



Florida Fish and Wildlife Conservation Commission

Commissioners

Rodney Barreto
Chairman
Miami

Richard A. Corbett
Vice Chairman
Tampa

Kathy Barco
Jacksonville

Ronald M. Bergeron
Fort Lauderdale

Dwight Stephenson
Delray Beach

Kenneth W. Wright
Winter Park

Brian S. Yablonski
Tallahassee

Executive Staff

Nick Wiley
Executive Director

Greg Holder
Assistant Executive Director

Karen Ventimiglia
Deputy Chief of Staff

Purchasing Office

Jeri Bailey
Contract Administrator
and Bid Supervisor

(850) 488-3427
(850) 921-2500 FAX

Managing fish and wildlife resources for their long-term well-being and the benefit of people.

620 South Meridian Street
Tallahassee, Florida
32399-1600
Voice: (850) 488-4676

Hearing/speech impaired:
(800) 955-8771 (T)
(800) 955-8770 (V)

MyFWC.com

DATE: January 4, 2011
ADDENDUM NO.: 1
BID NO.: FWC 10/11- 26
BID TITLE: Recreational License Issuance Services (Rlis)
ADD: Vendor Questions and FWC Answers and Appendix F Reports
UPDATE: Changes items in the ITN

If the COMMISSION finds it necessary to supplement, modify or interpret any portion of the specifications or documents during the ITB period an addendum shall be issued. An Addendum Acknowledgment Form shall be signed by an authorized vendor representative, dated, and returned to the COMMISSION prior to the opening date and time specified in the Calendar of Events.

Jeri Bailey
Procurement Manager

ADDENDUM ACKNOWLEDGMENT FORM

VENDOR NAME: _____

VENDOR FEID#: _____

ADDRESS: _____

CITY/STATE: _____

PHONE #: _____

FAX #: _____

E-MAIL: _____

AUTHORIZED SIGNATURE: _____

TITLE: _____

1. The following items are hereby changed as follows:

On page 37:

Agent Fee

Agents charge a per-license or permit fee for all licenses and permits that have an associated cost to the customer. The Florida Resident Saltwater Shoreline Fishing License has recently become a no-cost license for customers. However, agents still receive their Agent fee for processing these licenses, so TLS assesses a credit to the agents' account in TLS.

*In addition, the contracted Vendor serves as the Agent for phone and Internet sales. Under the current contract, customers are assessed a flat per transaction convenience fee plus a percentage of their total in order to obtain licenses and permits via the self-service Internet portal or toll-free license phone sales number **in place of the Agent Fee.***

On page 30

Transaction - the process which begins when a user first connects to the system, includes all necessary validation and collection of payment and ends with the electronic delivery of the requested license(s), permit(s), tags, receipt for an application, or registration to the initiating user. A user connection that is ended by the user before collection of payment, end of the issuance process or by the system due to user inactivity is not a Transaction. ~~Voiding Transactions, Training Mode activity, administrative activity and Donations only transactions shall not be recorded as Transactions.~~

Transaction Fee – the fee per qualifying Transactions paid to the Vendor by FWC as partial compensation for providing the contracted services. Qualifying Transactions are all Transactions other than Voiding Transactions, Training Mode activity, administrative activity, Donations only transactions, HIP or other federally required survey only transactions and no cost application or registration transactions.

Convenience Fee - the fee per qualifying Transactions paid to the Vendor by FWC's customers as partial compensation for providing the contracted services during a telephone or internet interaction. Qualifying Transactions are all Transactions other than Voiding Transactions, Training Mode activity, administrative activity, Donations only transactions, HIP or other federally required survey only transactions and no cost to the customer transactions except Saltwater Shoreline Fishing licenses (most no cost to the customer transactions will not be allowed thru Telephone sales).

Exhibit 1

A. Project Implementation Timeline: The Vendor's Project Implementation Timeline as provided in the ITN was relied on in assessing the Vendor's qualifications to perform the needed implementation tasks and the Vendor must deliver those tasks in a timely manner.

1. Performance Measure: The Vendor shall provide to FWC the completed and FWC approved deliverables for each major milestone at the time specified in the Vendor's Project Implementation Timeline as provided in the ITN, or the time subsequently agreed to and approved in writing by FWC.

Liquidated Damages: \$1,000 per calendar day until accepted and approved

2. Performance Measure: The Vendor shall provide to FWC the full set of completed, tested and production ready services as defined in the contract resulting from the RLIS ITN on or before **June 30 October 1**, 2012 or the time subsequently agreed to and approved in writing by FWC.

Liquidated Damages: \$5,000 per calendar day until accepted, approved and all services are operating as specified in production

D. Licensing and Permitting Telephone and Internet Sales Services: The Vendor shall be a Sales Agent for telephone and internet sales in addition to the required licensing and permitting functionality.

4. Performance Measure: The Vendor shall procure, at its own expense, an annual onsite review of the Vendor's payment card industry data security standards (PCI DSS) compliance as a PCI Level 1 Service Provider by a qualified security assessor (QSA). Following the annual QSA review, The Vendor shall complete its annual Security Assessment Questionnaire Report (**SAQ Report**) within **one two** months of completion of the QSA review. The Vendor shall use commercially reasonable efforts to cause such QSA review to be completed by June 30 of each year and for the **SAQ Report** to be completed and submitted to the FWC by July 31 of each year. **Level 1 vendors may substitute the Attestation of Compliance (AOC) report, received from QSA at the conclusion of the annual onsite review, in place of the SAQ Report.**

Liquidated Damages: \$2,000 per failure to deliver the **SAQ Report or AOC** by the date due, and \$1,000 per month thereafter until receipt of the **SAQ Report or AOC**.

Appendix A

F60 When the sweep account file is produced to indicate to FWC how much money to pull from what accounts, a distribution ~~file report~~ will also be produced to show how the money should be distributed. The totals of both **files the file and the report** should match.

Appendix D

BSR 35 The Vendor shall **provide information on how to contact** ~~a warm transfer to~~ FWC for any agents or customer with questions about regulations, accounting, revocations, or issues with specific client data (e.g., DLs). ~~during FWC business hours.~~

BSR 88 ~~Attach copies of critical reports.~~ **A listing of the minimally required reports and example reports can be found in Appendix F Reports.**

BSR 136

shall be subject to following FWC change management procedures prior to initial implementation or subsequent implementation of any changes to the system.	Change Management Procedure
--	-----------------------------

The vendor will have a change management tracking system. FWC staff will have access the change management tracking system and will be able to enter items into the system as well as monitor items in it. The system will be set to notify FWC staff when changes will affect FWC services or could affect FWC's connections to those services, like changes to server address, etc.

Appendix B

NF 116 The Vendor shall provide capability to ensure system availability with

- a.) no single outage to exceed **15** minutes and
- b.) monthly cumulative downtime not to exceed 0.5%.

NF 121 The maximum time for any single outage shall be no longer than **15** minutes.

2. Vendor Questions and FWC Answers:

Q1. This precludes bidders submitting *additional* terms and conditions. However, if bidder has comments/suggestions on terms and conditions that bidders would like to discuss as part of the ITN process, is it acceptable to include them in bidder's proposal, and if so, where?

A1. No, since this is a ITN you bring them up during negotiations, if you are selected for negotiation.

Q2. Please clarify if the NOTE following (e) includes both subsequent paragraphs, and the requirements that apply to everyone resume with “To determine the above ratios...”

Please clarify if “All documentation provided will be reviewed by an independent CPA...” applies only to wholly-owned subsidiaries, or to the privately held corporations in the previous paragraph. If the audited/unaudited financial information from all bidders is to be reviewed by a CPA, is it acceptable to include only one copy of financial information?

A2. All documentation provided will be reviewed by an independent CPA applies to all bidders, wholly-owned subsidiaries and privately held corporations. One copy of the financial information is sufficient.

Q3. We understand FWC’s desire to determine bidder’s financial capability and require submission of such information. However, if bidder considers financial information proprietary, will the reviewers (CPA and/or committee) sign a Non-Disclosure Agreement prior to submission or can bidder include an NDA in the bid for completion/return by FWC?

A3. FWC’s reviewer will complete/return NDA sent by bidder.

Q4. Per page 8, #19, bidders may designate proprietary information but are offered no commitment on protection in the ITN. Please clarify how bidders who consider financial information to be proprietary can meet FWC submission requirements and protect financial information from public disclosure.

A4. Respondents are cautioned that Florida law generously defines what constitutes a public record; see, for example, section 119.07 of the Florida Statutes. If a Respondent believes that its response contains information that should not be a public record, the Respondent shall clearly segregate and mark that information (for example, stamp each page "Confidential" and place it in an envelope marked "Confidential") and briefly describe in writing the grounds for claiming exemption from the public records law. The Commission will not independently evaluate the Respondent’s claim of exemption. If the Commission receives a public records request related to the solicitation, the Commission shall notify the Respondent in writing at least seven (7) days before making the information available for review by the requester. The Respondent shall be solely responsible for taking whatever action it deems appropriate to legally protect its claim of exemption from the public records law. If the Respondent fails to do so, the Commission shall make the information available for review. In no event shall the Commission or any of its employees or agents be liable for disclosing, or otherwise failing to protect the confidentiality of, information submitted in response to this solicitation.

Q5. If bidder chooses to provide (c) as 1 of the 3 standards met, can the same D&B score be used for (c) and (h) on page 15?

A5. Yes, only one D&B score document needs to be submitted. Please reference the document on (h).

Q6. “FWC will choose the category of equipment level that will be used for evaluation” Does this mean you will evaluate only one of the Line 1 scenarios?

A6. Yes

Q7. Please clarify if this fee applies to the payment model for this contract.

A7. Yes, as amended

Q8. Can one bidder submit one proposal that includes more than one option for achieving some FWC goals as long as all options meet requirements, are clearly identified/described and each is clearly priced separately? For example, a bidder may wish to offer FWC more than one type of internet capable device to satisfy POS device requirements but would not need to submit more than one complete bid in order to give FWC more than one cost alternative options to choose from.

A8. Yes

Q9. Can one bidder submit more than one proposal?

A9. Yes

Q10. Are the italics for the last bullet intended to emphasize particular importance of this item?

A10. No, use of italics was un-intentional.

Q11. Are there any items of higher FWC priority than others?

A11. No

Q12. Is IVR harvest reporting envisioned to be added during the contract term as a change order?

A12. While Florida does not currently require harvest reporting, FWC is in the process of drafting a rule that would require harvest reporting; therefore, it maybe desirable to add it in the future.

Q13. Are sales via IVR (without operator assistance) required or envisioned in the new contract?

A13. No, but we would not desire something that precluded it in the future as we are looking for flexibility.

Q14. Will FWC offices be PC/webPOS agents using FWC's PCs and Internet connectivity with vendor-provided license printers?

