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# Appendices

## Overview of Appendices

### A: Item Attributes

This table provides various examples of the complex item level specific attributes required for item setup. This list is not intended to be all-encompassing

### B: Business Service Requirements

Contains the framework for the needs of the solution.

### C: Item Catalog

Contains items active in the current systems. The list is not intended to be all-encompassing.

### D: Definitions/Glossary of Terms

Describes the meaning of selected terms used throughout this document to provide clarity to the solution's needs.

### E: Equipment Currently Issued

Describes current equipment options offered to License Agents and Tax Collectors.

### F: Fulfillment Matrix

Contains two (2) tables showing fulfillment and issuance methods. Table 1 lists current license stock and quantities issues in the last fiscal year. Table 2 lists current issuance methods available and quantity of items issued through those methods in the last fiscal year.

### G: Geographical Information for Current License Agents and Tax Collectors

Displays the location of current License Agents and Tax Collectors across the state.

### H: High-Level Reporting Needs

Contains a list of reporting needs. The list is not intended to be all -encompassing.

### I: Identified Requirements for Federal Reporting

Provides the context for some specific reporting requirements needed to accommodate file transfers to third parties.

### J: Joint Customer Contact Center

Contains a summary of all customer contact center statistics for the Commission's Office of Licensing and Permitting (OLP), and the current contractor, including both telephone sales and IVR sales, from July 1, 2016 through June 30, 2017.

## Appendices

### K: Key Performance Indicators (KPIs)/ Service Level Agreements (SLA)

Contains information related to the expectations for the key performance indicators and service level agreement of the solution.

### L: Limited Entry Functions and Requirements

Provides detailed descriptions and examples of the business rules and requirements needed to issue the Commission's Limited Entry and Quota hunt permits.

### M: Methods of Item Issuance

Provides business process examples for the issuance of some Commission items, excluding Limited Entry Permits.

### N: Non-functional Database Details

Contains information to aid in understanding the amount of data expected to be housed and maintained within this solution.

### O: Overview of Fee/Surcharge/Credits

Demonstrates the current pricing structure for items sold in the Recreational License System. This section includes examples of current items, fees, and credits associated to them.

### P: Peak System Times and Analytics

Provides analytics for the Recreational License System as well as information on important dates and application periods that historically cause high traffic in the Recreational License System. This is to serve as a guide to assist with understanding the capacity requirements for the solution.

### Q: Quantity of Sales by Agent Class

Shows the breakdown of sales by Agent Class (Internet, Phone, License Agent, and Tax Collector) over the last two fiscal years. Breakdown includes quantity of items sold and total dollars collected.

### R: Rules and Descriptions for Items

Contains a list of the Rule and Statute references that are required for the various item types issued by the Commission. This list is not intended to be all - encompassing.

### S: Sample Agent Agreement

Contains the most current version of the agreement the Commission requires before approval of a License Agent.

### T: Tags, Endorsements, and Transfers

Contains detailed descriptions and examples of business processes required for tag, endorsements, and transfers.

## Appendix A: Item Attributes

This table provides various examples of the complex item level specific attributes required for item setup. This list is not intended to be all-encompassing.

**Attribute Type** - The grouping of the attribute listed.  
**System** - The system that the attribute is primarily associated with  
**Required Attribute** - The name of the attribute

Attribute Type	System	Required Attribute
Commercial Tags	CLS	Issue Tags
Commercial Tags	CLS	Partial Tag Order
Commercial Tags	CLS	Notary Required
Commercial Tags	CLS	Partial Tag Transfer
Commercial Tags	CLS	Transfer Periods
Commercial Tags	CLS	Partial Tag Order Increments
Finance	CLS	Manually Entering/Applying Money
Finance	CLS	Credits
Finance	CLS	Fee Waivers
Finance	RLIS	County surcharge Type
Finance	RLIS	Email Invoice renewals
Finance	RLIS	Gift Card Amount
Finance	RLIS	Residency Fee Structure
Finance	ALL	Pricing structure - Fee structure - EO/Obj. Code
Finance	ALL	Pricing surcharges
Finance	ALL	Returns Override
Finance	ALL	Fee Exemption(s)
Finance	RLIS	Discount EO/Obj Code
Finance	RLIS	Discount Price
Finance	ALL	Customized Child item ID pricing (Pricing on the Unit)
Item Setup	ALL	Account Type
Item Setup	ALL	Add Cross-sell/Add-ons/Speedbump
Item Setup	ALL	Add Upsells
Item Setup	ALL	Age Restrictions
Item Setup	ALL	Applicable Exemptions
Item Setup	ALL	Can be on hard card
Item Setup	ALL	Can't Haves
Item Setup	ALL	Child Item ID
Item Setup	ALL	Close Date
Item Setup	ALL	Create ATOs on CC failure for Token Publishes
Item Setup	ALL	Display Description

## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
Item Setup	ALL	Display End Date
Item Setup	ALL	Display Start Date
Item Setup	ALL	DOI/Section
Item Setup	ALL	Eligible for Reversion
Item Setup	ALL	Email Renewal Notice
Item Setup	ALL	Fulfillment
Item Setup	ALL	Item Description/Title
Item Setup	ALL	Item Long Description
Item Setup	ALL	Item secondary description
Item Setup	ALL	Lead Days
Item Setup	ALL	Mailing address required
Item Setup	ALL	Maximum Age
Item Setup	ALL	Maximum Allowed
Item Setup	ALL	Minimum Age
Item Setup	ALL	Must Have's/Pre-requisites
Item Setup	ALL	Open Date
Item Setup	ALL	Parent Item ID
Item Setup	ALL	Print Date Options
Item Setup	ALL	Proceed Directly to Checkout
Item Setup	ALL	Renewal Days
Item Setup	ALL	Renewals Allowed
Item Setup	ALL	Reprint Type
Item Setup	ALL	Residency Type
Item Setup	ALL	Start/End Fiscal Year
Item Setup	ALL	Store payment tokens
Item Setup	ALL	Term
Item Setup	ALL	Allow tag request
Item Setup	RLIS	Deer Management Unit required

## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
Item Setup	CLS	Ability to add additional physical locations
Item Setup	CLS	Affidavit Required
Item Setup	CLS	Aquaculture Certification
Item Setup	CLS	Bivalve Certificate
Item Setup	CLS	Buoy Color Required
Item Setup	CLS	Can be Mobile Unit
Item Setup	CLS	Generate Invoice
Item Setup	CLS	HACCP CERT
Item Setup	CLS	Many Per License Allowed
Item Setup	CLS	Multiple physical locations on same license
Item Setup	CLS	Must Requalify Item
Item Setup	CLS	Physical Location Required
Item Setup	CLS	Store Number
Item Setup	CLS	Temporary License Allowed
Item Setup	CLS	Temporary License Days
Item Setup	CLS	Temporary License Generation Window
Item Setup	CLS	Transferrable
Item Setup	CLS	Vessel Info Required
Item Setup	PermitMe	Crop harvest date required
Item Setup	PermitMe	Crop type
Item Setup	PermitMe	Crop type required
Item Setup	PermitMe	Designee information required
Item Setup	PermitMe	Emergency Contact information required
Item Setup	PermitMe	Previous crop in location
Item Setup	PermitMe	After action report required
Item Setup	PermitMe	Charitable contribution information required
Item Setup	PermitMe	Launch site required
Item Setup	PermitMe	Max number of participants
Item Setup	PermitMe	Min number of participants
Item Setup	PermitMe	Requires tournament information
Item Setup	PermitMe	Start, End, Weigh-In Times required

## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
Item Setup	PermitMe	Water body location required
Item Setup	RLIS	Areas where item can be obtained
Item Setup	RLIS	Can Auto-Renew
Item Setup	RLIS	Clone item
Item Setup	RLIS	Convenience Fee Applies
Item Setup	RLIS	Hunter Safety Certification Requirement
Item Setup	RLIS	Returns Allowed
Item Setup	RLIS	Returns Lead Days
Item Setup	CLS	Delivery address required
Item Setup	CLS	Item payment Grace Years
Item Setup	RLIS	Packages
Item Setup	RLIS	Parent category, Activity
Item Setup	RLIS	Exempt Season
Item Setup	ALL	Item type
Item Setup	ALL	Override Permit Reprint type
Item Setup	ALL	Override Phase fulfillment type
Item Setup	ALL	Parent category
Item Setup	ALL	Parent Item ID Override
Item Setup	ALL	Season
Item Setup	ALL	Tag Seed or Prefix number
Item Setup	ALL	Tag Type
Item Setup	ALL	Activity
Limited Entry	RLIS	Allow customers to void permit applications
Limited Entry	RLIS	Claim-by Date
Limited Entry	RLIS	Clone for next reissue period
Limited Entry	RLIS	Create Rec Use Renewal Applications
Limited Entry	RLIS	Date for Scheduled Lottery Publish
Limited Entry	RLIS	Date for Scheduled Lottery Randomization
Limited Entry	RLIS	Date to Show Lottery Results to Public
Limited Entry	RLIS	Discount Allowed (Finance)
Limited Entry	RLIS	Exempt Unit
Limited Entry	RLIS	Guest fee structure finance
Limited Entry	RLIS	Guests Allowed
Limited Entry	RLIS	Is Reissue Phase
Limited Entry	RLIS	Management Area
Limited Entry	RLIS	Max Tags
Limited Entry	RLIS	Maximum Applications per Customer
Limited Entry	RLIS	Maximum Choices per Application
Limited Entry	RLIS	Maximum Group Members



## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
Limited Entry	RLIS	Maximum permits per customer in this Phase
Limited Entry	RLIS	Method of Issuance
Limited Entry	RLIS	No previous phase award
Limited Entry	RLIS	Number of points per phase
Limited Entry	RLIS	Percentage of Quota Issued
Limited Entry	RLIS	Preference Point Time Limit
Limited Entry	RLIS	Quota Limit
Limited Entry	RLIS	Quota Update Type
Limited Entry	RLIS	Registration Number Prefix
Limited Entry	RLIS	Reinstate original points on returns and lotteries
Limited Entry	RLIS	Return Preference Points
Limited Entry	RLIS	Show Return Link
Limited Entry	RLIS	Tag Pricing Structure (Finance)
Limited Entry	RLIS	Tag Valid End Date
Limited Entry	RLIS	Tag Valid Start Date
Limited Entry	RLIS	Use Preference Points
Limited Entry	RLIS	Use Registration and Expiration Dates
Limited Entry	RLIS	Use Tags
Limited Entry	RLIS	View Quota Breakdown
Limited Entry	RLIS	Guest allowance override
Limited Entry	RLIS	Guest Type Selection
Limited Entry	RLIS	Hide from Public (Limited Entry Results)
Limited Entry	RLIS	Include in Antlerless Deer
Limited Entry	RLIS	Mobility Impaired Unit
Limited Entry	RLIS	No previous phase winners
Limited Entry	RLIS	Pre-sale Countdown start date
Limited Entry	ALL	Tag Level
Limited Entry	RLIS	Tag Reduce Quota
Misc.	ALL	Authority Reference
Misc.	ALL	Internal Comments
Misc.	ALL	Keywords
Misc.	ALL	Link references
Misc.	ALL	Link to Applicable Forms
Misc.	ALL	Point of Contact
Misc.	ALL	Rule Reference
Misc.	ALL	Statute Reference
Misc.	CLS	Reversion payment deadline
Misc.	RLIS	1st permit only discount
Misc.	RLIS	Categories (display, reporting, search functions)
Misc.	RLIS	Print template generator

## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
Misc.	RLIS	Authorization to Obtain (ATO)
Misc.	ALL	Child Item ID Override
Misc.	ALL	Item Status
Agent	ALL	Agent ID
Agent	ALL	Status
Agent	ALL	Open Date
Agent	ALL	Close Date
Agent	ALL	Agent Type
Agent	ALL	Business Name
Agent	ALL	Street Address
Agent	ALL	Latitude and Longitude
Agent	ALL	Contact Name
Agent	ALL	Phone Number
Agent	ALL	Fax Number
Agent	ALL	Email
Agent	ALL	County
Agent	ALL	State Tax ID
Agent	ALL	Federal Tax ID
Agent	RLIS	Number of Terminals
Agent	ALL	Business Type
Agent	RLIS	Season Open Date
Agent	RLIS	Season Close Date
Agent	ALL	Mailing Address
Agent	ALL	Shipping Address
Agent	ALL	City
Agent	ALL	State/Country
Agent	ALL	Postal Code
Agent	RLIS	Ship Equipment Indicator
Agent	RLIS	Equipment Transferred From
Agent	ALL	ACH Account Indicator
Agent	ALL	ACH Account Number
Agent	ALL	Transit Routing Number
Agent	ALL	ACH Frequency
Agent	ALL	ACH Description
Agent	RLIS	Parent Number
Agent	RLIS	Location Type
Agent	RLIS	Bank Name
Agent	RLIS	Pricing Type

## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
Agent	RLIS	Bonding Agency
Agent	RLIS	Bond Number
Agent	RLIS	Bond Amount
Agent	RLIS	Bond Expiration Date
Agent	RLIS	Bond Company Phone Number
Agent	ALL	Customer ID Number
Agent	ALL	Transaction Number
Agent	ALL	Transaction Status
Agent	ALL	Transaction Date
Agent	ALL	Transaction Amount
Agent	ALL	Action Date
Agent	ALL	Posted Indicator
Customer	ALL	Customer Name
Customer	ALL	Customer Type
Customer	ALL	Customer ID Number
Customer	ALL	Transfer to Customer ID Number
Customer	ALL	Resident / Non-Resident
Customer	ALL	Address Type
Customer	ALL	Street Address
Customer	ALL	City
Customer	ALL	State/Country
Customer	ALL	Postal Code
Customer	ALL	County
Customer	ALL	Undeliverable Indicator
Customer	ALL	Phone Number
Customer	ALL	Email Address
Customer	RLIS	Mobility Impaired Number
Customer	ALL	SSN
Customer	ALL	Birth Date
Customer	ALL	DL Number
Customer	ALL	DL State
Customer	ALL	Gender
Customer	ALL	Ethnic Indicator
Customer	ALL	Height
Customer	RLIS	Trapping License Number
Customer	RLIS	Hunter Education Certificate Number
Customer	RLIS	Hunter Education Certificate State
Customer	RLIS	Hunter Safety Deferral Used Indicator
Customer	ALL	Create Date

## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
Customer	ALL	Transaction Date
Customer	ALL	Revocation Citation Number
Customer	ALL	Revocation Type
Customer	ALL	Revocation Citation Issue Date
Customer	ALL	Revocation State Date
Customer	ALL	Revocation Thru Date
Customer	ALL	Revocation Comment
Customer	ALL	Licenses
Limited Entry	RLIS	Preference Points
Limited Entry	RLIS	Customer ID Number
Limited Entry	RLIS	License Type
Limited Entry	RLIS	Points
Limited Entry	RLIS	Date of last activity
Limited Entry	RLIS	Expiration Date
Limited Entry	RLIS	Quota Year
License	ALL	License ID
License	ALL	License Year
License	ALL	Legal Description
License	RLIS	Agent Types
License	RLIS	Site Types
License	ALL	Valid From Date
License	ALL	Valid From Time
License	ALL	Valid Thru Date
License	ALL	Valid Thru Time
License	ALL	Sell From Date
License	ALL	Sell From Time
License	ALL	Sell Thru Date
License	ALL	Sell Thru Time
License	ALL	Minimum Age
License	ALL	Maximum Age
License	RLIS	Variable Number of Days
License	ALL	Effective Date Lead Days
License	ALL	Active Overlap Days
License	ALL	Maximum Number of Licenses
License	ALL	Fulfillment Type
License	ALL	Can non-resident purchase?
License	ALL	Tag Indicator
License	ALL	Trap Indicator
License	ALL	Term
License	RLIS	Quantity Indicator

## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
License	RLIS	Multiple Indicator
License	RLIS	Purchase Alone?
License	ALL	Replacement Indicator
License	ALL	Vessel Indicator
License	RLIS	Lifetime Issue Date Indicator
License	ALL	Renewal Type
License	ALL	Renewal Term
License	ALL	Notify for renewal?
Phase	ALL	Associated licenses with similar privileges
License	ALL	Replacement License Fee
License	ALL	OBJ / EO Code breakdown
License	ALL	Exempt Indicator
License	RLIS	Guest Indicator
License	RLIS	Non-Resident Quota
License	RLIS	Allowed Number of Choices
License	RLIS	Application Fee
Limited Entry	RLIS	Hunt Unit Name
Limited Entry	RLIS	Hunt Unit ID
Limited Entry	RLIS	Legal Description
Limited Entry	RLIS	License Type
Limited Entry	RLIS	Quota
Limited Entry	RLIS	Effective From Date
Limited Entry	RLIS	Effective Thru Date
Limited Entry	RLIS	Mobility Impaired Indicator
Limited Entry	RLIS	Maximum Number of Licenses
Limited Entry	RLIS	Exempt Indicator
Limited Entry	RLIS	Transfer Indicator
Limited Entry	RLIS	OBJ / EO Code breakdown
Limited Entry	RLIS	Additional data fields
Limited Entry	RLIS	Phase ID
Limited Entry	RLIS	Phase Description
Limited Entry	RLIS	Allow group applications?
Limited Entry	RLIS	Number of individuals permitted in a group?
Limited Entry	RLIS	Successful Message
Limited Entry	RLIS	Unsuccessful Message
Limited Entry	RLIS	Number of Applications Allowed
Limited Entry	RLIS	Maximum Number of Licenses
Limited Entry	RLIS	Pickup Start Date
Limited Entry	RLIS	Pickup Start Time
Limited Entry	RLIS	Pickup End Date

## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
Limited Entry	RLIS	Pickup End Time
Limited Entry	RLIS	Prerequisites
Limited Entry	RLIS	Associated licenses with similar privileges
Customer	ALL	Customer Number
Customer	ALL	License
Customer	ALL	License Effective Date
Customer	ALL	Expiration Date
Customer	ALL	Purchase Date
Customer	ALL	Transaction Number
Customer	ALL	Purchase Parameter: Resident / Non-Resident
Customer	RLIS	Purchase Parameter: Hunter Cert Deferral Used
Customer	ALL	Date License Returned
Customer	ALL	Is replacement
Customer	RLIS	Agent ID
Customer	RLIS	Clerk ID
Customer	ALL	Transaction Number
Customer	ALL	Proof of Identification
Control	ALL	State Name
Control	ALL	Title
Control	ALL	Address
Control	ALL	City
Control	ALL	State/Country
Control	ALL	Postal Code
Control	ALL	State Code
Control	ALL	Years of History Retained
Control	ALL	Void Charge Days
Control	ALL	ACH Account Number
Control	ALL	YTD ACH Amount
Control	ALL	Current ACH Amount
Control	ALL	Last ACH Process Date
Control	ALL	ACH Transaction Number
Control	RLIS	Hunter Education Check Date
Control	RLIS	Lifetime License Issue Date
Control	ALL	DL Process Date
Control	RLIS	Alligator Date
Control	ALL	Current Fiscal Year Begin
Control	ALL	Current Fiscal Year End
Control	ALL	Current Fiscal Year Name
Control	ALL	Next Fiscal Year Begin
Control	ALL	Next Fiscal Year End

## Appendix A: Item Attributes

Attribute Type	System	Required Attribute
Control	ALL	Next Fiscal Year Name
Control	ALL	Manual Adjustments Expansion Option Object
Control	ALL	Manual Adjustments Object
Control	RLIS	County Surcharge Expansion Option Object
Control	RLIS	County Surcharge Object
Control	ALL	Year
Control	ALL	Run Type
Control	ALL	License Type
Control	RLIS	Draw Number
Control	ALL	Process Date
Control	ALL	Revocation ID
Control	ALL	Description
Control	ALL	Status
Control	ALL	Licenses
Control	ALL	Comment
Control	RLIS	Public Award Status
Control	RLIS	Award Description

## Appendix B: Business Service Requirements

Contains the framework for the needs of the solution.

*The first column, "#," is a reference number for the requirement. "Category," identifies similar requirements in a high-level grouping. The next four columns, "RE, CM, PM, CW," display which of our current system(s) the requirement pertains to, with RE designating the Recreational Licensing System, CM for the Commercial Licensing System, PM for the PermitMe System, and CW for the Captive Wildlife System. The "Activity," column provides a sub-grouping of items related to the "Category" grouping. The "Requirement" column details the specific solution need(s). The "Priority" column refers to the importance of the requirement in terms of the implementation date of October 3, 2020. All items marked as a "1" in the "Priority" column must be in place by the implementation date, whereas all items marked as a "2" may be implemented at a later date. The "Contractor Response" must be stated for each requirement based on the table below.*

Contractor Response	Definition
<b>Cannot Support Requirement</b>	The business function is not included in the base product and the base product cannot be configured or customized to meet the required functionality.
<b>Customization Required</b>	The business function requires customized software development or customized software needs to be developed to meet the required functionality.
<b>Configuration Required</b>	The business function can be met by configuring the base product. In this context, "configuring," means that software coding is not required. If the configuration requires use of an internal tool to create business logic, please indicate in the Contractor Comments column.
<b>Included in Base Product</b>	The business function is included in the base product(s), currently in production and fully demonstrable. If a third-party software solution other than the core solution proposed is used to meet a requirement, please indicate what solution is being used in the Contractor Comments column.



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
1	Activities	X	X	X	X	Fulfillment	The solution will allow authorized users to indicate which attributes should print on each item type as well as other information that should print on the item.	1	
2	Activities	X	X	X	X	Fulfillment	The solution will allow authorized users to update the language that prints on the back of items printed on standard license stock or on the bottom of self-print items.	1	
3	Activities	X	X	X	X	Processing	The solution shall provide the ability to both automatically or manually update item status, effective date and expiration date upon approval of initial or renewal applications based on business rules.	1	
4	Activities	X	X	X	X	Survey	The solution shall gather user input through a survey tool that is configurable by authorized users based on, but not limited to item type.	1	
5	Agent Account Support	X				Agent Support	The Contractor shall notify the Commission of any agents who have not returned sales equipment and requires Commission action against agent bond.	1	
6	Agent Account Support	X				Agent Support	The Contractor shall provide phone-based and online technical support to agents for their supplies and equipment as well as accept supply orders.	1	
7	Agent Account Support	X				Self Service Portal	The Contractor shall be responsible for recovering equipment (printers, cables) from deactivated agents.	1	
8	Agent Account Support	X				Set-Up and Training	The Contractor shall call new agents to help download drivers, configure equipment and walk the agent through the system.	1	
9	Agent Account Support	X				Set-Up and Training	The Contractor shall provide a minimum of one set of up to date training documentation for	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							each agent location at the time of the initial equipment delivery.		
10	Application Management	X	X	X	X	Item	The solution shall allow the customer to make a donation(s) based on business rules. This functionality must be configurable by the Commission.	1	
11	Application Management		X			Item	The solution shall provide authorized users to track and monitor "Crewshare" reporting. This includes, but not limited to scheduled and ad hoc reporting.	2	
12	Application Management		X			Item	The solution shall provide the ability for customers to report "Crewshare" activities based on business rules. Reporting includes, but is not limited to the customer's name, the amount and date.	2	
13	Application Management	X	X	X	X	License/Permits	If a specific item is not valid for purchase, the item shall not be selectable. The solution shall also provide an explanation (E.g. limited entry hunt, must reapply for random drawing annually).	1	
14	Application Management	X	X	X	X	Purchase	The solution shall allow the functionality of a claim-by deadline for limited entry and non-limited entry items.	1	
15	Application Management	X	X	X	X	Purchase	The solution shall enable the Commission to manually initiate a claim-by deadline on a customer record.	1	
16	Application Management	X	X	X	X	Self Service Portal	The solution shall create a task for and display a list of all follow-up information required to be submitted by the user at the end of the application process and prompt the user to submit other required documentation (e.g., notes, attachments).	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
17	Application Management	X	X	X	X	Workflow	The solution shall allow authorized users to define the business rules and processes to be managed by the workflow.	1	
18	Application Management	X	X	X	X	Workflow	The solution shall provide the ability to perform pre-defined work processes.	1	
19	Application Management	X	X	X	X	Workflow	The solution shall either notify the user or shall trigger a workflow when entered information does not match existing known information based on business rules.	1	
20	Application Management	X	X	X	X	Workflow	The solution shall enable authorized users to add, view, delete or modify an activity to a workflow process.	1	
21	Application Management	X	X	X	X	Workflow	The solution shall enable authorized users to define alerts associated with a workflow activity.	1	
22	Application Management	X	X	X	X	Workflow	The solution shall enable authorized users to define concurrent activities within a workflow transaction.	1	
23	Application Management	X	X	X	X	Workflow	The solution shall enable authorized users to define time thresholds, parameters, and lead and lag times between activities for each workflow activity.	1	
24	Application Management	X	X	X	X	Workflow	The solution shall enable authorized users to initiate predefined workflows based on the type of work item.	1	
25	Application Management	X	X	X	X	Workflow	The solution shall enable authorized users to waive a standard workflow requirement, moving to another step in the workflow, or triggering a new workflow, and tracking information associated with the waiver.	1	
26	Application Management	X	X	X	X	Workflow	The solution shall enable both sequential and concurrent approval processing,	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							based on predefined authorized user configuration.		
27	Application Management	X	X	X	X	Workflow	The solution shall enable creating an unlimited number of differing workflows with its own rules, steps and actions for various item types, reviews, and enforcement activities.	1	
28	Application Management	X	X	X	X	Workflow	The solution shall ensure that work can be moved through the defined process.	1	
29	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall alert users in the event of an audit processing failure based on the user's security role.	1	
30	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall allow the selection of auditable events that are to be audited by specific components of the solution based on the user's security role.	1	
31	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall enable authorized users to view audit trails by various selection criteria, including but not limited to: license, permit, external user, authorized user, and business unit.	1	
32	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall enable only authorized users to delete or re-index records.	1	
33	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall log all transactions to provide an audit trail of system access and activity.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
34	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall maintain a history of changes to each status and external user information including the date of change and the changes (add, modify, or delete). This includes but is not limited to transfers, inventory, holds, suspensions and revocations.	1	
35	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall maintain an audit trail of any transaction review and approval that occurs during an automated workflow.	1	
36	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall maintain current and historical records for all past and present external users, including a record of all license and permit activities including, but not limited to applications, renewals, re-qualifications and updates by date and item.	1	
37	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall maintain current and historical records for all past and present lottery administrative actions.	1	
38	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall not delete or alter audit records, except as part of a system administration archival process.	1	
39	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall produce audit records that contain sufficient information to, at a minimum, establish what type, when (date and time), where, the source, the outcome (success or failure), and the identity of any internal or external user associated with an event.	1	
40	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall protect information and tools from unauthorized access, modification, and deletion.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
41	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide an audit trail for all merges of duplicate entity data.	1	
42	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide an audit trail for each document including: activity (uploaded, modified, accessed, deleted), activity date, source, and user.	1	
43	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide audit trail functionality for all failed (error) transactions.	1	
44	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide audit trail functionality for all generated notifications (e.g., user, date and time, type, RAI, etc.).	1	
45	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide audit trail functionality for all task management transactions.	1	
46	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide audit trail functionality to record data import, its source, and its point of entry.	1	
47	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide log reports of user access.	1	
48	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide the ability for an authorized user to independently select and review the actions of any one or more users, including authorized or external users, based on individual user identity.	1	
49	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide the ability to display audit trail information reflecting system activity by any user, either internal or external, to include data actions such as read/write/update/delete and archiving and printing. Audit trail information should also include date, time, and function of the data action.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
50	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide the ability to track the changes in user security role in an audit log.	1	
51	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide the capability to access history records based on selectable event criteria.	1	
52	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall provide the capability to archive and restore audit logs.	1	
53	Audit Records/ Maintenance	X	X	X	X	Administration	The solution shall use internal system clocks to generate time stamps for audit records.	1	
54	Audit Records/ Maintenance	X	X	X	X	Customer Contact Center	The solution shall provide the ability to record and save applications screens associated with recorded calls for quality purposes.	1	
55	Business Continuity/ Disaster Recovery	X	X	X	X	Disaster Recovery	A Disaster is defined as an unplanned event where services are lost to the Commission and/or the Commission customers for 1 (one) hour or more. This event can have various causes, to include: the loss of computing resources, loss of communications, a Cyber-attack, etc.	1	
56	Business Continuity/ Disaster Recovery	X	X	X	X	Disaster Recovery	The recovery point objective (RPO) shall be recovery to the last completed transaction.	1	
57	Business Continuity/ Disaster Recovery	X	X	X	X	Disaster Recovery	The recovery time objective (RTO) for the solution shall be within 2 hours.	1	
58	Business Continuity/ Disaster Recovery	X	X	X	X	Disaster Recovery	The Contractor shall provide sufficient redundancy and disaster recovery provisions to ensure solution availability with annual disaster recovery testing, which is reported to the Commission's Contract Manager and the Commission	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							Information Security Manager (ISM) within one week after each test.		
59	Business Continuity/ Disaster Recovery	X	X	X	X	Standard Operating Procedures	Diagnostics, repairs or the decision to replace an agent printer shall be completed by the Contractor.	1	
60	Business Continuity/ Disaster Recovery	X	X	X	X	Standard Operating Procedures	In the event that an agent printer must be repaired, the Contractor shall be able to perform diagnostics and software fixes remotely.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
61	Business Continuity/ Disaster Recovery	X	X	X	X	Standard Operating Procedures	<p>In the event that an agent printer must be replaced the replacement must occur based on the following schedule below:</p> <p>a.) All requests received by the Contractor before 4:00 p.m. Eastern Time, Monday through Friday will ship same day, for delivery the next business day.</p> <p>b.) All requests received after 4 p.m. Eastern Time, Monday through Thursday will ship the following day for delivery the next business day.</p> <p>c.) All requests receive after 4:00 p.m. Eastern Time, Friday afternoon, Saturday, and Sunday will ship Monday for Tuesday delivery.</p> <p>Legal holidays will be treated as weekend days. For the purpose of these requirements, recognized holidays are New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas day.</p>	1	
62	Business Continuity/ Disaster Recovery	X	X	X	X	Standard Operating Procedures	The Contractor shall provide full solution back up, to include appropriately scheduled backup files of all the solution and its underlying data, in order to guard against data loss.	1	
63	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	Each correspondence item within the solution shall have a unique identifier different from the user ID.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
64	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall allow authorized users to create or update internal and external correspondence templates.	1	
65	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall allow authorized users to manually set a correspondence or task's level of importance, i.e. High, Normal, or Low.	1	
66	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall allow authorized users to view all correspondence templates.	1	
67	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall allow users to sort and filter correspondence and correspondence templates on attributes.	1	
68	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall allow users to view, edit, save, and send correspondence.	1	
69	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall associate correspondence with specific items, customers, authorized users, if applicable.	1	
70	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall automatically issue electronic transaction receipts to users.	1	
71	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall display all correspondence sent to a user.	1	
72	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall enable sending notifications and correspondence to users through their preferred method of notification.	1	
73	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall enable users to set their preferred method of notification including, but not limited to SMS, email, and push notifications when applicable.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
74	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall indicate the status of a solution-based correspondence including whether the item has been sent or not, whether the item is a draft, and if the item has been read.	1	
75	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall integrate a correspondence management solution.	1	
76	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall log whether correspondence distribution did or did not succeed.	2	
77	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall notify users of correspondence sent to the user.	1	
78	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall organize correspondence threads logically and clearly.	1	
79	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall provide a date-time stamp on all sent correspondence.	1	
80	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall provide a subject line in correspondence notifications.	1	
81	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall provide read-receipts for correspondence if required.	1	
82	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall provide the capability to attach files/existing correspondence to new correspondence.	1	
83	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall provide the capability to notify a user when new or modified correspondence is available for review.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
84	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall provide the capability to perform spelling and grammatical checks on correspondence.	1	
85	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall provide visual cues for unread, new, and high priority correspondence and tasks, i.e. a red exclamation point.	1	
86	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall retain a history of all correspondence for a specified length of time based on business rules.	1	
87	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall save correspondence as a draft if it fails to send.	1	
88	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall support automatic notifications based on business rules.	1	
89	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall support single recipient correspondence and multiple recipient correspondence.	1	
90	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall support the ability to select one or more pieces of correspondence without viewing the documents for printing, downloading, attaching, etc.	1	
91	Communications Management (TMS & Notifications)	X	X	X	X	Correspondence & Forms	The solution shall support WYSIWYG editing of rich text into correspondence.	1	
92	Communications Management (TMS & Notifications)	X	X	X	X	Customer Contact Center	The solution shall provide the ability for users to search, view and sort the workload (i.e. application processing, call responses) at any time based on any combination of fields.	1	

