fulfillment on request	Processed by staff.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
	Hoop Net Permit			Non-resident state must reciprocate		processed by staff.		
Commercial Fishing	Resident Commercial Seine Net Permit	Calendar	\$25.00	Title 7 Chapter 9	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Seine Net Permit	Calendar	\$250.00	Title 7 Chapter 9 Non-resident state must reciprocate	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Food Fishing License	Calendar	\$150.00	Title 7 Chapter 9		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Food Fishing License	Calendar	\$1,500.00	Title 7 Chapter 9 Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Fish Pot or Fish Trap Permit	Calendar	\$1.00/pot or trap	Title 7 Chapter 9	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Fish Pot or Fish Trap Permit	Calendar	\$10.00/pot or trap	Title 7 Chapter 9 Non-resident state must reciprocate	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Fyke Net Permit	Calendar	\$5.00 per Fyke;	Title 7 Chapter 9 Commercial Food Fish License	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Fyke Net Permit	Calendar	\$50.00 per Fyke;	Title 7 Chapter 9 Commercial Food Fish License Non-resident state must reciprocate	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Commercial Fishing	Resident Commercial Gill Net	Calendar	\$5.00- \$50.00	Title 7 Chapter 9	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Gill Net	Calendar	\$50.00 - \$500.00	Title 7 Chapter 9 Non-resident state must reciprocate	Equipment License Number usually the same as Food Fish License Number	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Gill Net License	Calendar	\$5.00 per 50 fathoms (300 ft.) or any part thereof	Title 7 Chapter 9		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Gill Net License	Calendar	\$50.00 per 50 fathoms (300 ft.) or any part thereof	Title 7 Chapter 9 Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Oyster Harvest License	Calendar	\$57.50	Title 7 Chapter 19 Boat Registration		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Oyster Harvest License	Calendar	\$575.00	Title 7 Chapter 19 Boat Registration Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Oyster Tag	Calendar	\$1.25/bushel	Title 7 Chapter 19		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Oyster Tag	Calendar	\$12.50/bushel	Title 7 Chapter 19 Non-resident state must reciprocate	Goes with Oyster Harvest	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Oyster Lease	Calendar	\$.90/acre and \$17.25/corner	Title 7 Chapter 19		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Commercial Fishing	Nonresident Oyster lease	Calendar	\$11.50/acre and \$17.25/corner	Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Clam Tonger	Calendar	\$57.50			Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Clam Tonger	Calendar	\$575.00	Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Lobster Pot	Calendar	\$57.50	Boat Registration		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Lobster Pot	Calendar	\$575.00	Boat Registration Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Eel Pot	Calendar	\$115.00			Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Eel Pot	Calendar	\$1,115.00	Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Conch Pot	Calendar	\$57.50	Boat Registration	1-3 Colors per license across all commercial fishing customers. Unusually use the same color when renewing.	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Conch Pot	Calendar	\$575.00	Boat Registration Non-resident state must reciprocate	1-3 Colors per license across all commercial fishing customers. Unusually use the same color when renewing.	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Commercial Fishing	Resident Commercial Clam Dredge	Calendar	\$57.50	Boat Registration		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Clam Dredge	Calendar	\$575.00	Boat Registration Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Crab Dredge	Calendar	\$57.50	Boat Registration		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Crab Dredge	Calendar	\$575.00	Boat Registration Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Conch Dredge	Calendar	\$57.50	Boat Registration		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Conch Dredge	Calendar	\$575.00	Boat Registration Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Horseshoe Crab Collector	Calendar	\$100.00			Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Horseshoe Crab Collector	Calendar	\$1,000.00	Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Horseshoe Crab Dredge	Calendar	\$100.00	Boat Registration		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.

Type	Name	Type of Fee	Fee	Requirements by Law	Requirements by Policy	Requirements by System only.	Fulfillment Needed?	Current Agent Fees
Commercial Fishing	Nonresident Commercial Horseshoe Crab Dredge	Calendar	\$1,000.00	Boat Registration Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Crab Pot	Calendar	\$28.75- \$115.00	Boat Registration		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Crab Pot	Calendar	\$287.50 - \$1,150	Boat Registration Non-resident state must reciprocate		Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Resident Commercial Surf Clam	Calendar	\$50.00			Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.
Commercial Fishing	Nonresident Commercial Surf Clam	Calendar	\$500.00	Non-resident state must reciprocate	Only one license has been purchased	Not to be visible to the public. Will be processed by staff.	Fulfillment on request	Processed by staff.

Commercial Fishing License Configurations (CFL Application)

The following table (7.3) documents the configuration options for commercial fishing issued privileges.