A14. That is not contemplated at this time, but we would not desire something that precluded this from happening in the future as we are looking for flexibility.

Q15. Please clarify that if in the new system, all agents are responsible for their connectivity to the system, appropriate to the hardware as recommended by the contractor (whether it is dedicated phone line, broadband internet, etc.).

A15. All retailers are responsible for their connectivity (except if a non internet solution is provided the cost of the phone call would be the responsibility of the vendor), but a solution that precludes any access thru dial up access would be un-acceptable.

Q16. Is contractor expected to be the credit card merchant and pay all fees related to credit/debit card processing for phone and Internet sales?

A16. Yes

Q17. "preference maybe given if all or a portion of the Call Center staff are located in Florida" Please clarify what criteria will be used to determine if preference is given, and when and in what form/amount (such as additional points in evaluation).

A17. Evaluators will consider the type and number of call center staff that are located in Florida and will give additional points, as they deem appropriate.

Q18. "Transaction" is used throughout the document to refer to the entire sale/issuance interaction with the system, consistent with the definition provided on page 30.

Page 37 indicates that current the "Vendor charges a per-privilege fee for all licenses, permits and applications that have an associated cost to the customer and for free limited entry permits." Also page 30 states: Per-privilege - For each license that is acquired during a single transaction that is issued successfully. [Note the word "fee" is not included as part of the definition.]

Please define the term "transaction fee" for pricing.

A18. Transaction Fee – the fee per qualifying Transactions paid to the Vendor by FWC as partial compensation for providing the contracted services. Qualifying Transactions in this case are all Transactions other than Voiding Transactions, Training Mode activity, administrative activity, Donations only transactions, HIP or other federally required survey only transactions and no cost application or registration transactions.

Q19. Does FWC intend to change the vendor's basis of fees from per privilege to per transaction in the new system?

A19. Yes

Q20. Please clarify if the assumption for pricing is one set of hardware (complete or only printer for agent-supplied PC) is supplied by contractor at each authorized agent location.

A20. Normally there would be one set of equipment or one printer at an agent location. FWC may provide more than one set of equipment or printer at a location when justified, while staying within FWC's allocation of equipment sets or printers.

Q21. Does the number of units indicate deployed hardware? In other words, is it correct that contractor should add a spare pool amount to the amount of hardware in each line in order to determine total amount of hardware necessary?

A21. The vendor would be required to be able to supply on demand and keep in working order at the retailer's location that number of equipment.

Q22. Will FWC determine at time of award which volume/line will be implemented?

A22. No, after the retailer survey is done to determine the type of equipment they want based on what the vendor proposed.

Q23. Do the hardware amounts in each scenario represent (a) the number FWC expects to participate at time of new system implementation, (b) the total number that FWC intends to utilize over the term of the contract, or are (a) and (b) the same?

A23. (b)

Q24. Are bidders to assume that, for example, in the 1st option, there would be a total of 700 license issuance locations at implementation, of which 300 – 400 are provided with terminals by vendor (rest use their own PC and get printers only)?

A24. No, there are 1,100 potential retailer locations in each grouping of equipment sets and printers.

Q25. The 3 different equipment scenarios for pricing in Line 1 represent different assumptions for establishing costs than are referenced elsewhere in the RFP: RFP page 40 indicates that contractor must provide programming for 800 "POS terminals" and also for 500 locations using their own PC (implying 1300 total locations); Appendix B NF95 requires hardware for 1,000 agents; Appendix D BSR1 refers to training 900 agents at implementation. Please clarify.

A25. For pricing purposes use what is provided in Attachment 2

Q26. Please define "transaction fee" as the basis for Internet and Phone sales.

A26. Convenience Fee - the fee per qualifying Transactions paid to the Vendor by FWC's customers as partial compensation for providing the contracted services during a telephone or internet interaction. Qualifying Transactions, in this case, are all Transactions other than Voiding Transactions, Training Mode activity, administrative activity, Donations only transactions, HIP or other federally required survey only transactions and no cost to the customer transactions except Saltwater Shoreline Fishing licenses (most no cost to the customer transactions will not be allowed thru Telephone sales).

Q27. Please clarify if FWC intends the customer to pay the convenience fee.

A27. Yes

Q28. Please clarify if the convenience fee is paid to contractor in addition to the agent fee paid by FWC on contractor's sales as the phone and Internet agent.

A28. No, it is paid in place of the Agent Fee. The vendor will get the appropriate Transaction Fee and the appropriate Convince Fee.

Q29. Please clarify if FWC pays the Line 1 fee to contractor for phone/internet transactions processed through RLIS.

A29. Yes, when appropriate

Q30. Please clarify if a transaction will be considered “all or none” for fulfillment.

A30. Yes, “all or none”

Q31. For example, if one person in one Internet transaction purchases one item that is fulfilled and one that is not, is the total transaction of the 2 privilege considered a “fulfilled” transaction at the Line 4 rate?

A31. Yes, but it is not FWC intention to allow mixed fulfillment, non-fulfillment items in the same transaction.

Q32. Please clarify if these “additional” are for any agent (not just Tax Collector) who uses their own PC and wishes to have more than one printer per location.

A32. Yes, this is a cost to be paid by the Agent if they wish to have more than the one equipment set or printer provided by FWC and FWC has not approved the additional equipment set or printer under its allocation of equipment sets or printers.

Q33. Is the expectation that PC agents (Tax Collectors and any webPOS agents) can have more than one PC at a location using a single printer, i.e. is networked printing a requirement?

A33. Yes

Q34. Does FWC anticipate agents will be allowed to pay on a monthly basis or can bidders propose more cost effective terms (i.e. can the quote for a period assume a lump sum payment, not monthly installments)?

A34. Bidders can propose alternative payment solutions.

Q35. Will the same rate apply to “additional agent locations” that FWC may need to add during the term of the contract, if total agents is expanded beyond the number of printers at implementation (in Line 1)? How will contractor be compensated for additional printers that may be needed if FWC adds more webPOS agent locations.

A35. FWC plans to manage the number of retailer locations within the number of equipment sets and printers contracted for.

Q36. Please clarify if “additional” refers to agents who want more than the one unit supplied per location.

A36. Yes, this is a cost to be paid by the Retailer if they wish to have more than the one equipment set or printer provided by FWC and FWC has not approved the additional equipment set or printer under its allocation of equipment sets or printers.

Q37. Will this same rate apply to “additional agent locations” that FWC may need to add after initial implementation (number anticipated in Line 1). How will contractor be compensated for additional equipment that may be needed if FWC adds more agent locations during the term of the contract?

A37. FWC plans to manage the number of retailer locations within the number of equipment sets and printers contracted for.

Q38. Please clarify where FWC anticipates applying the quick keys - on the license selection page, or hit a quick key from anywhere on the customer profile?

A38. “Quick keys” are intended to provide license agents quick access to issue certain top selling licenses by allowing them to bypass navigation to the license selection page. Tell us how you propose to implement “quick keys.”

Q39. This requirement for FWC to have a direct ability to change text printed on the back of license stock implies that FWC anticipates the back of the license stock is printed dynamically. If that is the intent, it greatly impacts the type and cost of printer and stock; however, the requirement seems inconsistent with printer/stock design requirements and vendor materials management responsibilities elsewhere in the RFP.

Please clarify what FWC is trying to achieve with this requirement and provide more details on what the new system is required to support.

A39. FWC is not requiring that the back of the license stock be printed dynamically, only that FWC be informed in adequate time before the next printing of license stock to be able to change the text printed on the back of the stock. For self-printed licenses, if FWC does not have direct change control of the text, the vendor must be able to quickly change the text at no cost to FWC.

Q40. This implies a vendor charge for additional supplies. Please clarify intent.

A40. This is the requirement for the minimum level of service.

Q41. Please clarify if there is only one “specific cashiering system” to which the system must export sales files. If there is more than one, please provide information on each so bidders can assess the effort required.

A41. This requires the vendor to provide a file, in one format, for this purpose.

Q42. Also, should bidders assume that the export is to be from RLIS, not TLS?

A42. This ITN is asking for services to be provided to FWC, collectively called RLIS, some of those services and functions are the same as currently provided by TLS. Any services or functions that will be provided as the result of the ITN are referred to as RLIS.

Q43. Please clarify if the requirement is for a specific I-Phone/Droid app or for a mini-browser application.

A43. No, tell us what you will be providing.

Q44. Please clarify the type of customer support calls being handled.

A44. End customers processing thru the internet, smart phone, etc.

Q45. Please clarify the type of address validation required and when this is intended to be performed.

A45. USPS for U.S. addresses before the end of the transaction when an address is entered or changed.

Q46. RFP page 38 states “The system shall use technology that is capable of reading the magnetic stripe and/or the 2D barcode on the Florida Driver License and ID card.” NF 94 and 99 require POS to read 3-track stripes. Please clarify if initial hardware deployment is to support reading barcodes and/or printing bar codes on license documents.

A46. The equipment must be able to read one or the other of the magnetic stripe and/or the 2D barcode on the Florida driver’s license or ID card, or both. The current system reads the magnetic stripe.

Q47. Please clarify that agents are responsible for providing the standard voice-quality analog phone service.

A47. Retailers are responsible for providing connectivity to RLIS whether it is phone or broadband internet.

Q48. Page 31 indicates a vision of “small foot print internet capable devices that work well through either a high speed internet or telephone dial up connection”. Is the internet capability required?

A48. As stated on page 31 “This vision of how services could be provided is not a requirement statement of this ITN, but a general statement of what could be delivered to meet our needs for services to issue recreational fishing and hunting licenses and permits based on our understanding of what is available in the current market place. Our hope is that responses to this ITN will expand beyond this vision.”

Q49. If it is not required, what is the vision for a change in functionality during the contract?

A49. Our preference is that it be provided at the start of the contract, but if you cannot do that initially and could do it later tell us when and how you would make the change.

Q50. What is FWC’s preference?

A50. A fully internet based system at the start of the contract.

Q51. If bidders offer an internet capable device, must Internet be in addition to dial-up (agent option) or could it be the only non-PC channel?

A51. What we are envisioning in this vision statement is an internet device and system that works well when connected thru broadband or a dial-up telephone internet connection.

Q52. If internet POS device was offered, would agents be responsible for providing appropriate Internet access?

A52. What we are envisioning in this vision statement is an internet device and system that works well when connected thru broadband or a dial-up telephone internet connection.

Q53. 116 indicates no single outage to exceed 30 minutes and NF 121 states the maximum time for any single outage is 5 minutes. Please clarify.

A53. #116 (NF 116) (Appendix B) and #121 (NF 121) will be change to read 15 minutes, which is the performance measure.

Q54. Please clarify if “remotely” means that the technician assisting the agent does not have to be on site but can troubleshoot via telephone.