Business Service Requirements

93	Communications Management (TMS & Notifications)	X	X	X	X	Customer Contact Center	The solution shall support the ability to reassign or transfer any correspondence.	1	
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Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
94	Communications Management (TMS & Notifications)	X	X	X	X	Customer Contact Center	The solution shall support an assignment of status to any correspondence.	1	
95	Communications Management (TMS & Notifications)	X	X	X	X	Customer Contact Center	The solution shall support the creation of correspondence based on call records.	1	
96	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The Contractor shall ensure clarity of uploaded documents. Everything on the original document must be legible once uploaded into the system.	1	
97	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall allow the Commission to indicate which information should print on the front and back of each item.	1	
98	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	Each document ID barcode shall be of a quality that will allow an initial read success rate.	2	
99	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	For self-print items, the solution shall print an authorization code, designed by the Commission, on the document that translates to the attributes of an individual item and customer.	1	
100	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution will provide the ability to attach documents. Including, but not limited to image and document files.	1	
101	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The Contractor shall create a communication plan for keeping documents consistently named and indexed.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
102	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The Contractor shall enable an authorized user to retrieve and resend documents to an external user.	1	
103	Communications Management (TMS & Notifications)	X		X		Document Management	The Contractor shall enable an external user, including any other authorized party submitting documentation on that user's behalf, to upload supporting documentation and images.	1	
104	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The Contractor shall enable capture and verification of barcoded documents for record retrieval, routing and verification of authenticity of documents.	2	
105	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The Contractor shall produce documents with ID barcodes compatible with reader/scanner equipment.	2	
106	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The Contractor shall provide customers the ability to "drag and drop" document uploads from external sources.	1	
107	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide customers the ability to add/delete/replace documents during the application process based on business rules.	1	
108	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide customers the ability to delete documents based on business rules.	1	
109	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide customers the ability to view all documents associated to their account.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
110	Communications Management (TMS & Notifications)		X		X	Document Management	The solution shall provide customers the ability to view invoices in a document form.	2	
111	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability for an authorized user to attach/upload a document to multiple customer IDs, item number, email or phone number.	1	
112	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability for an authorized user to create and maintain a list of acceptable document types.	1	
113	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability for an authorized user to delete and replace documents based on security role.	1	
114	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability for an authorized user to mark documents as "private" and hide from view.	1	
115	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability for an authorized user to move documents from one account/item to another and modify the document label.	1	
116	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability to catalog and track all records, documents and images.	1	
117	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability to create specific configurable letter types that may be printed, emailed or view only.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
118	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability to retrieve and view documentation provided by external users based on business rules.	1	
119	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall scan and index documents in a timely manner so the documents can be easily accessed by all authorized users.	1	
120	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall have the capability to perform OCR on scanned documents and images including documents uploaded in various formats (e.g., PDF, tiff, jpeg, etc.).	1	
121	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability to accept direct fax-to-image.	1	
122	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability to manually associate correspondence to the appropriate account.	1	
123	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability to route unidentifiable correspondence to assigned staff for identification.	1	
124	Communications Management (TMS & Notifications)	X	X	X	X	Document Management	The solution shall provide the ability to scan and view multi-page (including double-side) correspondence as one document.	1	
125	<b>LINE INTENTIONALLY LEFT BLANK</b>								

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
126	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall allow authorized users to set a due date on tasks.	1	
127	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall allow authorized users to view all tasks assigned to a specific user or a group of users.	1	
128	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall allow authorized users to view and assign all tasks not yet assigned.	1	
129	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall allow manual and automatic reminder notifications from authorized staff.	1	
130	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall allow users to sort and filter tasks on attributes.	1	
131	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall associate tasks with specific items, if applicable.	1	
132	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall close a task based on business rules if the associated item(s) is inactivated or invalidated.	1	
133	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall integrate a task management solution (TMS) to allow for task assignment, tracking, etc. for all authorized users.	1	
134	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall provide task subject line information in task notifications.	1	
135	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall send due date reminder notifications at specified intervals based on business rules.	1	