Table 7.3: Commercial Fishing Privilege Options

Name	License #	# of Tags	Tag #s	Vessel	# of Pots	Pot Color	Feet/ Yards	# of Nets	Hook & Line Days (4 only (Sun-Sat))	Acres	Alternate 1	Alternate 2	Requirements	Comments
Commercial														
Bag Net Permit	X							X					Comm. Food Fish License	Equipment License Number, usually the same as the Food Fish License Number
Clam Dredge				X									Boat Registration	
Clam Tong														
Eel License	X										X			
Food Fish	X													
Conch Dredge				X									Boat Registration	
Conch Pot				X	X	X					X	X	Boat Registration	1-3 colors per license across all commercial fishing customers. Usually use the same color when renewing
Crab Dredge				X									Boat Registration	
Crab Pot 50, 100,150, 200				X	X	X					X	X	Boat Registration	
Fish Pot Permit	X				X									Equipment License Number, usually the same as the Food Fish License Number
Fyke Net Permit	X							X					Comm. Food Fish License	Equipment License

Name	License #	# of Tags	Tag #s	Vessel	# of Pots	Pot Color	Feet/ Yards	# of Nets	Hook & Line Days (4 only (Sun-Sat))	Acres	Alternate 1	Alternate 2	Requirements	Comments
														Number, usually the same as the Food Fish License Number
Gill Net 100, 200, 300, 400, 500, 600, 700, 800,	X						Yards							Equipment License Number, usually the same as the Food Fish License Number
Hook & Line	X								X				Comm. Food Fish License	For weakfish, select 4 week days
Hoop Net Permit	X							X					Comm. Food Fish License	Equipment License Number, usually the same as the Food Fish License Number
Horseshoe Crab Collect	X													
Horseshoe Crab Dredge				X									Boat Registration	
Lobster Pot				X	X	X					X		Boat Registration	
Oyster Harvest				X									Boat Registration	
Oyster Leases										X				
Oyster Tags		X	X											Goes with Oyster Harvest
Seine Net Permit	X													Equipment License Number, usually the same as the Food Fish License Number

Name	License #	# of Tags	Tag #s	Vessel	# of Pots	Pot Color	Feet/ Yards	# of Nets	Hook & Line Days (4 only (Sun-Sat))	Acres	Alternate 1	Alternate 2	Requirements	Comments
Shell Fish Test														Managed and administer by DNREC Water Resources
Surf Clam														Only one licenses has been purchased
Recreational														
Fish Pot Permit	X				X								Rec. Fishing License	
Fyke Net Permit	X							X					Rec. Fishing License	
Hoop Net Permit	X							X					Rec. Fishing License	
Clam Permit													Rec. Fishing License	
Gill Net Permit	X						Feet						Rec. Fishing License	
Seine Net Permit	X												Rec. Fishing License	
Shad (Drift Gill) Permit													Rec. Fishing License	

Special Permits

The following table (7.4) documents the Special Permit applications issued by the STATE that are currently manually processed.

Table 7.4: Special Permits

Permit Name	Permit Number
Deer Damage Assistance Program	2015-WDD-xxx
Severe Deer Damage Assistance	2015-WSD-xxx
Wildlife Control Operator	2015-WCO-xxx
Nuisance Wildlife	2015-WNW-xxx
Depredation	2015-WDP-005
Scientific Collecting Permit	2015-WSC-005
Fox Management Permit	2015-WFM-xxx
Shooting Preserve	2015-WSP-008
Dog Training Area	2015-WDT-001
Dog Field Trial	2015-WFT-005
Beaver Damage	2015-WBD-001
Swan Management	2015-WSM-xxx
Wildlife Possession	2015-WWP-xxx
Managed Deer Hunt	2015-WMH-xxx
Wildlife Rehabilitation	2015-WWR-xxx
Disabled Hunt From A Vehicle	2015-WDV-002
Wildlife Transfer	2015-WWT-xxx (transfer protected species through DE)
Nest Removal	2015-WNR-xxx (remove active and/or inactive nest)
Falconry Hunting	2015-WFH-xxx
Firewood Collection	2015-WFC-006
Wildlife Area Special Use	2015-WSU-005
Bat Exclusion	2015-WBE-xxx
Retriever Training Permit	2015-WRT-xxx
C&R Center/Horse Barn Use	2015-WCR-xxx
Education	2015-WED-001
Sea Turtle Transport	2015-WST-001
Scientific Collection Permits	2015-FSC-xxx
Fish Propagation Permit	2015-FPP-xxx
Fish Stocking Permit	2015-FSS-xxx
Fish Stocking Grass Carp Permit	2015-FGC-xxx
Scientific Importing Permit	2015-FSI-xxx
Boating/Fishing Event Permits	
Marine Event Permits	