A54. What we are looking for here is that the vendor’s technician interact directly with the device thru the devices connection to the system, if that connection to the device is not available then the vendor’s technician could troubleshoot via telephone with staff at the retailer’s location.

Q55. Setting this type of deadline generally has the effect of encouraging replacement at the end of 15 minutes, rather than encouraging potentially productive troubleshooting, especially when the agent may be the cause of delays. Premature determination of replacement leaves the agent without issuance capability when troubleshooting may be the likely solution. Please consider removing or rewording this performance standard for agents’ benefit.

A55. Respondents can propose alternatives.

Q56. Can bidders assume that an update is not required every 6 months if no changes in the application or equipment have occurred?

A56. Yes (every 6 months is referenced in BSR 11)

Q57. Is vendor responsible for costs of distributing changes if FWC initiated the change?

A57. No

Q58. If so, can printed updates that must be shipped be limited to once a year in the interest of cost effectiveness (with no limit to online documentation)?

A58. See answer above.

Q59. Training videos are costly to produce and in recent years have seen a rapidly declining audience that makes them even less cost effective. Can bidders offer alternative effective training methods if proven in similar experience?

A59. Yes

Q60. Please clarify how the requirement to answer 80% of calls within 2 minutes correlates to Performance Measure E.1 of 60% of calls answered in less than 60 seconds.

A60. The 2 service levels are not incompatible with each other.

Q61. Who is responsible for the cost of the phone time for this transfer – Vendor or FWC?

A61. This requirement is changed to no longer require a transfer, to avoid the continuing charges.

Q62. Requires “vendor capability” to print and include additional materials. For cost estimate purposes, can bidders assume these will be compensated as additional orders? If not, please provide more information on which bidders can estimate the additional expenses for printing (volume, frequency, type), stuffing and postage.

A62. FWC would provide or pay for the printing of any marketing materials.

Q63. FWC requires one license printer but makes reference to printing both license and receipt output (except in BSR 6, 8). Other projects have eliminated automatically producing a copy of all items, opting to print another durable document (POS) if a copy document is required for special items. This way the state can increase customer security, achieve greater cost effectiveness (more durable stock per roll) and support environmental waste directives. Is it acceptable to bid a solution that does not provide a copy of every item printed but meets other print/stock requirements?

A63. No, but it is an item that can be discussed with selected respondents during negotiations.

Q64. Please clarify when this decision occurs. It references “vendor” implying these options are presented to FWC after award, yet bidders’ cost estimates must assume a stock type and design in order to provide pricing in response.

A64. Provide the different options requested and different price sheets for each if needed as part of the response to this ITN.

Q65. Please clarify how these minimum hours correlate to BSR 21 that requires 24 hrs/day for phone sales and agent support and Performance Measure D1.

A65. BSR 21 is referring to license and permit sales to customers, BSR 82 is referring to agents ordering supplies.

Q66. Please explain if “attach copies” is an instruction to bidders or if FWC is to provide copies of critical reports to bidders.

A66. This is being correct to refer you the new Appendix F Reports.

Q67. Please clarify “at no additional cost to FWC or agents for the life of the contract.”

Does “no additional cost” refer only to the one set of equipment provided per agent location, since it appears pricing allows vendor to charge for additional units?

A67. This includes all the equipment sets and printers up to the maximum agreed to in the contract resulting from this ITN no matter how FWC places them.

Q68. If during the contract FWC allows additional agents to participate in numbers that exceed the number of agents agreed upon for implementation, how will vendor be compensated for the standard equipment and support provided to each agent location?

A68. FWC plans to manage agents within the limits of the equipment sets and printers agreed to in the contract resulting from this ITN.

Q69. The Comment implies that FWC’s change management procedure would be provided. Please clarify.

A69. See the amendment to BSR 136

Q70. Please clarify the comment “Request respondents to provide their life cycle methodology.” Are bidders to include this, and if so, where in proposal?

A70. Yes, describe it in your response.

Q71. Please instruct bidders where the requirements traceability is to be included in proposal.

A71. Describe it in your response

Q72. Considering these damages for non-performance, and the historic ineffectiveness of performance bonds compared to the additional cost (ultimately borne by the client), please consider eliminating or reducing the performance bond?

A72. This requirement has been reviewed by FWC and remains unchanged.

Q73. On what basis was the amount of the performance bond determined, since the vendor does not hold state revenue (except for the weekly sales as agent for phone/Internet sales)?

A73. The level set for the bond was based on three primary items: 1. the loss of revenue to the State if the services are not performed, 2. the effect on our customers if the services are not performed and 3. The amount of the State's money held by the vendor (currently averages \$250,000 per week).

Q74. If bidder wishes to recommend a different 2012 delivery date in order to better achieve FWC goals, requirements and offer the best value to the State, does FWC have any recommendations on acceptable alternate dates (i.e. to avoid certain peaks, known conflicts, FWC budget cycle, etc.)?

A74. FWC's current contract ending date and extension dates end on September 30.

Q75. As a Level 1 Service Provider that undergoes an annual onsite review by a QSA, we do not complete an SAQ. The QSA completes a Report on Compliance (ROC) and Attestation of Compliance (AOC). In other projects the AOC is shared with the client to meet requirements. Is this acceptable to FWC?

A75. Exhibit 1 D. 4. Will be amended to also except the AOC report.

Q76. The timing of delivery of any results/reports rests with the QSA, and in our experience takes as much as 6 weeks. Although we can make a request of the QSA regarding the timeframe, it is not within vendor's control. Please consider altering the requirement to take into account only what is within vendor's ability to control.

A76. Exhibit 1 D. 4. Will be amended to allow 2 months

Q77. Please clarify if you require scanning on a monthly basis since the required PCI DSS certification only calls for quarterly scanning. Per NF-28, quarterly certification would meet standards, without monthly action.

A77. Exhibit 1 D. 5. will be amended to read quarterly

Q78. Does a SAS 70 level 1 meet requirement?

A78. Yes, but the Type II would be more beneficial to us, as it includes the additional step of reviewing the effectiveness of the tested controls.

Q79. What are the required hours of operation for the call center for Telephone Sales, Customer Support and Agent Support?

A79. 24 hours a day, 7 days a week, 365 days a year

Q80. Besides providing an Internet Browser configuration, what "programming" does FWC expect will be required at Tax Collectors or other retail locations?

A80. None, other than what is described in the answer to 3 below.

Q81. Is there a requirement to interface with any systems other than the vendor's provided licensing system?

A81. Appendix F 146 states "The application shall include functionality for Tax Collector offices which provides Tax Collector using specific cashiering systems the capability of exporting a sales file from the Total Licensing System to upload to the Tax Collector cashiering system."

Q82. What type of language is the current database written in (i.e. SQL or other)?

A82. DB2

Q83. And what formats can the database files be saved in (i.e. .txt or .csv or other)

A83. This will be determined between the selected vender, FWC and the current vender

Q84. Please clarify the scope of vendor's telecommunications services and responsibilities for agents with POS devices and retailers. Will agents and retailers provide their own connections or will this be a vendor responsibility/expense?

A84. The agent is responsible for its telephone line into the location and/or its internet connection. If the vendor is offering a non internet solution the cost of the call is the responsibility of the vendor.

Q85. Please provide information around average call durations, total call handling times, and daily/monthly distributions for: License sales calls, POS Agent support calls, Web POS Agent support calls, Customer support calls

A85. See documents: Daily Call Center Volume; November 2010 License Sales Call Center; November 2010 POS Agent Help Call Center; November 2010 Web-POS Agent Help Call Center

Q86. What is the approved budget for this project?

A86. We do not have a separate line item in our budget for this project. FWC paid the current TLS vendor in FY09/10- \$1,929,217.10; in FY08/09- \$1,829,688.90, and in FY07/08- \$1,964,450.40. This does not represent the total compensation the vendor received only that portion paid by FWC. Customers pay the convenience fee for telephone and internet sales directly to the vendor.

Q87. Please provide breakdown of budget allocated for hardware, software application, software licenses, services, and for any other service or licenses/product.

A87. There is no further break down of the budget. FWC pays a \$0.90 fee to the Vendor per license or permit issued under the current contract. Customers pay an additional \$3.25 plus 2.5% of the total cost (convenience/fulfillment fee) to the Vender under the current contract for telephone sales, and customers pay an additional \$2.25 plus 2.5% of the total cost (convenience/fulfillment fee) to the Vender under the current contract for internet sales. FWC pays \$175 per hour for additional programming not already covered in the current contract (first 150 hour per year are covered in the contract at no cost). This represents all payments to the current vendor.

Q88. Is there a selection committee for this project? If yes, who are the members of the selection committee?

A88. Yes, there will be a selection committee, the members of which have not been finalized at this time.

Q89. How would you define the success criteria? And what are the five top success factors?

A89. The required and desired elements of the requested services are provided in the ITN.

Q90. Do you adhere to specific change control methodologies/disciplines/frameworks? If yes, can you provide a copy of the methodology or appropriate documents?

A90. No, but it is required that the successful vendor does have a change control methodology that it is fully described in the response to the ITN.

Q91. Did any outside firm or vendor provide any assistance in developing the content for this ITN? If yes, what is the name of that firm/vendor?

A91. Yes, a third party, KPMG, who as a condition of this engagements cannot bid in response to this ITN, prepared Appendix A thru D for us.

Q92. Please provide a list of the vendors that submitted questions.

A92. The Active Network; AAJ Technologies; Verizon Business; Information Systems of Florida Inc.; Green and Gentry CPAs; Systems Consultants; Dell Services; and Wipro Technologies

Q93. Please provide a breakdown of the incumbent vendors pricing in relation to attachment 2 (Cost Sheet).
a. If the incumbent vendor did not use this pricing structure will submissions to this ITN be forced to follow the provided cost sheet?

b. If the incumbent vendor did not use the provided cost sheet for the pricing structure please provide a breakdown of the incumbent vendors pricing structure.

A93. For the price structure of the current contract see the TLS Contract Exhibit F document; this price structure is not consistent with the price structure that is required in the response to this ITN. The required price structure for this ITN is shown in Attachment 2.

Q94. Is there a cap that FWC is imposing on vendors for the per transaction fee? If not is there an amount FWC would prefer to stay under?

A94. FWC is looking for the best level of services at the lowest cost.

Q95. 9. What is the current Vendor Fee (per license/permit/applications) and Total dollars for 08-09 and 09-10 paid to the Vendor?

A95. See answers to numbers 1 and 7 above. FWC paid the current TLS vendor in FY09/10- \$1,929,217.10; in FY08/09- \$1,829,688.90, and in FY07/08- \$1,964,450.40. This does not represent the total compensation the vendor received only that portion paid by FWC. Customers pay the convenience fee for telephone and internet sales directly to the vendor.

Q96. What is the current Vendor Fee (per license/permit/applications) and Total dollars for 08-09 and 09-10 paid to the Vendor?