Business Service Requirements

136	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall support auto assignment of tasks based on business rules.	1	
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Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
137	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall support reassignment of tasks by authorized users.	1	
138	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall support task creation and assignment, including recurring tasks.	1	
139	Communications Management (TMS & Notifications)	X	X	X	X	Task Management	The solution shall maintain an audit log of all activities related to tasks.	1	
140	Communications Management (TMS & Notifications)	X	X	X	X	Task Management/ Workflows	The solution shall enable authorized users to assign one or more users or roles to an activity associated with a task.	1	
141	Communications Management (TMS & Notifications)	X	X	X	X	Task Management/ Workflows	The solution shall enable authorized user to manage item attributes and create item level process workflows for an unlimited number of item types.	1	
142	Communications Management (TMS & Notifications)	X	X	X	X	Task Management/ Workflows	The solution shall enable sending a notification to the appropriate user(s) when a workflow step requires action.	1	
143	Communications Management (TMS & Notifications)	X	X	X	X	Task Management/ Workflows	The solution shall integrate with document management functionality to cross-reference documentation with the appropriate work item.	2	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
144	Communications Management (TMS & Notifications)	X	X	X	X	Task Management/ Workflows	The solution shall provide the ability to add notes to a task.	1	
145	Communications Management (TMS & Notifications)	X	X	X	X	Task Management/ Workflows	The solution shall provide the ability to automatically move tasks to the next step in the workflow once required user actions have been completed (e.g., acceptance, approval, rejection).	1	
146	Communications Management (TMS & Notifications)	X	X	X	X	Task Management/ Workflows	The solution shall allow for a completed activity within a task to automatically route to the next process when applicable.	1	
147	Communications Management (TMS & Notifications)	X	X	X	X	Usability	The solution shall provide the capability to present all screens and correspondence to external users in their preferred language (English or Spanish).	1	
148	Compliance and Enforcement	X	X	X	X	Status	The solution shall provide an authorized user the ability to invalidate an item based on business rules.	1	
149	Compliance and Enforcement	X	X	X	X	Status	The solution shall provide an authorized user the ability to place a status on a user account based on business rules.	1	
150	Compliance and Enforcement	X	X	X	X	Status	The solution shall provide an authorized user the ability to place one or more holds on an item based on business rules.	1	
151	Compliance and Enforcement	X	X	X	X	Status	The solution shall provide an authorized user the ability to suspend or revoke an item based on business rules.	1	
152	Compliance and Enforcement	X	X	X	X	Status	The solution shall interface with other agencies and solutions to update accounts and provide data based on business rules.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
153	Customer Experience	X	X	X	X	Architecture	The Contractor shall provide the ability for authorized users to place outbound calls.	1	
154	Customer Experience	X	X	X	X	Architecture	The Contractor shall provide the ability to easily record and update messages and prompts in all Customer Contact Center systems (on hold messages, IVR voice files, etc.) and provide a full featured and easy to use IVR scripting application.	1	
155	Customer Experience	X	X	X	X	Architecture	The Contractor shall provide the ability to search and retrieve recorded calls.	1	
156	Customer Experience	X	X	X	X	Architecture	The Contractor shall provide the capability to record calls for later playback by authorized users.	1	
157	Customer Experience	X	X	X	X	Architecture	The Contractor's software will capture and record all items returned undeliverable by the postal service. This information will also be added to the customer account profile. This information will be reportable on a scheduled and ad hoc basis.	1	
158	Customer Experience	X	X	X	X	Architecture	The solution shall provide the ability to assign a unique call record number.	1	
159	Customer Experience	X	X	X	X	Architecture	The solution shall provide the ability to consolidate and record all contact activity associated with an external user.	1	
160	Customer Experience	X	X	X	X	Architecture	The solution shall provide the ability to display customizable lists or menus for field completion.	1	
161	Customer Experience	X	X	X	X	Architecture	The solution shall provide the ability to export recorded calls to portable media devices.	2	
162	Customer Experience	X	X	X	X	Architecture	The solution shall provide the ability to handle large volumes of inbound and outbound facsimiles from the desktop.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
163	Customer Experience	X	X	X	X	Architecture	The solution shall provide the ability to manage large volumes of inbound and outbound e-mails with supporting desktop tools.	1	
164	Customer Experience	X	X	X	X	Architecture	The Contractor shall provide the ability to monitor calls in real time.	1	
165	Customer Experience	X	X	X	X	Customer Contact Center	Customer Contact Center must warm transfer/redirect calls to the Commission staff as necessary. Examples include, but are not limited to: -Tag transfers - Rules and regulation questions - Public Record Requests -Employee complaints -Reactive accuracy monitoring for misinformation or complaints	1	
166	Customer Experience	X	X	X	X	Customer Contact Center	Customer Contact Center shall be able to request reprints of items for customers reporting undelivered or lost items purchased via the internet or phone.	1	
167	Customer Experience	X	X	X	X	Customer Contact Center	Customer Contact Center shall have the ability to respond to customer communications in the medium the customer has selected (email, phone call, etc.).	1	
168	Customer Experience	X	X	X	X	Customer Contact Center	Customer Contact Center shall allow for sales voids based on business rules.	1	
169	Customer Experience	X				Customer Contact Center	IVR technology for the Customer Contact Center shall allow customers to obtain certain items, as determined by business rules without speaking with a live representative.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
170	Customer Experience	X				Customer Contact Center	IVR technology for the Customer Contact Center shall be able to capture alpha-numeric codes.	1	
171	Customer Experience	X	X	X	X	Customer Contact Center	The Contractor shall notify the Commission of any complaints regarding customer contact center agents and or/inquiries regarding possible fraudulent activities no later than close of the next business day.	1	
172	Customer Experience	X	X	X	X	Customer Contact Center	The Contractor shall provide undeliverable email lookup ability to authorized users.	1	
173	Customer Experience	X	X	X	X	Customer Contact Center	The Contractor shall provide voice talent and recording production for the Customer Contact Center phone system messages.	1	
174	Customer Experience	X	X	X	X	Customer Contact Center	The Contractor shall update pre-recorded messages for the Customer Contact Center phone system as requested and provide the ability for the Commission to manage announcements without assistance.	1	
175	Customer Experience	X	X	X	X	Customer Contact Center	The Contractor shall use and maintain service for the Commission specified toll free phone numbers for the Customer Contact Center to provide level 1 support for programs.	1	
176	Customer Experience	X	X	X	X	Customer Contact Center	The solution shall integrate with inbound and outbound Integrated Voice Response (IVR) technology.	1	
177	Customer Experience	X	X	X	X	Customer Contact Center	The solution shall provide IVR capabilities including natural speech automated speech recognition and text to speech in English.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
178	Customer Experience	X	X	X	X	Customer Contact Center	The solution shall provide IVR capabilities including natural speech automated speech recognition and text to speech in Spanish.	2	
179	Customer Experience	X	X	X	X	Customer Contact Center	The solution shall provide the ability to automatically populate fields based on delivered information from the IVR.	1	
180	Customer Experience	X	X	X	X	Customer Contact Center	The solution shall provide the ability to record IVR delivered information into a call record.	1	
181	Customer Experience	X	X	X	X	Customer Contact Center	The solution shall provide the ability to route calls based on caller entered digits or spoken choices (speech recognition).	1	
182	Customer Experience	X	X	X	X	Customer Contact Center	The solution shall provide the ability to route calls to a backup Customer Contact Center or centers in the event of an emergency. The Commission will not be the backup solution.	1	
183	Customer Experience	X	X	X	X	Customer Contact Center	The Contractor shall provide the ability for callers to request a call back and for these call backs to be automatically placed for handling by the Customer Contact Center.	1	
184	Customer Experience	X	X	X	X	Customer Contact Center	The Contractor shall provide a workforce management application for the forecasting of call volume and scheduling.	2	
185	Customer Experience	X				Harvest Reporting	The solution shall collect data for the Harvest Information Program from customers purchasing specific items as determined by the Commission and the U.S. Fish and Wildlife Service.	1	
186	Customer Experience	X		X		Harvest Reporting	The solution shall provide customers the ability to report a harvest using a user interface, mobile device or touch tone	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							phone while logged into the user's business or individual account.		
187	Customer Experience	X		X		Harvest Reporting	The solution shall provide the ability for a customer to file a harvest report. This information includes, but is not limited to: <ul style="list-style-type: none"> <li>• How it was taken</li> <li>• Time and date taken</li> <li>• Location (county/management area)</li> <li>• Sex</li> <li>• Species</li> <li>• Weight</li> <li>• Length</li> <li>• Points</li> <li>• Public or private lands</li> </ul>	1	
188	Customer Experience	X		X		Harvest Reporting	The solution shall provide a history list of all harvest reports by species and item type for each season/date range.	1	
189	Customer Experience	X	X	X	X	Items	The solution will provide screen tooltips/info tips	1	
190	Customer Experience	X	X	X	X	Items	The solution shall collect required fields and information as stipulated by specific items selected for issuance.	1	
191	Customer Experience	X	X	X	X	Items	The solution shall prevent the user from applying for items when an issue has been identified.	1	
192	Customer Experience	X	X	X	X	KPI/SLA	The solution shall allow authorized users to set thresholds, including but not limited to performance and sales, and provide notification to the authorized user.	2	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
193	Customer Experience	X	X	X	X	KPI/SLA	The Contractor shall provide a method to survey customers on their experience with the solution and Customer Contact Center and to provide results to the Commission.	1	
194	Customer Experience	X	X	X	X	KPI/SLA	The Customer Contact Center phone system shall provide all customers with the option to speak with a live representative regardless of the transaction type during agreed upon business hours.	1	
195	Customer Experience	X	X	X	X	KPI/SLA	The Customer Contact Center phone system shall provide the caller with an estimated wait time to speak with a live representative.	1	
196	Customer Experience	X	X	X	X	KPI/SLA	The Customer Contact Center staff shall have the ability to route calls directly to authorized users at different sites, without any additional on-site equipment.	1	
197	Customer Experience	X	X	X	X	KPI/SLA	The Contractor must record all communications with the Customer Contact Center. These records must be retained for at least 30 days and available the next business day after the communication.	1	
198	Customer Experience	X	X	X	X	KPI/SLA	The Contractor shall use software to capture benchmarking metrics and have processes in place to regularly assess solution KPIs. The Contractor shall also have a process in place to evaluate these metrics and implement corrective action plans approved by the Commission. KPI Reports shall be available to the Commission.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
199	Dashboards and User Security Roles	X	X	X	X	Dashboard	The solution shall display modular reporting widgets to authorized users that may be enabled or disabled based on user security role and user preference. These widgets should display up to date summaries of available configurable reports including, but not limited to: financial history, transaction history, application status, account information, communications, task management, KPI/SLAs, upcoming actions, investigations, account status and harvest reports.	1	
200	Dashboards and User Security Roles	X	X	X	X	Dashboard	The solution shall display modular reporting widgets to License Agents and Tax Collectors that may be enabled or disabled based on user security role and user preference. These would display up to date summaries of available configurable reports including, but not limited to: financial history, transaction history, application status, account information, and communications.	1	
201	Dashboards and User Security Roles	X	X	X	X	Dashboard	The solution shall generate and display dashboards and widgets for reporting performance metrics and statistics (e.g. key result measures, business unit goals, trend reporting or analysis).	1	
202	Dashboards and User Security Roles	X	X	X	X	Dashboard	The solution shall include quick links on the user's home screen based on the user's role.	1	
203	Dashboards and User Security Roles	X	X	X	X	Dashboard	The solution shall maintain a consistent interface for all dashboard widgets.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
204	Dashboards and User Security Roles	X	X	X	X	Dashboard	The solution shall provide a user-configurable dashboard utilizing customizable widgets and standard reports to provide information to a public user in a summary drill-down format (home screen). Widget and dashboard customizations can be saved.	2	
205	Dashboards and User Security Roles	X	X	X	X	Dashboard	The solution shall provide task management widgets to enable authorized users to manage and track their assigned tasks and the tasks assigned to subordinates.	1	
206	Dashboards and User Security Roles	X	X	X	X	Dashboard	The solution shall provide the ability to guide the user step-by-step through dashboard reporting widget customization.	2	
207	Dashboards and User Security Roles	X	X	X	X	Dashboard	The solution shall provide the ability to redact any data fields that are marked as confidential or exempt based on user security roles.	1	
208	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall allow customization of user security roles or an individual user's role by an authorized user without having to create a new, unique user security role.	1	
209	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall allow for a global user security role with full edit access and a global user security role with read-only access.	1	
210	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall allow for authorized users to look up accounts by identifying information as needed based on business rules. Search criteria varies by program.	1	
211	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall allow functionality to be determined based on user security roles.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
212	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall allow multiple user security roles each with their own unique abilities and access based on business rules.	1	
213	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall allow read/write access to be determined based on user security roles.	1	
214	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall display a user interface where authorized users can easily modify, create or delete business rules that will globally affect user access/permissions and be applied in real-time.	1	
215	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall enable assigning a unique identifier for identifying and tracking user identity.	1	
216	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall enable authorized users to assign multiple individuals to a role.	1	
217	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall enable authorized users to create, activate, modify, or deactivate users for an unlimited number of roles.	1	
218	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall enable authorized users to identify and report inactive user accounts.	1	
219	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall enable authorized users to manage users assigned to a role.	1	
220	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall enable restricting access to selected features by user identity and user security role.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
221	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall have the ability to redact information identified as exempt and will not be included in public records request reports. Authorized users should be able to access reports to include or exclude redacted information based on the user's security role.	1	
222	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The solution shall include an interface that allows authorized users to create and edit user accounts.	1	
223	Dashboards and User Security Roles	X	X	X	X	User Security Roles	The unique external user identifier shall be used to integrate all data related to that external user across all item types.	1	
224	Data Management	X	X	X	X	Audit	The solution shall provide full data audit capabilities.	1	
225	Data Management	X	X	X	X	Data Migration	The Contractor shall migrate all data from the current databases.	1	
226	Data Management	X	X	X	X	Data Migration	The Contractor shall prepare a data conversion plan describing, but not limited to, data migration/conversion strategies, data mapping, customer matching and consolidation, exception handling, timeline, Commission resources needed, testing and verification.	1	
227	Data Management	X	X	X	X	Public Records	The Contractor shall provide an Open Data Portal for public access to standard, redacted public record datasets.	1	
228	Data Management	X	X	X	X	Records Retention	The Contractor shall destroy all solution data, and provide the Commission with a destruction confirmation statement, at the end of the post-contract retention period or at the Commission's request after the end of the contract.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
229	Data Management	X	X	X	X	Records Retention	The Contractor shall maintain data five years after the end of the contract or until explicitly directed by the Commission to complete data destruction.	1	
230	Data Management	X	X	X	X	Records Retention	The Contractor shall provide the Commission a copy of all data in the event they discontinue supporting data access less than five years after the end of the contract.	1	
231	Data Management	X	X	X	X	Records Retention	The Contractor shall provide the Commission a copy of all data and documents stored by the solution at the end of the contract.	1	
232	Data Management	X	X	X	X	Records Retention	The solution shall provide online record retention for all solution activity unless explicitly directed by the Commission to complete data destruction.	1	
233	Data Management	X	X	X	X	Replicated Reporting Database	The Contractor shall allow the Commission's database, application, business intelligence servers and designated the Commission Office of Information Technology (OIT) staff to connect to the replicated reporting and shared databases.	1	
234	Data Management	X	X	X	X	Replicated Reporting Database	The Contractor shall allow the Commission's OIT staff to create and populate database tables within the shared database.	1	
235	Data Management	X	X	X	X	Replicated Reporting Database	The Contractor shall allow the Commission's OIT staff to create database views, functions & stored procedures, that will query the replicated database, within the shared database.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
236	Data Management	X	X	X	X	Replicated Reporting Database	The Contractor shall build and provide standard queries for the Commission to use on the replicated reporting database that allows the Commission to extract information that includes, but is not limited to customer demographics, valid license/permit holders, historic license/permit holders, tag holders, sales summaries, permit applications and awards, non-license/permit items, paid items, no cost items, transactions, items by statuses, voided items, etc.	1	
237	Data Management	X	X	X	X	Replicated Reporting Database	The Contractor shall host and maintain replicated production and test reporting databases, in real-time, for the Commission's direct access.	1	
238	Data Management	X	X	X	X	Replicated Reporting Database	The Contractor shall maintain database relationships on the replicated database, to facilitate querying, or provide the Commission's OIT with relationships for querying.	1	
239	Data Management	X	X	X	X	Replicated Reporting Database	The Contractor shall maintain table and column level descriptive comments in the replicated database.	1	
240	Data Management	X	X	X	X	Replicated Reporting Database	The Contractor shall provide a shared database to be used for data exchange between the Contractor and the Commission.	1	
241	Data Management	X	X	X	X	Replicated Reporting Database	The Contractor shall provide the Commission with a database dictionary updated at least quarterly or allow designated the Commission's OIT staff to query the replicated reporting database metadata as needed.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
242	Data Management	X	X	X	X	Usage	The Commission will own all Florida's GoOutdoorsFlorida Solution data. This information will not be made available to any other entity without the Commission's consent.	1	
243	Data Management	X	X	X	X	Validations	The solution shall perform field level format validations on social security numbers upon entry to prevent invalid entries including, but not limited to, sequential numbers, 9 repeating digits, etc.	1	
244	Data Management	X	X	X	X	Validations	The solution shall perform field level validations on email addresses at the time of input.	1	
245	Data Management	X	X	X	X	Validations	The solution shall not allow transactions that violate business rules.	1	
246	Data Management	X	X	X	X	Validations	The solution shall perform address validations.	1	
247	Data Management	X	X	X	X	Validations	User error messages shall be meaningful, easy to understand and outline the reason for error and the steps to correct.	1	
248	Data Management	X	X	X	X	Validations	Validations applied on the solution server shall be performed before a transaction is posted to the solution server database.	1	
249	Data Management	X	X	X	X	Validations	Validations requiring database lookups shall be performed in real-time. Validations include, but are not limited to, space availability for limited entry hunts, customer account exists, license holder exceeds the number of allowable number of species, etc.	1	
250	Data Management	X	X	X	X	Validations	Validations that fail shall be referred to the client side for resolution before the transaction can be posted to the database.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
251	Document Management	X	X	X	X		The solution shall enable authorized users to upload documents in user selected types, including but not limited to: .JPG, .PNG, Hypertext Markup Language (.html), Adobe Acrobat Portable Document Format (.pdf), Microsoft Word (.doc), Rich Text Format (.rtf), Comma Separated Value (.csv), Tab Delimited, Microsoft Excel Spreadsheet format (.xls). Data exported to Comma Delimited, Tab Delimited, and Microsoft Excel Spreadsheet files shall preserve each unique field.	1	
252	Equipment and Supplies	X				Equipment	Equipment shall be able to withstand the adverse conditions that may exist in a retail counter environment, for example, be resistant to spills and jarring, high humidity, saltwater environment, being leaned on by persons, and having objects dropped on them.	1	
253	Equipment and Supplies	X				Equipment	Equipment shall have a minimal footprint so as to reside on retail counters and desktops with limited space.	1	
254	Equipment and Supplies	X				Equipment	Equipment shall meet or exceed FCC specification for use in commercial retail environments and be UL approved.	1	
255	Equipment and Supplies	X				Equipment	The Contractor shall provide and support equipment for approximately 550 License Agents and 250 Tax Collector locations.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
256	Equipment and Supplies	X				License Stock	The Contractor shall provide item paper stock that is be non-smearing and water resistant; capable of immersion in water; UV-stabilized and able to survive a minimum of one year in day-light; extremely tear and snag resistant and shall not propagate slits, cuts, holes, or punctures; able to be signed with a ballpoint pen; highly resistant to human oils, animal blood, boat wax, salt spray, and other chemicals; sized to be able to fit easily in a wallet by folding to the size of a credit card, and pre-printed logo on front and text on back.	1	
257	Equipment and Supplies	X				Set-Up and Training	The Contractor shall provide equipment to each Agent location under contract with the Commission. The Contractor shall allow agents to contract separately for additional equipment.	1	
258	Equipment and Supplies	X				Set-Up and Training	The Contractor shall provide Tax Collectors with a printer capable of printing licenses at the time of purchase and on specialty and durable license stock.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
259	Equipment and Supplies	X				Set-Up and Training	The Contractor shall provide the following documentation to all agents during the set-up process: a.) Pre-installation checklist and requirements for installing equipment;  b.) Step-by-step equipment application training;  c.) Equipment reference documentation for all features;  d.) Troubleshooting steps for resolution of common problems;  e.) Procedures and instructions for working with the EFT system, and	1	
260	Equipment and Supplies	X				Set-Up and Training	The Contractor shall provide the necessary supplies (printer, license paper, ink, etc.) to support License Agents and Tax Collectors.	1	
261	Equipment and Supplies	X				Supplies	The Contractor shall be able to provide at least 110 supply kits to License Agents and Tax Collectors a month during peak periods after the initial agent set up process has been completed.	1	
262	Events Management	X				Define Limited Entry Hunt	The solution must provide the ability to clone (duplicate) hunt types and item type application phases. Details are located in Appendix L.	1	
263	Events Management	X				Define Limited Entry Hunt	The solution shall allow the Commission to define how an awarded item is to be fulfilled.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
264	Events Management	X				Define Limited Entry Hunt	The solution shall allow the Commission to define when a phase, either FCFS or random drawing, will open and close. For random drawing phases, this time frame will denote when applications will be accepted.	1	
265	Events Management	X				Define Limited Entry Hunt	The solution shall provide an interface to allow the Commission to associate hunt units to hunt types and phases.	1	
266	Events Management	X				Define Limited Entry Hunt	The solution shall provide functionality for random drawings, awards and customer notifications.	1	
267	Events Management	X				Define Limited Entry Hunt	The solution shall support the Commission identifying a phase as First Come First Served (FCFS) or random drawing.	1	
268	Events Management	X				Define Limited Entry Hunt	The solution shall support group applications with a configurable number of group members for those limited entry hunt phases that allow for group applications.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
269	Events Management	X				Define Limited Entry Hunt	<p>The solution shall support creation of limited entry hunts by the Commission. The characteristics of Limited Entry Hunts, including but not limited to are:</p> <ul style="list-style-type: none"> <li>- Licenses and permits can be won by Random Drawing or First Come First Serve.</li> <li>- Customers must apply to enter the random drawing.</li> <li>- The random drawing is done on a Hunt Type / Phase / Hunt Unit basis.</li> <li>- Phase is an application / random drawing cycle and a Hunt Type can have one or more phases.</li> <li>- Hunt Units are a specific date / location where the license or permit is valid.</li> <li>- License / permits are awarded at the hunt unit level for limited entry hunts. Quotas are managed at the hunt unit level.</li> <li>- Limited entry hunts can be cost or no-cost.</li> <li>- Applications for random drawings can be cost or no-cost.</li> <li>- Additional characteristics can be found in Appendix L.</li> </ul>	1	
270	Events Management	X				Define Limited Entry Hunt	<p>The solution shall support the Commission's ability to define the parameters of an item type's random drawing as defined in the Attributes for an item type.</p>	1	
271	Events Management	X				Define Limited Entry Hunt	<p>The solution shall support the ability to create an application, the ability to submit an application online or at an Agent location, and the ability for authorized</p>	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							users to submit applications on behalf of the customer.		
272	Events Management	X				Define Limited Entry Hunt	The solution shall support the Commission's definition of hunt units associated with an item.	1	
273	Events Management	X				Define Limited Entry Hunt	The solution shall support identification of an item type and will track preference points over time by Customer / Item Type / Quota Year.	1	
274	Events Management	X				Define Limited Entry Hunt	The solution shall associate preference points with items, configurable by authorized users.	1	
275	Events Management	X				Define Limited Entry Hunt	The solution shall support the accumulation of customer preference points over multiple seasons with a configurable expiration date based on business rules.	1	
276	Events Management	X				Execute Limited Entry Hunt	The solution shall evaluate group applications as a single application for purposes of the random drawing. More than one license or permit may be issued according to the number of applicants included in the group, which may exceed the total quota allotted for the hunt unit.	1	
277	Events Management	X				Execute Limited Entry Hunt	The solution shall support business rules for the Statewide Alligator Harvest hunt type, including but not limited to issuance based on items on the applicant's account at time of application and at time of the random drawing.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
278	Events Management	X				Execute Limited Entry Hunt	For claim-by items, the solution shall provide the ability for a customer to purchase the item by a Commission specified deadline.	1	
279	Events Management	X				Execute Limited Entry Hunt	The solution shall support FCFS issuance of limited entry hunts. Details are found in Appendix L.	1	
280	Events Management	X				Execute Limited Entry Hunt	The solution shall allow the Commission to automatically or manually initiate a previously-defined random drawing.	1	
281	Events Management	X				Execute Limited Entry Hunt	The solution shall allow the Commission to run a fulfillment file for those licenses awarded via a random drawing.	1	
282	Events Management	X				Execute Limited Entry Hunt	The solution shall assign group applications a preference points number based on the lowest number of preference points held by any group member.	1	
283	Events Management	X				Execute Limited Entry Hunt	The solution shall assign limited entry hunt random drawing group applications to a single Group ID for all customers in the group.	1	
284	Events Management	X				Execute Limited Entry Hunt	The solution shall automatically enter a customer into the random drawing for Antlerless Deer permits based on business rules. Details are located in Appendix L.	1	
285	Events Management	X				Execute Limited Entry Hunt	The solution shall evaluate, and issue hunt unit items based on the business rules located in Appendix L.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
286	Events Management	X				Execute Limited Entry Hunt	The solution shall execute the random drawing based on business rules for each permit type. Details are located Appendix L.	1	
287	Events Management	X				Execute Limited Entry Hunt	The solution shall return the item to the quota inventory if the item is not purchased by the claim-by deadline.	1	
288	Events Management	X				Execute Limited Entry Hunt	The solution shall support the configuration of an item return window based on business rules	1	
289	Events Management	X				Execute Limited Entry Hunt	The solution shall update available quota inventories in real time. The solution will provide configurable inventory parameters.	1	
290	Events Management	X				Processing	The solution shall allow the Commission to assign hunt units for voids or returns based on business rules.	1	
291	Events Management	X				Processing	The solution shall have the ability to assign Guest Permits that can be issued for some limited entry hunt permits based on business rules. Details are located in Appendix L.	1	
292	Events Management	X				Processing	The solution shall have the ability to process renewals for customers that are eligible for renewal and have a deadline to purchase their renewal permit. If the customer does not renew the permit, it is forfeited and made available for the public to apply for in a subsequent phase.	1	
293	Events Management	X				Processing	The solution shall have the ability to support various pricing structures based	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							on business rules. Details are located in Appendix L.		
294	Events Management	X				Processing	The solution shall have the ability to transfer limited entry hunt permits based on business rules. Details are located in Appendix L.	1	
295	Events Management	X				Processing	The solution shall maintain preference points history, so they can be restored if an item is returned.	1	
296	Events Management	X				Processing	The solution shall provide the ability to process fee exemptions and permit requirement exemptions according to business rules. Details are located in Appendix L.	1	
297	Events Management	X				Processing	The solution shall restore the preference points to the customer record and an additional preference point is awarded when a limited entry hunt permit is returned.	1	
298	Events Management	X				Processing	The solution shall support the Commission's ability to manually update limited entry quota availability.	1	
299	Events Management	X				Processing	The solution shall support the Commission's ability to manually restore customers' preference points.	1	
300	Events Management	X				Processing	The solution shall update the available quota when an awarded item is returned to the Commission. Hunt units that are returned are reissued based on business rules.	1	
301	Financial Services	X	X		X	For All	The Contractor shall be able to identify and correct processing failures.	1	
302	Financial Services	X	X		X	For All	The Contractor shall be able to identify and process Active Funds.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
303	Financial Services	X	X		X	For All	The Contractor shall provide the ability to scan and store printed forms.	1	
304	Financial Services	X	X		X	For All	The solution shall allow authorized users to access and review the transaction detail between receipt and deposit (audit trail).	1	
305	Financial Services	X	X		X	For All	The solution shall enable adjusting, returning, and voidance of fee and fine receipt records based on business rules. The solution shall provide a comment or note field for any such adjustment, return, or voidance.	1	
306	Financial Services	X	X		X	For All	The solution shall enable tracking bad check fees separately from the amount of the balance due.	1	
307	Financial Services	X	X		X	For All	The solution shall have the ability for auto reconciliation of electronic payments with the payment processor, state treasury systems.	1	
308	Financial Services	X	X		X	For All	The solution shall have the ability to issue refunds that can be reallocated to pay fees on customer accounts.	1	
309	Financial Services	X	X		X	For All	The solution shall have the capability to change the billing cycles, system wide, by chain, tax collector, agent or other criteria with notice from and approval by the Commission. Note At this point, the Commission does not anticipate having to use this feature more than once a year if at all.	1	
310	Financial Services	X	X		X	For All	The solution shall manage revenue collection, tracking, and highly accurate reporting as well as intuitive ad hoc reporting capabilities.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
311	Financial Services	X	X		X	For All	The solution shall provide the ability to print barcodes on return envelopes or remittance advice to aid in processing payments once received by automatically opening a cash receipt transaction and pre-populating data.	1	
312	Financial Services	X	X		X	For All	The solution shall provide the capability to upload various file types and associate them with a transaction or user account.	1	
313	Financial Services	X	X		X	For Internet Sales	The Contractor must assume liability for any errors relating to credit card processing (e.g., incorrect cards being charged transactions or credit cards incorrectly charged). Responsibilities will include, but may not be limited to a. Collecting license sales revenues. b. Processing credit card transactions. c. Manage the issuing and accounting of credit card refunds for Internet transactions.	1	
314	Financial Services	X	X		X	For Internet Sales	The Contractor must assume responsibility for all revenue collection and must guarantee that credit card information will be held and processed in a secure and legal manner in compliance with PCI security standards.	1	
315	Financial Services	X	X		X	For Internet Sales	The solution shall allow customers to add items from multiple program areas to the checkout screen for payment and allow the customer to select items to pay per business rules.	1	
316	Financial Services	X	X		X	For Internet Sales	The solution shall allow external users to use multiple payments methods within one transaction.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
317	Financial Services	X	X		X	For Internet Sales	The solution shall allow the credit card processor to credit funds back to the customer. Online payments must be refunded by the Contractor.	1	
318	Financial Services	X	X		X	For Internet Sales	The solution shall determine which payment method (e.g. echeck, cashier's check, credit card, etc.) is acceptable based on section and transaction type business rules and shall be configurable at the discretion of the Commission.	1	
319	Financial Services	X	X		X	For Internet Sales	The solution shall internally flag and notify designated authorized users if an external user's payment is denied.	1	
320	Financial Services	X	X		X	For License Agents	Prior to implementation of the solution, the Commission, in consultation with the Contractor, shall be responsible for determining requirements and procedures for all agents pertaining to setting up a bank account from which the funds for the EFT will be transferred. The Contractor shall work with the Commission to develop an agent agreement that fulfills all requirements related to financial accountability and information.	1	
321	Financial Services	X	X		X	For License Agents	The Contractor item fees will be assessed based on the fee structure included in the pricing matrix.	1	
322	Financial Services	X	X		X	For License Agents	The Contractor must collect fees that have been collected by License Agents and deposit them into a secure account as specified by the Commission on a weekly basis, or as directed by the Commission.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
323	Financial Services	X	X		X	For License Agents	The Contractor must coordinate with Commission's bank staff to ensure that electronic funds transfer file formats are satisfactory and that all accounting protocols are met.	1	
324	Financial Services	X	X		X	For License Agents	The Contractor shall allow for the Commission to execute manual or "on-demand" EFTs outside of the normal weekly scheduled EFT.	1	
325	Financial Services	X	X		X	For License Agents	The Contractor shall ensure each License Agent has a checking account from which transfers may be authorized.	1	
326	Financial Services	X	X		X	For License Agents	The Contractor shall hold the account at an institution that is a member of the Automated Clearinghouse Association. The State will provide an Electronic Funds Authorization form to the Contractor.	1	
327	Financial Services	X	X		X	For License Agents	The Contractor shall identify License Agents that are affiliated through corporate chains and process them through a central corporate account.	1	
328	Financial Services	X	X		X	For License Agents	The Contractor shall provide a running total to be swept based on transactions/sales records.	1	
329	Financial Services	X	X		X	For License Agents	The Contractor shall provide the ability for authorized users to modify the fee table when required and without Contractor intervention.	1	
330	Financial Services	X	X		X	For License Agents	The Contractor shall summarize each EFT across all agents and report on a State approved Revenue Transmittal form for transfer of revenue to the proper Commission funds. The state will supply the report format and fiscal coding for all licenses.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
331	Financial Services	X	X		X	For License Agents	The Contractor will provide a solution that simplifies revenue collection for the Commission and its License Agents.	1	
332	Financial Services	X	X		X	For License Agents	The solution shall allow authorized users to be able to make manual adjustments, payments (credit/debits), and penalties to License Agents or to adjust bank transactions when necessary.	1	
333	Financial Services	X	X		X	For License Agents	The solution shall allow for the payment of failed EFTs and penalties. The solution shall provide the Commission with the ability to manually sweep penalty fee assessments. There are times when the initial account sweep failure is due to the Commission error and no penalty fee is assessed on the re-sweep.	1	
334	Financial Services	X	X		X	For License Agents	The solution shall be capable of maintaining information on agents' bond amounts.	1	
335	Financial Services	X	X		X	For License Agents	The solution shall notify each License Agent no more than 3 days in advance, of the amount of EFT that is due and when the transaction will occur. It is anticipated that there will be approximately 52 EFT transfers per License Agent each year.	1	
336	Financial Services	X	X		X	For License Agents	The solution shall notify the Commission no more than 3 days in advance the amount to be deposited via EFT for fees due to the Commission. It is anticipated that there will be approximately 52 EFT transfers per License Agent each year.	1	
337	Financial Services	X	X		X	For License Agents	The solution shall track rejected (failed) EFTs. Commission financial staff must be notified of all failed EFTs and notified	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							when a License Agent reaches a specified number of failed EFTs.		
338	Financial Services	X	X		X	For License Agents	The solution shall track voided licenses and redeemed gift cards that are not returned to the Commission within a designated time. The Commission tracks or generates reports on these items to address possible fraud and charges a fee to the License Agent for items that were late in being returned.	1	
339	Financial Services	X	X		X	Processing	Financial accuracy throughout the solution shall be to the nearest penny. Counts and sums of licenses, customers, transactions, etc. shall be precise to the whole number. Averages and other mathematical relationships shall be accurate to the nearest hundredth.	1	
340	Financial Services	X	X		X	Processing	The Contractor shall be responsible for the file creation to send to the Commission's bank for the bank to collect all license proceeds from all agents by EFT and depositing the funds in the Commission's bank account.	1	
341	Financial Services	X	X		X	Processing	The Contractor shall be responsible for the file creation to send to the Commission's bank in order for the bank to collect all license proceeds from all agents (internet, phone, etc.) by EFT and depositing the funds in the Commission's bank account.	1	
342	Financial Services	X	X		X	Processing	The Contractor shall follow the accounting practice standards of the Governmental Accounting Standards Board (GASB).	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
343	Financial Services	X	X		X	Processing	The Contractor shall have the ability to collect and record payments.	1	
344	Financial Services	X	X		X	Processing	The Contractor shall not accept funds directly from agents.	1	
345	Financial Services	X	X		X	Processing	The Contractor shall provide a record of all transactions by agents, stored in the Contractor's server.	1	
346	Financial Services	X	X		X	Processing	The Contractor shall provide a running total to be swept based on transitions/sales records	1	
347	Financial Services	X	X		X	Processing	The Contractor shall provide for collections (or "sweeps") that are on a billing cycle approved by the Commission, and at a minimum of weekly.	1	
348	Financial Services	X	X		X	Processing	The Contractor shall provide the ability for payments to be allocated to specific object (grant) codes based on item purchased.	1	
349	Financial Services	X	X		X	Processing	The Contractor shall provide the ability to designate which credit cards are accepted based on section and transaction type business rules and shall be configurable at the discretion of the Commission.	1	
350	Financial Services	X	X		X	Processing	The Contractor shall provide the ability to initiate and process adjustments manually.	1	
351	Financial Services	X	X		X	Processing	The Contractor shall provide the ability to scan and store printed forms.	1	
352	Financial Services	X	X		X	Processing	The Contractor shall provide the ability to sweep fees that is configurable by the Commission based on business rules. This process must be automated with an option to initiate the process manually.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
353	Financial Services	X	X		X	Processing	The solution shall allow for the Commission to access agents a penalty fee for having insufficient funds during an ACH sweep.	1	
354	Financial Services	X	X		X	Processing	The solution shall allow for the Commission to request a manual re-sweep for any agent with insufficient funds during an ACH sweep.	1	
355	Financial Services	X	X		X	Processing	The solution shall allow users to use multiple payment methods within a single transaction.	1	
356	Financial Services	X	X		X	Processing	The solution shall also allow for a sweep based on a pre-determined amount of sales.	1	
357	Financial Services	X	X		X	Processing	The solution shall be capable of maintaining information on agents' bond amounts.	1	
358	Financial Services	X	X		X	Processing	The solution shall calculate fees based on business rules.	1	
359	Financial Services	X	X		X	Processing	The solution shall facilitate the creation of one transaction cart detailing all balances due to the Commission with the ability to select one or more item lines to pay per business rules.	1	
360	Financial Services	X	X		X	Processing	The solution shall have a flag to indicate the refund has been sent to unclaimed property.	1	
361	Financial Services	X	X		X	Processing	The solution shall internally flag and notify designated authorized users if an external user's payment is denied.	1	
362	Financial Services	X	X		X	Processing	The solution shall provide the Commission with the ability to define Expansion Object codes and Object Codes for financial reporting.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
363	Financial Services	X	X		X	Processing	The solution shall provide the ability for clearance processes for previously unidentified receipts held in clearing accounts.	1	
364	Financial Services	X	X		X	Processing	The solution shall provide the ability to access and review the transaction detail between receipt and deposit (audit trail)	1	
365	Financial Services	X	X		X	Processing	The solution shall provide the ability to determine which payment method is acceptable based on item attribute and transaction type business rules and shall be configurable at the discretion of the Commission.	1	
366	Financial Services	X	X		X	Processing	The solution shall provide the ability to produce a Cash Balance Report organized by unique fund, fund type, and fund group based on Object Codes for specified date ranges (e.g., monthly, quarterly, and yearly).	1	
367	Financial Services	X	X		X	Processing	The solution shall provide the capability to post multiple payments to a single license or permit.	1	
368	Financial Services	X	X		X	Processing	The solution shall provide the capability to retrieve revenue transaction data per business rules.	1	
369	Financial Services	X	X		X	Processing	The solution shall provide the capability to upload a settlement file.	1	
370	Financial Services	X	X		X	Processing	The solution shall have the ability to validate and preauthorize credit cards as part of the payment submission process based on business rules.	1	
371	Financial Services	X	X		X	Processing	The solution will generate an on-demand report indicating refunds which have been marked unclaimed property.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
372	Financial Services	X	X		X	Processing	The solution will have the ability for auto reconciliation of electronic payments with the payment processor, state treasury systems.	1	
373	Financial Services	X	X		X	Processing	There shall be one bank for deposits to the Commission's account, determined by the Commission, to conduct the EFT and deposit all revenue.	1	
374	Financial Services	X	X		X	Promo codes	The solution must allow for the use of Promotional codes (Promo codes).	2	
375	Financial Services	X	X		X	Promo codes	The Solution shall allow authorized users to set the type of promotional code and the beginning and ending date of the promotion.	2	
376	Financial Services	X	X		X	Promo codes	The solution shall allow for a report defining customer use of promo codes.	2	
377	Financial Services	X	X		X	Promo codes	The solution shall allow for adding or removing promo codes.	2	
378	Financial Services	X	X		X	Promo codes	The solution shall check for valid codes and apply any discounts or awards.	2	
379	Financial Services	X	X		X	Promo codes	The solution shall collect all promo codes at the end of a transaction and as part of the payment process.	2	
380	Financial Services	X	X		X	Promo codes	The solution shall store the promo codes used by the customer in the transaction audit log.	2	
381	Financial Services	X	X		X	Refunds	The solution shall allow the credit card processor to credit funds back to the customer. Online payments must be refunded by the Contractor.	1	
382	Financial Services	X	X		X	Refunds	The solution shall be able to issue manual checks for refunds.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
383	Financial Services	X	X		X	Refunds	The solution shall have a flag to indicate the refund has been sent to unclaimed property.	1	
384	Financial Services	X	X		X	Refunds	The solution shall have the ability to issue refunds that can be reallocated to pay fees on customer accounts.	1	
385	Financial Services	X	X		X	Refunds	The solution shall have the ability to reallocate refunds that are applied to each section and transaction based on business rules.	1	
386	Financial Services	X	X		X	Refunds	The solution shall provide the capability to prevent the issuance of a refund if a 'hold' is in place for the license/permit or the external user per business rules.	1	
387	Financial Services	X	X		X	Reporting	Commission system administrators must also be able to perform ad hoc reporting including the ability to design and run summary reports based on completed surveys.	1	
388	Financial Services	X	X		X	Reporting	The Contractor shall provide all reports in a minimum of four formats: PDF, HTML, Microsoft Excel and Microsoft Word.	1	
389	Financial Services	X	X		X	Reporting	The Contractor may offer additional reporting processes based on their solution to this module.	1	
390	Financial Services	X	X		X	Reporting	The Contractor shall provide training that must include administrative and database functions, as well as accounting and reconciliation processes and procedures. A comprehensive explanation of the revenue reporting suite must also be included in the training session	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
391	Financial Services	X	X		X	Reporting	The Contractor will supply reports dealing with revenue tracking as listed in Appendix H. The Contractor may offer additional reporting processes based on their solution.	1	
392	Financial Services	X	X		X	Reporting	The solution shall generate accounting audit and reconciliation reports for all EFTs whether the EFT was manually, or system generated. Reports should include pertinent license information such as license types, amounts etc. and provide details at a transactional level as well as a comprehensive summary.	1	
393	Financial Services	X	X		X	Reporting	The solution shall produce a Cash Balance Report organized by unique fund, fund type, and fund group based on Commission accounting codes for specified date ranges (e.g., monthly, quarterly, and yearly).	1	
394	Financial Services	X	X		X	Reporting	The solution shall provide all financial data for administrative revenue oversight and management, tracking, reporting and customer demographics.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
395	Financial Services	X	X		X	Reporting	The solution shall provide License Agent reports that include but may not be limited to sales and transaction reporting by Agent Name with Agent ID, list of items sold by license name, ID and quantity, a breakdown of fees to include Item amount, the Commission fee, Tax Collector Fee, County Surcharge, Agent Fee, Total Sale Amount, Agent Credit, ACH amount (total collected by the Commission less the fees kept by the agent), Fiscal Year, Commission accounting codes, Summary of totals for all items listed above for all Agents, and summary reports for each agent of the weekly EFT. All weekly sweep reports shall reconcile with the EFT amount deposited into the Commissions bank.	1	
396	Financial Services	X	X		X	Reporting	The Solution shall provide the ability to monitor and update all stages of the application process through permit approval and revenue collection by authorized users.	1	
397	Future Enhancements	X	X	X	X		The Commission wishes to maintain the flexibility to enhance the solution as new technology becomes available that is demonstrated to be feasible and cost effective. Work resulting from the enhancements shall be performed according to terms and conditions set forth in the contract and any amendment(s) to the contract.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
398	Infrastructure	X	X	X	X	Architecture	All data collected shall be replicated in real-time and stored offline daily in a separate, secure facility as a backup. The facility shall be located within the physical boundaries of the United States.	1	
399	Infrastructure	X	X	X	X	Architecture	The Contractor shall be responsible to acquire (purchase, lease, or subscribe), manage and maintain all hardware and software (servers, licenses, etc.) required to design, develop, build, test, maintain, and backup the solution.	1	
400	Infrastructure	X	X	X	X	Architecture	The Contractor shall implement network-based and/or host-based intrusion detection tools. These tools will: 1. Monitor inbound and outbound communications for unusual or unauthorized activities. 2. Send individual intrusion detection logs to a central logging facility where correlation and analysis will be accomplished as a system wide intrusion detection effort. 3. Employ automated tools to support real-time analysis of events in support of detecting system-level attacks.	1	
401	Infrastructure	X	X	X	X	Architecture	The Contractor shall maintain and host the Commission's GoOutdoorsFlorida.com domain.	1	
402	Infrastructure	X	X	X	X	Architecture	The Contractor shall host all solution hardware and software including, but not limited to: servers, data, log files and backups entirely within the physical boundaries of the United States.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
403	Infrastructure	X	X	X	X	Architecture	The Contractor, to use Cloud environments to process and store the Commission's data, shall obtain and maintain a FedRAMP Certification.	1	
404	Infrastructure	X	X	X	X	Architecture	The solution server and network shall be 99.99% available outside of the accepted maintenance window.	1	
405	Infrastructure	X	X	X	X	Architecture	The solution shall be housed in a secure facility that is protected against physical damage due to fire, earthquakes, explosions, floods or other occurrences. The facility shall be located within the physical boundaries of the United States.	1	
406	Infrastructure	X	X	X	X	Architecture	The solution shall be fault tolerant, must be able to continue service even during a hardware, software or network failure, backed up by redundant components and location.	1	
407	Infrastructure	X	X	X	X	Architecture	The solution shall implement host-based boundary protection mechanisms for servers, workstations, and mobile devices, etc.	1	
408	Infrastructure	X	X	X	X	Architecture	The solution shall route all networked, privileged access through a dedicated, managed interface for purposes of access control and auditing.	1	
409	Infrastructure	X	X	X	X	Performance	The solution infrastructure will provide customers and users with consistent sub-second response time, excluding local network latency and end-user platform performance.	1	
410	Infrastructure	X	X	X	X	Security	Access to the solution's facilities shall be limited to authorized personnel who require access as part of their job duties.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
411	Inventory	X	X	X	X	workflow	The solution shall notify authorized users if a duplicate entry is entered into an inventory designated field (i.e. Tarpon tag, PIT tag) is entered in the solution.	1	
412	Inventory	X	X	X	X		The solution shall interface with Sunbiz (or the current Department of State data portal) data to authenticate commercial location information and validate user input.	2	
413	Inventory	X	X	X	X		The solution shall maintain inventory history for, but not limited to individual items and individual users.	1	
414	Inventory	X	X	X	X		The solution shall support a configurable date range for issued items based on authorized user input.	1	
415	Inventory	X	X	X	X		The solution shall record and maintain item level attributes associated with a specific item. Item specific attributes shall transfer with the item.	1	
416	Inventory	X	X	X	X		The solution shall record and maintain user level attributes associated with a specific user. User specific attributes (SSN, customer ID, etc.) shall not transfer with an item.	1	
417	Inventory	X	X	X	X		The solution shall capture and report changes to inventory.	1	
418	Inventory				X		The solution shall link to completed inspection forms and PDF copies of inspection reports created by the CTS-America solution. This information must only be accessible to authorized users.	2	
419	Inventory	X	X	X	X		The solution shall allow authorized users to update inventory only for authorized items.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
420	Inventory Supply and Fulfillment	X				Materials Management	Ordered supplies shall ship within 24 hours of receiving the order, except weekend and holiday orders will ship the next business day, with the cost of delivery borne by the Contractor.	1	
421	Inventory Supply and Fulfillment	X				Materials Management	The Contractor shall develop and maintain an ongoing solution for storing, distributing, and tracking the delivery of supplies to agents.	1	
422	Inventory Supply and Fulfillment		X			Materials Management	The Contractor shall have the configurable ability to create and encode the magnetic stripe on selected hard cards.	2	
423	Inventory Supply and Fulfillment	X				Materials Management	The Contractor shall provide the Commission with materials management plans and a full description of delivery processes at least one month prior to adjustment or implementation. These changes require advance approval by the Commission.	1	
424	Investigation/ Inspections				X		The solution shall provide reports based on investigator data based on business rules.	2	
425	Investigation/ Inspections				X		The solution shall enable authorized users to add, update, or delete one or more written notes to investigator information.	2	
426	Investigation/ Inspections				X		The solution shall issue inspections automatically or manually by authorized users.	2	
427	Investigation/ Inspections				X		The solution shall track, and schedule inspections based on, but not limited to, license type, business rules, inspection type (initial inspection, complaints, routine, follow-up), inspection status, and item type.	2	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
428	Investigation/ Inspections				X		The solution shall enable retrieving and viewing previous investigation dates, results and violations.	2	
429	Investigation/ Inspections				X		The solution shall enable authorized users to assign a predefined investigation type for a scheduled inspection.	2	
430	Mapping	X	X	X	X	Account Management	The solution shall provide the ability to geocode each locational address entered, creating spatial data (points) and shall provide an accompanying map so that users may visually verify that the address entered is geographically correct. The user shall also be able to enter spatial coordinates which will then be displayed via an accompanying web map for user verification.	2	
431	Mapping	X	X	X	X	Interfaces and Interoperability	The Contractor shall provide sufficient resources to prevent incomplete results as a by-product of the mapping solution's geolookup threshold.	2	
432	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall allow a user to locate an agent/dealer/retail location without having to create an account or log in to an existing account.	1	
433	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall allow users to filter search results based on their location or a user defined location.	1	
434	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall be able to use GPS coordinates and address information to display data on maps.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
435	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall capture and manage both single part and multipart geometries (points, polylines, and polygons).	2	
436	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall capture, store and manage spatial information as spatial data types (geometries: points, polylines, and polygons), each within an appropriate datum / coordinate system.	2	
437	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall capture, store, manage, and synchronize spatial data for offline use.	2	
438	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall convert spatial data between coordinate systems as business rules require.	2	
439	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall create spatial data at scales sufficient to meet the accuracy/precision needs of business rules.	2	
440	Mapping			X	X	Interfaces and Interoperability	The solution shall integrate property appraisers map data for all Florida counties to show property boundaries.	2	
441	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall manage 1:1, 1: Many, and Many: Many relationships between spatial data, and between spatial data and business records.	2	
442	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall pull data from system-entered sources and display the information as layers or info windows on maps.	2	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
443	Mapping	X	X	X	X	Interfaces and Interoperability	The solution shall validate user inputted addresses and GPS coordinates and convert as necessary.	1	
444	Marketing and Customer Management	X	X	X		Sales/Marketing	The Contractor shall be capable of printing and including a marketing insert to accompany items.	1	
445	Marketing and Customer Management	X				Sales/Marketing	The Contractor shall develop a marketing campaign that measurably tracks, and trends success based on the Commission criteria. The campaign will include, but not be limited to consumer recruitment, engagement and retention.	1	
446	Marketing and Customer Management	X	X	X	X	Sales/Marketing	The Contractor shall include a guide for self-service internet customers on how to use the internet sales site and provide a link to this guide on the internet sales site homepage. This guide shall address at a minimum, web browser requirements, printer requirements, payment information, website security and browser trouble shooting tips.	1	
447	Marketing and Customer Management	X	X	X	X	Sales/Marketing	The Contractor shall provide a configurable customer survey tool. The survey will be accessible on every screen throughout the application and update process. Customer surveys must be configurable and assigned by item type or screen.	2	
448	Marketing and Customer Management	X	X			Sales/Marketing	The Contractor will provide barcodes and barcode functionality to gift and hard cards.	2	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
449	Marketing and Customer Management	X				Sales/Marketing	The Contractor will provide gift card functionality that includes but is not limited to issuance and acceptance as a form of payment. This includes gift card payments used in coordination with other payment types.	1	
450	Marketing and Customer Management	X				Sales/Marketing	The Contractor will provide abilities including, but not limited to making a donation, upgrading their purchase, purchasing additional items, taking a survey and choosing to auto-renew.	1	
451	Marketing and Customer Management	X	X	X	X	Sales/Marketing	The Contractor will provide site analytics that include, but are not limited to: <ul style="list-style-type: none"> <li>• Abandonment rates</li> <li>• Drop-off rates</li> <li>• Bounce Rates</li> <li>• Exit rates</li> <li>• Click rates</li> <li>• Redirects</li> </ul>	1	
452	Mobile Device Capability	X	X	X	X	Architecture	The solution shall provide a mechanism for internal authorized users to securely access needed functionality offsite.	1	
453	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall be compatible with currently supported mobile device platforms including but not limited to iOS, Android, Windows and Chrome OS without requiring additional software.	1	
454	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall enable all data stored and transmitted on remote or mobile devices to be encrypted.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
455	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall enable an authorized user to record information using a mobile device, even when internet connectivity is unavailable, based on business rules.	1	
456	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall enable authorized users to resume recording information on a work in progress on a mobile device, even when internet connectivity is unavailable, based on business rules.	1	
457	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall enable authorized users to securely sync completed or partial information from a mobile device to the solution once internet connectivity has been established based on business rules.	1	
458	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall enable authorized users to select one or more activities for which the solution will download all relevant information to a mobile device.	1	
459	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall enable authorized users to suspend an activity and save the entered information on a mobile device as a work in progress, even when internet connectivity is unavailable, based on business rules.	1	
460	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall provide for remote sync with a central database over WIFI or mobile data connection.	1	
461	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall provide for secure, encrypted user authentication for remote and mobile users.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
462	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall provide secure remote access for authorized users using mobile and non-mobile devices.	1	
463	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall provide the ability to record and automatically synchronize, securely, information between a mobile device and the solution when internet connectivity is available.	1	
464	Mobile Device Capability	X	X	X	X	Interfaces and Interoperability	The solution shall provide the ability to remotely wipe any solution data stored on remote or mobile devices based on the Commission user security role.	1	
465	Mobile Device Capability	X	X	X	X	Usability	The solution shall allow for push notifications or other alert options as specified by the user.	1	
466	Mobile Device Capability	X	X	X	X	Usability	The solution shall be usable on mobile technology allowing for multi-touch mobile interface without the use of Flash.	1	
467	Mobile Device Capability	X	X	X	X	Usability	The solution shall integrate site translation for spoken languages.	1	
468	Operational Services	X				Materials Management	The Contractor shall receive supply orders using the system or toll-free telephone number operated by the Contractor.	1	
469	Operational Services	X	X	X	X	Technical Support and Maintenance	The Contractor shall keep the Commission informed of manufacturer's software and firmware upgrades released during the life of the contract.	1	
470	Operational Services	X				Technical Support and Maintenance	The Contractor shall maintain the equipment and software supplied, keeping it in proper working condition and providing both preventative and corrective maintenance.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
471	Operational Services	X				Technical Support and Maintenance	The Contractor shall provide a help line that provides prompt and accurate information that addresses agent problems with the system including technical help and assistance for loading, operating, and troubleshooting services related to equipment.	1	
472	Operational Services	X				Technical Support and Maintenance	The Contractor shall provide equipment maintenance, replacements, and shipping at no additional cost to the Commission or agents for the life of the contract. Agents will be responsible and liable for blatant equipment abuse or neglect.	1	
473	Operational Services	X				Technical Support and Maintenance	The Contractor shall provide remote diagnostic and update capabilities for equipment.	1	
474	Operational Services	X				Technical Support and Maintenance	The Contractor shall provide trained maintenance staff that can diagnose and isolate network issues and problems for agents.	1	
475	Performance	X	X	X	X	Customer Contact Center	The solution shall be scalable with the ability to increase capacity based on anticipated peak load times and when unanticipated usage spikes occur.	1	
476	Performance	X	X	X	X	Customer Contact Center	The customer contact center shall be able to support and process up to 25,000 customer support calls a month during peak periods.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
477	Performance	X	X	X	X	Customer Contact Center	The customer contact center shall be able to support and process up to 3,000 Agent support calls a month during peak periods after the initial agent set up process has been completed.	1	
478	Performance	X	X	X	X	Customer Contact Center	The customer contact phone sales center shall be able to support and process up to 10,000 item processing calls per month during peak periods.	1	
479	Performance	X	X	X	X	Load Testing	Load testing shall include all components of the existing licensing solution, including, but not limited to, credit card processing; DHSMV web service; reporting database replication; etc..	1	
480	Performance	X	X	X	X	Load Testing	The Contractor shall provide load testing a minimum of once per year.	1	
481	Performance	X	X	X	X	Standard Operating Procedures	All unplanned service outages exceeding 5 (five) minutes shall be reported to the Commission's Contract Manager and shall provide an explanation of the problem causing the outage and provide an estimate of when the solution will be back online within 1 (one) hour of the event. A Service Outage Report (SOR) shall be provided to the Commission within 2 (two) business days. The SOR will describe the outage, its impact to customers and/or the Commission, cause, any relationship to previous outages, and a corrective action plan.	1	
482	Performance	X	X	X	X	Standard Operating Procedures	Routine maintenance downtime shall be scheduled, have the Commission's approval, and be posted on the website in advance.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
483	Performance	X	X	X	X	Standard Operating Procedures	Routine maintenance of the solution server for the Commission shall be performed between the hours of 1 a.m. and 4 a.m. Eastern Time, and such maintenance shall be completed within 1 hour under normal conditions.	1	
484	Performance	X	X	X	X	Standard Operating Procedures	The solution shall be available 24 hours a day/365 days a year except for approved scheduled maintenance.	1	
485	Performance	X	X	X	X	System	The solution shall be able to accept, support, store, process and maintain upwards of 150,000 limited entry hunt permit applications a month during peak periods.	1	
486	Performance	X	X	X	X	System	The solution shall be able to store and maintain up to 60 million license records.	1	
487	Performance	X	X	X	X	System	The solution shall be able to support and process at least 1,000 different types of items (i.e. licenses, permits, endorsements, authorizations, applications, tags, etc.).	1	
488	Performance	X	X	X	X	System	The solution shall be able to support, store, process and maintain at least 5 million item issuances/sales a year (not including the replicated reporting database).	1	
489	Performance	X	X	X	X	System	The solution shall be able to support, store, process and maintain up to 25 million customer records (not including the replicated reporting database).	1	
490	Performance	X	X	X	X	System	The solution shall be capable of supporting, storing, processing and maintaining high demand transactions	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							involving up to 3,000 transactions in a 10-minute window.		
491	Performance	X	X	X	X	System	The solution shall be scalable with the ability to increase capacity based on anticipated peak load times AND respond to unanticipated spikes in usage.	1	
492	Project Coordination and Management	X	X	X	X	Change Management	A change to production shall only be scheduled after approval by the Change Control Board (CCB). Some items may be sent back for further analysis or testing, if necessary.	1	
493	Project Coordination and Management	X	X	X	X	Change Management	All changes shall be reviewed by the CCB so that the impact, cost, risks, and benefits of changes can be thoroughly understood, prioritized, agreed upon and scheduled by the CCB.	1	
494	Project Coordination and Management	X	X	X	X	Change Management	Any changes to the current baseline requirements and services baseline shall follow policies and procedures established by the CCB.	1	
495	Project Coordination and Management	X	X	X	X	Change Management	Every change to the solution's components after the solution's requirements and design documents have been approved shall go through a single channel, the Change Control Board (CCB), organized and facilitated by the Commission within 3 weeks after the effective date of the contract.	1	
496	Project Coordination and Management	X	X	X	X	Change Management	Major contractual changes must be accomplished through a formal contract amendment before being implemented.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
497	Project Coordination and Management	X	X	X	X	Change Management	The CCB shall include representatives from the Commission and shall include the Contractor's Project Manager to document and be an advisor from the Contractor.	1	
498	Project Coordination and Management	X	X	X	X	Change Management	The CCB's final makeup shall be approved by the Commission prior to its formation.	1	
499	Project Coordination and Management	X	X	X	X	Change Management	The Contractor shall be subject to following the Commission change management procedures prior to initial solution implementation or subsequent implementation of any changes to the solution.	1	
500	Project Coordination and Management	X	X	X	X	Change Management	The Contractor shall request and receive the Commission's approval of costs associated with any change request prior to making changes to the solution.	1	
501	Project Coordination and Management	X	X	X	X	Change Management	The change management process shall include notification of affected Commission units of potential loss or changes in services.	1	
502	Project Coordination and Management	X	X	X	X	Change Management	The Contractor's Project Manager will review all proposed Change Requests (CR) and provide information needed for review and action by the CCB.	1	
503	Project Coordination and Management	X	X	X	X	Project Implementation	The Contractor shall propose a project plan for the full implementation of the solution that includes a plan for pre-installation activities for all agent sites.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
504	Project Coordination and Management	X	X	X	X	Project Implementation	The support plan shall provide the approach for obtaining information to prepare for an installation, such as site surveys 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.	1	
505	Project Coordination and Management	X	X	X	X	Project Implementation	If participation from agents is required for the installation, the participation shall be kept to an absolute minimum, and shall not require any additional training of the agents to participate in site surveys.	1	
506	Project Coordination and Management	X	X	X	X	Project Management	The project plan shall include the activities of any sub-contractors used by the Contractor.	1	
507	Project Coordination and Management	X	X	X	X	Project Management	The Contractor shall provide a PMI PMP certified Project Manager (PM) throughout the project. This Project Manager shall serve as a single point of contact for the Commission Project Manager for all questions related to the services and solutions provided under the contract.	1	
508	Project Coordination and Management	X	X	X	X	Project Management	The Contractor's PM shall provide monthly summaries concerning the status of the project, including a summary of the last month's activities, a list of major accomplishments, major milestones met, deliverables completed, issues, problems, actions and work for the next period.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
509	Project Coordination and Management	X	X	X	X	Project Management	The Contractor's PM will provide the Commission with adequate licensing to the Contractor's project management and issue tracking system to allow the Commission's project team full insight into the status of the project and issues.	1	
510	Project Coordination and Management	X	X	X	X	Project Management	The Contractor's PM shall be responsible for developing, revising and tracking a detailed project plan regarding every aspect of the project throughout its life cycle.	1	
511	Project Coordination and Management	X	X	X	X	Project Management	The Contractor's PM shall report project status to the Commission's PM at a minimum of weekly.	1	
512	Project Coordination and Management	X	X	X	X	Project Management	Project status meetings shall be conducted in face-to-face meetings, teleconference, or by phone, based on mutual agreement of the project managers, with the agenda prepared by the Contractor's Project Manager.	1	
513	Project Coordination and Management	X	X	X	X	Project Management	The status report shall include attendees, the agenda, overview of topics discussed and actions, including who is responsible and by when, and status of prior actions.	1	
514	Project Coordination and Management	X	X	X	X	Project Management	Within two business days following each project status meeting, the Contractor shall provide a status report on the meeting.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
515	Project Coordination and Management	X	X	X	X	Project Planning	The Contractor's PM shall provide detailed project plans following the PMI PMBOK that include the following tasks, milestones and deliverables: solution requirements specification; solution design; solution development; documentation development; solution acceptance testing; pilot projects (as needed); site preparation and deployment; training; internet-site preparation, development, application integration, and deployment; telephone system preparation and deployment, and system operation and maintenance.	1	
516	Project Coordination and Management	X	X	X	X	Project Planning	At a minimum, the project schedule shall include:  a.) Key dates and dates for submission of deliverables;  b.) Plan Structure, using a breakdown of activity, task, and subtask;  c.) Description at the subtask level that includes: 1.) Description of the subtask; 2.) Definition of deliverables; 3.) the Commission resource requirements (staff and other); 4.) Duration of task; 5.) Major milestones; 6.) Dependencies, and 7.) Assumptions.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
517	Public Records and Exemptions	X	X	X	X	Public Record Requests	The Contractor shall provide the capability to redact information (e.g., social security numbers, names, addresses, etc.) throughout the solution based on business rules.	1	
518	Public Records and Exemptions	X	X	X	X	Public Record Requests	The Contractor shall provide the capability to restrict the dissemination of confidential records.	1	
519	Public Records and Exemptions	X	X	X	X	Public Record Requests	The Contractor shall provide a data access portal available to the public to obtain public records files.	1	
520	Public Records and Exemptions	X	X	X	X	Public Record Requests	The Contractor shall provide the ability for an external user to access one or more predefined record request reports.	1	
521	Public Records and Exemptions	X	X	X	X	Public Record Requests	The Contractor shall provide the ability for an external user to view and download predefined record request reports that are compliant with Section 508.	1	
522	Quality Assurance	X	X	X	X	Development Life-Cycle Methodology	The Contractor shall follow a development life-cycle methodology that supports incremental or iterative development.	1	
523	Quality Assurance	X	X	X	X	Development Life-Cycle Methodology	The life-cycle methodology shall specify procedures and deliverables for requirements, design, coding and unit testing, integration and testing, acceptance testing, regression testing, piloting (as needed) and implementing.	1	
524	Quality Assurance	X	X	X	X	Requirements Traceability	Records of all requirements and specifications and revisions shall be maintained in electronic form by the Contractor.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
525	Quality Assurance	X	X	X	X	Requirements Traceability	The Contractor shall provide a mechanism for tracing the implementation of software requirements across the various hardware and software components to enable the Commission to track and evaluate how the requirements are being met.	1	
526	Renewals	X	X	X	X	Correspondence & Forms	The solution shall automatically generate a renewal notice for each item according to business rules.	1	
527	Renewals	X	X	X	X	Correspondence & Forms	The solution shall enable generating a single renewal notice for an external user that has multiple items due for renewal, based on business rules.	1	
528	Renewals	X	X	X	X	Correspondence & Forms	The solution shall generate a notice if a renewal application is not entered or received within the user-defined time period.	1	
529	Renewals	X	X	X	X	Correspondence & Forms	The solution shall inactivate items and generate notifications for items that are beyond a user-specified time period after expiration.	1	
530	Renewals	X	X	X	X	Correspondence & Forms	The solution shall prepopulate associated item information on renewal notices in a format that includes lists of multiple renewals according to business rules.	1	
531	Renewals	X	X	X	X	Customer Support	The solution shall provide renewal reminder notifications to customers based on their preferred communication method and purchased specific items a configurable number of days prior to the item expiration date.	1	
532	Renewals	X				License/Permits	For limited entry hunt transactions, the application will not display any hunt units with a remaining quota of zero.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
533	Renewals	X				License/Permits	For limited entry hunt transactions, the application will allow the user to view all hunt units available for the item type, based on business rules.	1	
534	Renewals	X	X	X	X	License/Permits	The interface for renewals will list the purchase history of a customer and allow the customer to select which items to purchase.	1	
535	Renewals	X	X	X	X	Processing	The solution shall enable an authorized user to define item renewal rules for each item type including, but not limited to: <ul style="list-style-type: none"> <li>• Time period that the item is valid for.</li> <li>• Time period prior to expiration date to trigger renewal notifications.</li> <li>• Time period that the application is available to the external user.</li> <li>• Renewal limits.</li> </ul>	1	
536	Renewals	X	X	X	X	Processing	The solution shall enable batch processing of renewal applications and notices.	1	
537	Renewals	X	X	X	X	Processing	The solution should enable the ability for an authorized user to extend the renewal process time in accordance with business rules.	1	
538	Renewals	X	X	X	X	Processing	The solution shall verify eligibility for renewal based on business rules (e.g., holds, alerts, statuses, enforcement rules, continuing education, etc.)	1	
539	Renewals	X	X	X	X	Processing	The solution shall allow online renewal issuance based on business rules.	1	
540	Renewals	X				Processing	The solution shall offer the customer an option to sign up for auto-renewal of items based on configurable business rules.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
541	Renewals	X	X	X	X	Renewals	The solution shall allow authorized users to reactivate an item according to business rules.	1	
542	Renewals	X	X	X	X	Renewals	The solution shall enable an external user to renew an item in advance based on business rules.	1	
543	Renewals	X	X	X	X	Renewals	The solution shall enable expiration of renewal applications left open after a specified period of time as defined according to business rules.	1	
544	Renewals	X	X	X	X	Self Service Portal	The solution shall enable users to submit applications and any applicable information including the ability to upload and attach documents.	1	
545	Renewals	X	X	X	X	Self Service Portal	The solution shall display a list of next steps to guide the user in completing his or her renewal process.	1	
546	Renewals	X	X	X	X	Self Service Portal	The solution shall enable an external user to view the status of his or her application or renewal.	1	
547	Reports	X	X	X	X	Customer Contact Center	The solution shall enable tracking and reporting calls by various fields, including but not limited to: <ul style="list-style-type: none"> <li>• Free form notes that can be tied to the external user at any desired level (e.g. general, license, permit, application),</li> <li>• Dates,</li> <li>• Zip or postal code,</li> <li>• County,</li> <li>• External user Name,</li> <li>• Section, and</li> <li>• License or other item type.</li> </ul>	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
548	Reports	X	X	X	X	Customer Contact Center	The solution shall provide the ability to historically search and report on call records based on status, user, group, external user, entity, outcomes, date/time or any other call record field.	1	
549	Reports	X	X	X	X		The ad-hoc query and report-generation capability shall not impact the performance of the overall solution.	1	
550	Reports	X	X	X	X		The solution shall allow ad-hoc report/query definitions and parameters to be stored in public libraries for use by other users.	1	
551	Reports	X	X	X	X		The solution shall allow agents to run reports, including but not limited to historical and current reports. Reports must be at the summary and detail level, and must be exportable to PDF, Excel and CSV formats.	1	
552	Reports	X	X	X	X		The solution shall allow agents to run reports showing voids and reversals. Reports must be at the summary and detail level, and must be exportable to PDF, Excel and CSV formats.	1	
553	Reports	X	X	X	X		The solution shall allow agents to run transaction detail reports. Reports must be at the summary and detail level, and must be exportable to PDF, Excel and CSV formats.	1	
554	Reports	X	X	X	X		The solution shall allow agents to view their voided transactions and determine whether or not the Commission has received their voided license. Reports must be at the summary and detail level, and must be exportable to PDF, Excel and CSV formats.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
555	Reports	X	X	X	X		The solution shall allow authorized users with the appropriate access to modify report queries.	1	
556	Reports	X	X	X	X		The solution shall allow authorized user to delete any user-created reports per security roles.	2	
557	Reports	X	X	X	X		The solution shall enable authorized users to distribute reports in a variety of formats per business rules.	1	
558	Reports	X	X	X	X		The solution shall enable authorized users to generate ad-hoc reports using generalized selection and sort criteria and to specify the output file format (including, but not limited to MS Office) and save the file to a user-specified location.	1	
559	Reports	X	X	X	X		The solution shall enable authorized users to generate and distribute reports accessing user-selected data fields based on events, process milestones, or predefined data thresholds.	1	
560	Reports	X	X	X	X		The solution shall enable authorized users to generate, save, and export reports in user selected types, including but not limited to: Hypertext Markup Language (.html), Adobe Acrobat Portable Document Format (.pdf), Microsoft Word (.doc), Rich Text Format (.rtf), Comma Separated Value (.csv), Tab Delimited, Microsoft Excel Spreadsheet format (.xls). Data exported to Comma Delimited, Tab Delimited, and Microsoft Excel Spreadsheet files shall preserve each unique field.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
561	Reports	X	X	X	X		The solution shall enable authorized users to modify the parameters, layout, and structure of reports, letters and notices.	1	
562	Reports	X	X	X	X		The solution shall enable authorized users to retrieve ad-hoc report definitions and parameters previously saved.	1	
563	Reports	X	X	X	X		The solution shall enable authorized users to save selected report views for future use by individual users or multiple users.	1	
564	Reports	X	X	X	X		The solution shall enable authorized users to view and modify reports before saving or printing.	1	
565	Reports	X	X	X	X		The solution shall enable sharing ad-hoc report definitions and parameters across sections units according to business rules.	1	
566	Reports	X	X	X	X		The solution shall enable spell-checking for, including but not limited to reports, letters and notices.	1	
567	Reports	X	X	X	X		The solution shall execute reports in the background and allow users to continue processing.	1	
568	Reports	X	X	X	X		The solution shall provide a capability to redact information (e.g., social security numbers, names, addresses, etc.) on all reports based on section-specific business rules.	1	
569	Reports	X	X	X	X		The solution shall provide additional reporting capabilities for License Agents and Tax Collectors based on business rules. Reports will include, but not be limited to sales by agent, sales by ACH period and others. Reports must be at the summary and detail level, and must be exportable to PDF, Excel and CSV formats.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
570	Reports	X	X	X	X		The solution shall provide ad-hoc query and report-generation capability based on an unlimited number of search criteria according to user-selected data.	1	
571	Reports	X	X	X	X		The solution shall provide authorized users the means of specifying form of output and distribution for reports (e.g., distribute to named users through email, print at local printer, print at remote printer, fax, distribute as data file through specified medium of transmission, email, etc.).	1	
572	Reports	X	X	X	X		The solution shall provide summary and detailed cycle time reporting capabilities that include but is not limited to average processing times by license/permit or other item type or the number of licenses processed within a certain time period.	2	
573	Reports	X	X	X	X		The solution shall provide summary and detailed Request for Additional information activities that include cycle time reporting	1	
574	Reports	X	X	X	X		The solution shall provide the ability for specified date range comparisons on reports.	1	
575	Reports	X	X	X	X		The solution shall provide the ability to categorize user-defined reports into user-defined categories.	1	
576	Reports	X	X	X	X		The solution shall provide the ability to create reports with defined calculations.	1	
577	Reports	X	X	X	X		The solution shall provide the ability to define control breaks and number of lines per page limits.	2	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
578	Reports	X	X	X	X		The solution shall provide the ability to direct reports to multiple outputs including email, screen, printer, and file.	1	
579	Reports	X	X	X	X		The solution shall provide the ability to generate reports based on report specific user defined parameters.	1	
580	Reports	X	X	X	X		The solution shall provide the ability to generate reports that include user-designed graphs and charts (e.g., organizational charts, line graphs, pie charts, regression lines).	2	
581	Reports	X	X	X	X		The solution shall provide the ability to include run-time parameters for ad-hoc reports.	2	
582	Reports	X	X	X	X		The solution shall provide the ability to include the name of the report, the date generated, and the page number on each page of a report.	2	
583	Reports	X	X	X	X		The solution shall provide the ability to print a range of pages.	1	
584	Reports	X	X	X	X		The solution shall provide the ability to print preview reports.	1	
585	Reports	X	X	X	X		The solution shall provide the ability to report by pre-defined date parameters.	1	
586	Reports	X	X	X	X		The solution shall provide the ability to report on any data element.	1	
587	Reports	X	X	X	X		The solution shall provide the ability to report on current status of workflow items (e.g., listing by work items and location in workflow, listing by authorized user of all assigned work items, listing of work items and current status, listing of work items by type).	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
588	Reports	X	X	X	X		The solution shall provide the ability to specify number of copies of report to be printed.	1	
589	Reports	X	X	X	X		The solution shall report bottlenecks and problem areas throughout the lifecycle of a workflow based on business rules.	2	
590	Security and Privacy	X	X	X	X	Audit	The Contractor shall have a certified independent auditor conduct SOC 2 Type II review and provide the report to the Commission with a remediation plan to access any compliance findings every six months.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
591	Security and Privacy	X	X	X	X	Audit Logging	<p>The Contractor's solution shall log the following events:</p> <ol style="list-style-type: none"> <li>1. Successful and unsuccessful system log-on attempts.</li> <li>2. Successful and unsuccessful attempts to use:                             <ol style="list-style-type: none"> <li>a. access permission on a user account, file, directory or other system resource</li> <li>b. create permission on a user account, file, directory or other system resource</li> <li>c. write permission on a user account, file, directory or other system resource</li> <li>d. delete permission on a user account, file, directory or other system resource</li> <li>e. change permission on a user account, file, directory or other system resource</li> </ol> </li> <li>3. Successful and unsuccessful attempts to change account passwords.</li> <li>4. Successful and unsuccessful actions by privileged accounts.</li> <li>5. Successful and unsuccessful attempts for users to:                             <ol style="list-style-type: none"> <li>a. access the audit log file</li> <li>b. modifies the audit log file</li> <li>c. destroys the audit log file</li> </ol> </li> </ol>	1	
592	Security and Privacy	X	X	X	X	Confidentiality	<p>All customer and transaction information shall be treated as private information by the Contractor, shall only be accessible by Contractor's employees who have a "need to know," and shall not be released to anyone outside of the Commission without the explicit permission of authorized Commission personnel.</p>	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
593	Security and Privacy	X	X	X	X	Confidentiality	It is the Contractor's responsibility to ensure that all customer information obtained from any source shall be kept private and not shared or distributed to anyone without explicit permission from authorized Commission personnel or at the direction of authorized Commission personnel. This includes not adding names to mailing lists, not utilizing any third-party services to report customers' buying habits, nor any other practice that could compromise the total privacy of customers.	1	
594	Security and Privacy	X	X	X	X	Confidentiality	The Contractor is responsible for ensuring that all employees of the GoOutdoorsFlorida Solution pass a Florida Level 2 background check and are continuously verified by the FALCON system.	1	
595	Security and Privacy	X	X	X	X	Confidentiality	The solution shall mask Social Security Number (SSN), Federal Employment Identification Number (FEID) and Driver License Number data in the maintenance logs, customer logs and printed documents (including licenses).	1	
596	Security and Privacy	X	X	X	X	Confidentiality	The solution shall not print Hunter Safety Certification Numbers on licenses or other printed documents as some states use Social Security Number (SSN) for this ID number.	1	
597	Security and Privacy	X	X	X	X	Digital Media Sanitization and Disposal	The Contractor shall sanitize, overwriting at least three times, or degauss digital media prior to disposal or release for reuse by unauthorized individuals.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							Inoperable digital media shall be destroyed (cut up, shredded, etc.).		
598	Security and Privacy	X	X	X	X	Digital Media Sanitization and Disposal	The Contractor shall ensure that the sanitization or destruction of digital/electronic media is witnessed or carried out by authorized personnel.	1	
599	Security and Privacy	X	X	X	X	Digital Media Sanitization and Disposal	The Contractor shall maintain written documentation of the steps taken to sanitize or destroy digital/electronic media.	1	
600	Security and Privacy	X	X	X	X	Encryption	The Contractor shall immediately encrypt all Commission related data in transit using a FIPS 140-2 certified method, cryptographic module and a symmetric cipher key of at least 128-bit strength.	1	
601	Security and Privacy	X	X	X	X	Encryption	The Contractor shall provide the encryption/decryption methodology to the Commission for query level decryption.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
602	Security and Privacy	X	X	X	X	Encryption	<p>The Contractor shall secure sensitive Commission data including but not limited to Social Security Numbers (SSN), Federal Employment Identification Numbers (FEID) and Driver License Numbers as follows:</p> <p>When sensitive Commission data is at rest (i.e. stored digitally), the data shall be protected via encryption. When encryption is employed, the Contractor shall either encrypt using a cryptographic module that is FIPS 140-2 certified and use a symmetric cipher key strength of at least 128-bit strength to protect the data or use a symmetric cipher that is FIPS 197 certified (AES) and at least 256-bit strength.</p> <p>1. The Contractor’s passphrase used to unlock the cipher shall meet the following requirements:</p> <ul style="list-style-type: none"> <li>a. Be at least 10 characters</li> <li>b. Not be a dictionary word.</li> <li>c. Include at least one (1) upper case letter, one (1) lower case letter, one (1) number, and one (1) special character.</li> <li>d. Be changed when previously authorized personnel no longer require access.</li> </ul> <p>2. Multiple files maintained in the same unencrypted folder shall have separate and distinct passphrases. A single passphrase may be used to encrypt an entire folder or disk containing multiple files.</p>	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
603	Security and Privacy	X	X	X	X	Financial	The Contractor shall adhere to the Payment Card Industry's Data Security Standards (PCI-DSS). An attestation of compliance from a credible evaluating entity must be provided to the Commission at a minimum of annually.	1	
604	Security and Privacy	X	X	X	X	Financial	The solution shall mask credit card numbers on payment confirmations.	1	
605	Security and Privacy	X	X	X	X	Incident Response	The Contractor shall assume the full responsibility for performing the necessary statutory notification, with no liability or additional cost to the Commission, for compliance with Florida Statutes, including 282, 501.171, and FAC Rule 60gg-2 related to security breaches.	1	
606	Security and Privacy	X	X	X	X	Incident Response	The Contractor shall document and implement an incident handling capability for security incidents that includes preparation, detection and analysis, containment, eradication, and recovery.	1	
607	Security and Privacy	X	X	X	X	Incident Response	The Contractor shall immediately notify the Commission Project Manager, the Commission Information Security Manager (ISM), and the Commission Chief Information Officer (CIO) of all backup or restoration failures as specified in Appendix "K", and coordinate action and response with the Commission ISM.	1	
608	Security and Privacy	X	X	X	X	Incident Response	The Contractor shall immediately notify the Commission Project Manager, ISM, and the CIO of all PCI Data Security Standard violations by the Contractor. The Contractor will coordinate all corrective actions and response with the Commission ISM.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
609	Security and Privacy	X	X	X	X	Incident Response	The Contractor shall incorporate the lessons learned from ongoing incident handling activities into the incident response procedures documentation and implement the procedures accordingly.	1	
610	Security and Privacy	X	X	X	X	Incident Response	The Contractor will report to the Commission Contract Manager and ISM of Cyber Incidents in compliance with the timeframes specified in the Florida Administrative Code (FAC) including, but not limited to, rule 74-2. The Contractor will support the Commission with any response, reporting, and notifications related to Rule 74-2, Florida Statutes 282, 501.171 and others as required.	1	
611	Security and Privacy	X	X	X	X	Incident Response	The Contractor shall employ automated mechanisms to support the incident handling process.	1	
612	Security and Privacy	X	X	X	X	Passwords	All Agents and Commission personnel who access the solution shall be authenticated with a username and password login.	1	
613	Security and Privacy	X	X	X	X	Passwords	Every higher-level administrator should be able to reset, but not unlock passwords of lower roles.	1	
614	Security and Privacy	X	X	X	X	Passwords	The solution shall provide a self-service account unlock, and password reset functionality for all solution users.	1	
615	Security and Privacy	X	X	X	X	Passwords	The solution shall allow for user IDs and passwords to be set up to access both the replicated reporting and shared databases.	1	
616	Security and Privacy	X	X	X	X	Passwords	The solution shall deactivate (expire) system admin users so they can no longer	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
							use their login credentials after a configurable period of inactivity.		
617	Security and Privacy	X	X	X	X	Passwords	The solution shall establish security questions to confirm password resets.	1	
618	Security and Privacy	X	X	X	X	Passwords	The solution shall expire the password of agent users if the password has not been changed in a configurable number of days.	1	
619	Security and Privacy	X	X	X	X	Passwords	The solution shall not deactivate customer accounts for inactivity.	1	
620	Security and Privacy	X	X	X	X	Passwords	The solution shall reset passwords for locked out users in the event their local administrator is unavailable.	1	
621	Security and Privacy	X	X	X	X	Passwords	The solution shall allow users, regardless of profile, to change their own passwords.	1	
622	Security and Privacy	X	X	X	X	Passwords	The solution shall require passwords be changed every 90 days.	1	
623	Security and Privacy	X	X	X	X	Passwords	Users will be notified automatically, during logon, when their password is approaching expiration and requires changing.	1	
624	Security and Privacy	X	X	X	X	Passwords	The solution shall require user's passwords to meet password requirements as specified by the Commission.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
625	Security and Privacy	X	X	X	X	Patch Management	The Contractor shall implement a process that ensures prompt installation of newly released security relevant patches, service packs and hot fixes. The process should include: 1. Testing of appropriate patches before installation. 2. Rollback capabilities when installing patches, updates, etc. 3. Automatic updates without individual user intervention. 4. Centralized patch management.	1	
626	Security and Privacy	X	X	X	X	Patch Management	The Contractor shall identify and document applications, services, and information systems containing software or components affected by recently announced software flaws and potential vulnerabilities resulting from those flaws.	1	
627	Security and Privacy	X	X	X	X	Role-Based Security	It shall be possible for the Commission to maintain the privileges of those who have access to various solution resources and capabilities. This shall be maintainable for both individual users and for communities of users, including permissions and memberships in groups of users.	1	
628	Security and Privacy	X	X	X	X	Role-Based Security	Role-based security shall be field-level rather than page or module level.	1	
629	Security and Privacy	X	X	X	X	Role-Based Security	The Contractor shall allow and support Agent Managers in setup and use of all solution equipment and software as required.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
630	Security and Privacy	X	X	X	X	Role-Based Security	The Contractor shall be responsible for setting up user security and role groups as well as initial role assignments.	1	
631	Security and Privacy	X	X	X	X	Role-Based Security	The solution shall mask sensitive data, configurable by the Commission, at the field level and based on user security role.	1	
632	Security and Privacy	X	X	X	X	Role-Based Security	The Contractor shall set up the system administrators for the Commission and agents.	1	
633	Security and Privacy	X	X	X	X	Role-Based Security	The solution shall support role-based security with multiple, configurable user security roles assignable to an individual administrative or agent user.	1	
634	Security and Privacy	X	X	X	X	Security	The Contractor shall comply with all federal and state laws, statues and rules, including, but not limited to, compliance with the existing security rule Chapter 74-2, Florida Administrative Code.	1	
635	Security and Privacy	X	X	X	X	Testing	The Contractor shall conduct quarterly external and internal penetration tests to identify vulnerabilities and attack vectors that can be used to exploit the solution successfully. Penetration testing should occur from outside the network perimeter (i.e., the Internet or wireless frequencies around an organization) as well as from within its boundaries (i.e., on the internal network) to simulate both outsider and insider attacks. The test plan and results reports should be submitted to the Commission within one week of completion with a remediation plan.	1	
636	Support and Training	X				Administrative	The solution shall allow the Contractor to indicate on agent records when the initial training and set up has been completed.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
637	Support and Training	X	X	X	X	Reporting	The Contractor shall travel to the Commission to install replicated reporting database access, build custom queries and provide training.	1	
638	Support and Training	X				Set-Up and Training	Documentation shall be updated every 6 months or upon upgrade of equipment to reflect changes in policy, support phone numbers and equipment. Revised materials shall be distributed to all agents.	1	
639	Support and Training	X				Set-Up and Training	The Contractor shall provide necessary equipment, setup and configuration for agents.	1	
640	Support and Training	X				Set-Up and Training	The Contractor shall be able to set-up and train approximately 35 new agents per year after the initial service migration process has been completed.	1	
641	Support and Training	X				Set-Up and Training	The Contractor shall call new agents and provide them with their user ID, which allows for the agent Administrator to set up multiple users within the agent account.	1	
642	Support and Training	X	X	X	X	Set-Up and Training	The Contractor shall create training material for the solution.	1	
643	Support and Training	X				Set-Up and Training	The Contractor shall have the capacity to setup and train up to 900 agents as part of service migration.	1	
644	Support and Training	X				Set-Up and Training	The Contractor shall set up the Administrator for each agent account.	1	
645	Support and Training	X	X	X	X	Training	The training plan and timeline shall be approved by the Commission.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
646	Support and Training	X	X	X	X	Training	The training program shall be designed to ensure that all users are effectively trained to operate the system features and components that they must use to perform their jobs.	1	
647	Support and Training	X	X	X	X	Training	The Contractor shall be responsible for training their Customer Contact Center Representatives.	1	
648	Support and Training	X	X	X	X	Training	The Contractor shall utilize the actual equipment hardware and software to conduct the training.	1	
649	System Design	X	X	X	X	Accuracy and Precision	The solution shall maintain current and historical records for all past and present customers, including a record of all license and permit activities including, but not limited to applications, renewals, requalification's and updates by date and item.	1	
650	System Design	X	X	X	X	Accuracy and Precision	All times and time-based activities in the solution and services should be based on Eastern Time.	1	
651	System Design	X	X	X	X	Accuracy and Precision	Each solution transaction generated shall be stamped with a user ID, timestamp and location ID.	1	
652	System Design	X	X	X	X	Accuracy and Precision	The solution shall automatically handle daylight savings time.	1	
653	System Design	X				Agent Interface	The solution interface for Agents shall be accessible via a device with internet connectivity and attached license printer.	1	
654	System Design	X	X	X	X	Architecture	The solution shall support item configuration.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
655	System Design	X	X	X	X	Architecture	The Contractor acceptance test environment shall be identical to the production environment with the exception of the modifications to be tested.	1	
656	System Design	X	X	X	X	Architecture	The Contractor shall ensure that outputs created in training environment are marked as training, invalid or void.	1	
657	System Design	X	X	X	X	Architecture	The Contractor shall perform all the development in an environment separate from the acceptance test, training, production baseline and production environments.	1	
658	System Design	X	X	X	X	Architecture	The Contractor shall perform development in such an environment to enable the production and acceptance test environments to be used without being affected by development revisions.	1	
659	System Design	X	X	X	X	Architecture	The Contractor shall provide a robust, real-time reporting environment that does not degrade the performance of the transactional system.	1	
660	System Design	X	X	X	X	Architecture	The Contractor shall provide a training environment that is separate from the development environment in which the administrative and agent users can be trained without impacting the production environment.	1	
661	System Design	X	X	X	X	Architecture	The Contractor shall provide an acceptance test environment that is separate from the development environment in which the solution and modifications and revisions can be tested without impacting the production environment.	1	



Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
662	System Design	X	X	X	X	Architecture	The Contractor shall work closely with the Commission to coordinate and stage the solution in all phases, from development, to acceptance test, to production environments.	1	
663	System Design	X	X	X	X	Architecture	The Contractor shall ensure that all non-production solution environments are clearly labeled as non-production.	1	
664	System Design	X	X	X	X	Architecture	The solution training environment shall be identical to the production environment, with the exception of visual and technical components that identify the environment specifically as a non-production training environment.	1	
665	System Design	X	X	X	X	Customer Contact Center	The Contractor shall employ various user experience techniques during the design to ensure the online platform is designed effectively for ease of navigation and simple operation.	1	
666	System Design	X	X	X	X	Customer Contact Center	The Contractor shall employ various user experience techniques periodically (according to a mutually agreed upon schedule) throughout the life of the contract to ensure continued effectiveness of online platforms – both public facing platforms as well as department facing platforms.	1	
667	System Design	X	X	X	X	Mobile	The Contractor shall assume responsibility for and maintain the current Fish   Hunt FL mobile app.	1	
668	System Design	X	X	X	X	Modifiability	The Contractor shall make all available solution upgrades available to the Commission.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
669	System Design	X	X	X	X	Platform	In the event of an outage, the solution shall display a responsive user-friendly message/page that describes the current situation and advises the user on how long it will be before service is restored.	1	
670	System Design	X	X	X	X	User Interface	All presentation to customers of page designs, navigations, link behavior and forms shall follow the Commission Internet Application Design Standards and will be approved by the Commission prior to their implementation.	1	
671	System Design	X	X	X	X	User Interface	All versions of the solution's user interface will follow a consistent and standardized design, layout, color scheme, etc.	1	
672	System Design	X	X	X	X	User Interface	The solution shall not carry any advertising unless explicitly authorized by the Commission.	1	
673	System Design	X	X	X	X		The solution shall be integrated with the Commission's internet site, currently hosted by the State of Florida.	1	
674	Trap Retrieval and Tag Management	X	X	X		Audit	The solution shall display tag status according to program business rules.	1	
675	Trap Retrieval and Tag Management	X	X	X		Audit	The solution shall maintain audit history of tag issuance, transfer, status, disposition changes according to program business rules.	1	
676	Trap Retrieval and Tag Management	X	X	X		Audit	The solution shall make available tag audit history reports at the customer, item and program level.	1	
677	Trap Retrieval and Tag Management	X	X	X		Disposition	The solution shall allow authorized users to report tags as 'lost' or 'stolen' or 'damaged' or 'discarded' or other configurable disposition types and capture date, comments, required documentation, etc.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
678	Trap Retrieval and Tag Management	X	X	X		Inventory	The solution shall allow authorized users to enter new tag inventory ranges or add or remove tags from inventory on demand.	1	
679	Trap Retrieval and Tag Management	X	X	X		Inventory	The solution shall maintain tag inventory by tag year, tag type, tag season and tag region, where applicable, according to tag program business rules.	1	
680	Trap Retrieval and Tag Management	X	X	X		Inventory	The solution shall track the status of all tags (issued, in inventory, disposed, etc.).	1	
681	Trap Retrieval and Tag Management	X	X	X		Issuance	The solution shall allow for tags issued as an item and tags issued attached to another item (license, permit, endorsement, etc.) according to business rules.	1	
682	Trap Retrieval and Tag Management	X	X	X		Issuance	The solution shall assign the number of tags to user items based on configurable item level attributes.	1	
683	Trap Retrieval and Tag Management	X	X	X		Issuance	The solution shall automatically assign tags or allow authorized users to assign tags to qualified customers or items, based on configurable item attributes, according to program business rules.	1	
684	Trap Retrieval and Tag Management	X	X	X		Issuance	The solution shall check for holds, suspensions, citations, etc. before issuing tags to a customer or item and cease the processing based on business rules.	1	
685	Trap Retrieval and Tag Management	X	X	X		Issuance	The solution shall have the ability to issue additional tags to a qualifying customer or item based on item level business rules.	1	
686	Trap Retrieval and Tag Management	X	X	X		Issuance	The solution shall issue tags only when sufficient tags exist in inventory to complete the transaction.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
687	Trap Retrieval and Tag Management	X	X	X		Issuance	The solution shall issue tags sequentially based on existing tag inventory or configurable tag seed values.	1	
688	Trap Retrieval and Tag Management	X	X	X		Issuance	The solution shall notify authorized users when tag inventories are insufficient to complete transaction.	1	
689	Trap Retrieval and Tag Management	X	X	X		Issuance	The solution shall verify required prerequisites, by program business rules, are met prior to issuing tags.	1	
690	Trap Retrieval and Tag Management	X	X	X		Modifications	The solution should automatically regenerate the item after modifications to tag quantities (ex., Tags replaced, tag quantity increased) have been completed.	1	
691	Trap Retrieval and Tag Management	X	X	X		Replacement	The solution shall allow for issuance of replacement tags manually, by authorized users, or automatically based on item type and business rules.	1	
692	Trap Retrieval and Tag Management	X	X	X		Transfers	The solution shall allow tags to be transferred between eligible customers, items and between programs, by authorized users, based on business rules.	1	
693	Usability	X	X	X	X	Accessibility	The Go Outdoors Florida Licensing Solution shall be compliant with the Americans with Disabilities Act.	1	
694	Usability	X	X	X	X	Agent Interface	For the agent interface, an average user with the equivalent of a 9th grade reading level or greater shall be able to be trained to use the sales channel module within 30 minutes by an experienced user. This time does not include the time to learn the Commission's business rules that must be applied by the seller during a transaction.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
695	Usability	X	X	X	X	Agent Interface	The agent interface shall prompt users with step-by-step procedures for the transaction's steps.	1	
696	Usability	X	X	X	X		The solution shall support browsers being used by at least 99% of internet users as determined by an industry accepted benchmarking authority.	1	
697	Usability	X	X	X	X		The solution shall time out after 30 minutes of inactivity.	1	
698	User Account	X	X	X	X		The solution shall include functionality based on agent class.	1	
699	User Account	X	X	X	X	Account Creation	The solution shall allow customers to create and update an account.	1	
700	User Account	X	X	X	X	Account Creation	The solution shall validate whether a customer has an existing account prior to creating a new account.	1	
701	User Account	X	X	X	X	Account Creation	The solution shall require customers to update an account with additional information based on business rules for the type of activity and action performed.	1	
702	User Account	X	X	X	X	Admin	The solution shall allow authorized users to create, delete, update, reactivate and inactivate non-customer accounts and customer accounts.	1	
703	User Account	X	X	X	X	Admin	The solution shall allow authorized users to identify and designate customer accounts as exempt based on business rules.	1	
704	User Account	X	X	X	X	Admin	The solution shall allow authorized users to merge customer accounts.	1	
705	User Account	X	X	X	X	Admin	The solution shall enable authorized users to search for existing customer accounts.	1	
706	User Account	X	X	X	X	Login	The solution shall allow authorized users to reset customer passwords.	1	

Business Service Requirements

#	Category	RE	CM	PM	CW	Activity	Requirement	Priority	Contractor Response
707	User Account	X	X	X	X	Login	The solution shall allow customer to change or reset their account password.	1	
708	User Account	X	X	X	X	Login	The solution shall expire the password based on a system configured number of days and by user type.	1	
709	User Account	X	X	X	X	Login	The solution shall require customers to change an initial or reset password.	1	
710	User Account	X	X	X	X	Login	The solution shall require customers to login using a unique account name and password.	1	
711	User Account	X	X	X	X	Processing	The solution shall validate all email addresses for correct form upon entry.	1	
712	User Account	X	X	X	X		The solution shall use Commission Active Directory accounts for authentication of Commission user accounts.	1	
713	User Account	X	X	X	X	Login	The solution shall verify residency.	1	
714	Customer Experience	X		X		Harvest Reporting	The solution shall provide the option to visually map reported harvest locations and be made viewable by all authorized	1	
715	Customer Experience	X		X		Harvest Reporting	The solution shall allow a user to report harvest without having to log into or create a user account	1	
716	Customer Experience	X		X		Harvest Reporting	The solution shall allow authorized users to review harvest data, run adhoc reports on harvest data, and edit harvest data within a	1	

## Appendix C: Item Catalog

Contains items active in the current systems. The list is not intended to be all-encompassing.