Phase Implementation Summary for Fish and Wildlife

Phase I

- Recreational fishing, hunting, and trapping: licenses, permits, FIN numbers, stamps, tags, decals, and registrations.
- Conservation Access Pass
- System analytics and reporting

Phase II

- Engagement with license database for recruitment and retention services (including electronic and manual services)
- Marketing surveys
- Collector stamps
- Commercial fishing license and permit sales and catch reporting
- Fish and Wildlife miscellaneous product sales
- Hunter/Trapper/Boater education and tracking
- Hunter harvest reporting (includes Snow Geese and deer registration)
- License Exempt Numbers (LEN)
- Lotteries
- Volunteer event coordination and reporting
- Boat registration/boat ramp certificates

Privileges Types and Annual Sales Totals (Fiscal Year and Calendar Year)

Type	Name	Type of Fee	Privileges Issued - Internet	Privileges Issued - Agent	Privileges Issued - Front Desk	Privileges Issued by Staff	Privileges Issued by Phone	Privilege Fee
Conservation Access Pass	Resident Conservation Access Pass	Fiscal	<i>New privilege as of 7/1/2017</i>	\$32.50				
Conservation Access Pass	Non-Resident Conservation Access Pass	Fiscal	<i>New privilege as of 7/1/2017</i>	\$65.00				
Conservation Access Pass	All licensed resident and non-resident hunters who purchase annual or 3-day hunting license.	Fiscal	<i>New privilege as of 7/1/2017</i>	No Charge				
Conservation Access Pass	Resident Conservation Access Pass - 3-Day	Fiscal	<i>New privilege as of 7/1/2017</i>	\$10.00				
Conservation Access Pass	Non-Resident Conservation Access Pass - 3-Day	Fiscal	<i>New privilege as of 7/1/2017</i>	\$20.00				
Conservation Access Pass	Vehicle Transfer Fee	N/A	<i>New privilege as of 7/1/2017</i>	\$10.00				
Fishing	Nonresident Fishing (Age 16 and Over)	Calendar	5,893	16,344	52			\$20.00
Fishing	7-Day Nonresident Fishing (Age 16 and Over)	7-Day License	3,238	13,721	12			\$12.50

Fishing	Resident Fishing License (Age 16 and Over)	Calendar	13,666	37,007	1,241			\$8.50
Fishing	Resident Trout Stamp (Age 16 -64))	Calendar	2,352	4,330	159			\$4.20
Fishing	Resident Young Angler Trout Stamp (Age 12- 15)	Calendar	145	121	2			\$2.10
Fishing	Nonresident Trout Stamp (Age 12 and Over)	Calendar	417	513	4			\$6.20
Fishing	Resident Boat Fishing (20' Vessel and Below)	Calendar	554	2,287	234			\$40.00
Fishing	Resident Boat Fishing (Over 20' feet Vessel)	Calendar	406	1,814	116			\$50.00
Fishing	Resident Head Boat License	Calendar	0	0	8			\$300.00
Fishing	Resident Charter Boat License	Calendar	0	0	43			\$150.00
Fishing	Nonresident Boat Fishing (20'Vessel and Below)	Calendar	647	1,678	12			\$40.00
Fishing	Nonresident Boat Fishing (Over 20' Vessel)	Calendar	711	1,847	10			\$50.00
Fishing	Nonresident Head Boat License	Calendar	0	0	4			\$600.00
Fishing	Nonresident Charter Boat License	Calendar	0	0	30			\$300.00

Fishing	Resident Fishing Guide License	Calendar	<i>New category; previous sales unavailable</i>					\$100.00
Fishing	Non-Resident Fishing Guide License	Calendar	<i>New category; previous sales unavailable</i>					\$300.00
Fishing	Resident Recreational Hoop Net Permit	Calendar	0	0	0	1	0	\$10.00
Fishing	Nonresident Recreational Hoop Net Permit	Calendar	0	0	0	0	0	\$100.00
Fishing	Resident Recreational Common Haul Seine	Calendar	0	0	0	1	0	\$25.00
Fishing	Nonresident Recreational Common Haul Seine	Calendar	0	0	0	0	0	\$250.00
Fishing	Resident Recreational Drift Gill Net Permit (Shad)	Calendar	0	0	0	3	0	\$5.00
Fishing	Resident Recreational Gill Net	Calendar	0	0	78	205	0	\$5.00
Fishing	Nonresident Recreational Gill Net License	Calendar	0	0	24	198	0	\$50.00
Fishing	Resident Recreational Clam Tonger	Calendar	0	0	103	203	0	\$5.75
Fishing	Nonresident Recreational Clam Tonger	Calendar	0	0	2	162	0	\$57.50