A96. SEE ANSWER 95 above.

Q97. Once the application is built who will own the software? Will it be the state of Florida or the vendor?

a. If FWC owns the software will there be any restrictions imposed by FWC or the State of Florida that will prohibit the vendor from selling the application to other states?

A97. While the State of Florida will require that source code be escrowed, it is not a requirement that the source code be owned by the State. FWC is asking that the successful vendor provide services that provide the functionality described in the ITN.

Q98. In our review of the RFP it is our understanding that the Commission will be paying the vendor after the implementation of the project on per transaction basis. Is there any advance payment made to the selected vendor?

A98. FWC has advertised an Invitation To Negotiate (ITN) not a Request For Proposal (RFP). It is correct that the Commission will be paying the vendor on a per transaction basis, after the implementation of the project. No advance payments will be made.

Q99. On page 42 of the ITN document costs for 300-600 equipment sets has been requested by the Commission. It is our assumption that any equipment sets over 600 and over 500 license printers will be the same as quoted in the 501-600 equipment sets?

A99. Yes, but it is FWC's intention to manage within its contracted allocations.

Q100. Our assumption is that when the contractor serves as the agent for phone and internet sales, the contractor will charge contractor fee as well as agent fee from the transaction. Please confirm.

A100. No, the vendor gets the Convenience fee per transaction and the vendor transaction fee as listed in Attachment 2, not the Agent fee.

Q101. Line 1 (POS and PC, Issuance) – Please explain the breakout for the equipment set ranges and the relationship to the license printer counts.

A101. As stated in the ITN, some retailers (Tax Collector's Offices and Wal-Mart's) currently provide their own equipment (PC's) to run the TLS and it is anticipated that they will continue to do so and that other retailers may also wish to use their own equipment to reduce space requirements. Therefore, the vendor does not need to provide *all* retailers with a complete set of equipment as some will only need a license printer.

Q102. Should there be a Cost category for printing paper supplies or is this expected to be covered under a different cost category?

A102. No, all costs should be included in the categories listed in Attachment 2.

Q103. Is there any significance for treating Printers and POS Terminals (lines 5 and 6 of the Cost Sheet) as “Additional”? Are the initial 800 POS terminals expected to be covered by Line 6 or is this Line only for any POS Terminals above the initial 800?

A103. This is a cost to be paid by the Agent if they wish to have more than the one equipment set or printer provided by FWC and FWC has not approved the additional equipment set or printer under its allocation of equipment sets or printers.

Q104. Exhibits 2 and 3 - Please explain the difference in total permit transactions between the 2 reports for both the 08-09 and 09-10 time periods?

A104. Exhibit 2 lists all the licenses, permits, applications, and donations processed thru the TLS for those two fiscal years. Exhibit 3 shows the number of transactions (using the definition of transaction in the ITN) by agent class and total that generated those items listed in Exhibit 2.

Q105. Financial Documentation - For a privately held corporation, do the unaudited financial statements required to be “Reviewed” financial statements from an outside CPA firm or will internal accounting financial documentation sufficient to provide the same information as contained in an audited statement be sufficient?

A105. Financial statement review must be performed by an outside (Independent) CPA firm.

Q106. Letter B. Scoring on page 16 – Please define “Organizational Structure” as it relates to how a company will be evaluated.

A106. Organizational Structure is listed as 1. d. on page 16 of the ITN. As used there this means type of legal entity, its legal relationships to other entities, and its high level organizational chart of the unit primarily providing the services requested under this ITN and its relationships to other units of the organization.

Q107. Support – Identify the type and duration of support required.

A107. If this is referring to 2. E. Production Services on page 17 of the ITN, these are provided in the Scope of Work and Appendix A thru D. These services would be provided for the length of the contract resulting from this ITN.

Q108. Short List/Negotiations – Is there a limit to the number of people that can attend the oral presentations?

A108. No, but, negotiations aren’t open to the public, only vendor staff who can discuss the project in detail and who can make on the spot decisions on behalf of the vendor should be in attendance.

Q109. Are the dollar amounts listed in the damages listed on Exhibit 1 negotiable?

A109. Yes, this is an ITN but, in exchange for additional services and/or lower pricing while continuing to protect the interest of FWC and its customers.

Q110. Performance Measure: The Vendor shall obtain express, written Department approval in advance of using any Customer’s financial or Customer Profile information outside of the normal workings of RLIS. – Define “Outside the normal workings of RLIS”

A110. All data in any system resulting from this ITN is solely owned by FWC, therefore any use of a Customer’s financial or Customer Profile information by the vendor not needed to process a sales transaction, issue a license or permit or provide to FWC the reports and functionality requested in this ITN is expressly not allowed unless prior written approval by FWC is obtained by the vendor.

Q111. Performance Measure: The Vendor shall comply with and document compliance with the Minimum Accounting Requirements, according to generally accepted accounting principles. – Please define what is required to meet this standard.

A110. “Minimum Accounting Requirements” are that financial information must be assembled and reported objectively. Third-parties who must rely on such information have a right to be assured that the data are free from bias and inconsistency. For this reason, financial accounting relies on certain standards or guides that are called "Generally Accepted Accounting Principles" (GAAP).

Vendor must comply with and document compliance with GAAP below:

- **Principle of regularity:** Regularity can be defined as conformity to enforced rules and laws.

- **Principle of consistency:** This principle states that when a business has once fixed a method for the accounting treatment of an item, it will enter all similar items that follow in exactly the same way.
- **Principle of sincerity:** According to this principle, the accounting unit should reflect in good faith the reality of the company's financial status.
- **Principle of the permanence of methods:** This principle aims at allowing the coherence and comparison of the financial information published by the company.
- **Principle of non-compensation:** One should show the full details of the financial information and not seek to compensate a debt with an asset, revenue with an expense, etc.
- **Principle of prudence:** This principle aims at showing the reality "as is": one should not try to make things look prettier than they are. Typically, revenue should be recorded only when it is *certain* and a provision should be entered for an expense which is *probable*.
- **Principle of continuity:** When stating financial information, one should assume that the business will not be interrupted. This principle mitigates the principle of prudence: assets do not have to be accounted at their disposable value, but it is accepted that they are at their historical value.
- **Principle of periodicity:** Each accounting entry should be allocated to a given period, and split accordingly if it covers several periods.
- **Principle of Full Disclosure/Materiality:** All information and values pertaining to the financial position of a business must be disclosed in the records.
- **Principle of Utmost Good Faith:** All the information regarding the contract activities should be disclosed.

Q111. Performance Measure: The Vendor shall procure, at its own expense, an annual financial audit and Attestation Engagement of the Financial Report, including a SAS 70 report, conducted by an independent Certified Public Accountant (CPA). The Vendor shall use commercially reasonable efforts to cause such audit to be completed by April 30th of the following year. The Vendor shall provide, at The Vendor's expense, an audit due within ninety (90) days of the end of the Agreement. – Is this required for non-public firms?

A111. Yes, it is required for non-public firms.

Q112. Invoicing Page 24 – Can invoices be emailed or is hard copy required?

A112. The contract manager (CM) makes the decision on receiving emailed or hard copy since the invoice is sent to the CM for approval prior to submission to Accounting. Accounting will accept either.

Q113. Who is the current vendor?

A113. The Active Network, Inc. Active Outdoors

Q114. Can their existing system be enhanced to meet your requirements or are you looking for an entirely new system?

A114. No, as stated on page 31 of the ITN "The services provided through the currently contracted vendor to issue recreational fishing and hunting licenses and permits are commonly referred to as the Total Licensing System (TLS). FWC has determined that the TLS no longer meets the needs of the Commission or its customers and cannot meet the Commission's anticipated needs for the future. Therefore, the Commission is entering into this ITN process for a replacement contract to provide all the necessary services for issuing recreational fishing and hunting licenses and permits according to the evolving needs of the Commission and its customers."

Q115. Page 32 – Provide examples of marketing opportunities you would like to see the system assist with.

A115. See the FWC RLIS Marketing Ideas Document.

Q116. Page 41 – What type of training are you looking for the license agents?

A116. Training that provides them with information on the major functionality of the system, how to use it, how to use the Help functions and/or where to get help, and an overview of other minor functionality.

Q117. Will online tutorial or user guides meet the requirements?

A117. Yes, if it meets the criteria above, but for POS agents you cannot assume that they have access to any equipment, except a telephone, other than the equipment that you provided them.

Q118. How about online interactive webinars?

A118. Yes, if it meets the criteria above, but for POS agents you cannot assume that they have access to any equipment, except a telephone, other than the equipment that you provided them.

Q119. In the Scope of Work section of the ITN document there are Proposed Changes to the TLS application. Will the selected vendor develop a new application or upgrade the existing TLS application?

A119. The current TLS services are provided by a third party. FWC does not own or operate this software; therefore, there is no FWC software that can be updated. What is listed as proposed changes is functionality that was not available at the time this portion of the ITN was put together and was in the process of being added or that FWC plans to have added before the end of the current contract and before processes resulting from this ITN are implemented, or for the implementation of the system and processes resulting from this ITN.

Q120. What is the technology being used by the current TLS application?

A120. This is unknown in most part to FWC and is mostly irrelevant as FWC asked for services in its current contract and is asking for services in this ITN, other than being able to evaluate the probability of those services being delivered adequately. Also, remember that FWC has stated that the current TLS does not meet its needs; therefore, it is not necessarily a good model.

Q121. Does the Commission have any tools and technologies preferences for the application?

A121. No, although the FWC staff is most familiar with SQL Server and Oracle databases.

Q122. What is the current systems architecture provided by the current vendor?

A122. This is unknown in most part to FWC and is mostly irrelevant as FWC asked for services in its current contract and is asking for services in this ITN, other than being able to evaluate the probability of those services being delivered adequately. Also, remember that FWC does not believe that the current TLS meets its needs; therefore, it is not necessarily a good model.

Q123. On page 41 under Testing it is stated that Contractor shall also provide an integrated test facility that is available to FWC staff? Will the FWC staff conduct UAT on Vendor's testing facility or a Virtual access to FWC staff will be sufficient?

A123. Virtual access to FWC staff will be sufficient, but we are requesting a separate area from the vendor's test area.

Q124. Is there any FWC preference as to where the hardware (application servers and database servers) will be hosted i.e. Contractor location or FWC location?

A124. FWC requires a totally outsourced solution. FWC will be housing none of the vendor's equipment. As stated in the ITN *"The computers and storage devices use for the RLIS must be located in and managed from the United States of America."*

Q125. What kind of mobile devices are expected to be compatible with the new software?

A125. Smart Phones, you tell us what you are providing in your proposal.

Q126. What kind of analog POS terminals are currently in use?

A126. VeriFone OMNI 3300, remember that FWC does not believe that the current TLS meets its needs; therefore, it is not necessarily a good model for responses to this ITN.