### Recreational Licensing System

Item Type	RESIDENCY (RESIDENT, NONRESIDENT, ALL)	Term	Quantity Issued 7/1/2017- 6/30/2018	Sales 7/1/2017- 6/30/2018
<b>\$10 Donation to Youth Programs</b>	All	Other	4,569	\$45,690.00
<b>\$100 Donation to Youth Programs</b>	All	Other	87	\$8,700.00
<b>\$100 E-Gift Card (Received via Email)</b>	All	Other	22	\$2,200.00
<b>\$2 Donation to Youth Programs</b>	All	Other	43,964	\$87,928.00
<b>\$25 Donation to Youth Programs</b>	Resident	Other	844	\$21,100.00
<b>\$25 E-Gift Card (Received via Email)</b>	All	Other	36	\$900.00
<b>\$5 Donation to Youth Programs</b>	All	Other	19,124	\$95,620.00
<b>\$50 Donation to Youth Programs</b>	Resident	Other	154	\$7,700.00
<b>\$50 E-Gift Card (Received via Email)</b>	All	Other	43	\$2,150.00
<b>\$500 E-Gift Card (Received via Email)</b>	All	Other	5	\$2,500.00
<b>5 Year Management Area Permit</b>	Resident	5 year	121	\$15,125.00
<b>5 Year Replacement</b>	Resident	Other	510	\$510.00
<b>Alligator Farming Agent</b>	All	1 year	889	\$44,450.00
<b>Alligator Trapping Agent</b>	All	1 year	5,127	\$256,350.00
<b>Archery Season Permit</b>	Resident	1 year	14,889	\$74,445.00
<b>Archery Season Permit</b>	Resident	5 year	180	\$4,500.00
<b>Archery Season Permit</b>	Nonresident	1 year	405	\$2,025.00
<b>ATL Payment and Receipt</b>	Resident	1 year	80	\$20,000.00
<b>Bear Special Use Permit - Lifetime/1998</b>	All	Season	0	\$0.00
<b>Bear Special Use Permit - Senior</b>	Resident	Season	0	\$0.00
<b>Bear Special Use Permit - Youth</b>	Resident	Season	0	\$0.00
<b>Bear Special-Use Permit</b>	Nonresident	Season	0	\$0.00
<b>Bear Special-Use Permit</b>	Resident	Season	0	\$0.00
<b>Charter Boat - Lobster Permit</b>	All	1 year	401	\$2,005.00
<b>Charter Boat - Snook Permit</b>	All	1 year	259	\$2,590.00
<b>Charter Boat (10 or Fewer Customers)</b>	All	1 year	112	\$44,800.00
<b>Charter Boat (11 or More Customers)</b>	All	1 year	148	\$118,400.00
<b>Charter Boat (4 or Fewer Customers)</b>	All	1 year	205	\$41,000.00
<b>Charter Boat (6 or Fewer Customers)</b>	All	1 year	659	\$263,600.00
<b>Charter Boat Replacement</b>	Resident	Other	27	\$27.00
<b>Charter Captain - Lobster Permit</b>	All	1 year	947	\$4,735.00
<b>Charter Captain - Snook Permit</b>	All	1 year	1,754	\$17,540.00

Appendix C: Item Catalog

Item Type	RESIDENCY (RESIDENT, NONRESIDENT, ALL)	Term	Quantity Issued 7/1/2017- 6/30/2018	Sales 7/1/2017- 6/30/2018
Charter Captain (10 or Fewer Customers)	All	1 year	1,217	\$486,800.00
Charter Captain (11 or More Customers)	All	1 year	11	\$8,800.00
Charter Captain (4 or Fewer Customers)	All	1 year	2,277	\$455,400.00
Charter Captain Replacement	Resident	Other	56	\$56.00
Contributions - Variable Amount	All	Other	0	\$0.00
Crossbow Season Permit	Resident	1 year	5,290	\$26,450.00
Crossbow Season Permit	Nonresident	1 year	201	\$1,005.00
Crossbow Season Permit	Resident	5 year	95	\$2,375.00
Deer Permit	Resident	1 year	45,265	\$226,325.00
Deer Permit	Nonresident	1 year	1,647	\$8,235.00
Deer Permit	Resident	5 year	538	\$13,450.00
Disability License - 2 year SSA Qualification	Resident	2 year	13,010	\$0.00
Disability License - 30 Day Temporary	Resident	30 day	0	\$0.00
Disability License - 5 year Qualification	Resident	5 year	2,343	\$0.00
Disabled Resident Alligator Trapping Agent	Resident	1 year	496	\$0.00
Donate to Paws for Patriots Program	All	Other	0	\$0.00
Donate to the Paws for Patriots Program	All	Other	612	\$1,224.00
Federal Duck Stamp (Annual Will Be Mailed)	Resident	45 day	24,169	\$640,478.50
Florida Voter Registration Application	Resident	Other	997	\$0.00
Free Reprint	All	Other	55,825	\$0.00
Freshwater Fishing	Resident	1 year	183,168	\$2,839,104.00
Freshwater Fishing	Nonresident	7 day	16,311	\$464,863.50
Freshwater Fishing	Nonresident	1 year	54,788	\$2,492,854.00
Freshwater Fishing	Resident	5 year	3,793	\$293,957.50
Freshwater Fishing	Nonresident	3 day	50,543	\$783,416.50
Freshwater Fishing (0-4) Lifetime	Resident	Lifetime	79	\$9,875.00
Freshwater Fishing (13-64) Lifetime	Resident	Lifetime	360	\$108,000.00
Freshwater Fishing (5-12) Lifetime	Resident	Lifetime	22	\$4,950.00
Freshwater/Saltwater Fishing	Resident	1 year	198,071	\$6,140,201.00
Freshwater/Saltwater/Hunting	Resident	1 year	14,685	\$682,852.50
Gold Sportsman	Resident	1 year	38,030	\$3,745,955.00
Gold Sportsman	Resident	5 year	319	\$157,107.50
Gulf Reef Fish Angler	Resident	1 year	333,550	\$0.00
Gulf Reef Fish Angler	Nonresident	1 year	200,062	\$0.00
Gulf Reef Fish Angler - 30 Day Temporary	Resident	30 day	0	\$0.00
Gulf Reef Fish Angler - First Responder/Utility	Resident	1 year	6,068	\$0.00
Hard Card	Resident	Other	360,984	\$1,804,920.00
Hard Card Replacement	All	Other	1,490	\$0.00
Hunting	Nonresident	1 year	2,155	\$323,250.00



Appendix C: Item Catalog

Item Type	RESIDENCY (RESIDENT, NONRESIDENT, ALL)	Term	Quantity Issued 7/1/2017- 6/30/2018	Sales 7/1/2017- 6/30/2018
Hunting	Nonresident	10 day	6,839	\$307,755.00
Hunting	Resident	1 year	57,904	\$897,512.00
Hunting	Resident	5 year	827	\$64,092.50
Hunting & Freshwater Fishing	Resident	1 year	4,731	\$146,661.00
Hunting (0-4) Lifetime	Resident	Lifetime	13	\$2,600.00
Hunting (13-15) Lifetime	Resident	Lifetime	0	\$0.00
Hunting (16-64) Lifetime	All	Lifetime	132	\$66,000.00
Hunting (5-12) Lifetime	Resident	Lifetime	10	\$3,500.00
License/Permit Replacement	All	Other	19,582	\$19,582.00
Lifetime Replacement	Resident	Other	555	\$4,995.00
Lobster Permit	Resident	1 year	132,942	\$664,710.00
Lobster Permit	Resident	5 year	4,748	\$118,700.00
Lobster Permit	Nonresident	1 year	31,965	\$159,825.00
Management Area Permit	Resident	1 year	33,618	\$840,450.00
Management Area Permit	Nonresident	1 year	2,546	\$63,650.00
Migratory Bird Permit	All	Season	96,168	\$0.00
Military Gold Sportsman's License	Resident	1 year	18,489	\$342,046.50
Military Gold Sportsman's License	Resident	1 year	944	\$17,464.00
Muzzleloading Season Permit	Resident	1 year	11,007	\$55,035.00
Muzzleloading Season Permit	Resident	5 year	108	\$2,700.00
Muzzleloading Season Permit	Nonresident	1 year	241	\$1,205.00
Pier Replacement	Resident	Other	0	\$0.00
Recreational Vessel	All	1 year	39	\$78,000.00
Recreational Vessel - Lobster Permit	All	1 year	15	\$75.00
Recreational Vessel - Snook Permit	All	1 year	12	\$120.00
Recreational Vessel Replacement	Resident	Other	2	\$2.00
Released Quail Permit - WMA/WEA	All	1 day	82	\$0.00
Resident 65+ Hunt/Fish	Resident	25 Year	15,046	\$0.00
Resident Senior Gulf Reef Fish Angler	Resident	1 year	14,807	\$0.00
Saltwater Fishing	Resident	1 year	398,395	\$6,175,122.50
Saltwater Fishing	Nonresident	3 day	217,745	\$3,375,047.50
Saltwater Fishing	Nonresident	7 day	100,332	\$2,859,462.00
Saltwater Fishing	Nonresident	1 year	195,355	\$8,888,652.50
Saltwater Fishing	Resident	5 year	16,265	\$1,260,537.50
Saltwater Fishing	Resident	1 year	2,536	\$39,308.00
Saltwater Fishing (0-4) Lifetime	Resident	Lifetime	294	\$36,750.00
Saltwater Fishing (13-64) Lifetime	Resident	Lifetime	2,614	\$784,200.00
Saltwater Fishing (5-12) Lifetime	Resident	Lifetime	106	\$23,850.00
Saltwater Pier	All	1 year	48	\$24,000.00

## Appendix C: Item Catalog

Item Type	RESIDENCY (RESIDENT, NONRESIDENT, ALL)	Term	Quantity Issued 7/1/2017- 6/30/2018	Sales 7/1/2017- 6/30/2018
Saltwater Pier - Snook Permit	All	1 year	16	\$160.00
Saltwater Shoreline Fishing	Resident	1 year	226,672	\$0.00
Silver Sportsman's 64+ (Fresh/Hunt)	Resident	5 year	73	\$4,380.00
Snook Permit	Resident	1 year	128,180	\$1,281,800.00
Snook Permit	Resident	5 year	3,276	\$163,800.00
Snook Permit	Nonresident	1 year	30,710	\$307,100.00
Sportsman (Freshwater Only)	Resident	1 year	2,205	\$174,195.00
Sportsman 64+(Fresh/Hunt)	Resident	1 year	8,131	\$97,572.00
Sportsman's (0-4) Lifetime	Resident	Lifetime	837	\$334,800.00
Sportsman's (13-15) Lifetime	Resident	Lifetime	17	\$17,000.00
Sportsman's (16-64) Lifetime	All	Lifetime	954	\$954,000.00
Sportsman's (5-12) Lifetime	Resident	Lifetime	103	\$72,100.00
Sportsman's (0-4) Lifetime License Gift	All	Other	1	\$400.00
Sportsman's (0-4) Lifetime Promotion	Resident	Lifetime	1,935	\$580,500.00
Sportsman's (13-17) Lifetime Promotion	Resident	Lifetime	233	\$174,750.00
Sportsman's (5-12) Lifetime License Gift	All	Other	0	\$0.00
Sportsman's (5-12) Lifetime Promotion	Resident	Lifetime	536	\$281,400.00
Sportsman's (5-21 Promotion) Lifetime	Resident	Lifetime	0	\$0.00
Sportsman's Lifetime (Promo Upgrade)	Resident	Lifetime	0	\$0.00
Trapping License	Resident	1 year	551	\$13,775.00
Trapping License	Nonresident	1 year	54	\$1,350.00
Turkey Permit	Resident	1 year	16,460	\$164,600.00
Turkey Permit	Resident	5 year	171	\$8,550.00
Turkey Permit	Nonresident	1 year	3,001	\$375,125.00
Variable Donation	All	Other	42,570	\$19,779.57
Waterfowl Permit	Resident	1 year	9,413	\$47,065.00
Waterfowl Permit	Resident	5 year	102	\$2,550.00
Waterfowl Permit	Nonresident	1 year	1,697	\$8,485.00
Youth Freshwater	Resident	Other	251	\$3,890.50
Youth Gold Sportsman	Resident	Other	15	\$1,477.50
Youth Hunting	Resident	Other	52	\$806.00
Youth Saltwater	Resident	Other	523	\$8,106.50

## Permits Available by Hunt Type

Hunt Type	Total # of Permits Available
Antlerless Deer	818
Babcock Ranch Preserve Tier II	14
Daily Dove	791
Dove - Dupuis	616
Dove - Punta Gorda	180
Dove Club	94
Green Swamp Camping - Archery	42
Green Swamp Camping – Fishing and Frogging	20
Green Swamp Camping – General Gun	42
Green Swamp Camping – Small Game	22
Green Swamp Camping – Spring Turkey	42
Green Swamp Camping – Wild Hog	42
NWR – Lake Woodruff Deer/Hog Archery	200
NWR – Lake Woodruff Deer/Hog Muzzleloading Gun	100
NWR – Lower Suwannee	5000
NWR – Merritt Island Archery	60
NWR – St. Marks Archery	400
NWR – St. Marks General Gun	230
NWR – St. Marks Mobility -Impaired	15
NWR – St. Marks Spring Turkey	100
NWR – St. Vincent Island Sambar Deer	200
NWR – St. Vincent White Tailed Deer	500
Peregrine Falcon	6
Quota – Airboat	30
Quota – Archery	10585
Quota – Family Hunt	805
Quota – General Gun	28985
Quota – Mobility-Impaired Hunt	497
Quota – Muzzleloading Gun	9990
Quota – Quail Hunt	57
Quota – Spring Turkey	6183
Quota – Track Vehicle	64
Quota – Wild Hog	3443
Quota – Youth Hunt	160
Quota – Youth Spring Turkey	617
Rec Use – Flint Rock	450
Rec Use – Grove Park	200
Rec Use – Gulf Hammock	550
Special Opportunity – Fall Hunts	496

## Permits Available by Hunt Type

Hunt Type	Total # of Permits Available
Special Opportunity – Spring Turkey	261
Statewide Alligator	6042
Tarpon Tag	500
Waterfowl – Merritt Island NWR	1007
Waterfowl – Regular Season A Hunts	3420
Waterfowl – Regular Season B Hunts	2940
Waterfowl – Regular Season C Hunts	3020
Waterfowl – September Special Early Duck	1870
Waterfowl – Youth Hunts - All Areas	770

### Commercial Licensing System

Item type	Quantity Issued 7/1/2017-6/30/2018	Sales 7/1/2017-6/30/2018
Closed Season Spiny Lobster	23	\$2,300.00
Commercial Food Shrimp Production (DS) License	42	\$10,500.00
Nonresident Commercial Freshwater Fishing License	16	\$1,600.00
Resident Commercial Freshwater Fishing License	1288	\$32,200.00
Alien Freshwater Retail Fish or Frog Dealers License	0	\$0.00
Nonresident Freshwater Retail Fish or Frog Dealers License	1159	\$115,900.00
Nonresident Freshwater Wholesale Fish Buyers License	4	\$200.00
Nonresident Freshwater Wholesale Fish Dealers License	28	\$14,000.00
Incidental Take	377	\$9,425.00
Commercial Live Shrimp (LS) Production License	11	\$2,750.00
Marine Life Bycatch Renewal	44	\$3,300.00
Marine Life Dive Renewal	166	\$12,450.00
Marine Life Non-Transferrable Renewal	17	\$1,275.00
Purse Seine Renewal	316	\$7,900.00
Alien Retail Central	2	\$600.00
Nonresident Retail Central	78	\$19,500.00
Resident Retail Central	2902	\$217,650.00
Replacement Vessel Decal	19	\$190.00
Replacement License	484	\$4,840.00
Resident Fish and Frog Dealers	2790	\$111,600.00
Alien Retail Other	0	\$0.00
Nonresident Retail Other	1223	\$48,920.00

## Appendix C: Item Catalog

Item type	Quantity Issued 7/1/2017-6/30/2018	Sales 7/1/2017-6/30/2018
Resident Retail Other	1840	\$46,000.00
Special Activity Renewal	120	\$3,000.00
Nonresident Crew Saltwater Products License	7	\$4,200.00
Resident Crew Saltwater Products License	622	\$93,400.00
Alien Individual Saltwater Products License	9	\$2,700.00
Nonresident Individual Saltwater Products License	103	\$20,600.00
Resident Individual Saltwater Products License	4999	\$249,950.00
Alien Vessel Saltwater Products License	2	\$1,200.00
Nonresident Vessel Saltwater Products License	294	\$117,600.00
Resident Vessel Saltwater Products License	4635	\$463,500.00
Tampa Bay Shrimp	3	\$750.00
Nonresident County Wholesale Dealer	18	\$10,800.00
Resident County Wholesale Dealer	632	\$252,800.00
Nonresident Statewide Wholesale Dealer	77	\$84,700.00
Resident Statewide Wholesale Dealer	949	\$521,950.00
Alien Statewide Wholesale Dealer	1	\$1,600.00
Sardine License	1	\$50.00

*PermitMe*

<b>Item Type</b>	<b>Quantity Issued 7/1/2016-6/30/2017</b>
<b>Antlerless Deer</b>	2262
<b>Alternative Mobility Impaired</b>	205
<b>Bass Tournament Exemption</b>	3915
<b>Persons with Disabilities Crossbow</b>	1243
<b>Deer Dog</b>	221
<b>Deer Depredation</b>	702
<b>Geocaching</b>	5
<b>Gun and Light at Night</b>	151
<b>Military/Disabled Veteran Event</b>	155
<b>Mobility Impaired</b>	88
<b>Special Event Authorization</b>	19
<b>Special Use Other</b>	562
<b>Special Use Vehicle</b>	1318

*Captive Wildlife*

<b>Item Type</b>	<b>Quantity Issued 7/1/2017-6/30/2018</b>
<b>Blanket Hunting Preserve License (BHP)</b>	66
<b>License to Possess Class I and/or Class II Wildlife for Exhibition or Public Sale (ESA) (up to 25 animals)</b>	391
<b>License to Possess Class I and/or Class II Wildlife for Exhibition or Public Sale (ESB) (26 or more animals)</b>	122
<b>License to Possess Class III Wildlife for Exhibition or Public Sale (ESC)</b>	2908
<b>License to Possess Class II Wildlife for Personal Use (PPL)</b>	82
<b>Game Farm License (GFL)</b>	459
<b>Hunt Preserve License (HPL)</b>	197
<b>License to Possess or Exhibit Venomous Reptiles and/or Reptiles of Concern (VRC)</b>	288
<b>Personal Pet No Cost Permit (PPNC)</b>	685
<b>Special Authorization Permit</b>	98
<b>Special Purpose Permit</b>	19
<b>Falconry Permit</b>	64
<b>Wildlife Rehabilitation Permit</b>	93
<b>Temporary Permit to Possess Sick or Injured Wildlife</b>	182
<b>Mount and Possess</b>	5
<b>Special Purpose to Transport Game Mammals</b>	3

## Appendix D: Definitions/Glossary of Terms

Describes the meaning of selected terms used throughout this document in order to provide clarity to the solution's needs.

<b>24/7</b>	Operates continuously – twenty-four hours per day, seven days per week, every day of the year.
<b>Abandonment rate</b>	The number of callers that hang up before an agent answers.
<b>Active funds</b>	Funds that have been received and deposited but have not been allocated to any specific object code because the application is incomplete, waiting for approval, or another reason.
<b>Agency</b>	Florida Fish and Wildlife Conservation Commission
<b>Agent or Sub Agent</b>	A retailer, Tax Collector, or the Contractor for internet or telephone sales when acting in the capacity of issuing items on behalf of the Commission. Interchangeable with License Agent and Tax Collector.
<b>Agent Types / Classes</b>	The current agent types are internet, phone, license agent, kiosk, and tax collector.
<b>ATO</b>	Authorization to Obtain – enables the authorized item to be obtained.
<b>Audit log</b>	Records a system event or action. The log includes but is not limited to resources accessed, destination and source addresses, a timestamp and user login information, etc.
<b>Audit trail</b>	A security relevant chronological record, set of records, and/or destination and source of records that provide documentary evidence of the sequence of activities that have affected at any time a specific operation, procedure, or event.
<b>Authorization to Purchase</b>	Enables the authorized item to be purchased.
<b>Authorized User</b>	Any person who has permission to use the solution. This includes internal Commission personnel (e.g., agency staff) and external end users (e.g., staff at tax collectors' offices or members of the public) granted access to necessary solution functionality.
<b>Automatic Renewal</b>	Functionality, commonly referred to as "auto-renewal," used by customers to save their payment information and elect to have their recreational items automatically renew upon expiration.



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<b>Average speed to Answer</b>	Metric for the average time for calls to be answered during a specific time and includes the amount of time callers wait in a waiting queue and while the agent's phone rings, but not the time it takes for callers to navigate through the IVR.
<b>Award</b>	The function of granting a permit to an applicant, based on success in a random drawing or first-come first-serve application process.
<b>Batch</b>	A bundled group of authorized transactions or accumulated multiple source documents such as license applications and payments that are processed at the same time. Automated batch processes require no user interaction, reduce costs and increase efficiency.
<b>Business day</b>	Week days, excluding state holidays.
<b>Business Hours</b>	The hours between 8:00 AM to 5:00 PM, Eastern Time, Monday through Friday.
<b>Call record</b>	A data record produced by a telephone system that contains the call details and attributes, such as time, duration, status, source, destination, and recorded in a telecommunication system.
<b>Call type</b>	The high-level call data collected by call center telecommunication systems and used to generate statistics and measures for all inbound and outbound calls and connections.
<b>Category</b>	A grouping or classification of items or things that share similar characteristics.
<b>Certificates</b>	Authorizes issued to authorize fisheries trap tags (lobster & stone crab). Interchangeable with fisheries tags.
<b>CCB</b>	Change Control Board – a committee that consists of subject matter experts who make decisions regarding whether or not proposed changes to a software project should be implemented.
<b>Change Request</b>	Statement of modifications requested for the solution.
<b>Choices</b>	A group of items available for selection or selected by an individual, often limited to a specific number.
<b>Citation</b>	A written order issued by a law enforcement officer, requiring a person to appear in a designated court or governmental office at a specified time and date.

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<b>CITES Tags</b>	Tags required by the Convention on the International Trade of Endangered Species that are required by law to be attached to legally harvested alligators and their hides.
<b>Claim Items</b>	Limited entry items which, after being successful in a drawing, must be claimed and paid for by the customer by an established deadline, before being awarded.
<b>CLS</b>	Commercial Licensing System used to process and issue commercial items.
<b>Commercial tag</b>	A tag that must be affixed to a commercial fisheries trap.
<b>Commission</b>	Florida Fish and Wildlife Conservation Commission
<b>Contractor or Contractor</b>	The entity that receives a contract to provide services as a result of this solicitation.
<b>Correspondence</b>	An electronic or written communication or other documentation sent or received by a user and associated with a customer account or other item. See also Task.
<b>Crewshare</b>	A statement completed by a qualified employer verifying that income earned from the sale of saltwater products to a licensed wholesale dealer. Can be used to qualify fisherman for additional license endorsements.
<b>Customer</b>	Anyone who has interest in or uses services of the Commission, including accessing the solution.
<b>Cycle time reporting</b>	Shows the time it takes for work to pass through a process, such as the number of days or hours it takes an application to move between various states such as submittal to item issuance and fulfillment.
<b>DACS</b>	Department of Agriculture and Consumer Services
<b>Dashboard</b>	A “landing” or home page on a website.
<b>DDN</b>	A unique sequential number, including the date that is stamped on all related incoming payments and documents for tracking and revenue control purposes.
<b>DHSMV</b>	Department of Highway Safety and Motor Vehicles
<b>Document ID barcode</b>	A barcode that contains a document identification number.
<b>Document management</b>	A centralized process of storing, tagging, locating, updating, and sharing electronic documents in a main repository for ease of access and the purpose of workflow progression and business outcomes.
<b>DOR</b>	Department of Revenue
<b>EFT</b>	Electronic Funds Transfer – transaction that moves fees to and from different back accounts and/or institutions.

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<b>Endorsement</b>	An authorization that may be required in addition another item.
<b>EO</b>	Expansion Option - a financial code used to identify where fees should be allocated.
<b>Event</b>	An identifiable occurrence that can be triggered by a user, customer or the solution and logged by the solution. Examples of events include: accessing or updating a record, logging in, writing to a file, inserting data into a database table, calling a subroutine, and instantiating a program thread.
<b>Exempt Unit</b>	A hunt unit that exempt customers may participate in without a permit.
<b>FALCON</b>	Internet web portal used to perform tasks used for the management of applicant type fingerprints retained by FDLE.
<b>FBO</b>	Finance and Budget Office
<b>FCC</b>	Federal Communications Commission
<b>FCFS</b>	First-come first-served
<b>FedRAMP</b>	The Federal Risk and Authorization Management Program (FedRAMP) is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services. FedRAMP created and manages a core set of processes to ensure effective, repeatable cloud security for the government.
<b>First call resolution</b>	A measure of the percentage of all calls where the caller's issues were resolved on the first attempt, without the agent needing to escalate the call, transfer the call, or call the customer back.
<b>Fiscal Year or FY</b>	The Commission's fiscal year is the twelve months starting July 1st and ending June 30th of the subsequent calendar year.
<b>Fish   Hunt Florida</b>	A mobile app that allows customers to purchase and download their fishing or hunting licenses and quota permits, access regulations, use geo-locating tools, determine sunrise and sunset time based on GPS location, access NOAA seas and weather information, etc.
<b>Functional requirements</b>	Specifications for the activities the solution must perform. They relate to the actions the solution must carry out to satisfy the fundamental reasons for its existence. Functional requirements are the business requirements.
<b>FWC</b>	Florida Fish and Wildlife Conservation Commission

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<b>Gift card</b>	A form of payment that can be issued and used at GoOutdoorsFlorida.com.
<b>Handling Fee</b>	A fee paid by the customer to cover all transaction and/or fulfillment costs provided by the contractor.
<b>Hard card</b>	A credit card style license stock that displays current items.
<b>Harvest Information Program (HIP)</b>	A method to collect reliable estimates of the hunting activity and the number of all migratory birds harvested in Florida. Federal law required hunters to have proof of participation in HIP whenever hunting migratory birds in Florida.
<b>Hold</b>	Account or item level indicator used to stop pre-defined processing activities. Holds may prevent administrative or online actions including but not limited to issuance, renewal, printing, or other transactions effecting an account or related item(s).
<b>Hunt Type</b>	The designation for specific hunting opportunity requiring a limited entry or quota permit (archery, muzzleloading, general gun, airboat, etc.).
<b>Hunt Unit</b>	A hunting opportunity for a specific date and time.
<b>Hunter Safety</b>	A certification indicating that a person has completed the hunter safety program. Needed by a person born on or after June 1, 1975 to hunt unsupervised. Hunters may elect to defer completion of the Hunter Safety Certification and purchase a license to hunt under the supervision of qualified hunter.
<b>Incident</b>	A system issue or deficiency.