Fishing	Resident Recreational Fish Pot	Calendar	0	0	0	6	0	\$1.00
Fishing	Nonresident Recreational Fish Pot	Calendar	0	0	0	0	0	\$10.00
Fishing	Resident Recreational Fyke Net	Calendar	0	0	0	2	0	\$5.00
Fishing	Nonresident Recreational Fyke Net	Calendar	0	0	0	0	0	\$50.00
Fishing	FIN	Calendar	118,699	0	0	0	0	No charge
Hunting	Resident Hunt (Age 16-64)	Fiscal	5,923	6,851	357			\$39.50
Hunting	Resident Low Number Hunt Program (Age 16 and Up)	Fiscal			905			\$39.50
Hunting	Resident Junior Hunt (Age 13-15)	Fiscal	342	297	21			\$5.00
Hunting	Resident Guide/Hunting (Age 18 and up)	Fiscal	20	11	7			\$159.50
Hunting	Nonresident Hunt (Age 16 and Over)	Fiscal	1,206	781	10			\$199.50
Hunting	Nonresident Junior Hunt (Age 13-15)	Fiscal	48	12	0			\$50.00
Hunting	Nonresident 3-Day Hunt (Age 16 and Over) (3-Day not valid for Deer or Turkey)	3-Day License	640	161	1			\$75.00
Hunting	Nonresident Guide /Hunting (Age 18 and Up)	Fiscal	8	5	0			\$475.00

Trapping	Resident Trapping	Fiscal	0	0	405			\$10.00
Trapping	Nonresident Trapping	Fiscal	0	0	20			\$75.00
Hunting	Resident Hunters Choice Tag and Quality Buck Tag	Fiscal	12,386	12,606	880			\$20.00
Hunting	Antlerless Tag	Fiscal	1,486	312	15			\$20.00
Hunting	Nonresident Quality Buck Tag	Fiscal	384	281	4			\$50.00
Hunting	Public Blind/Deer Stand Day Permit	Fiscal	1,675	1,207	130			\$20.00
Hunting	Resident Waterfowl Stamp (Age 16-64)	Fiscal	3,723	3,193	263			\$15.00
Hunting	Nonresident Waterfowl Stamp (Age 16 and Over)	Fiscal	1,271	413	7			\$15.00
Trapping	Resident Fur Dealers	Good for one year from date of issue						\$50.00
Trapping	Nonresident Fur Dealers	Good for one year from date of issue						\$475.00
Hunting and Trapping	Breeders Permit	Calendar	<i>Data not available</i>					\$17.50
Hunting and Trapping	Game Keep	Calendar	<i>Data not available</i>					Fee over 25 animals

Hunting and Trapping	Train Retrievers Permit	Calendar			Approx 300			No charge
Hunting and Trapping	License Exempt Number	Fiscal			2,953		804	No charge
Hunting and Trapping	Harvest Information Program (HIP)	Fiscal			8,893		3,102	No charge
Hunting and Trapping	Deer Harvest Registration	Register harvest within 24 hours			14,439		7,763	No charge
Hunting and Trapping	Snow Goose conservation Order Permit	February to April			1,017			No charge
Hunting and Trapping	Shooting Preserve Permit		<i>Data not available</i>					\$39.50
Hunting and Trapping	Dog Training Area Permit		<i>Data not available</i>					\$10.00
Hunting and Fishing	Resident Military One Time	Fiscal and/or Calendar				11		No charge
Hunting, Fishing, and Trapping	Resident Military VA Disabled	Fiscal and/or Calendar				72		No charge
All Resident license types, tags, stamps and permits.	Military Non-Resident	Fiscal and/or Calendar		756	5			Resident Fees
All Recreational licenses, tags, permits, and stamps.	Duplicates	Fiscal and/or Calendar			approx 300			\$5.00
Boat Registration	Less than 16 feet	One Year	318	2,871	319	604	0	\$10.00