Q127. What are the other integration points (internal as well as external) besides Bank Of America?

A127. External: Monthly file from DHSMV; Internal: Most interfaces and all web interfaces to FWC systems are between the FWC System and the replicated data base and are the responsibility of FWC, there are data down loads for Alligator, for FWC to generate permits and assign tags and for Recreational Use type limited entry hunts, for FWC to generate invoices. FWC will be exploring the possibility of adding an interface with the Florida Dept. of Revenue, Child Support Enforcement for add/delete of Child Support revocations.

Q128. The Commission plans to have the new system implemented before June 30, 2012. Has the Commission in its survey of the market evaluated Off the Shelf (COTS) solutions or the Commission expects to have a customized solution developed before June 30, 2012?

A128. FWC is asking for a set of services to be delivered by the vendor. It is the vendor's responsibility to determine how it can best deliver those services and explain what and how they are delivering those services in the response to the ITN.

Q129. What are the maximum number of concurrent users at a given time?

A129. Tell us what you are planning on supporting, for a first-come, first-serve limited entry event there

could potentially be 5,000 or more people attempting to access the system.

Q130. How many transactions are being processed each year through the current system? Exhibit 3 'Transactions by Year' states total of 1,650,051 total transactions for the year.

A130. As defined by this ITN Exhibit 3 reflects transactions processed.

Q131. Are these transactions processed through the system or some of them are manual transactions?

A131. No manual transactions are processed outside of the system.

Q132. Which browsers are currently supported by TLS application?

A132. Internet Explorer

Q133. Which browsers are expected to be supported by the new application?

A133. See Appendix B, NF 22. We would anticipate Internet Explorer, Foxfire and Chrome.

Q134. Our understanding from the RFP is that the existing 450 analog POS terminals will be replaced by new ones which will also be programmed by the selected contractor. On the other hand the existing Web POS (computers) at Tax Collector Offices and Wal-Mart locations (around 500) need only to be re-programmed by the new contractor (page 40); the computers do not require replacement. Please confirm.

A134. PC's are owned by the agents and will not be replaced by this ITN.

Q135. What is the specifications of computers located at Tax Collector Offices and Wal-Mart that do require re-programming only?

A135. Windows XP

Q136. Is FWC open to leasing options?

A136. The Cost Sheet in Attachment 2 must be completed for a response to the ITN to be accepted. Additional alternative pricing may be offered. FWC is wanting to contract for services; therefore, it will not have any direct relationship with any of the equipment necessary to perform those services.

Q137. What are the hours of support or service/help desk?

A137. 24 hours a day, 7 days a week, 365 days a year

Q138. How many support calls are made and what is the breakdown of high, medium, low severity level?

A138. 2,358 support calls were made in November, 2010

Q139. What is the number of seats in the current Call Center setup?

A139. FWC does not run the call center the current third party TLS vendor does. We contract for services not number of seats.

Q140. How many concurrent users are anticipated during normal business hours?

A140. All retailers or customers that attempt to perform a transaction should be able to access the system. Tell us what you are proposing.

Q141. How many concurrent users are anticipated during peak business hours, please consider all customers, agents and FWC users?

A141. For a first-come, first-serve limited entry event there could potentially be 5,000 or more people attempting to access the system.

Q142. For limited entry hunt First Come First Serve (FCFS) permit sales what is the approximate volume of users accessing the system?

A142. For a first-come, first-serve limited entry event there could potentially be 5,000 or more people attempting to access the system.

Q143. Is it true that all related license types (i.e. limited entry hunt) use a common data element groups from "Appendix C Attributes"; it is sort of a template that is common to all related license types?

A143. Attachment C provides the types of information (data fields) used in the TLS to provide the services it provides (also see TLS Replicated Database Data Dictionary document) and are anticipated to be needed to provide the services required for RLIS. Not all data field would be populated for all license types, but could be variable based of the business rules.

Q144. Ad-hoc data elements are scalar in nature and have no dependencies (i.e. grouping, cascade behavior) and no business rule associated. Ad-hoc attributes are used to capture additional information about licenses and permits.

A144. Ad-hoc data elements are those that apply to a small number of licenses or permits (most times one). Examples include tarpon tag #, airboat license #, etc.

Q145. For limited entry hunts, will user have to pay permit fee in addition to application fee?

A145. Several different scenarios are possible, from the customer paying no fees to the customers paying for both, see Appendix E for current options.

Q146. Please explain the phase process for limited entry hunts, is each phase considered a separate license/permit or all phases count toward one license or permit?

A146. Phases are used to control the method of distribution (random drawing; first-come, first-served) and the business rules related to who, how, and number of times you can apply. See Appendix E for current options.

Q147. Please explain the following requirement.

F 28. The system shall allow FWC to manually initiate a previously-defined random drawing.

A147. For a random drawing phase at the end of the application period FWC will interactively set a parameter for when the random drawing will run or will interactively start the random draw at a time of its choosing.

Q148. For FCFS limited entry hunts, when customer is allowed to book a slot in available quota, on application initiation or completion of the application?

A148. On application initiation.

Q149. If FCFS process will book the customer slot on application completion, is it ok to notify in flight (logged on, applying for the same permit) customers that quota limit has been reached.

A149. Yes, but see answer to 9 above.

Q150. What level of automation is required for following business rules?

F 50, Back Office, Administrative, Execute Limited Entry Hunt, For hunts that have Antlerless Deer endorsement, winning a license in the random drawing automatically enters the customer into the limited entry hunt random drawing for Antlerless Deer Permit.

A150. Total automation, except that FWC will interactively set a parameter for when the random drawing will run or will interactively start the random draw at a time of its choosing.

Q151. F 51, Back Office, Administrative, Execute Limited Entry Hunt, For alligator tags, the application shall perform a random drawing for the available tags. For those successful customers who do not already possess a Nuisance and Private Lands Alligator License, the application will post a "authorization to purchase" an alligator license on the customers' accounts. The Alligator License must be purchased prior to or in the same transaction as purchasing the tags.

A151. Total automation, except that FWC will interactively set a parameter for when the random drawing will run or will interactively start the random draw at a time of its choosing.

Q152. F 94, All Channels, License Sales, The application must allow for customers to be classified as exempt from certain qualifying requirements for specific licenses and permits.

A152. In some cases a customer must have a qualifying license or permit unless they are exempt from having that license or permit; an example would be in order to apply for a particular limited entry permit you must have a management area permit – but some people are exempt from having to purchase management area permits.

Q153. Is there an associated fee for void and reversal transaction that will be paid to the vendor and agent?

A153. No

Q154. Is fee distribution required for replacement transaction (agent, vendor) or have different fee structure for state residents or non-residents?

A154. Yes, distribution is required for the cost charged for the replacement (\$2, \$10 for lifetime). No, there is

no difference in the cost charged for state residents or non-residents.

Q155. EFT, Driver's license lookup and postage fees will be charged to FWC or to the customer as convenience fee.

A155. Convenience fees are charged to the customer, not FWC. There are no additional fees paid to the vendor other than those on Attachment 2.

Q156. Are field level permissions required for CRUD operations or just for information visibility?

A156. Create, Read, Update and Delete (CRUD) permissions can be at the field or screen level.

Q157. Are worksheets available for normal hunts and fishing permits?

A157. No

Q158. Which database platform is preferred for reporting database?

A158. FWC staff is most familiar with SQL Server, but any major database is acceptable.

Q159. Can you please share the list of reports or number of reports specific to each category i.e. operational, financial, administrative, license sale, performance, auditing, tracking etc?

A159. The minimum types of reporting are listed in Appendix F Reports.

Q160. It is assumed that complete address validation is required for US based addresses only, please confirm?

A160. Yes

Q161. After the project is awarded, can selected vendor have access to existing UAT database and source code?

A161. No, the User Acceptance Testing (UAT) data base and current source code is not owned by FWC. Also, remember that FWC does not believe that the current TLS meets its needs; therefore, it is not necessarily a good model for RLIS.

Q162. Can vendor conduct virtual/online trainings?

A162. Yes, if the training provides information on the major functionality of the system, how to use it, how to use the Help functions and/or where to get help, and an overview of other minor functionality. But you cannot assume that a POS agent has access to any equipment other than a telephone and the equipment that have provided them.

Q163. How many account reconciliation reports are required in the system?

A163. The minimum types of reporting are listed in Appendix F Reports.

Q164. Will FWC provide approved marketing insert material?

A163. Yes, if used.

Q165. ITN+FWC+10_11_26.pdf-pg 38-FWC has determined that the TLS no longer meets the needs of the Commission or its customers and cannot meet the Commission's anticipated needs for the future. Please clarify.

A165. Statement is clear

Q166. ITN+FWC+10_11_26.pdf-pg 38-- The current system, commonly referred to as the Total Licensing System (TLC), is provided by an outsourced vendor through a contract issued in 2003. Please share the current system's technology stack.

A166. FWC contracts for services and does not have this information. Also remember that FWC does not think that the current system meets its needs; therefore the TLS is not necessarily a good model to base your responses to this ITN on.

Q167. Please share the current system architecture

A167. FWC contracts for services and does not have this information. Also remember that FWC does not think that the current system meets its needs; therefore the TLS is not necessarily a good model to base your responses to this ITN on.

Q168. Please share the current deployment architecture.

A168. FWC contracts for services and does not have this information. Also remember that FWC does not think that the current system meets its needs; therefore the TLS is not necessarily a good model to base your responses to this ITN on.

Q169. Please share the data model of the existing system

A169. FWC contracts for services and does not have this information. Also remember that FWC does not think that the current system meets its needs; therefore the TLS is not necessarily a good model to base your responses to this ITN on. FWC does have a data dictionary for the replicated data base. See the TLS Replicated Data Dictionary document.

Q170. Please let us know the current POS Device that is being used by the agents.

A170. VeriFone Omni 3300; VeriFone 250 Printer; VeriFone Keyboard 100

Q171. "Please clarify if the existing system can be enhanced or the code base could be reused in parts or as a whole"

A171. As stated in the ITN FWC has determined that the TLS no longer meets the needs of the Commission or its customers and cannot meet the Commission's anticipated needs for the future. FWC contracts for services and does not own any of the systems or equipment needed to provide those services.

Q172. "Please let us know the approximate size of the database currently being used."

A172. FWC does not have this information.

Q173. Please let us know if multi language support is required.

A173. No

Q174. Please let us know the level of documentation that exists for the current system.

A174. What FWC has is from the 2003 start up and is very out of date.

Q175. The application shall include Administration Manager and Clerk profiles for Web POS Agents. Please list all the possible roles.

A175. The current roles are Manager, Supervisor, Clerk, Accountant, and Administrator.

Q176. The application shall be able to handle at least 2.3 million licenses and permit sales a year. Please let us know the expected growth in volume.