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<b>Incident Level</b>	A measure to define the severity of a licensing system deficiency (Incident Level 1: Minor - An issue or deficiency that does not impact mission-critical business processes, or does not impair the functionality of the system, such as a spelling or cosmetic problem; Incident Level 2: Moderate - An issue or deficiency that impairs some functionality within the system but does not prevent or severely impair the continuation of normal business process because a work-around solution is available; Incident Level 3: Severe - An issue or deficiency that causes an impact to mission-critical business processes, failure of critical system components or data, and/or prevents continuation of normal business processes;
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	Incident Level 4: Critical - An issue or deficiency that causes total failure of critical system components or functionality, unrecoverable data loss, and/or results in critical impacts on business processes.
<b>Invalidate</b>	An indicator used to render an item to be unacceptable.
<b>Item</b>	An authorization issued by the Commission, including but not limited to a license, permit, registration, certification, endorsement, tag, etc.
<b>KPI</b>	Key Performance Indicator – quantifiable measure used to gauge success in achieving objectives and goals.
<b>IVR</b>	Interactive Voice Response system used by callers to order items using the telephone.
<b>Lead Days</b>	Period before an item expires and during which the item is available for renewal.
<b>LEQ</b>	Limited Entry / Quota
<b>Level one call/support</b>	Calls that the Contractor shall handle without escalation to the Commission.
<b>License Agent</b>	An approved retailer issuing items on behalf of the Commission.
<b>License Stock</b>	The material upon which items are printed.
<b>Limited Entry or Limited Entry Hunt</b>	Refers to recreational activities where the number of licenses or permits to engage in such activity is limited.
<b>Management Area</b>	A property owned or managed by the Commission.
<b>MOU</b>	Memorandum of Understanding
<b>NOAA</b>	National Atmospheric and Oceanic Administration
<b>Non-functional requirements</b>	Specifications to describe the properties the solution must have. The properties are the characteristics or qualities that make the solution attractive, usable, fast, secure, or reliable. The properties are not required because they are fundamental

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	activities of the solution, but they are needed to make the solution perform in the required manner.
<b>Non-individual</b>	Corporation, business or other legal entity.
<b>NWR</b>	National Wildlife Refuge
<b>OBJ Code</b>	Object Code - a financial code used to identify where fees should be allocated.
<b>OCR</b>	Optical Character Recognition
<b>OIT</b>	Office of Information Technology
<b>OLP</b>	The Florida Fish and Wildlife Conservation Commission's Office of Licensing and Permitting
<b>Parent Agent</b>	An approved license agent that has multiple locations.
<b>Peak Time</b>	A date or timeframe that a higher than average number of customers and users are accessing the GoOutdoorsFlorida solution. This could include but is not limited to high volume application submissions, high volume purchases being processed, and/or high number of customers simply accessing their accounts.
<b>Phase</b>	A period during which applications may be submitted for a limited entry item or limited entry items are made available for issuance.
<b>Phone Sales</b>	A transaction processed over the phone.
<b>PMI</b>	Performance Monitoring Infrastructure (software) - An internationally recognized organization that certifies Project Management Professionals.
<b>PMBOK</b>	Project Management Body of Knowledge - A library of project management skills, tools and standards maintained by the Project Management Institute.
<b>RAI</b>	Request for Additional Information
<b>Real time</b>	Connected to and working directly with up to date databases with no significant delays in passing data either to or from the host so that functions and data are processed with no noticeable delay.

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<b>Response Time</b>	The elapsed time which begins when a customer or user request is received by the solution and ends when the solution delivers information to the customer or user.
<b>Reversion</b>	An action to remove an item such as an endorsement or fisheries tags because of failure on the part of the customer to pay for or renew the item by the established deadline. Reverted items are forfeited to the Commission.
<b>Revocation</b>	An account and/or item level indicator causing in a cessation of licensure (includes denials) resulting from a disciplinary action in which a customer is no longer authorized to exercise his or her privileges.
<b>RLIS</b>	Recreational License Issuance System
<b>Sales Channel</b>	Also known as “Agent Class”; locations where Commission licenses and permits can be sold
<b>Self-print</b>	The printing of an item by a customer directly from the solution to the customer’s printer.
<b>Service Outage Report (SOR)</b>	Describes a system outage, its impact to customers and/or the Commission, cause, any relationship to previous outages, and a corrective action plan.
<b>Solution</b>	The system and suite of services being requested in this solicitation.
<b>SPL</b>	Saltwater Products License – authorization to harvest and sell marine species in commercial quantities or for commercial purposes including (barter, sale or trade).
<b>Sunbiz</b>	Florida Department of State, Division of Corporations website, used to verify business information.
<b>Surcharge Fee</b>	Fee paid by the customer to cover the cost of card processing fees.
<b>Survey</b>	A data collection point in the application process.
<b>Suspension</b>	An account and/or item level indicator causing a cessation of licensure (and includes denials) resulting from a disciplinary action in which a customer is prohibited from his or her licensure privileges for a specified period of time.
<b>Sweep</b>	A financial transaction to transfer fees owed to the Commission from License Agents and Tax Collectors.
<b>Task</b>	Assigned piece of work to be done or undertaken.
<b>TMS</b>	Task Management System – process to manage a task through to completion.



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<b>Transaction Fee</b>	Fee paid to the Contractor, by the Commission, based on an agreed upon rate per transaction
<b>Transfer Period</b>	An annual period of time frame during which fisheries tags or endorsements may be transferred for commercial purposes.
<b>Workflow</b>	The start to end process for submitted applications, license/permit issuance, and/or task management assignments. This can include additional processes to address missing, incomplete, or incorrect information provided for applications, licenses, and/or permits.

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<b>UL</b>	Underwriters Laboratories
<b>User</b>	A staff member of the Commission, Contractor, License Agent, Tax Collector, or customer performing an operational or administrative role within the solution.
<b>User Security Role</b>	Defines and controls the access level granted to users.
<b>Web based</b>	Using the World Wide Web, the Internet, and internet-based technologies, state of the art and fully accessible by using standard web browsers.
<b>Widget</b>	A component of the solution that enables a user or customer to perform a function or access services.
<b>WMA</b>	Wildlife Management Area

## Appendix E: Equipment Currently Issued

Describes current equipment options offered to License Agents and Tax Collectors.

*The Commission currently has approximately 800 active agents; 560 License Agents and 240 Tax Collectors. Each of these locations may be allocated up to two (2) full Point of Sale (POS) units. Separate components of the POS unit may be allocated to an agent location as a replacement or as an additional piece of equipment. The below listing shows what is currently included in a POS unit and the components that may be singularly requested.*

Equipment Type	Note
<b>License printer</b>	USB or LAN option available and capable of printing specialty license stock
<b>Mag Stripe Reader – USB</b>	N/A
<b>2D barcode scanner</b>	Currently replacing the Mag Stripe Reader
<b>PC Monitor</b>	N/A
<b>Equipment Stand</b>	N/A
<b>Thin Client – t150</b>	N/A
<b>Surge Protector</b>	N/A
<b>Wireless Card</b>	N/A
<b>Keyboard</b>	N/A
<b>Mouse</b>	N/A

## Appendix F: Fulfillment and Issuance Methods

Contains two (2) tables showing fulfillment and issuance methods. Table 1 lists current license stock and quantities issued in the last fiscal year. Table 2 lists current issuance methods available and quantity of items issued through those methods in the last fiscal year.

Table 1					
System	Stock Type	Who Fulfills	Provider of Stock	Workflow	Quantity
RLIS	Hard Cards	Contractor	Contractor	Contractor receives orders from customer, License Agent and Tax Collector. The Contractor fulfills orders.	375,000
RLIS	Durable Stock	License Agent or Tax Collector	Contractor	License Agent or Tax Collector places and fulfills orders.	900,000
RLIS	Plain Paper	License Agent/ Contractor/ The Commission/ Customer	License Agent/ Contractor/ The Commission/ Customer	Order is completed via all issuance methods and fulfilled based on item configuration.	2,000,000
RLIS	Tags	The Commission/ Tax Collector	The Commission	Order is completed via all issuance methods and fulfilled based on item configuration.	100
RLIS	Watermarked Specialty Paper	Contractor prints, and mails or Contractor prints and The Commission mails	Contractor	Customer is awarded permit. Contractor prints, and The Commission mails or Contractor prints and mails.	4,050

Appendix F: Fulfillment and Issuance Methods

Table 1					
System	Stock Type	Who Fulfills	Provider of Stock	Workflow	Quantity
CLS	Vessel Decals	The Commission	The Commission	The Commission receives order and fulfills.	6,000
CLS	Watermarked Specialty Paper	The Commission	The Commission	The Commission receives order and fulfills.	10,000
CLS	Tags	Contracted Contractor	Contracted Contractor	The Commission receives order and sends compiled order listing to Contracted Contractor for fulfillment	2,200,000
CLS	SPL Hard Cards	The Commission	The Commission	The Commission receives order and fulfills.	15,000
PermitMe	Tags	The Commission	The Commission	The Commission receives order and fulfills.	24,000(AD) 7,500 (DDEP)
PermitMe	Plain Paper	Customer	Customer	Order is completed and fulfilled based on item configuration.	11,000

**Approximate numbers based on July 1, 2017 through June 30, 2018**

Fulfillment Type	Who Fulfills	Who Provisions Supplies	Workflow	Total Items
Hard Cards	Contractor	Contractor	Contractor receives order through the GOF system via online customer orders/ license agent orders/ The Commission administrative orders and fulfills	375,000

Appendix F: Fulfillment and Issuance Methods

Durable Stock	Tax Collectors and License Agents	Contractor	Tax collectors or agents order through the system and the Contractor distributes. Tax collector and agent's issues to customer	900,000
Watermarked Specialty Paper	Contractor or The Commission	Contractor	The Commission Fulfills	8,000
Plain Paper	Agent/ Contractor/ The Commission/ Customer	Agent/ Contractor/ The Commission/ Customer	Order is completed through the system via all issuance methods and fulfilled based on item configuration.	Up to 2,000,000
Tags	The Commission/ Tax Collector	The Commission	Order is completed through the system via all issuance methods and fulfilled based on item configuration.	RLIS Tags Up to 35,000
Electronic Fulfillment	Customer	System Provides PDF	Order is completed through the system via all issuance methods and fulfilled based on item configuration.	Up to 2,000,000
App Fulfillment	Customer	App Displays Synced Image of License/Permit	Order is completed through the system via all issuance methods and fulfilled based on item configuration.	Up to 2,000,000
IVR	Contractor or	Contractor or Customer	Customer calls IVR and orders license by phone.	Up to 15,000 per month
Transferable Permits	Contractor Prints and The Commission	Contractor/ The Commission	Customer enters drawing and is awarded permit. Contractor prints and The Commission mails	2,300
Transferable Permits	Contractor	Contractor	Customer enters drawing and is awarded permit. Contractor prints and mails.	1,750
Gift Cards	Contractor	Electronically Fulfilled	Customer purchases gift card online or at agents and the gift card is electronically fulfilled.	108
<b>CLS</b>				
Vessel Decals	The Commission	The Commission	The Commission receives order through CLS via online customer orders and The Commission administrative orders and The Commission fulfills.	Up to 6000

Appendix F: Fulfillment and Issuance Methods

Watermarked Specialty Paper	The Commission	The Commission	The Commission receives order through CLS via online customer orders and The Commission administrative orders and The Commission fulfills.	10,000
Tags	The Commission	The Commission	The Commission receives order through CLS via online customer orders and The Commission administrative orders and a contracted Contractor fulfills.	Up to 2,200,000
Hard Cards	The Commission	The Commission	The Commission receives order through CLS via online customer orders and The Commission administrative orders and The Commission fulfills.	15,000

**PermitMe**

Tags	The Commission	The Commission	The Commission receives application through PermitMe either in the Office of Licensing and Permitting or Regional Offices. After approval, the Office of Licensing and Permitting or Regional Office fulfills.	About 24,000 AD tags and 7,500 DDEP tags
Plain Paper	Customer	System provides PDF	Order is completed through the system either via auto-approve or administrative approval and the item is emailed.	11,000

**Captive Wildlife**

Watermarked Specialty Paper	The Commission	The Commission	The Commission receives order by mail and The Commission fulfills.	6,500
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Appendix F: Fulfillment and Issuance Methods

Table 2

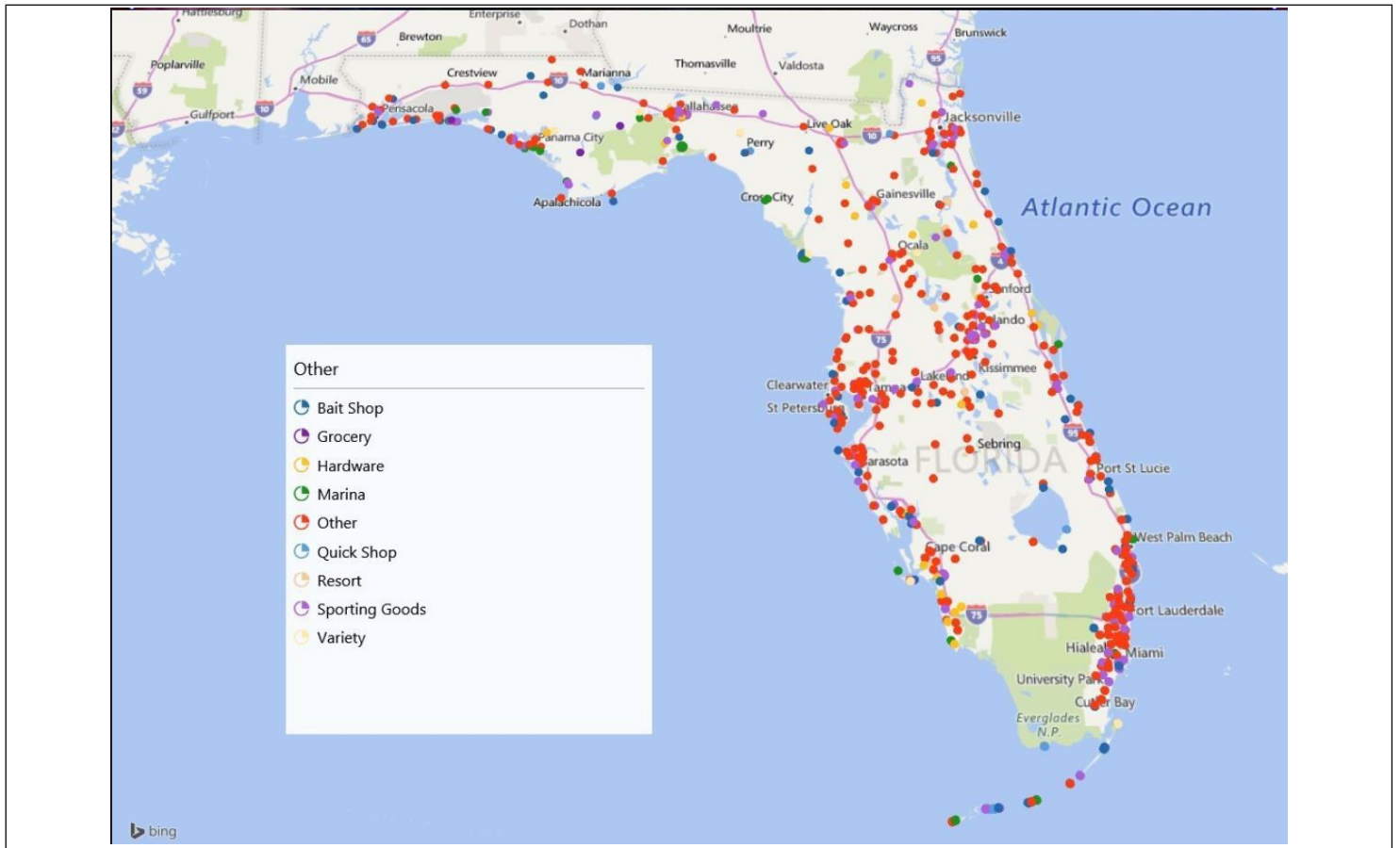
	Issuance Method	Workflow	Total
<b>RLIS</b>	Electronic Fulfillment	Order is completed via all issuance methods and fulfilled based on item configuration.	Up to 2,000,000
<b>RLIS</b>	App Fulfillment	Order is completed via all issuance methods and fulfilled based on item configuration.	Up to 2,000,000
<b>RLIS</b>	IVR	Customer calls IVR and orders by phone. Contractor fulfills, if requested.	Up to 15,000 per month
<b>RLIS</b>	Gift Cards	Customer purchases and the gift card is electronically fulfilled.	108
<b>PermitMe</b>	Electronic Fulfillment	Order is completed and fulfilled based on item configuration.	11,000



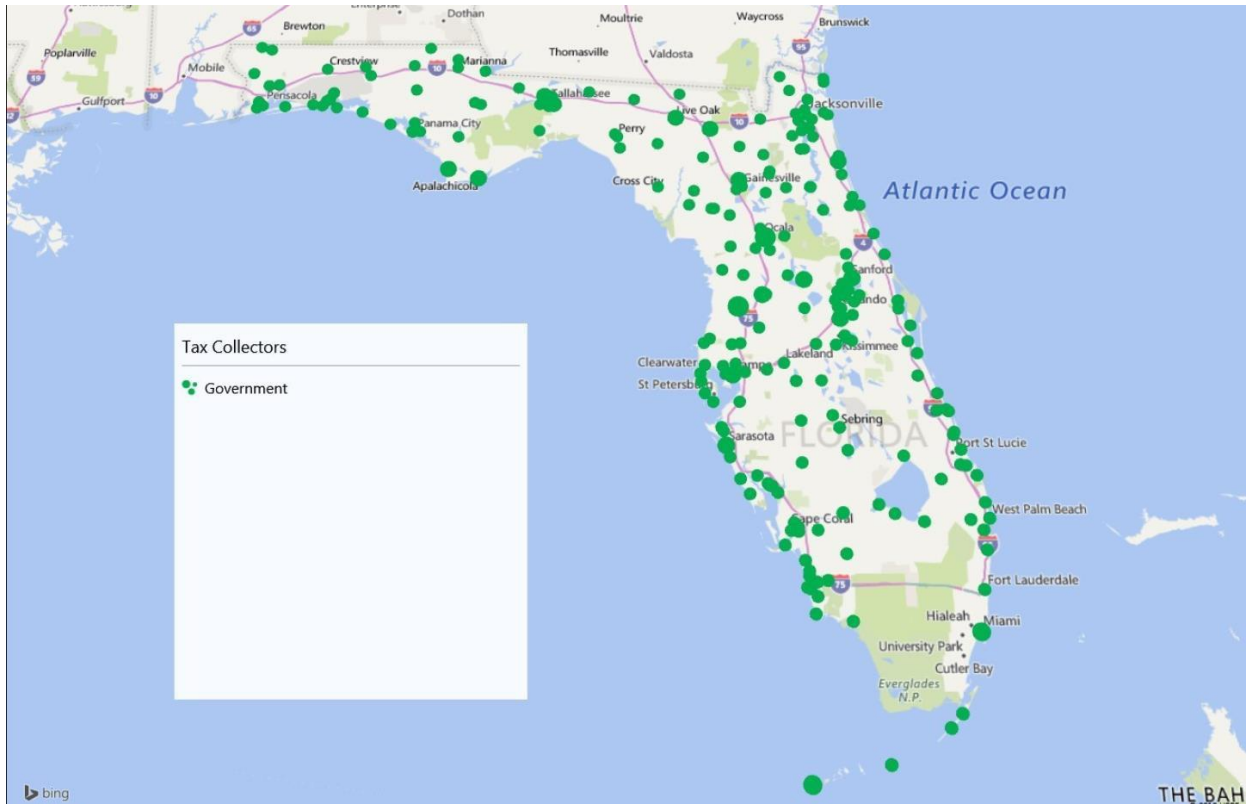
# Appendix G: Geographical Information for License Agents and Tax Collectors

Displays the location of current License Agents and Tax Collectors across the state.

## License Agents



### Tax Collectors



## Appendix H: High-Level Reporting Needs

Contains a list of reporting needs. The list is not intended to be all-encompassing.

*The following recreational reports are required on the initial implementation date. The commercial reports are required when commercial licensing is implemented in the solution. These examples are not intended to dictate report formatting.*

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### *Report Builder*

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The Commission is looking for a solution that provides the functionality for a report builder that can be used for ad-hoc reporting needs. This report builder could be used by authorized users and customizable to each user's needs. This would not replace the need for pre-defined reports.

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### *Tax Collector Fees*

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Used to calculate fees that are paid out to Tax Collectors based on the number of transactions processed per item at each License Agent and Tax Collector within the specified county. This report will provide an itemized breakdown by county, specified date range, quantity sold, and fees due. A comprehensive summary shall be available to list the total for the report dates run for all counties. These totals shall reconcile with the weekly sweep reports.

## Appendix H: High-Level Reporting Needs

Order Range Begin Date        Order Range End Date

1 of 64    Find | Next           



### FWC Tax Collector Fees 8/1/2018 - 8/31/2018

#### 1-Alachua County

License/Permit Type	Quantity	TC Fee
17 - Silver Sportsman's 64+ (Fresh/Hunt)	5	\$ 2.50
32 - Management Area Permit	3	\$ 1.50
163 - Freshwater Fishing	156	\$ 78.00
164 - Saltwater Fishing	130	\$ 65.00
165 - Hunting	20	\$ 10.00
166 - Hunting & Freshwater Fishing	4	\$ 2.00
167 - Freshwater/Saltwater Fishing	152	\$ 76.00
168 - Freshwater/Saltwater/Hunting	7	\$ 3.50
169 - Sportsman (Freshwater Only)	3	\$ 1.50
170 - Gold Sportsman	2	\$ 1.00
171 - Freshwater Fishing	3	\$ 1.50
172 - Saltwater Fishing	30	\$ 15.00
173 - Saltwater Fishing	10	\$ 5.00
174 - Freshwater Fishing	5	\$ 2.50

### Statewide License Sales Summary

Summarizes all sales for each selected item type within a specified date range providing a breakdown of fees for each item type.

Begin Date: 8/1/2018    End Date: 8/31/2018    [View Report](#)

License Type: 29 - Trapping License 1 year Resid    Category (Ignore License Type): Use License Type, Saltwater Fishin

Agent Choice: Exclude Special Agents    Ethnicity: Asian - Active, Black - Active, Hisp

1 of 2    Find | Next

#### Statewide License Sales Summary

8/1/2018 - 8/31/2018

License Type	License Name	Quantity	Item Amount	County Hunt Surcharge	County Hunt & Fish Surcharge	County Freshwater Fish Surcharge	Agent Fee	FWC Fee	Tax Collector Fee	Total
29	Trapping License	38	\$950.00	\$0.00	\$0.00	\$0.00	\$4.50	\$45.50	\$11.50	\$1,011.50
<b>Summary</b>		38	\$950.00	\$0.00	\$0.00	\$0.00	\$4.50	\$45.50	\$11.50	\$1,011.50

10/22/2018 8:46:53 AM

Page 1 of 2

### Pre-Authorization Report for Verifying Lotteries

Used to verify lottery results for random drawings that include Pre-Authorization of credit cards.

Pre-Auth Report for Verifying Lotteries

Permit Season: 2018/2019    Permit Type: Statewide Alligator Permit    [View Report](#)

Phase: Phase III    Public Records Request?  True  False

1 of 2 ?    Find | Next

**Pre-Auth Report for Verifying Lotteries - Phases: Phase III**

Permit	Phase	Permit Application Id	Customer ID	Last4	Amount	Pre Auth Token	Pre Auth Succeeded	Pre Auth Status	Pre Auth Message	Pre Auth Order Id	Pre Auth Award Amount	Pre Auth Percent Fee	Pre Auth Convenience Fee	Pre Auth Transaction #
--------	-------	-----------------------	-------------	-------	--------	----------------	--------------------	-----------------	------------------	-------------------	-----------------------	----------------------	--------------------------	------------------------

*ACH to Item Detail*

An accounting report used to display the ACH sweep amounts for all selected License Agents' and Tax Collectors' accounts during a specified date range (currently defaults to each ACH sweep cycle). This report will provide a summary of License Agents' and Tax Collectors' sweep totals, credits, void charges, and manual adjustments made to the account by individual agent. The report will also need to provide a comprehensive summary of totals to show all fees swept for all License Agents' and Tax Collectors' item types. The report will also display a breakdown of all fees collected.

*ACH Accounting by Agent Class and Item and Fee Types*

Report will display a breakdown of accounting fees based on agent class and/or type, fiscal year, and Commission accounting codes. This report must reconcile with the ACH to Item Detail report. This report will detail the accounting by License Agent and Tax Collector and must provide a comprehensive summary to total all swept fees that comprise the sweep total.

Agent Class Type	Item Type	License Type ID	Item Description	Permit Application Phase	EO Code	Object Code	Fee Type	Fee Quantity	Fee Amount	ACH Sweep Date	ACH Start Report Period	ACH End Report Period
General Agent					63	001147	Agent Adjustment	1	\$15.00	10/16/2018	10/9/2018	10/15/2018

Limited Entry Quota Units

Report will display limited entry permit applicants and permit holders for the selected permit type, season, and phase. The report should also include applicant information, preference points used or gained for each application, unit selections made, and drawing results. Report options should allow for the selection of one or more permit types, seasons, phases, and statuses.

Permit Type: <Select a Value>

Phase: <Select a Value>

Include Tag Number:  True  False

Include Registration:  True  False

Run With Preference Points?:  True  False

Season: <Select a Value>

Application Status: Awarded, Returned, Unsuccessful

Include Antlerless Deer:  True  False

Run to Fulfill Public Records Request:  True  False

Run With Choices:  True  False

[View Report](#)

Application Status	Awarded Unit Description	Awarded Unit	Customer ID	Full Name	Last Name	First Name	Gender	Ethnicity	Cust Residency
Awarded	Everglades Conservation Area 3A South	5001		Mcdonald			Male	White	Resident

Order	Residency Proof	Email	Address	City	State	Zip	Phone	DOB	Permit	Season
DL-WebService				Ocala	FL	34480		09/16/1955	Quota - Airboat	2018/2019

Phase	Random Number	Unit Successful	Permit Unit Dates	App Order ID	App Order Status	Award Order Id	Award Order Status	Antlerless Deer	Tag Numbers	Registration Exp Date	Registration Number
Phase I	5	5001	10/20/2018-11/04/2018	31301519	Current	31585101	Current	No	56	9/16/2018 12:00:00 AM	FL6882PL

Application Order Date	Award Order Date	Number of Applications	Choice1	Choice2	Choice3	Choice4	Choice5	Choice6	Choice7	Choice8	Choice9	Choice10
05/21/2018	06/19/2018	1	5001									

Choice11	Choice12	Choice13	Choice14	Choice15	Choice16	Choice17	Choice18	Choice19	Choice20	Points At Application	Season Preference History	Preference Points at Report Run Date
										5	Points: -5 Lottery Award 2018-06-19	0

## Duck Stamp Report

Report will display all transactions for the Federal Duck Stamp permit for a specified date range. Content and formatting is mandated by the U.S. Fish and Wildlife Service (provided in **Appendix I**).

The screenshot shows the 'Duck Stamp Report' page in a web application. At the top, there is a navigation menu with items: Agents, Customers, Licenses, Limited Entry, CRM, Administration, Disability, and Reports. The main heading is 'Duck Stamp Report'. Below this, there are input fields for 'Start Date' (10/15/2018) and 'End Date' (10/19/2018), along with a 'View Report' button. A 'Public Records Request?' section has radio buttons for 'True' and 'False', with 'False' selected. Below the form is a pagination bar showing '1 of 10' records. The page header includes the Florida Fish and Wildlife Conservation Commission logo and the text 'Florida Fish and Wildlife Conservation Commission Recreational License Issuance Services'. The main content area is titled 'Federal Duck Stamp Transactions Between 10/15/2018 and 10/19/2018' and contains a table with the following columns: License ID, Customer ID, First Name, Middle Name, Last Name, Address, City, State, Zip, Status, and Purchase Date.

## Customer License Search

Report will be used to complete public record requests for internal and external stakeholders. This report will query data from the current replicated database, as well as archived data. Broad results will be returned based on search parameters that can be further expanded into specific customer data.

The screenshot shows the 'Recreational Licensing Customer Search' page. It features a search form with fields for Customer ID, Last Name (Smith), SSN, Email, DOB, First Name, and Driver License #. Below the form, there are instructions: 'The results of this screen are NOT for Public Records Request fulfillment'. The instructions state: 1. Enter at least ONE search criteria (uncheck item to enter a search criteria) above and click "View Report". 2. Click on specific Customer Id to view and export that customer's license history. A table displays search results with columns: Customer Id, Last, First, Middle, DOB, Email, and Drivers License State and #. The results show three entries for Customer Ids 549261, 570325, and 580902, all with state 'FL'. Below this is a 'Customer License History Report' for Customer Id: 549261. It includes a table with columns: Last Name, First Name, Middle Name, Street Address, City, State, County, Zip Code, Phone #, Email Address, Gender, Ethnicity, and License Type. The data shows a customer named Smith, Taylor, FL, Taylor, 323472732, M, White, LIFETIME SPORTSMAN 5-12. At the bottom, there is a table with columns: Expire Date, Start Date, and Appeal Time of Run. The data shows two entries: 12/31/9999 (Start Date: 09/23/1993, Appeal Time: 37) and 09/23/2193 (Start Date: 09/23/1993, Appeal Time: 37).



### RLIS Agent Sales Summary

Report will display summary of total sales at selected License Agent and Tax Collector locations, including fee breakdowns.

Agent #	Agent	Region	County	Class	Quantity	Amount	Agent Fee	Tax Collector Fee	County Hunt Surcharge	County Hunt & Fish Surcharge	County Freshwater Fish Surcharge	Agent Total
090003	44 Tackle Co Inverness	North Central	Citrus	General Agent	28	\$420.50	\$8.00	\$7.50	\$0.00	\$0.00	\$9.00	\$445.00

### Random Draw Lottery Results

Report will display preliminary lottery results for limited entry permit applicants for a specific permit type, season, and phase.

Ran. #	CustID	Grp.Cnt.	Members	Residency	App. #	Grp. ID	Points	Status	Choice1	Choice2	Choice3	Choice4	Choice5
1	624330411	0		Resident	2990492		1	Successful 1104	1104	1105	1109	1110	1075
2	507757177	0		Resident	3036491		0	Successful 1007	1007				
3	44024685	0		Resident	3011040		0	Successful 1075	1075	1076	1077	1078	1101
4	929332419	0		Resident	2974438		0	Successful 1007	1007	1008	1009	1007	1007
5	144871233	0		Resident	2982002		0	Successful 1135	1500	1501	1156	1137	1135
6	826000259	0		Resident	2971180		0	Successful 1258	1258	1171			
7	442511457	0		Resident	3025911		0	Unsuccessful	1111				
8	476908041	0		Resident	3026797		0	Successful 1121	1120	1121	1046	1050	1047
9	1001066462	0		Resident	3022639		0	Unsuccessful	1108	1111	1109	1110	
10	1000046879	0		Resident	3001601		4	Successful 1178	1142	1178	1179	1210	1193

*Commercial Reports and Description*

Reports	Description
<b>Sales Comparison Report for Revenue and Counts</b>	This report provides comparative sales analysis for the fiscal year specified, in comparison to the previous year's revenue and license counts.
<b>CLS Online Stats</b>	This report provides sales number of items for a specified period of time and license years. The report will summarize sales between in-house and online.
<b>Email Address</b>	This report displays email addresses of customers for targeted email campaigns.
<b>Endorsement Transfers by Date Range</b>	This report displays all endorsement transfers for the selected endorsement type and the date range entered.
<b>License by License Year</b>	This report displays the items for a selected item type for a fiscal year specified. The report parameters can be limited by county or left blank to include all counties.
<b>License History</b>	This report displays item print history information for the item type selected and the license number entered.
<b>Licenses History by Applicant</b>	This report displays the item history of an applicant for a specific date range.
<b>Licenses Paid Within Date Range</b>	This report displays applicant information on paid licenses for a specified date range and fiscal year.
<b>Licenses with Holds</b>	This report displays items that have holds and the different types of holds.
<b>Unprinted Licenses</b>	This report displays items that are paid for but have not been printed.
<b>Unrenewed Licenses</b>	This report displays the unrenewed items for the fiscal year/license type combination. Report results can be limited to companies or individuals or both.
<b>Paid License Holders</b>	This report displays a listing of paid license holders.
<b>Paid Licenses Per County</b>	This report displays the quantity of paid license holders by county.
<b>Partially Paid Licenses</b>	This report displays the licenses by applicant name for which only a portion of the amount invoiced has been marked paid in the system.
<b>RS Crew Share Tracking</b>	This report displays details of Crew Share Reports entered into the system.
<b>RS Holders by Exemption</b>	This report displays details of RS holders that qualified through exemptions.
<b>Tag Order History</b>	This report displays the tag order history of endorsement types or specific endorsement numbers for a specified date range.
<b>Tags Reverting to the State</b>	This report displays tag holders who have not paid for their tags in a specified date range.
<b>Tag Order Log</b>	This report displays tag order details for a specified date range.
<b>Trap Tag Transfer Log</b>	This report displays all tag transfers for the selected endorsement type and/or number and the date range entered for the sale or transaction.
<b>Unpaid Tag Renewals</b>	This report displays the outstanding tag renewals not yet paid for by endorsement type and the range of fiscal years entered. The report indicates whether the tag renewal fees are overdue.
<b>Current Endorsement Unpaid Tags</b>	This report displays the outstanding tag renewals not yet paid for by endorsement type and fiscal year.