Boat Registration	16 feet to less than 26 feet	One Year	767	6,676	413	1,547	0	\$20.00
Boat Registration	26 feet to less than 40 feet	One Year	254	476	49	2,217	0	\$30.00
Boat Registration	40 feet to less than 65 feet	One Year	179	26	19	2,517	0	\$50.00
Boat Registration	65 feet or over and not required to be documented	One Year	23			627	0	\$60.00
Boat Registration	Less than 16 feet	Three Years	486	1,720	357	1,211	0	\$10.00
Boat Registration	16 feet to less than 26 feet	Three Years	825	4,589	386	1,531	0	\$20.00
Boat Registration	26 feet to less than 40 feet	Three Years	259	386	53	1,402	0	\$30.00
Boat Registration	40 feet to less than 65 feet	Three Years	149	18	22	1,316	0	\$50.00
Boat Registration	65 feet or over and not required to be documented	Three Years	14	1	1	168	0	\$60.00
Shellfish Aquaculture	Shellfish Lease Application Fee	Charged with each application	<i>Not Online Yet</i>					\$300.00
Shellfish Aquaculture	Shellfish Lease	Calendar	<i>Not Online Yet</i>					\$100 Resident/ \$1,000 Non-Resident
Shellfish Aquaculture	Harvester License	Calendar	<i>Not Online Yet</i>					\$25.00
Shellfish Aquaculture	Shellfish Lease Transfer	Charged with each transfer	<i>Not Online Yet</i>					\$300.00

Shellfish Aquaculture	Shellfish Lease Application Fee	Charged with each application	<i>Not Online Yet</i>					\$300.00
Shellfish Aquaculture	Shellfish Lease	Calendar	<i>Not Online Yet</i>					\$100 Resident/ \$1,000 Non-Resident
Commercial Fishing	Bag Net Permit		0	0	0	2	0	resident / \$100 non-resident
Commercial Fishing	Clam Dredge		0	0	0	26	0	\$57.50 Resident /\$575.00 Non-resident
Commercial Fishing	Clam Tong		0	0	0	59	0	\$57.50 Resident /\$575.00 Non-resident
Commercial Fishing	Eel License		0	0	0	63	0	\$115 Resident /\$1,150 Non-resident
Commercial Fishing	Food Fish		0	0	0	174	0	\$150 Resident/\$1,500 Non-resident
Commercial Fishing	Conch Dredge		0	0	0	41	0	\$57.50 Resident/\$575 Non-resident
Commercial Fishing	Conch Pot		0	0	0	60	0	\$57.50 Resident/\$575 Non-resident
Commercial Fishing	Crab Dredge		0	0	0	34	0	\$57.50 Resident/\$575 Non-resident
Commercial Fishing	Crab Pot 50, 100,150, 200		0	0	0	225	0	Resident 28.75-\$115/ Non-resident\$287.50-\$1,150 Non-resident
Commercial Fishing	Fish Pot Permit		0	0	0	39	0	\$1.00/pot or trap

Commercial Fishing	Fyke Net Permit		0	0	0	11	0	\$5.00 per Fyke
Commercial Fishing	Gill Net 100, 200, 300, 400, 500, 600, 700, 800,		0	0	0	128	0	\$5.00- \$50 Resident/\$50-\$500 Non-resident
Commercial Fishing	Hook & Line		0	0	0	123	0	No Charge
Commercial Fishing	Hoop Net Permit		0	0	0	4	0	\$10 Resident - \$100 Non-Resident
Commercial Fishing	Horseshoe Crab Collect		0	0	0	41	0	\$100 Resident - \$1000 Non-Resident
Commercial Fishing	Horseshoe Crab Dredge		0	0	0	4	0	\$100 Resident - \$1000 Non-Resident
Commercial Fishing	Lobster Pot		0	0	0	12	0	\$57.50 Resident/\$575 Non-resident
Commercial Fishing	Oyster Harvest		0	0	0	191	0	\$57.50 Resident/\$575 Non-resident
Commercial Fishing	Oyster Leases		0	0	0	4	0	\$.90/acre and \$17.25/corner Resident/ \$11.50/acre and \$17.25/corner Non-resident
Commercial Fishing	Oyster Tags		0	0	0	301	0	\$1.25/bushel Resident/ \$12.50/bushel Non-resident
Commercial Fishing	Seine Net Permit		0	0	0	6	0	\$25 Resident/\$250 Non-resident

Commercial Fishing	Shell Fish Test		0	0	0	0	0	
Commercial Fishing	Surf Clam		0	0	0	0	0	\$50 resident/\$500 Non-resident
Volunteer event coordination and reporting	Volunteer event coordination and reporting;					8,397 records		
Hunter/Trapper/Boater Education	Education					14,092		
Boating	Boat Ramp Certificate		105	290	18	742	0	
Misc.	Special Permits					approx 1358		
Hunting	Lotteries					approx 750		
Misc.	Misc. F&W Products							
Hunting	Collector Stamps					165		
Boating	Duplicate Card		3406	200	78	8324	0	
Boating	Transfers		0	1303	137	1442	0	