A176. Unknown, depends on Legislative changes, Rule changes and customer demand in the future

Q177. Please let us know how the business rules are being applied at present. Are they externalized from the application logic?

A177. Both externalized from the application logic and in program logic.

Q178. Please let us know if there is an external business rules engine being used.

A178. No, not to our knowledge

Q179. For reporting, please let us know if a data mart exists. Please clarify if a multi dimensional model DB exists.

A179. Not to our knowledge

Q180. Page 10 of the Invitation to Negotiate (ITN), TERM Section states, “the resulting contract is five (5) years, however, the final term will be determined upon negotiation.” However, page 1 of Exhibit 1, paragraph A.2. Performance Measure reads, “ the vendor shall provide to FWC the full set of completed, tested, and production ready services as defined in the contract resulting from the FLIS ITN on or before June 30, 2012 or the time subsequently agreed to and approved in writing by FWC.” Does the 5-year contract term begin at contract signing or does the 5-year contract term begin when the RLIS system is implemented in production on or before June 30, 2012?

A181. The term of the contract for deterring the five years will start with the start of the delivery of the requested services on October 1, 2012 or the time subsequently agreed to and approved in writing by FWC. June 30 in Exhibit 1, paragraph A.2. Performance Measure is in error and will be changed to October 1.

Q181. Page 11 of the ITN, MAILING INSTRUCTIONS Section says to submit an original hard copy and 7 electronic copies. Page 12 of the ITN, MANDATORY RESPONSE SUBMISSION section states to submit an original hard copy and 7 copies. Are the 7 copies supposed to be paper copies or electronic copies on 7 separate CDs or both?

A181. One hard copy and 7 electronic copies on separate disks are required.

Q182. Page 17, Section 3. Price, paragraph a. states: “At the time of evaluation, the FWC will choose the category of equipment level that will be used for evaluation based on FWC’s best estimates for start-up needs.” What are FWC’s current best estimates for start-up needs? Does FWC have a rollout plan, strategy, or ideas on how they would like to see an RLIS system deployed? If so, please provide the rollout plan, strategy, or thoughts.

A182. We currently have 218 Tax Collector (Web POS) locations; 200 Wal-Mart (Web POS) locations; and 472 POS locations

Q183. Regarding page 23, TERMINATION FOR CONVENIENCE section, if the awarded vendor has made significant investments in the RLIS system and FWC decides to terminate the contract for convenience, how will the vendor payments be determined for capital investment already made by the vendor?

A183. FWC would have no ability to reimburse the vendor for capital investment already made by the vendor. During negotiations FWC could consider options that limit when FWC would terminate for convenience.

Q184. Regarding page 23, same section, will FWC consider expanding the termination for convenience to be bilateral (both FWC and the awarded vendor can terminate for convenience)?

A184. No, we won’t consider bilateral termination for convenience.

Q185. Regarding page 29, DEFINITIONS, what requirements are there for reporting/retaining/making accessible the Harvest Survey or HIP Survey results?

A185. HIP survey data must be retained. FWC must have the ability to run a report of the data the 1st and 3rd Wednesday of each month to submit to US Fish and Wildlife Service.

Q186. In addition, is there a difference between the Harvest Survey and the HIP Survey?

A186. No

Q187. What does HIP stand for in the HIP Survey?

A187. U.S. Fish and Wildlife Migratory Bird Harvest Information Program (HIP)

Q188. Regarding page 30, DEFINITIONS, Transaction, how does the money flow concerning donations received via the RLIS system?

A188. Like any other license or permit purchased. First, money is collected from the customer by the agent, then swept from the agents account weekly and deposited in the State Treasury account, and finally a report

provided by the system is used to move the money that was deposited into the treasury to the correct accounts.

Q189. Page 31, VISION, bullet two, states, “Where retailers are provided small foot print internet capable devices that work well through either a high speed internet or telephone dial up connection, with a size of screen and interface that makes it simple for them to use.” What are the current printer, keyboard, and POS devices being used by Agents (including Tax Collectors, POS Agents, etc.)?

A189. VeriFone Omni 3300; VeriFone 250 Printer; VeriFone Keyboard 100

Q190. Do the current printers, keyboards, and POS devices work well and do they meet the FWC’s vision?

A190. The current equipment does not meet FWC’s vision.

Q191. Regarding page 31, VISION, bullet three, what was the highest level of demand for first-come, first-served (FCFS) limited entry hunts for the past 2 years?

A191. FWC’s highest demand first-come, first-served (FCFS) limited entry hunt has not been done in the past two years since we have had to phase out FCFS (except for leftovers) due to the current system’s inability to concisely perform them without error. Before that time, our highest demand was for the Alligator hunt where 5,000 or more customers could be attempting to get a permit.

Q192. Page 35, 3) County Tax Collectors’ Offices, states, “Licenses and/or permits are printed at the Tax Collector office using the printer, ink, and papers (license stock and receipt paper) provided by the vendor.” Please provide the product name/type of license stock and receipt paper the FWC requires the awarded vendor to use (also referenced in Appendix B, Non-Functional Requirements #110).

A192. Tell us what you are proposing.

Q193. Page 35, Fulfillment section, states, “For some no-cost limited entry permits, the Vendor bulk ships the printed documents to FWC for distribution for customers.” For the past two years, how many times did FWC require the current vendor to bulk ship printed documents to FWC for distribution to customers? On average how many documents were shipped per instance?

A193. The number of vendor bulk shipments to FWC was greatly reduced this year with the implementation of self-printed permits. This past year, the vendor bulk shipped 2 sets of permits that together included approximately 400 printed documents.

Q194. Page 35, same section, states, “The current TLS Vendor does not receive their fees for processing these permits, so the cost of shipping these licenses and permits is absorbed by FWC.” Did the current TLS Vendor receive any fees outside of fulfillment (i.e. taking a phone or internet orders)?

A194. The current vendor only received the per privilege fee for these types of permits.

Q195. What are the average monthly costs in shipping printer supplies for POS terminals at license agent locations, PCs at Tax Collectors, and larger Agent locations?

A195. Unknown by FWC, as the currently contracted third party vender does this as a part of the services provided.

Q196. What is the historical output of printer supplies by the current vendor per month for the last two years?

A196. Unknown by FWC, as the currently contracted third party vender does this as a part of the services provided.

Q196. Does the awarded vendor pay for shipping printer supplies or does the agent location pay for this cost?

A196. Contracted vendor pays all costs to the services provided.

Q197. What is the average amount of printing supplies per month required by a Wal-Mart, a Tax Collector, and an average retailer?

A197. Unknown by FWC, as the currently contracted third party vendor does this as a part of the services provided.

Q198. Page 35, Fulfillment section, states, "In addition, the Vendor ships specific limited entry permits that require additional items or inserts to FWC for distribution." For the past two years, how many times did FWC require the current vendor to ship additional items or inserts to FWC for distribution? On average, how many additional items or inserts were shipped per instance?

A198. You have misunderstood these statements. When FWC needs to add information or tags to a license or permit for it to be valid the vendor does not send the license or permit directly to the customer. The vendor sends these licenses or permits to FWC for FWC to add the tags and/or information and FWC ships to the customer.

Q199. In regards to page 35, same section, can training materials and other documentation for Agents be provided in an electronic format?

A199. At a minimum a Quick Reference must be a printed document. You cannot assume that a POS agent as a computer or any other equipment other than a telephone and the equipment that you provided, therefore if you are proposing electronic training and materials for POS agents it needs to be useable from the equipment you are supplying in response to this ITN.

Q200. Page 35, 4) Retailers section, Web POS Agent paragraph, states, "Web POS Agent – Similar to Tax Collector's Offices..." What is the difference between a Tax Collector's internet-based POS agent interface and the Retailer's internet-based POS Agent? Is there a difference?

A200. There is no difference, other than how some business rules are applied, i.e. Tax Collectors can issue some licenses that other agents can't and the fee structure is different for Tax Collectors than other agents.

Q201. Page 36, Call Center, Agent Support section, states, "...the Vendor sets up the new agent with necessary equipment (e.g., web portal, POS device, keyboard, printer, equipment rack ...)" Can FWC describe the instance in which an equipment rack was needed?

Q201. The VeriFone 100 Keyboard includes an equipment rack

Q202. Regarding page 36, Call Center, Customer Support section, what is the current license reprint fee? Will the awarded vendor be able to charge a license reprint fee? Is the reprint considered a transaction? How does a responding vendor address this in the provided ITN Cost Sheet?

A202. If a customer requests a replacement (reprint) license thru the Call Center the vendor would get the vendor transaction fee paid by FWC and the convenience fee paid by the customer.

Q203. What is the current per-privilege fee the current TLS Vendor is charging for all licenses, permits, and applications that have an associated cost to the customer and for free limited entry permits?

A203. \$0.90

Q204. On page 36, the ITN discusses the fee structure. In the case where the Vendor is the Agent (phone and internet sales), will the awarded vendor be allowed to charge a convenience fee as an Agent and a transaction fee?

A204. Not the agent fee, only the transaction fee and convenience fee

Q205. Page 38, Mandatory Requirements section, states, "...except that a license agent who opts to use their own PC will provide the PC hardware." Page 40, Point of Sale System section, states that 500 license vendors provide their own PC. Are there any other agents that use their own PC?

A205. Not currently.

Q206. Are there instances where the current vendor provided PC hardware? If so, how many agents and was there any additional costs for the agent?

A206. The current vendor does not provide PC's to any agents.

Q207. Regarding page 40, Data Conversion section, what is the current database size? Please provide a copy of the current vendors' ERD/ERM.

A207. The only information that FWC has available to it is related to the replicated data base and we do not know its size. The replicated data base data dictionary can be found at TLS Replicated Database Data Dictionary document (this document may not be completely up to date).

Q208. Regarding page 40, Data Conversion section, who is responsible for extracting data from the current TLS system?

A208. The current vendor.

Q209. Also, will the current vendor be available for questions about the data extraction?

A209. Yes, through FWC.

Q210. Regarding page 40, Data Conversion section, what format will the data be provided for data conversion to the new RLIS system?

A201. That would be based on discussions between the TLS vendor, FWC and the selected RLIS vendor.

Q211. Page 40, System Software section, states the support extends to the reliable and robust systems, file export capabilities for FWC subsystems, and the support of backup operations.

What are the existing FWC subsystems requiring licensing data via TLS file export?

A211. Alligator, Recreational Use Invoicing. Most interfaces and all web interfaces to FWC systems are between the FWC System and the replicated data base and are the responsibility of FWC.

Q212. Page 40, Data Conversion section, states that the contractor will convert all existing data used in the current automated system. Appendix B, Non-Functional Requirements, #76 (NF 76) states the vendor shall migrate data for all licenses and permits in effect for the last 3 years. Does the current TLS have only the last 3 years of data and thus only 3 years of data will be converted?