Appendix H: High-Level Reporting Needs

Reports	Description
<b>Paid Tag Holders Without Order</b>	This report displays all tag holders for a specific endorsement type.
<b>Payments, Refunds and Corrections</b>	This report displays payment statuses for the payment or transaction date entered.
<b>Online Payment Remittance Criteria</b>	This report displays all the batches imported from Payment Collection Gateway (OLP's online Bank of America payment interface) per business day and by payment type for online commercial payments.

## Appendix I: Identified Requirements for Federal Reporting

Provides the context for some specific reporting requirements needed to accommodate file transfers to third parties.

*The Commission regularly reports to and receives information from third parties. Some of these parties require specific database structures, electronic file transfer processes, and/or process flows, as described below. There may be additional requirements for other external reporting needs not captured in these examples.*

### Harvest Information Program

Database Structure for Electronic Transferals to US Fish & Wildlife Service			
Position	Field Name	Length	Notes
001*	Title	1	1=Mr. or Male, 2=Ms. or Female
002-016	First Name	15	
17	Middle Initial	1	
018-037	Last Name	20	
038-040	Suffix	3	Jr, Sr., III, etc.
041-100	Address	60	Street address without punctuation
101-120	City	20	
121-122	State	2	
123-132	Zip Code	10	9 digit zip, including hyphen
133-142	Date of Birth	10	<b>mm/dd/yyyy</b> , include slashes
143-152	Date of Issue	10	<b>mm/dd/yyyy</b> , include slashes
153	Hunt Mig. Birds	1	Will you hunt migratory birds this year? 1=no, 2=yes
154	Ducks bag	1	1=did not hunt, 2=0 bagged, 3=1-10 bagged, 4=10+ bagged
155	Geese bag	1	same as Ducks bag
156	Doves bag	1	1=did not hunt, 2=0 bagged, 3=1-30 bagged, 5=31+ bagged
157	Woodcock bag	1	same as Doves bag
158	Coots/Snipe bag	1	1=did not hunt, 2=did hunt
159	Rails/Gallinules	1	1=did not hunt, 2=did hunt
160	Cranes Bag	1	1=will not hunt, 2=will hunt
161	Band-Tailed Pigeons	1	1=will not hunt, 2=will hunt
162	Brant Bag	1	1=will not hunt, 2=will hunt
163	Sea Ducks	1	1= <b>did</b> not hunt, 2= <b>did</b> hunt
164	Registration Year	4	4 digit year of HIP registration

Appendix I: Identified Requirements for Federal Reporting

Database Structure for Electronic Transferals to US Fish & Wildlife Service			
168	Email Address	100	Hunter's email address

\*Optional

**Additional Formatting Instructions**

1. Fixed length ASCII records of 267 bytes, the order and length of the fields must exactly match the structure defined above.
2. The Service only wants the records of migratory bird hunters who will be identified by answering 'YES' to the screening question "Will you hunt migratory birds this year".
3. If any field is longer in a state database than the above structure allows, then the data should be truncated. If any field is shorter, pad with blanks (spaces) to match this structure.
4. Code all alphabetic fields with CAPITAL LETTERS and eliminate punctuation from the address field.
5. If the suffix is not a separate field, please separate suffixes that have been written in the last name field.
6. Code species fields as 0 if they do not pertain to your state.

**Sending electronic data to the US Fish & Wildlife Service (USFWS)**

The TWO files below must be uploaded each time a data file is sent to the USFWS. Please name your data file and report file following the file naming conventions specified below:

**NEW NAMING METHOD – PREFERRED\***

1. **Data File: SSYYYYMMDD.TXT**

Where:

SS = 2 character state abbreviation

YYYY = 4-digit year

MM = 2-digit month (use 01 for January, 02 for February, etc.)

DD = 2-digit day (use 01 for the 1<sup>st</sup> day of the month, 02 for the 2<sup>nd</sup> day of the month, etc.)

Example: Data from Alabama from January 15, 2015 will be named **AL20150115.TXT**.

The date used should be the date sent to the Service: each file must have a unique name.

2. **Report File: SSYYYYMMDD.RPT** defined as above (e.g., **AL20150115.RPT**). This file will contain 1 ASCII record and will have the following structure:

<u>POSITION</u>	<u>FIELD NAME</u>	<u>LENGTH</u>	<u>NOTES</u>
001-010	Data file name	10	without extension (e.g., <b>AL20150115</b> )
011-016	Record count	6	number of records in data file
017-022	Total count	6	number of records sent year to date

**OLD NAMING METHOD**

1. **Data File:** Data file naming convention: **<state abbreviation><Julian date>.TXT**  
 Example: Data from Alabama for January 15 = **AL015.TXT**.  
 The date used should be the date sent to the Service: each file must have a unique name.
2. **Report File:** Report file naming convention: **<state abbreviation> <Julian date>.RPT**  
 This file will contain 1 ASCII record and will have the same structure as above.

---

## *Federal Duck Stamp*

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### **Transmittal Procedures, File Formatting, and Distribution**

#### **Transmittal Procedures:**

Data to be transmitted to Amplex Corporation for fulfillment of a State's Federal Duck Stamp is to be done using secure ftp (SFTP). Amplex will provide the state with a user ID and password in order for them to transmit the data to the Amplex ftp file server. The state will need to inform Amplex which IP address(es) they are coming from in order to get thru our firewall. Data is to be transmitted using the URL: [www.amplex.com](http://www.amplex.com). If for any reason you cannot use the URL then transmit to the ip address: 63.241.157.123.

Files are to be transmitted either daily or at the minimum of once per week – daily is preferred. Amplex has a batch job which runs twice a day – at 5am and 1pm. The job looks to see if there has been any data placed on the server, if there are any; the file is saved onto another server and removed from the ftp server.

The data will be processed, and a report is produced which will be emailed to the relevant parties. The report will contain information on the number of records in the file, the number of stamps in the file, the number of records processed, and the number of records rejected. Rejected records are placed back onto the ftp server in a sub directory of the State's home directory call OUTBOUND. These should be retrieved, corrected, and re-transmitted.

#### **File Formatting:**

The record layout of the file should be as follows (field lengths are up to the individual state. We can cope with any length. Once the record layout has been agreed please do not change it. The preferred file type is CSV but tab delimited is also acceptable

1. A unique record identifier – normally the transaction id of the sale
2. Customer ID – this is the state's id for the customer
3. First Name
4. Middle Name or Initial
5. Last name
6. Address Line 1
7. Address Line 2
8. City
9. State
10. Zip
11. Country – if not USA
12. Purchase Date
13. Quantity

When the order has been processed and shipped a report will be emailed to the relevant parties detailing what stamps were shipped. On the first day of each month the state will be invoiced for all stamps shipped in the previous month. This invoice will be for shipped orders only. If a file is received on the last day of the month all orders may not be processed on that day. Amplex attempts to ship all orders on the day

## Appendix I: Identified Requirements for Federal Reporting

they are received, but this is not always possible if volumes are extremely large. The invoice will detail how many stamps were shipped on each day.

### **Distribution:**

State Agency must provide a unique transaction number for every order transmittal sent to Amplex. This is not the customer number of the purchaser, but the sale transaction number. This number is critical to ensure that no duplicate transactions take place



## Appendix J: Joint Customer Contact Center Statistics

Contains a summary of all customer contact center statistics for the Commission’s Office of Licensing and Permitting (OLP), and the current contractor, including both telephone sales and IVR sales, from July 1, 2016 through June 30, 2017.

<b>Average Calls per Day (July 1, 2016-June 30, 2017)</b>			
Month	OLP	Help Desk	IVR Average
July	270	438	342
August	243	270	244
September	217	273	246
October	203	249	248
November	209	324	267
December	170	290	237
January	181	396	321
February	164	463	447
March	197	465	437
April	178	382	351
May	257	322	372
June	334	327	384

**Key:**

OLP - Office of Licensing and Permitting

Help Desk - Current Contractor

IVR - Interactive Voice Response that issues recreational items

\*OLP office open M-F from 8AM-5PM Eastern Time and closed on holidays.

\*Current Contractor Help Desk hours are 7AM-8PM Eastern Time 7 days per week.

## Average Calls per Day Received by OLP by Type (July 1, 2016 - June 30, 2017)

Month	Tax Collector	Commercial	Disability	Recreational
July	25	94	42	109
August	24	78	40	101
September	23	61	40	93
October	22	57	35	89
November	20	56	35	97
December	17	47	27	78
January	17	52	31	81
February	15	50	29	70
March	21	63	32	82
April	17	63	30	67
May	25	92	38	101
June	29	160	39	106

**The Office of Licensing and Permitting has a call system that allows customers to choose the reason for contact.**

Tax Collector - Troubleshooting calls.

Commercial - Calls related to commercial fishing and commercial licenses/permits.

Disability - Calls related to disability licenses.

Recreational - Calls related to recreational hunting and fishing licenses/permits.

Appendix J: Joint Customer Contact Center Statistics

**Calls per Month Received by OLP by Type (July 1, 2016 - June 30, 2017)**

Month	Tax Collector	Commercial	Disability	Recreational
July	513	1,967	874	2,283
August	499	1,621	842	2,110
September	474	1,269	844	1,948
October	452	1,194	726	1,858
November	419	1,173	739	2,030
December	356	982	572	1,630
January	349	1,085	651	1,692
February	310	1,052	597	1,458
March	430	1,305	665	1,715
April	362	1,306	633	1,406
May	524	1,929	789	2,119
June	600	3,331	820	2,219

**The Office of Licensing and Permitting has a call system that allows customers to choose the reason for contact.**

Tax Collector - Troubleshooting calls.

Commercial - Calls related to commercial fishing and commercial licenses/permits.

Disability - Calls related to disability licenses.

Recreational - Calls related to recreational hunting and fishing licenses/permits.

## Appendix K: Key Performance Indicators (KPIs)/Service Level Agreement (SLA)

Contains information related to the expectations for the key performance indicators and service level agreement of the solution.

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### *KPIs*

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Solution will need to include a method for providing KPIs for customer service needs, processing, fulfillment needs, and system maintenance time periods.

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### *SLA*

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Service Category	Service/Performance Level	Financial Consequence
<b>License Sales Platform</b>	1. The Contractor shall maintain the system capacity and resources to operate and maintain the GoOutdoorsFlorida solution without interruption (99.99% monthly uptime per sales channel), except for scheduled downtime agreed upon by the Commission, and meet all operational requirements	1. \$250 per minute, or any portion thereof, outside of performance level
<b>Mobile App</b>	1. The Fish   Hunt FL mobile application shall be fully operational, without interruption or outage (99.99% monthly uptime) and meet all operational requirements. 2. The mobile application services shall provide license, permit, and informational fulfillment and function with 100% accuracy, based on Commission policies, business practices, rules, Statutes, and/or mandates.	1. \$250 per minute, or any portion thereof, of outage 2. \$1,000 per instance of less than 100% accuracy
<b>Outage Reporting</b>	1. All unplanned service outages exceeding 5 (five) minutes shall be reported to the Commission's Project and Contract Manager immediately and shall provide an explanation of the problem causing the outage and provide an estimate of when the solution will be back online within 1 (one) hour of the event. 2. A Service Outage Report (SOR) shall be provided to the Commission within 2 (two) business days of a service outage. The SOR will describe the outage, its impact to customers and/or the Commission, cause, any	1. \$1,000 per instance of failure to provide required information due to outage, and \$100 per hour until information is provided 2. \$1,000 per instance of failure to provide required information due to outage, and \$100 per day until information is provided

Service Category	Service/Performance Level	Financial Consequence
<p><b>Customer Contact Center</b></p>	<ol style="list-style-type: none"> <li>1. Voice responses to questions asked of Customers using the IVR Service function of the System must be accurately recognized with a minimum accuracy rate of ninety-five percent (95%), as measured monthly.</li> <li>2. The Contractor shall provide monthly reports (due by the 5th business day of the following month) that detail call volume, calls answered/not answered, abandonment rates, transfers, call types, and whether calls were escalated to the Commission for the previous month.</li> <li>3. The Customer Contact Center shall, at a minimum, answer 80% of calls that reach the queue within 20 seconds within a monthly average.</li> <li>4. The Customer Contact Center shall, at a minimum, maintain an Average Speed to Answer of 28 seconds or less within a monthly average.</li> <li>5. The Customer Contact Center shall, at a minimum, maintain an abandonment rate no greater than 10%.</li> <li>6. The Customer Contact Center First Call Resolution should be 70% or greater. The Contractor shall be able to provide reports and statistics per business rules.</li> <li>7. The Customer Contact Center shall resolve 95% of customer inquiries, concerns, questions, etc. by the end of the next business day.</li> <li>8. The customer contact center shall be able to support and process up to 25,000 customer support calls a month.</li> <li>9. The customer contact center shall be able to support and process up to 3,000 Agent support calls a month after the initial agent set up process has been completed.</li> <li>10. The customer contact phone sales center shall be able to support and process up to 10,000 item processing or inquiry calls per month.</li> </ol>	<ol style="list-style-type: none"> <li>1. \$500 per instance of voice responses being recognized at less than 95%, as measured monthly</li> <li>2. \$250 per day after the 5th business day of the month</li> <li>3. \$250 per percentage point (less than 80%) of calls not answered within 20 seconds</li> <li>4. \$50 per second (greater than 28 seconds)</li> <li>5. \$250 per percentage point greater than 10%</li> <li>6. \$250 per percentage point less than 70%</li> <li>7. \$250 per inquiry not responded by the next business day</li> <li>8. \$1,000 per instance of failure to meet performance level</li> <li>9. \$1,000 per instance of failure to meet performance level</li> <li>10. \$1,500 per instance of failure to meet performance level</li> </ol>

Service Category	Service/Performance Level	Financial Consequence
<p><b>Project &amp; Change Management</b></p>	<ol style="list-style-type: none"> <li>1. System changes, modifications, and/or enhancements shall follow change management protocol and shall be implemented on time, at a mutually agreed upon date and time.</li> <li>2. System changes, modifications, and/or enhancements shall be provided to the Commission only after full quality assurance testing has been conducted by the Contractor.</li> <li>3. System changes, modifications, and/or enhancements shall be developed and implemented according to the scope of work defined for each change.</li> <li>4. Any changes to the designated Contractor Point of Contact for the GoOutdoorsFlorida solution shall be sent to the Commission Contract Manager in writing, prior to the change being implemented.</li> <li>5. The Contractor shall maintain and follow the Project Plan with 100% accuracy</li> <li>6. The Contractor shall provide monthly summaries concerning the project status, including a summary of the last month's activities, a list of major accomplishments, major milestones met, deliverables completed, issues, problems, actions and work for the next period. Summaries shall be provided to the Commission by the 5th business day of the following month.</li> <li>7. The Contractor Project Manager shall meet with the Commission Project Manager on a weekly basis, via a mutually agreed upon platform (in-person, tele-conference, etc.) to provide updates on the project status.</li> <li>8. The Contractor shall maintain and follow the Project Schedule with 100% accuracy, including the "Go-Live" date of October 3, 2021. If there is any need to deviate from the approved Project Schedule, the Contractor shall notify the Commission Contract Manager and Project Manager, in writing, prior to the next weekly status meeting.</li> </ol>	<ol style="list-style-type: none"> <li>1. \$1,000 per instance of changes implemented without following change management protocol; \$1,500 per instance for changes not implemented according to mutually agreed upon date/time; and (if applicable) \$1,000 per day until change is implemented, unless failure to deliver causes the Commission to miss a Legislative mandate, Rule change or Commission Meeting decision then \$5,000 per instance and \$1,500 per day until rectified.</li> <li>2. \$1,000 per instance of changes provided to the Commission without full quality assurance testing performed by the Contractor</li> <li>3. \$1,500 per instance of changes developed outside the scope of work defined for the change.</li> <li>4. \$500 per instance of Point of Contact designation changes not being reported to the Commission.</li> <li>5. \$500 per instance of failure to maintain or follow the Project Plan with less than 100% accuracy</li> <li>6. \$1,000 per instance of failure to provide the monthly summary, or any portion thereof, by the 5th business day of the month, and \$500 per day until received.</li> <li>7. \$1,000 per instance of failure to attend and participate in a weekly status meeting</li> <li>8. \$30,000 per instance of failure to meet approved Project Schedule deadlines, other than the required "Go-Live" date. Failure to meet the required "Go-Live" deadline shall be \$150,000 per day until rectified.</li> </ol>
<p><b>Item Issuance and Fulfillment</b></p>	<ol style="list-style-type: none"> <li>1. One hundred percent (100%) of items that require physical fulfillment after purchase will be mailed within the next business day to the mailing address identified within the customer account.</li> <li>2. One hundred percent (100%) of items that can be electronically fulfilled via email will be immediately issued to the customer.</li> <li>3. All items will be generated, issued, transferred, and/or assigned with one hundred percent (100%) accuracy, based on Commission policies, business practices, rules, Statutes, and/or mandates.</li> </ol>	<ol style="list-style-type: none"> <li>1. \$500 per day, until items are physically fulfilled and mailed.</li> <li>2. \$250 per day, until items are electronically fulfilled and delivered.</li> <li>3. \$1,000 per instance of items being generated, issued, transferred, and/or assigned less than 100% accuracy</li> </ol>

Service Category	Service/Performance Level	Financial Consequence
<b>License Agent and Tax Collector Management and Support</b>	<p>1. The Contractor shall respond to all License Agent and Tax Collector inquiries and needs by the end of the next business day.</p> <p>2. In the event that License Agent or Tax Collector equipment must be replaced, the replacement must occur based on the following schedule:</p> <p>a.) All requests received by the Contractor before 4:00 p.m. Eastern Time, Monday through Friday will ship same day, for delivery the next business day.</p> <p>b.) All requests received after 4 p.m. Eastern Time, Monday through Thursday will ship the following day for delivery the next business day.</p> <p>c.) All requests receive after 4:00 p.m. Eastern Time, Friday afternoon, Saturday, and Sunday will ship Monday for Tuesday delivery.</p> <p>Legal holidays will be treated as weekend days.</p>	<p>1. \$250 per day after next business day, until response is provided</p> <p>2. (a.-c.) \$100 per day until equipment is delivered</p>
<b>Administrative Interface</b>	<p>1. The Contractor shall maintain the system capacity and resources to operate and maintain the GoOutdoorsFlorida solution without interruption (99.99% Monthly Uptime), except for scheduled downtime agreed upon by the Commission, and meet all operational requirements.</p>	<p>1. \$250 per minute, or any portion thereof, outside of performance level</p>
<b>System maintenance and support</b>	<p>1. System maintenance may only be scheduled between 1:00am and 4:00am, Eastern Time on mutually agreed upon dates, or at a date and time authorized in writing by the Commission Project Manager or designee.</p> <p>2. Replicated data shall maintain the same uptime (99.99%) as the originating data source and must be complete and be made available for use in real-time by authorized users.</p> <p>3. Replicated data shall not be made available for use by unauthorized users.</p>	<p>1. \$5,000 per hour or any portion thereof of downtime related to system maintenance outside of the agreed upon dates and time</p> <p>2. \$75 per minute or any portion thereof real-time data is not available or accurate to authorized staff</p> <p>3. \$5,000 per unauthorized user given access to replicated data</p>

Service Category	Service/Performance Level	Financial Consequence
<p><b>Limited Entry Applications and Awards</b></p>	<p>1. The system shall process all limited entry applications and issue permits with one hundred percent (100%) accuracy, based on Commission policies, business practices, rules, Statutes, and/or mandates.</p> <p>2. The system shall deliver full set of services without interruption for all limited entry events and processes, according to the established yearly limited entry schedule</p> <p>a. There shall be no incidents of a Phase I or FCFS phase failing to open according to the limited entry schedule and business rules.</p> <p>b. All application or issuance periods shall remain open, according to the limited entry schedule and business rules.</p>	<p>1. \$1,500 per instance of a limited entry applications accepted or permits issued with less than 100% accuracy</p> <p>2. \$1,500 per interruption of service for limited entry events and processes; an additional \$5,000 per instance of any interruption of service during the any phase for the Statewide Alligator Harvest.</p> <p>a. An additional \$5,000 per instance of Phase I applications failing to open according to schedule; an additional \$7,500 per instance of a FCFS phase failing to open according to schedule</p> <p>b. An additional \$10,000 per day a limited entry application or issuance period is unavailable until it is made available</p>



Appendix K: Key Performance Indicators (KPIs)/ Service Level Agreement (SLA)

<p><b>Security and Compliance</b></p>	<ol style="list-style-type: none"> <li>1. All processes used to monitor customer data shall ensure data is confidential and secure. There shall be no incidents of confidential data being released to unauthorized users.</li> <li>2. All Cyber Incidents, Data Breaches, PCI Processing Incidents, and Data Back-up and Recovery Incidents shall be reported to the Commission as required by Florida Administrative Code, Commission policy, and industry standards.</li> <li>3. The system shall be configured with a redundant infrastructure to provide services without interruption (99.99% uptimes), excluding scheduled downtime or maintenance.</li> <li>4. All required reports and/or audits associated to system integrity or compliance, shall be submitted according to Florida Statute, Administrative Code, Commission policy, and/or business requirements.</li> <li>5. All required compliance standards must be maintained.</li> <li>6. The system shall be configured with a redundant infrastructure to provide services without interruption (99.99% uptimes), excluding scheduled downtime or maintenance.</li> <li>7. Contractor shall immediately report any of the Contractor's audit findings that may compromise the security, integrity, infrastructure or confidentiality of the Commission, it's stakeholder's or Agents or any data or personal information for the Commission, its Stakeholders or Agents.</li> <li>8. Contractor shall undergo monthly PCI DSS 2.0 or greater vulnerability scans by a qualified security assessor (QSA) and provide FWC proof of current monthly validation certification by the end of the close of business at the end of the following month (Validation).</li> <li>9. The Contractor and its Credit Card Processor, when outsourced, shall procure, at their own expense, a continuous review of the Contractor and its Credit Card Processor's, when outsourced, payment card industry data security standards (PCI DSS) compliance at PCI Level 1 and will provide an Attestation of Compliance (AOC). The Contractor shall provide the AOC by the 15<sup>th</sup> of each month. The review must be performed by an independent qualified security auditor certified by the PCI Security Standards Council.</li> <li>10. The Contractor shall procure, at its own expense, an annual financial audit and Service Organization Control (SOC) II Type 1 report, conducted by an independent Certified Public Accountant (CPA). The Contractor shall use commercially reasonable efforts to cause such audit to be completed by April 30th of the following year. The Contractor shall provide, at the Contractor's expense, an audit due within ninety (90) days of the end of the Agreement.</li> </ol>	<ol style="list-style-type: none"> <li>1. \$10,000 per each security incident that results in confidential data being released to unauthorized users.</li> <li>2. \$5,000 per day for each failure to report security incidents to the Commission per Florida Statute requirements.</li> <li>3. \$10,000 per outage due to lack of system infrastructure providing redundancies and an additional \$5,000 per day until rectified</li> <li>4. \$1,000 for failure to provide required items by stated deadline, \$500 per day until items are received</li> <li>5. \$10,000 per instance of non-compliance.</li> <li>6. \$10,000 per day for each failure to report security incidents to the Commission</li> <li>7. \$1,000 per day an audit finding is not reported to the Commission that may compromise the Commission, its Agents or Stakeholders.</li> <li>8. \$1,000 per occurrence for failure to deliver the Validation by the date due, and \$50 per calendar day thereafter until receipt of the Validation</li> <li>9. \$2,000 per failure to deliver the AOC by the date due, and \$100 per day thereafter until receipt of the AOC.</li> <li>10. \$1,000 per failure to procure such audit and attestation by the date due, and \$100 per day thereafter until receipt of the audit and attestation.</li> </ol>
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Appendix K: Key Performance Indicators (KPIs)/ Service Level Agreement (SLA)

<b>Training</b>	1. All training materials and resources shall be updated in conjunction with modifications to the solution, rules, policies, or requirements, to ensure the information remains up to date and relevant.	1. \$250 per instance of training materials used with outdated information
<b>Reporting</b>	1. All reports and analytics dashboard results will be one hundred percent (100%) accurate and represent the data within the Commission specified parameters.	1. \$500 per instance of reports or analytics dashboards representing data with less than 100% accuracy
<b>Marketing</b>	1. Use of dollars for marketing purposes shall be recorded, fully reconciled, and made available to the Commission on an agreed upon schedule. 2. Marketing data, results, and analytics shall be recorded and made available to the Commission on an agreed upon schedule.	1. \$1,500 per instance of failure to supply the required information; \$2,500 per instance of failure to fully reconcile; the Contractor shall reimburse any unauthorized use of marketing funds. 2. \$1,000 per instance of failure to supply the required information
<b>Gift Cards</b>	1. Gift Cards shall retain accurate balances and be available to use as payment with one hundred percent (100%) accuracy	1. \$500 per gift card with incorrect balances, or inability to use as payment
<b>Financial Management</b>	1. One hundred percent (100%) of agent remittances are calculated correctly prior to initiating the ACH sweep process. 2. One hundred percent (100%) of ACH sweep transactions result in the correct transfer of funds. 3. One hundred percent (100%) of all transactions will be processed with the correct calculation of prices and fees, including but not limited to possible donations, handling fees, or surcharges, based on the pricing structure provided by the Commission. 4. One hundred percent (100%) of all financial reports shall be accurate and available 5. Contractor shall provide, quarterly, the Commission with a surety bond continuation certificate or other acceptable documentation that the Performance Bond is valid and has been renewed each year.	1. \$1,000 per instance of agent remittances calculated with less than 100% accuracy. Contractor shall be responsible for ensuring full reconciliation of funds in the instance of incorrect remittance 2. \$1,000 per instance of ACH sweep transactions processed which result in the incorrect or missing transfer of funds 3. \$1,000 per instance of fees calculated less than 100% accurate 4. \$1,000 per instance of financial reports being less than 100% accurate or unavailable and \$500 per day until rectified 5. \$2,500 per day or portion thereof until documentation is received by the Commission
<b>Third Party File Transfers</b>	1. All data files transferred to third parties shall be transferred per scheduled dates. 2. All data files are developed, maintained, and updated with one hundred percent (100%) accuracy. 3. All system updates or processes resulting from data file transfers shall be completed with one hundred percent (100%) accuracy.	1. \$1,000 per instance of failure to transfer files based on schedule, and \$150 per day (if applicable) until file is transferred 2. \$1,000 per instance of files developed, maintained, or updated with less than 100% accuracy, and \$150 per day until file is transferred 3. \$500 per instance of file transfer updates or processes to the system completed with less than 100% accuracy, and \$150 per day until file is transferred

## Appendix L: Limited Entry Specifics

Provides detailed descriptions and examples of the business rules and requirements needed to issue the Commission's Limited Entry and Quota hunt permits.

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### *Limited Entry Permits*

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Limited entry and quota permits (limited entry hunts) are defined in Florida Statute, Administrative Code, or through Memorandums of Understanding with external agencies. These limited entry hunts only allow a fixed number of permits to be issued to customers to then participate in a specific opportunity. Limited entry hunt permits are grouped into broad "Hunt Types" (e.g. Quota – Archery, Quota – General Gun) based on business rules. These Hunt Types are then broken down into "Hunt Units" that are typically issued for a specific date range and location. Some limited entry permits are no-cost, but some do have an associated cost.

Limited entry hunt permits are issued through various application and drawing processes, based on business rules, which are further defined below.

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### *Applications and Drawings*

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Limited entry hunts can be applied for through various application and drawing methods. Each method that is currently used by the Commission is listed below:

- **Applications for limited entry hunts:** Applications for limited entry hunts may be submitted online by customers, or at agent locations or tax collector offices, on the customer's behalf, based on the business rules for the hunt type they are applying for, such as age requirements, preference points, choices, etc. The business rules for applications are further defined within this appendix. Applications are made available to customers in phases, and each phase may include a different drawing and/or claim method. Applications are available based on dates designated by the Commission, which are captured in attributes.
- **Random Drawing:** Some limited entry permit types stipulate issuance of permits using a random drawing. This lottery process assigns all applications collected during a specific timeframe, for a certain hunt type a random number. The lottery process then evaluates each application in random number order (or other applicable business rules, such as preference points and groups along with random number order). Permits are assigned a successful or unsuccessful status based on the hunt unit choices and availability. Besides successful and unsuccessful status, the Commission also may assign alternate status based on age and business rules, such as "exempt." Successful applications are available to customers by two different methods:

- For permit types that stipulate a customer may receive the successfully awarded permit with no further action needed, the successful permit is automatically assigned, and the status is updated to “permit awarded” at time of lottery publish (referenced as “By Publish” within permit attributes). Once the lottery process has been completed, and all applications have been assigned a status, the results are published to customer accounts. Customers with successful applications will be automatically awarded the hunt unit that was successful on their application. Customers with unsuccessful applications will not receive a permit, and their unsuccessful application status will reflect on the application and within all associated reports.
- For permit types that stipulate that a customer must take further action to obtain a permit after a successful random drawing, the customer may claim the award (referenced as “By Claim” within the permit attributes). Many limited entry hunts that have a cost associated with the permit use this claim method. Once the lottery process is complete and all applications have been assigned a status, a claim deadline is set by an administrative user and the results are published to customer accounts. Customers with a successful application must log into their account online to claim the permit, and if necessary, submit payment as part of the process. An agent or tax collector may also do so on a customer’s behalf. Once the claim/payment transaction is complete, the customer will then have the awarded permit assigned to his or her account, and all associated reports should show the updated status. Any permits not claimed by the specified deadline should be available in a subsequent application phase based on business rules.
- **First-Come, First-Served (FCFS):** A method to immediately issue a set number of permits to customers based on specific business rules, without requiring a random drawing. Unlike applications with a subsequent random drawings that happen over time, FCFS requires the solution to handle high volume and a heavy load to immediately collect and process customer applications, determine permit/unit availability, collect payment if there is an associated cost, and award and issue the permits (or provide a message to the customer if a permit or specific unit is sold out prior to the customer obtaining the choices within the application).
- **Special Opportunity:** An application and specific random drawing method used to issue particular limited entry opportunities. Typically, there is one application period for Special Opportunity permits that allows for customers to submit an unlimited number of applications. A non-refundable application fee may be required for each application. Once the application period closes, this specific Special-Opportunity random drawing is conducted. Non-residents are limited to 10% of the available permits for each hunt, or one permit per hunt if 10% of the permits is less than one. During the random drawing process, each individual application is assigned a random number. The application with the lowest random number, for each hunt unit, for each customer, will be used throughout the lottery process while the other applications for that hunt unit, for that customer, are considered “duplicates” to ensure the application with the best result is used for the customer. The lottery process assigns permits based on permit availability. If a permit is available, the application status is changed to Successful. If a permit is not available, the lottery assigns the application a “Place in Line” status. “Place in Line: 1” is assigned to the first application that is not able to be awarded a permit, for each hunt unit. “Place in Line: 2” is assigned to the

second application that is not able to be awarded a permit, for each hunt unit, etc. Applicants who receive a “Place in Line” status may be able to obtain a permit in a subsequent round, depending on permit availability and the number of customers that claim their permit in previous rounds. Once the lottery process is completed with a claim deadline set by an administrative user, successful applicants must obtain their permits online and if necessary, submit payment as part of the process. An agent or tax collector may also do so on a customer’s behalf. Once the claim/payment transaction is complete, the customer will then have the awarded permit assigned to his or her account, a copy of the permit, and all associated reports should show the updated status. Permits not purchased by the deadline will be forfeited, which will update to a status of “Expired” on the applicant’s account to the next applicants with “Waiting in Line” status based on the random drawing results. Unclaimed permits will be offered in multiple rounds to the next applicants waiting in line. Rounds may be manually initiated by an authorized user or set to begin automatically at a pre-determined date and time.