Please clarify.

A212. At a minimum any customer that has had an active license, permit or revocation in the last three years would have to have all information related to that customer in the data base transferred to keep in compliance with State record retention requirements, it may be easier to just transfer all records.

Q213. Regarding page 41, Training section, are there any restrictions on how training can be conducted (e.g., webinar)?

A213. No, as long as it provides them with information on the major functionality of the system, how to use it, how to use the Help functions and/or where to get help, and an overview of other minor functionality. Keep in mind that, aside from telephone, POS agents may not have access to any equipment other than the equipment that you provide them.

Q214. Regarding page 41, Pilots section, what is the maximum number of vendors who will participate in the pilots?

A214. 100

Q215. Appendix A, Functional Requirements #15 (F15) states, "the system will allow FWC to update the language that prints on the back of licenses printed on standard license stock or on the bottom of self-print licenses." As a point of clarification, does FWC want the ability to change what is printed on the back of

standard license stock and on the bottom of self-print licenses? Is the expectation that the front and back of the license will be printed at time of issuance (i.e. no pre-printed license stock)?

A215. FWC is not requiring that the back of the license stock be printed dynamically, only that FWC be informed in adequate time before the next printing of license stock to be able to change the text printed on the back of the stock. For self-printed licenses, if FWC does not have direct change control of the text, the vendor must be able to quickly change the text at no cost to FWC.

Q216. Appendix A, Functional Requirements #26 (F26) states the system shall allow FWC to define how an awarded license or permit is to be fulfilled. Are the options limited to the following or are there other options the responding vendor should consider?

a. For “Award” limited entry hunts, the license is awarded and posted to the customer account on success in the random drawing.

b. For “Pickup” limited entry hunts, the customer receives an “authorization to purchase” and must pay for and pick up the license from an authorized agent.

A216. While these are two options we currently use, we are looking for a system that is flexible enough to meet the evolving needs of FWC licensing and our customers and stakeholders.

Q217. Appendix A, Functional Requirements #60 (F60), states that a sweep account file is produced to indicate to FWC how much money to pull from what accounts and a distribution file is produced to show how the money should be distributed. Please provide examples of the sweep account file and the distribution file generated by the current TLS system. If the current TLS system does not produce these files, please provide examples of what FWC currently uses in lieu of the sweep account file and distribution file identified in functional requirement #60. If examples cannot be provided, please provide a file layout on what is needed for a sweep account file and distribution file.

A217. A standard formatted NACHA Automated Clearing House (ACH) file is created and sent to the State’s bank (currently Bank of America). A distribution report (see reports) is produced based on the accounting business rules.

Q218. Appendix A, Functional Requirements, #75 (F75) states the application shall include an issue tracking system that allows FWC to input change requests. Does FWC want a separate tracking system that is provided by the awarded vendor or does FWC want to use their existing JIRA system (assuming that the JIRA system is owned by FWC)?

A218. JIRA is owned by the current vendor

Q219. Please list all current interfaces/integration points, including a list of data transferred to/from each agency system (i.e., file layout), which interfaces/integration points are “real-time,” and where established web services exist that the awarded vendor can use.

A219. External: Monthly file from DHSMV, Bank of America ACH file; Internal: Most interfaces and all web interfaces to FWC systems are between the FWC System and the replicated data base and are the responsibility of FWC, there are data down loads for Alligator, for FWC to generate permits and assign tags and for Recreational Use type limited entry hunts, for FWC to generate invoices.

FWC will be exploring the possibility of adding an interface with the Florida Dept. of Revenue, Child Support Enforcement for add/delete of Child Support revocations.

Q220. Are there any interfaces/integration points required to the Florida Department of Highway Safety and Motor Vehicles? If so, please provide file layout.

Q220. Currently following data file is FTPed to the vendor monthly by DHSMV

ELEMENT			ELEM.	DATA ELEMENT NAME
NUMBER	FROM-THRU	SIZE	CHAR.	AND/OR DESCRIPTION
01	01 - 13	13	A/N	DRIVER LICENSE NUMBER

02	14 - 33	20	A/N	LAST NAME
03	34 - 49	16	A/N	FIRST NAME
04	50 - 65	16	A/N	MIDDLE NAME
05	66 - 66	01	A/N	NAME SUFFIX
06	67 - 96	30	A/N	STREET
07	97 - 116	20	A/N	CITY
08	117 - 118	02	A/N	STATE
09	119 - 127	09	A/N	ZIP CODE
10	128 - 135	08	N	DATE OF BIRTH (YYYYMMDD)
11	136 - 136	01	A/N	GENDER
12	137 - 139	03	N	HEIGHT
13	140 - 140	01	A/N	RACE
14	141 - 149	09	A/N	SOCIAL SECURITY NUMBER
15	150 - 150	01	A/N	DL OR MV ADDRESS UPDATE FLAG
16	151 - 151	01	A/N	LICENSE CLASS
17	152 - 152	01	A/N	FLORIDA ONLY INDICATOR
18	153 - 160	08	N	ORIGINAL LICENSE ISSUE DATE
19	161 - 168	08	N	ADDRESS CHANGE DATE (YYYYMMDD)
20	169 - 250	82	A/N	FILLER

Q221. Appendix A, Functional Requirements, #104 (F104) states the application shall allow customers purchasing any 5-year license or permit to receive a hard card-style license or permit for an additional charge. Is the awarded vendor required to fulfill the hard card-style license or permit? If so, will the awarded vendor be allowed to charge a fee for the hard card-style license or permit?

A221. No, FWC will print and fulfill 5-year cards.

Q222. Appendix A, Functional Requirements, #121 (F121) states the Agent Managers will be allowed to order supply kits. Is there a limit to how many supply kits can be ordered per month or per year? Are there any control measures to prevent excessive or abusive “supply kit ordering” other than what is stated in functional requirement #122 (F122)?

A222. No, propose other control measures if needed

Q223. Appendix B, Non-Functional Requirements, #22 (NF 22) states the application shall support browsers being used by at least 99% of internet users as determined by an industry accepted benchmarking authority. What benchmarking authority does FWC use?

A223. Garner. FWC's intent is to have internet portion of the services resulting from this ITN available to all the citizens and visitors to Florida. The details of this will be worked out in the design phase with the selected vendor, but one could anticipate Internet Explorer, Firefox, and Chrome.

Q224. What is the specific pool of browsers with which the RLIS system must be compatible?

A224. Browsers being used by at least 99% of internet users as determined by an industry accepted benchmarking authority. The details of this will be worked out in the design phase with the selected vendor, but one could anticipate Internet Explorer, Firefox, and Chrome.

Q225. For Call Center Staffing purposes please provide for the past year by hour and by day (24 hours per day) the call-center call volume history from the current TLS vendor (Active Outdoors).

A225. See the Daily Call Center Volume document.

Q226. For Call Center Staffing purposes, what have been the peak call-center volume periods for the past year with the current TLS vendor (Active Outdoors)?

A226. See the Daily Call Center Volume document.

Q227. When have these peaks occurred and what has been the call-center volume history (or average) when peaks occur?

A227. See the Daily Call Center Volume document.

Q228. For Call Center Staffing purposes, how many days were considered peak call-center volume days for the current TLS vendor (Active Outdoors)? What was the average call-center volume for these days?

A228. See the Daily Call Center Volume document.

Q229. For Call Center Staffing purposes, how many call-center staff were available during peak call volume periods? Was the amount of call-center staff available enough to meet these peak needs and meet the performance metrics with the current TLS vendor (Active Outdoors)?

A229. FWC does not know the number of seats, as we contract for services not seats. No, the current vendor does not always meet the desired performance.

Q230. For Network planning purposes, please provide for the past year by hour and by day (24 hours per day) the internet-traffic volume history from the current TLS vendor (Active Outdoors).

A230. FWC does not have this information.

Q231. For Network planning purposes, what have been the peak internet-traffic volume periods for the past year with the current TLS vendor (Active Outdoors)? When have these peaks occurred and what has been the internet-traffic volume history (or average) when peaks occur?

A231. FWC does not have this information.

Q232. For Network planning purposes, how many days were considered peak internet-traffic volume days for the current TLS vendor (Active Outdoors)? What was the average internet-traffic volume for these days?

A232. FWC does not have this information.

Q233. For Network planning purposes, what is the existing circuit (bandwidth) being used by the existing vendor (Active Outdoors)?

A233. FWC does not have this information.

Q234. In reference to non-functional requirements #64 to #71 (Appendix B), for the past 2 years, please provide call volume by hour of the day for each service type (POS terminals at license agent locations, PCs at Tax Collectors and larger Agent locations, telephone sales personnel, and internet users) for the TLS system.
A234. FWC does not have this information.

Q235. In reference to non-functional requirements #64 to #71(Appendix B), for the past 2 years, what are the monthly peaks in both internet traffic and telephone traffic for the current TLS system?
A235. FWC does not have this information. Monthly sales data that we do have can be found in the Sales Comparison by Mth and FY document.

Q236. In reference to non-functional requirements #64 to #71(Appendix B), for the past 2 years, what is the monthly volume of license fulfillment for the current TLS system?
A236. FWC does not have this information. Monthly sales data that we do have can be found in the Sales Comparison by Mth and FY document.

Q237. In reference to non-functional requirements #64 to #71(Appendix B), for the past 2 years, what is the monthly distribution of licenses issued via internet sales, telephone sales, county tax collectors' offices, Wal-Mart, and other retailers?
A237. FWC does not have this information. Monthly sales data that we do have can be found in the Sales Comparison by Mth and FY document.

Q238. Non-functional requirement #112 and #113 (Appendix B) states there are peak periods throughout the calendar year. What are the typical monthly peak periods in a given fiscal year?
A238. Monthly sales data that we do have can be found in the Sales Comparison by Mth and FY document.

Q239. Non-functional requirement #116 (NF 116) (Appendix B) states that no single outage will exceed 30 minutes. Non-functional requirement #121 (NF 121) states that the maximum time for any single outage shall be no longer than 5 minutes. These non-functional requirements appear to be in conflict. Please clarify.
A239. #116 (NF 116) (Appendix B) and #121 (NF 121) will be change to read 15 minutes, which is the performance measure.

Q240. In reference to Appendix D, Business Service Requirements #18 and #19, please provide the number of deactivated agents on a yearly and monthly basis for the past 2 years.
A240. Approximately 21 agents were deactivated in the last year.

Q241. In reference to Appendix D, Business Service Requirements #56, what is the staged plan to have the majority of permits set up so that customers can print at purchase rather than have permits shipped after the sale?
A241. By the end of this fiscal year, June 30, 2010 we plan to have this done for limited entry permits.

Q242. Appendix D, Business Service Requirements, #23, #33, and #34 (BSR 23, BSR 33, BSR 34) discussan IVR system for the RLIS system. How is the IVR currently implemented in the TLS system?
Please provide an IVR map that describes the current call flow.
A242. We currently do not have IVR , just a menu

Q243. Appendix D, Business Service Requirements, #37 (BSR 37) states the customer service center agent shall confirm State of Florida residence status when claimed by a customer. What are the parameters within which customer service center agent can confirm (validate) the Florida Driver's License or Florida Identification Card (e.g., interface with Florida's Department of Highway Safety and Motor Vehicles, capture the ID number, etc)? What is the level of expectation in how the customer service center agent confirms Florida residency?

A243. If the customer is in the file provided by DHSMV and meets the business rules for a state resident, they are accepted as a resident.

Q244. Appendix D, Business Service Requirements, #87 (BSR 87) states the vendor shall provide a set of standard reports per FWC's specifications. How many standard reports and what level of complexity are they (high complexity, medium complexity, low complexity)? Please provide specifications if available.

A244. See the new Appendix F Reports

Q245. Appendix D, Business Service Requirements, #97 (BSR 97) states the vendor shall create different views for the replicated reporting database based on FWC needs. How many views are anticipated and what level of complexity will they be (high complexity, medium complexity, low complexity)? If available, please provide specifications on what FWC needs.

A245. Our preference is for the vendor to provide access for FWC to create views in the replicated data base as needed. Or for FWC to be able to provide queries that the vendor can review and use to create views (and necessary indexes) as needed. Below is a list of view type at would be needed:

General Customer/License/Sale view which combines: customer demographic data including name fields, address, gender, ethnicity, DOB, phone, id, residency, email, customer residence county, sale transaction, license type, license year, license description, effective and expiration dates, solicitation indicator, etc.

Internal Customer License/Sale view like above but also including the ssn, driver license, etc.

Sales view(s) - view to help us provide sales data from detail (customer/transaction level) and aggregate level (total sales by time period, license type, license category (annual, resident, non-resident, 5 year, lifetime, limited entry, etc.).

Federal Aid Certification View(s) – view to query data required for Federal Aid Certification reporting.

Other useful views might include: a customer/revocation/license type view, agent view, Charter Boat/Captain view, tag views (tarpon, etc.), hunter safety view, lobster view, view for Southwick that would allow them to access and mine data but restrict specific fields.

Q246. In reference to Appendix D, Business Service Requirement #117 (BSR 117), please provide any current site survey results for determining that each site meets the minimum requirements for installation, location of equipment to be installed, special requirements and conditions at the location, available storage and requirements for security of supplies in the location, and personnel to train.

A246. FWC does not have this information.

Q247. Regarding Attachment 2, Cost Sheet, Line #1, are “equipment sets” equivalent to “POS Configurations”?

A247. Yes

Q248. What is currently included in an “equipment set”? What is currently included in a “POS Configuration”?

A248. VeriFone Omni 3300; VeriFone 250 Printer; VeriFone Keyboard 100 and related wiring and power supplies, and a telephone line splitter.

Q249. How many equipment sets (and/or POS Configurations) will be required for the POS Agents?

A249. Normally each agent is supplied one set. Currently 472 Agent (POS) locations

Q250. How many license printers will be required for the Tax Collector PC Agents?

A250. Normally one per location. Most Tax Collector locations will have multiple clerks and PC's accessing the same shared printer. Currently 200 Wal-Mart (Web POS) locations; 472 Agent (POS) locations.

Q251. What is the current distribution of equipment sets (and/or POS configurations) via Wal-Mart,

Other Retailers, and County Tax Collectors' Offices?

A251. FWC does not have this information as agents can get additional equipment directly thru the vendor. There are currently: 218 Tax Collector (Web POS) locations; 200 Wal-Mart (Web POS) locations; 472 Agent (POS) locations. Normally one per location.

Q252. What is the current distribution of license printers via Wal-Mart, Other Retailers, and County Tax Collectors' Offices?

A252. Typically one per location, however, FWC does not have this information as agents can get additional equipment directly thru the vendor. There are currently: 218 Tax Collector (Web POS) locations; 200 Wal-Mart (Web POS) locations; 472 Agent (POS) locations.

Q253. Attachment 2, Cost Sheet, Line #1 asks for a price per transaction for 300-400 equipment sets and 700 license printers, for 401-500 equipment sets and 600 license printers, and for 501-600 equipment sets and 500 license printers. It appears as the equipment set counts increase (300-400, 401-500, 501-600 respectfully), the license printer counts decrease (700,600,500 respectfully). Why do the license printer counts decrease as the equipment set counts increase?

A253. An equipment set includes a printer.

Q254. Regarding Attachment 2, Cost Sheet, what is FWC currently paying for each type of transaction (POS and PC issuance, telephone issuance, internet issuance without fulfillment, internet issuance with fulfillment)?

A254. \$0.90

Q255. Attachment 2, Cost Sheet, line number 5, Component or Component Group column states "Additional Printers for Tax Collector PC Agents." As a point of clarification, is FWC referring to one component (Tax Collector PC Agent) or a group component (Tax Collector and PC Agent)?

A255. Tax Collector and PC Agent, although none of the current PC Agents (Wal-Mart) have ever gotten an additional printer.

Q256. Regarding Attachment 2, Cost Sheet, do the POS Agents and Tax Collector PC Agents enter into a contract for the POS Configurations and Printers with FWC or with the awarded vendor? In other words, are lease agreements passed through FWC or are they direct with the awarded vendor? Business Service Requirement #7 (Appendix D) leads us to believe that the initial contract is with FWC and additional POS Configurations and Printers are contracted with the awarded vendor. Please clarify/verify.

A256. For equipment sets and printers supplied to agents by FWC (normally one) it is thru a contact between the agent and FWC, if the agent wants additional equipment sets or printers above those provided thru FWC that is handled by a contract between the agent and the vendor.

Q257. Regarding Attachment 2, Cost Sheet, what are Tax Collector PC Agents currently paying for additional printers per 3 month, 6 month, 12 month, and 60 month contracts?

A257. Agents currently pay \$150 for each additional printer, plus a \$90 per year per printer maintenance agreement.

Q258. Regarding Attachment 2, Cost Sheet, what are POS Agents currently paying for additional POS configurations per 3 month, 6 month, 12 month, and 60 month contracts?

A258. See answer to 72.

Q259. Regarding Attachment 2, Cost Sheet, what are the scenarios where an internet issuance without fulfillment will occur?

A259. When a customer purchases a self-print license or permit over the internet and prints the license or permit on their own (the customer's) printer.

Q260. Will the awarded vendor be able to charge an issuance fee for limited entry permits that are free to the customer?

A260. Not a convenience fee to the customer, but FWC will pay the transaction fee to the vendor.

Q261. Exhibit 1, Performance Measures, page 3, section E, performance measure 1 states, "The Vendor shall maintain a telephone call service factor of sixty percent (i.e., 60% of calls answered in less than 60 seconds), on average, over any calendar day. Business Service Requirement #23 (BSR 23) (Appendix D) states, "The Customer Service Center Representative shall respond to all incoming calls in a timely manner: 80% of calls shall be answered in 2 minutes and 100% of calls shall be answered within 5 minutes after the customer is finished listening to the introductory messages and going through the IVR system." The performance measures and BSR 23 appear to be in conflict. Performance measure 1 allows up to 60 seconds for a call to be answered but BSR 23 says that 80% of calls shall be answered in 2 minutes and 100% of calls shall be answered in 5 minutes. Please provide further clarification.

A261. The two are not in conflict. 60% of calls shall be answered in less than 60 seconds, 80% of calls shall be answered in 2 minutes, and 100% of calls shall be answered within 5 minutes after the customer is finished listening to the introductory messages and going through the menu system.

Q262. Exhibit 1, Performance Measures, page 3, section E, performance measure 1 states, "The Vendor shall maintain a telephone call service factor of sixty percent (i.e., 60% of calls answered in less than 60 seconds), on average, over any calendar day. In the same section, performance measure 3 states, "The Vendor shall ensure that the average Call Abandoned Rate does not exceed ten percent (10%) of calls handled in any calendar day. Call Abandoned for this purpose will be calculated on calls abandoned after 30 seconds." These two performance measures appear to be in conflict. Performance measure 1 allows up to 60 seconds for a call to be answered but performance measure 2 calculates call abandonment after 30 seconds, which is 30 seconds earlier than the allowed time to answer a call (60 seconds). Should call abandonment be calculated on calls abandoned after 60 seconds (per performance metric 1)? Please provide further clarification.

A262. Calls abandoned before 30 seconds are considered as the person calling called the wrong number and are not a reflection on the performance of the vendor.

Q263. Exhibit 2, Licenses and Permits Issues, states that for fiscal year 2009-2010 2,367,343 licenses were sold. Exhibit 3, Transactions by Year, says that 1,650,051 unique sales transactions occurred in fiscal year 2009-2010. For fiscal year 2009-2010, were there issuance fees from Active Outdoors for 2,367,343 licenses or issuance fees for 1,650,051 unique sales transactions?

A263. The current contract pays the vendor on a per privilege basis. The RLIS contract will pay on a per transaction basis. Exhibit 2 lists all the privileges, HIP surveys, applications and donations processed. No cost applications, HIP surveys, and donations do not generate a fee to the vendor.

Q264. For this ITN, will the awarded vendor be allowed to charge issuance fees for licenses sold or only for unique sales transactions?

A264. The RLIS contract will pay on a per transaction fee basis.

Q265. What is the level of involvement desired by FWC for this project? How many hours per month will FWC staff be available before go-live on or before June 30, 2012 and after go-live on or before June 30, 2012?

A265. FWC staff will provide the level of support needed for the vendor to collect information for the vendor to develop the system design, review and approve the design documents, and provide the final customer assurance testing. The proposer should include the level of FWC participation that they require in their proposed Project Plan.

Q266. Does the current TLS vendor own all the POS systems that were distributed for the TLS system?

A266. Yes

Q267. Do the POS devices need to be new or can they be refurbished?

A267. They need to function correctly when installed and continue to do so for the life of the contract or be replaced at the vendor's expense promptly.

Q268. Does sales support need to be in English only or is Spanish and Haitian Creole also required?

A268. Only English is required.

Q269. Which limited license hunts will be first-come first-served? Which will be random drawings? When do they occur? What is the expectation of these hunts being served by live operators?

A269. See Appendix E the answers to these questions are contained within it. None are handled thru the call center.

Q270. Does the report database need to be updated in real time or batch (daily)?

A270. batch (daily)

Q271. What non-disclosure statements does FWC or the State of Florida currently have with the existing vendor that will potentially impact this project?

A271. FWC has no non-disclosure statements with the current vendor, but the current contract is for services and FWC does not own the underlying systems and/or process that the vendor uses to provide those services; therefore, the current vendor does not necessarily have to provide any information to FWC that is not needed for the normal operations of the contract.