- Round 1:
  - Once each application is given a status, the lottery process is complete, and Round 1 can begin.
  - After the lottery process is complete, any customer that has a “Successful” status application will have the ability to claim and purchase the permit. The permit must be purchased by the pre-determined deadline date, which is the end of the Round.
  - If the customer with a “Successful” application does not claim and purchase the permit by the deadline date, the permit is forfeited and will be available for purchase in the next round. Any customer that was in “Successful” status that does not claim their permit by the deadline will be placed in “Expired” status.
- Round 2 and any additional rounds before the Final Round:
  - At the beginning of the round, customers that are in a “Place in Line” will be adjusted, based on the number of permits that were forfeited in the previous round. For example, if there are two permits for a particular hunt unit available for purchase in this round, customers that were “Place in Line: 1” and “Place in Line: 2” in Round 1 will be adjusted to a “Successful” status and will be eligible to claim and purchase the permit before the deadline date. Customers that were “Place in Line: 3” and higher will be adjusted two places in line to take the place of the two customers that moved into “Successful” status.
  - If the customer with a “Successful” application does not claim and purchase the permit by the deadline date, the permit is forfeited and will be available for purchase in the next round. Any customer that was in “Successful” status that does not claim their permit by the deadline will be placed in “Expired” status.
- Final Round:
  - At the beginning of the round, customers that are in a “Place in Line” will be adjusted, based on the number of permits that were forfeited in the previous round. Any customer that is moved to a “Successful” application status will have the option to claim and purchase their permit through the last date of the Special Opportunity permit season dates. Any customer that would have

been moved to a new “Place in Line” will now see an “Unsuccessful” application status, because this is the final round in the permit process.

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### *Additional Business Rules and Processes for Limited Entry*

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Applications and drawing methods use the business rules and processes below.

- **Exemptions:** Limited entry hunts have permit requirement exemptions in two ways. First, Florida Statutes stipulates that customers ages 15 and under, resident customers 65 years of age or older, Resident Persons with Disabilities Hunting and Fishing License holders, and military members home on leave for 30 days or less are exempt from the necessary management area permit when applying for some limited entry hunts. These exemptions are captured within the business rules on the setup for each limited entry permit type. Additionally, certain hunt units allow these exempt customers to access the area without obtaining a permit, so those hunt units are excluded from availability for exempt customers (with the exception of Phase I applications that allow for Antlerless Deer selection, which is further defined below). These exempt hunt units are pre-identified and must be configurable by the Commission. The application process and issuance method (random drawing or FCFS) must take these exemptions into account based on business rules. There are also fee exemptions on some limited entry hunts. Customers who hold a Lifetime Sportsman or Lifetime Hunting license purchased prior to July 1, 1998 are required to pay the non-refundable application fees for specified Special Opportunity hunts but are exempt from the cost of the permit. These settings must be configurable within the setting of each permit type by the Commission.
- **Preference Points:** Preference points are applicable to some limited entry hunt types and used to increase chances of being successful in a random drawing. Preference points are accumulated by a customer unsuccessful in a Phase I random drawing for certain hunt types. Preference points are not currently used or accumulated in subsequent application phases. These points are accumulated per hunt type and cannot be applied to other hunt types. Preference points may expire if a customer does not apply during a Phase I application for a configured number of seasons. Preference points are applied during the lottery process. Applications with the highest preference points, and lowest random numbers, will be evaluated first in the lottery process. If an applicant is successful in a Phase I random drawing, his or her preference points will be reset to zero. Customers who are unsuccessful in a phase I lottery with preference points will receive an additional point to their current preference points. For limited entry permit types that allow for returned permits, customers who return a permit obtained in phase I will have their preference points restored plus one additional point (see “Returns and Reissuance” below).
- **Returns and Reissuance:** Some limited entry hunt unit can be electronically returned to the licensing solution by the customer within a configurable number of days before the start of the hunt unit date. Permits eligible to be returned by the customer through the licensing solution can

be reissued through a random drawing and/or FCFS issuance method. Currently, permits that are returned between Saturday and the following Friday are held by the Commission with the permits made available to apply for on the following Saturday through Tuesday morning, and a random drawing of those applications is done on Tuesday afternoons. Any permits that were returned but not issued in the random drawing are available via FCFS on Wednesdays until sold out or until the final hunt date of the unit. Any permits that are returned during an open application period are held by the Commission and made available for the next reissue application period. As mentioned in the *Preference Points* business rules, customers who return a Phase I permit may have any preference points used to obtain that permit restored, plus one additional point. Returns and reissuance business rules are allocated to each hunt type, however, hunt units within each hunt type may have exceptions.

- **Groups:** Some hunt types allow for group applications. During the application process, an applicant must elect to apply as an individual, or start or join a group. If starting a group, the applicant will complete the application and receive a Group ID number that can then be provided to others to join the group as a group member. The number of members in a group is configurable by hunt type. In the lottery process, the group members are assigned a single application identifier so that the group is processed together, and all group members are either successful or unsuccessful. The lottery will process a group application by random number and by the preference points of the group member with lowest number of preference points.
- **Age requirements:** Some hunt types have age restrictions for applicants. These restrictions include but are not limited to, a customer being a certain age at the time of application, at the time of the start of a hunt unit that they are applying for, or at the end of the hunt unit that they are applying for. Settings for age requirements must be configurable by the Commission.
- **Antlerless Deer Drawing:** Antlerless deer permits for most wildlife management area hunts are issued through the limited entry hunt permit program. Applicants who apply for specific hunt types during the Phase I application period will be asked if they want to be included in the antlerless deer drawing. Applicants who respond, “Yes” will be included in any applicable subsequent antlerless deer random drawings. Applicants who respond, “No” will be excluded from any antlerless deer drawings. Additionally, some applicants may be automatically included in the Antlerless Deer drawing based on their successful application status. Applicants who are exempt from limited entry permit requirements but who wish to apply for an antlerless deer permit must apply during the Phase I application period and be awarded a hunt approved for antlerless deer harvest, to be eligible for the antlerless deer drawing. In late August, after reviewing deer population surveys, the Commission will determine which hunt units will have a limited number of antlerless deer permits. Those hunters who received a limited entry hunt permit during the Phase I random drawing for the hunts approved for antlerless deer permits, and who answered yes to the antlerless deer question, will be included in the antlerless deer drawing. Members of a group quota application will be included individually in the antlerless deer permit drawing. Hunters who missed the Phase I random drawing, hunters who were not issued a quota permit in the Phase I random drawing, hunters who were issued a quota permit during the Phase I random drawing for a hunt not approved for antlerless deer permits, and hunters who were

issued a quota permit for a hunt approved for antlerless deer permits, but who answered no to the antlerless deer question, are not eligible for the antlerless deer drawing.

- **Statewide Alligator:** A Statewide Alligator Hunt Permit is a type of limited entry permit required to participate in the Statewide Alligator Harvest Program. The Statewide Alligator Hunt is one of the Commission's most popular limited entry hunts, and more than fifteen thousand applicants will apply for over six thousand permits on alligator management units. The cost of this permit is based on the residency and current licenses on file for the applicant. This limited entry hunt permit includes an Alligator Trapping License (ATL), a permit for a specific unit, and federal CITES tags. If an applicant already has an approved ATL on file, valid through November 1 of the current season, or has a Resident Persons with Disabilities Hunting and Fishing license, then he or she does not need to pay for the ATL portion of the permit cost and will only need to purchase the federal CITES tags if successful in the drawing. Applicants are required to submit a payment method with their application, which will be pre-authorized in the process described in the "Pre-Authorization" section. If an applicant needs to remove or change a selection or update his or her payment method in their application, they can cancel the application and resubmit an updated application while the application period for that phase is open.
- **Pre-Authorization:** This is a type of process used in conjunction with a random drawing to verify available funds per applicant for cost permits prior to the lottery. Applicants must submit a valid credit or debit card as part of their application. The pre-authorization is administered on all applications prior to the random drawing to determine whether there are sufficient funds available if the applicant is successful in the drawing. If there are sufficient funds, the application is authorized for the lottery; if the account has insufficient funds to cover the fees, the application cannot be authorized and will be unsuccessful in the drawing. During this pre-authorization process, each applicant may see a pending and temporary authorization or hold on his or her account.
- **Recreational Use Permit and Babcock Ranch Preserve Tier II Permit Renewals:** Customers that obtain a Recreational Use Permit or a Babcock Ranch Preserve Tier II permit are eligible to be automatically included in a renewal application phase. Each permit has a configurable number of years that allows the successful customer to renew the permit. Customers who are eligible for renewal have a deadline to purchase the renewal permit. If the customer does not renew the permit, it is forfeited and made available for the public to apply for in a subsequent phase.
- **Pricing structures:** Limited entry hunt permits have various pricing structures. Some permits require application fees, along with a fee for the permit, if successful. Some permits have varying cost based on residency and/or the licenses a customer has on file at the time of the random drawing. Many permit types have one price, but some have hunt unit-level pricing, meaning each individual unit may be a different cost than the others within that hunt type.
- **Guest Permits:** Guest permits can be issued for some limited entry hunt permits. Guest options include, but are not limited to, a no-cost guest permit that is automatically received when awarded a limited entry hunt permit, a guest permit that must be purchased by a customer who



was awarded a permit, and a guest permit wherein the guest's name must be entered into the licensing solution before printing. Currently guest permits are not transferrable and are not available for exempt customers who are able to attend a hunt without a limited entry permit.

- **Transferable:** Some limited entry hunt permits are transferable, and the permit is allowed to be given to another individual to use the permit. This may also mean that the customer must assign the permit to another customer within the licensing solution. Transferrable permits may have printing restrictions for successful customers, which requires the Commission or a contractor to print and mail physical copies of the permit. These settings must be configurable by Commission staff.
- **Non-Transferable:** Limited entry permits that can only be used by the individual named on the permit. These settings must be configurable by Commission staff.
- **Print and Reprint Types/Fulfillment:** Most limited entry hunt permits allow successful customers to print and reprint their permits from their customer account online at [GoOutdoorsFlorida.com](http://GoOutdoorsFlorida.com) at no-cost. These permits may also be printed or reprinted at an agent location for a fee. However, some limited entry hunt permits have restrictions on fulfillment. Transferrable permits are typically not able to be printed by the customer on their account and must be fulfilled and mailed by the Commission or the Contractor. The Statewide Alligator Hunt permit is currently fulfilled through an internal fulfillment system that assigns federal CITES tags and allows for configurable printing on specialty license stock.
- **Tags:** Some limited entry hunt permits are issued with accompanying harvest tags. Currently, tag numbers are automatically assigned to awarded permits in a sequential order, based on the tag seed start number, which must be configurable by Commission staff at either the hunt type level, hunt unit level, or both. These tags are manually mailed to customers from the Commission, and the Commission is currently responsible for ordering and housing all physical tags. Federal CITES tags for the Statewide Alligator Hunt permit are assigned through an internal fulfillment system. Tag numbers assigned to a permit must be configurable and editable by the Commission.
- **Permit Availability:** Customers should maintain the ability to view all current limited entry hunt permit types, hunt units, and total number of permits allotted to each hunt unit by accessing the licensing solution. This view should update in real-time and at a minimum include the hunt type name, individual hunt unit names with total number of available permits, the total number issued, and any permits that are currently in the licensing solution that will be made available for a reissue application phase. These public-facing views and settings should be configurable by the Commission.
- **Email communications for limited entry permits:** Customers receive a limited entry application receipt and award status through automated email communications. Email communications include, but are not limited to, a copy of an application receipt upon submitting an application, a notice when a customer has been awarded a permit, a notice when a claim window has opened, a notice when a customer is approaching a claim deadline and has not yet claimed the permit, a

notice when there is a change in status or round for a Special Opportunity application, and a confirmation when a permit has been returned to the licensing solution.

- **Cloning limited entry hunt types and application phases:** Due to the high volume and complex business rules for limited entry hunts, the ability to clone (duplicate) hunt types and all phase and unit information for subsequent seasons is required. Based on the item being cloned, there are pre-identified fields that are duplicated into a new season or into a new application phase. These pre-identified fields include, but are not limited to, the fields that pertain to the above-mentioned business rules, date fields, hunt unit information, etc. Some cloning actions may be manual and initiated by an authorized user. Other cloning processes are done through automated process and may not require user action.
- **Updating limited entry hunt permit quota numbers:** The quota, or number of permits available for the public to apply for, is a set number, determined prior to the opening of the first application period of each hunt type. Occasionally, due to weather events, area construction, Executive Orders, or other management needs, the number of quota available to public needs to be updated. These updates need to be configurable and at the discretion of an authorized user. The Commission should not need to request assistance from the Contractor to manually update quota numbers for any hunt type.
- **Automated processes:** All processes for issuing limited entry hunt permits can be manually initiated by an authorized user or set to occur automatically based on a pre-set date and time. This includes, but is not limited to, application phases opening and closing, random drawing processes, publishing results to customer accounts, emailing customers based on application results, and cloning.
- **Current volume of the limited entry hunt program:** The below statistics are from the last full limited entry hunt season:
  - Total Hunt Types: 48
  - Total Hunt Units: 1,848
  - Total Quota/Permits Available: 92,476
  - Total Applications submitted for the available permits: 447,355

## Appendix M: Methods of Item Issuance

Provides business process examples for the issuance of some Commission items, excluding Limited Entry Permits.

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### *Standard Issuance*

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The standard issuance method is how most customers obtain licenses or permits from the Recreational License System, excluding Limited Entry Permits. Customers create or log into their existing account, select the item they would like to obtain, respond to any required questions and/or surveys (e.g. Federal HIP Survey), and then submit payment, if applicable. The item will then immediately be added to their account.

After issuance, follow-up actions may be required including, but not limited to, harvest reporting, after-action surveys, or reporting at specified intervals determined by rule or Statute.

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### *Qualifying Documentation for Item Issuance*

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Some items require the review and approval of documents before the customer can obtain the item. Customers may be required to submit applications and qualifying documentation so that it may be reviewed by the Commission. The item will be added to the customer account once documentation has been reviewed and approved. A customer may be required to submit additional documentation or information if the original application is not approved or complete.

Customers may also be required to provide qualifying documentation in person at a License Agent or Tax Collector location and may immediately be issued the item. Customers may submit qualifying documentation online, including but not limited to Driver License for residency verification purposes, and military credential verification.

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### *Applications that Require an Inspection*

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Some items require an inspection prior to approval. These applications are assigned to the Commission and tracked until completion.

## Appendix N: Non-functional Database Details

Contains information to aid in understanding the amount of data expected to be housed and maintained within this solution.

*The first item, "Database Sizes," is a table which details the volume of information currently stored within each of our current systems. The second item, "Projected Customer Information" approximates future growth based on projections from previous increases in customer account creations. Information provided as of November 18, 2018.*

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### Database Sizes

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Database	Description	Size in GB	Current Host
<b>RLIS Transactional</b>	Recreational Licensing Transactional Database	130	RLIS
<b>RLIS Replicated Reporting</b>	Recreational Replicated Reporting Database	130	RLIS
<b>Pre-RLIS Archived</b>	Total Licensing System Archived data pre RLIS	18	RLIS
<b>RLIS Shared</b>	Shared database for data exchange/processing between RLIS Contractor and the Commission	1.75	RLIS Contractor
<b>Commercial Licensing (CLS)</b>	Commercial Saltwater and Freshwater Licensing System	168	FWC
<b>PermitMe</b>	No Cost Permitting System	137	FWC

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### Projected Customer Information

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There are currently 9.1 million customer records in Recreational License System with 1 million new customer records added during each of the last two years. Approximately 2 million customers purchased licenses and/or limited entry/quota permits in FY 2017-2018.

## Appendix O: Overview of Fee/Surcharge/Credits

Demonstrates the current pricing structure for items sold in the Recreational License System. This section includes examples of current items, fees, and credits associated to them.

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### *Example 1*

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The pricing structure example below shows how the fees associated to each item type can be broken out. Once collected, these fees are distributed into multiple agency accounts (referenced as EO and Object Codes). Item fees are mandated through Florida Statute. These fees may vary based on the sales channel in which the item is purchased, also known as “Agent Class” (identified below as FWC License Sales, FWC Special, Tax Collector, License Agent, Phone, and Internet). Specific fees may be included or excluded based on the sales channel in which the item is purchased.

- **Agent Fee** – Fee added to items purchased at a License Agent location and retained by the License Agent.
- **TC Fee** – Fee added to items purchased at a License Agent or Tax Collector location and is distributed to each respective county. For items sold at License Agents, this fee is collected by the Commission via an ACH sweep, and the Commission issues payment to each county based on the transactions processed at License Agent locations within each county.
- **Admin Fee** - Fee collected and retained by the Commission.
- **Sweep Amount** - Fees swept from each agent class.
- **FWC Rev** - Fee collected by the Commission. (“Agent Credit” field is further explained in the second example).

Appendix O: Overview of Fee/Surcharge/Credits

**Pricing**

**Current License Cost: \$98.50**

**License Cost: \$98.50**

**Start Date: 7/1/2011 12:00:00 AM End Date: Not Set**

Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>FWC License Sales</b>		\$98.50	\$0.00	\$0.00	\$0.00	\$1.50	\$100.00	\$100.00	\$100.00
	66/002199	\$23.75						\$23.75	
	63/001143					\$1.50		\$1.50	
	60/002199	\$74.75						\$74.75	
	<b>Total</b>	\$98.50	\$0.00	\$0.00	\$0.00	\$1.50		\$100.00	

Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>FWC Special</b>		\$98.50	\$0.00	\$0.00	\$0.00	\$1.50	\$100.00	\$100.00	\$100.00
	66/002199	\$23.75						\$23.75	
	63/001143					\$1.50		\$1.50	
	60/002199	\$74.75						\$74.75	
	<b>Total</b>	\$98.50	\$0.00	\$0.00	\$0.00	\$1.50		\$100.00	

Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>Tax Collector</b>		\$98.50	\$0.00	\$0.00	\$1.00	\$0.50	\$100.00	\$99.00	\$99.00
	66/002199	\$23.75						\$23.75	
	63/001143					\$0.50		\$0.50	
	60/002199	\$74.75						\$74.75	
	<b>Total</b>	\$98.50	\$0.00	\$0.00	\$0.00	\$0.50		\$99.00	

Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>General Agent</b>		\$98.50	\$0.50	\$0.00	\$0.50	\$1.00	\$100.50	\$100.00	\$99.50
	66/002199	\$23.75						\$23.75	
	63/001143				\$0.50	\$1.00		\$1.50	
	60/002199	\$74.75						\$74.75	
	<b>Total</b>	\$98.50	\$0.00	\$0.00	\$0.50	\$1.00		\$100.00	

Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>Phone</b>		\$98.50	\$0.00	\$0.00	\$0.00	\$1.50	\$100.00	\$100.00	\$100.00
	66/002199	\$23.75						\$23.75	
	63/001143					\$1.50		\$1.50	
	60/002199	\$74.75						\$74.75	
	<b>Total</b>	\$98.50	\$0.00	\$0.00	\$0.00	\$1.50		\$100.00	

Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>Internet</b>		\$98.50	\$0.00	\$0.00	\$0.00	\$1.50	\$100.00	\$100.00	\$100.00
	66/002199	\$23.75						\$23.75	
	63/001143					\$1.50		\$1.50	
	60/002199	\$74.75						\$74.75	
	<b>Total</b>	\$98.50	\$0.00	\$0.00	\$0.00	\$1.50		\$100.00	

*Example 2*

The below example is for an item that is no-cost for customers. The “Agent Credit” field displays (\$0.50) to denote that while no fee is collected from a customer, each License Agent and Tax Collector will retain \$0.50 for each item sold (as mandated by Florida Statute).

Pricing									
Current License Cost: \$0.00									
License Cost: \$0.00		Start Date: 7/1/2011 12:00:00 AM			End Date: Not Set				
Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>FWC License Sales</b>		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	
Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>FWC Special</b>		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	
Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>Internet</b>		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	
Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>Phone</b>		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	
Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>General Agent</b>		\$0.00	\$0.00	\$0.50	\$0.00	\$0.00	\$0.00	(\$0.50)	(\$0.50)
	66/002199			\$0.50				(\$0.50)	
	Total	\$0.00	\$0.00	\$0.50	\$0.00	\$0.00		(\$0.50)	
Agent Class	EO/Object	Lic. Amount	Agent Fee	Agent Credit	TC Fee	Admin Fee	Total Cost	Sweep Amt.	FWC Rev.
<b>Tax Collector</b>		\$0.00	\$0.00	\$0.50	\$0.00	\$0.00	\$0.00	(\$0.50)	(\$0.50)
	66/002199			\$0.50				(\$0.50)	
	Total	\$0.00	\$0.00	\$0.50	\$0.00	\$0.00		(\$0.50)	

## Appendix P: Peak System Times and Analytics

Provides analytics for the Recreational License System as well as information on important dates and application periods that historically cause high traffic in the Recreational License System. This is to serve as a guide to assist with understanding the capacity requirements for the solution.

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### *Peak System Times*

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- High Volume and Peak Times for recreational licensing:
  - Summer months, typically April through September, have historically been the highest sales month throughout the calendar year
  - Lobster sport season: Last Thursday and Friday of July
    - Two weeks prior has historically been higher volume sales than surrounding weeks
  - Bay Scallop season: Mid-June through late September
  - Governor issued proclamations:
    - Previous proclamations have discounted licenses, have exempted particular customers from license requirements or allowed issuance of licenses at no cost. These have varied in times throughout the year, but the holiday season (Nov. – Jan.) has been the most common.
  
- Peak times for Limited Entry events:
  - The dates for Limited Entry events are subject to change, apart from the set dates for May 15 - June 15, and November 1-30. Highest peaks are italicized.
  - *Quota Hunts*
    - *Phase I applications: May 15 – June 15*
    - *First Come, First Served (FCFS): early July*
  - National Wildlife Refuge Hunts
    - *Phase I applications: May 15 – June 15*
  - Special Opportunity
    - *Fall Hunt - Phase I applications: May 15 – June 15*
    - Spring Turkey – Phase I applications: November 1-30
  - Spring Turkey Hunts
    - Phase I applications: November 1-30
  - *Statewide Alligator Hunt*
    - *Phase I applications: mid to late May*
    - *FCFS: late June*
  - Recreational Use
    - FCFS: late June
  - Waterfowl Hunts
    - Early – Phase I applications: early August



- Early – FCFS: late August
- Regular Season A – Phase I applications: early September
- Regular Season A – FCFS: early October
- Regular Season B – Phase I applications: mid-October
- Regular Season B – FCFS: mid-November
- Regular Season C – Phase I applications: late November
- Regular Season C – FCFS: late December

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*RLIS Analytics*

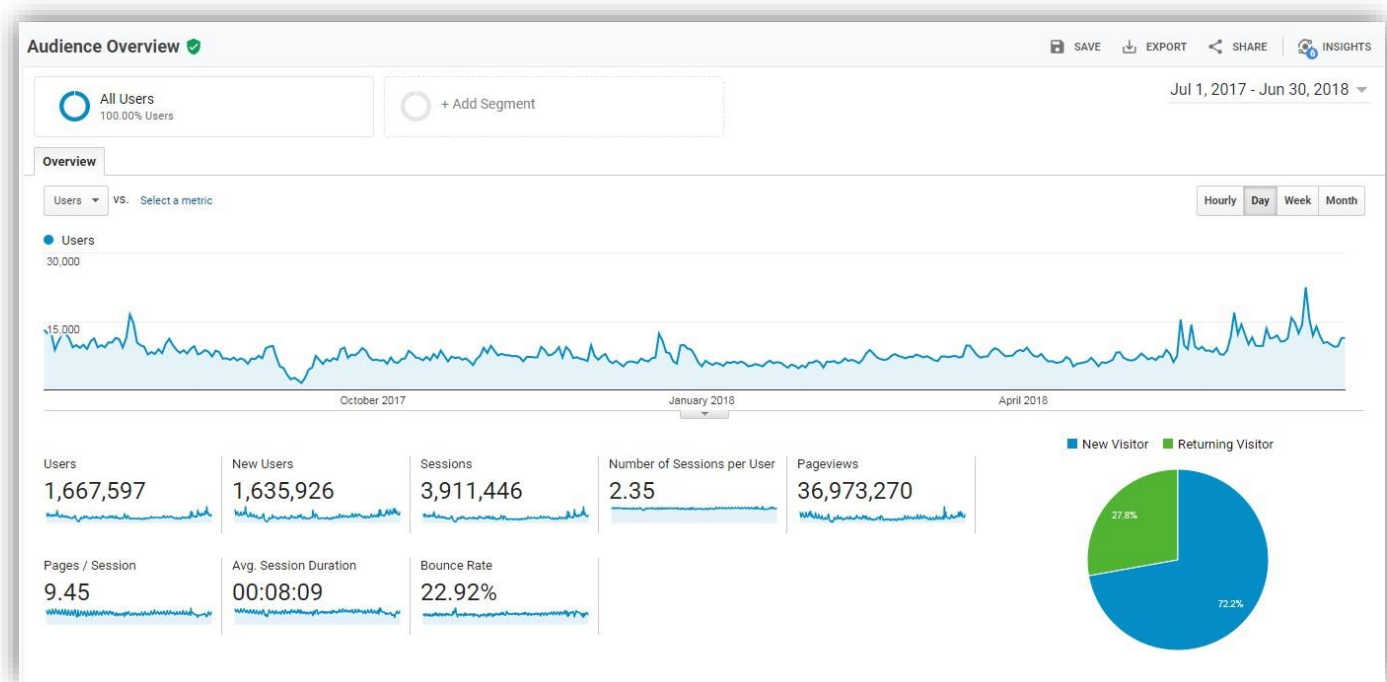
---

**7/1/2017-6/30/2018**

Peak users per day: 22,500 on **June 19, 2018**

Peak users per hour: 4,281 on **June 19, 2018** from 4-5 PM

**Audience Overview**



## Browser Overview

Browser	Users	% Users
1. Safari	578,457	34.45%
2. Chrome	536,376	31.95%
3. Internet Explorer	178,769	10.65%
4. Safari (in-app)	137,162	8.17%
5. Android Webview	80,772	4.81%
6. Edge	71,203	4.24%
7. Firefox	59,847	3.56%
8. Samsung Internet	29,653	1.77%
9. Amazon Silk	3,392	0.20%
10. Opera	1,343	0.08%

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## Operating System Overview

Operating System	Users	% Users
1. iOS	668,494	39.73%
2. Windows	550,545	32.72%
3. Android	344,955	20.50%
4. Macintosh	88,615	5.27%
5. Linux	16,445	0.98%
6. Chrome OS	6,793	0.40%
7. (not set)	5,744	0.34%
8. Windows Phone	428	0.03%
9. BlackBerry	242	0.01%
10. SymbianOS	202	0.01%

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## Appendix Q: Quantity of Sales by Agent Class

Shows the breakdown of sales by Agent Class (Internet, Phone, License Agent, and Tax Collector) over the last two fiscal years. Breakdown includes quantity of items sold and total dollars collected.

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### *Fiscal Year 2017/2018*

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Agent	Quantity	Amount \$	Agent Fee	Tax Collector Fee	County Surcharge Fees
<b>Internet License Sales</b>	1,871,668	\$29,928,122.43	\$0.00	\$0.00	\$0.00
<b>Phone License Sales</b>	64,249	\$1,305,196.00	\$0.00	\$0.00	\$0.00
<b>IVR License Sales</b>	15,810	\$319,355.50	\$0.00	\$0.00	\$0.00
<b>License Agent Sales</b>	1,382,733	\$18,775,540.50	\$415,083.50	\$349,677.00	\$25,047.00
<b>Tax Collector Sales</b>	238,826	\$5,262,099.50	\$0.00	\$96,617.00	\$2,899.00

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### *Fiscal Year 2016/2017*

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Agent	Quantity	Amount \$	Agent Fee	Tax Collector Fee	County Surcharge Fees
<b>Internet License Sales</b>	1,602,687	\$26,393,045.31	\$0.00	\$0.00	\$0.00
<b>Phone License Sales</b>	78,647	\$1,901,540.50	\$0.00	\$0.00	\$0.00
<b>IVR License Sales</b>	30,071	\$617,751.50	\$0.00	\$0.00	\$0.00
<b>License Agent Sales</b>	1,509,577	\$20,788,261.00	\$467,746.00	\$389,509.50	\$27,839.00
<b>Tax Collector Sales</b>	251,962	\$4,871,776.50	\$0.00	\$104,957.00	\$3,063.00

## Appendix R: References to Rules and Statutes

Contains a list of the Rule and Statute references that are required for the various item types issued by the Commission. This list is not intended to be all-encompassing.

### *Recreational Rules and Statutes*

Florida Administrative Code	
<a href="#">68A-5</a>	Licenses and Permits: Issuance and Revocation
<a href="#">68A-9</a>	Miscellaneous Permits
<a href="#">68A-13</a>	General Hunting Regulations
<a href="#">68A-14</a>	Establishment Orders for Designated Areas
<a href="#">68A-15</a>	Type I Wildlife Management Areas
<a href="#">68A-16</a>	Rules Relating to Birds
<a href="#">68A-17</a>	Wildlife and Environmental Areas
<a href="#">68A-23</a>	Rules Relating to Freshwater Fish
<a href="#">68A-25</a>	Rules Relating to Reptiles
<a href="#">68B-2</a>	General
<a href="#">68B-14</a>	Reef Fish

CHAPTER 379 Florida Statutes	
<a href="#">(ss. 379.101-379.237)</a>	General Provisions
<a href="#">(ss. 379.35-379.359)</a>	Licenses for Recreational Activities
<a href="#">(ss. 379.361-379.377)</a>	Nonrecreational Licenses

### *Commercial Rules and Statutes*

Florida Administrative Code	
<a href="#">68A-23</a>	Rules Relating to Freshwater Fish
<a href="#">68A-25</a>	Rules Relating to Reptiles
<a href="#">68A-26</a>	Rules Relating to Amphibians
<a href="#">68B-8</a>	Marine Special Activity License Program
<a href="#">68B-13</a>	Stone Crabs
<a href="#">68B-17</a>	Hard Clams
<a href="#">68B-24</a>	Spiny Lobster (Crawfish) And Slipper Lobster

Appendix R: References to Rules and Statutes

Florida Administrative Code	
<a href="#">68B-28</a>	Sponges
<a href="#">68B-31</a>	Shrimp
<a href="#">68B-35</a>	Pompano, African Pompano, And Permit
<a href="#">68B-42</a>	Marine Life
<a href="#">68B-45</a>	Blue Crab
<a href="#">68B-56</a>	Ballyhoo
<a href="#">68E-18</a>	Spiny Lobster Trap Certificate Program
<a href="#">68E-19</a>	Non-Refundable Processing Fee for The Replacement of Saltwater Fishing Licenses, Permits, Retail Dealer Licenses and Wholesale Dealer Licenses

CHAPTER 379 Florida Statutes	
<a href="#">(ss. 379.361-379.377)</a>	Nonrecreational Licenses

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*PermitMe Rules and Statutes*

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Florida Administrative Code	
<a href="#">68A-9</a>	Miscellaneous Permits
<a href="#">68A-12</a>	Rules Relating to Game
<a href="#">68A-13</a>	General Hunting Regulations
<a href="#">68A-15</a>	Type I Wildlife Management Areas

CHAPTER 379 Florida Statutes	
<a href="#">(ss. 379.101-379.237)</a>	General Provisions
<a href="#">(ss. 379.35-379.359)</a>	Licenses for Recreational Activities
<a href="#">(ss. 379.401-379.504)</a>	Penalties

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*Captive Wildlife Rules and Statutes*

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Florida Administrative Code	
<a href="#"><u>68-5</u></a>	Rules Relating to Non-Native Species
<a href="#"><u>68A-5</u></a>	Licenses and Permits: Issuance and Revocation
<a href="#"><u>68A-6</u></a>	Wildlife as Personal Pets
<a href="#"><u>68A-9</u></a>	Miscellaneous Permits
<a href="#"><u>68A-12</u></a>	Rules Relating to Game
<a href="#"><u>68A-25</u></a>	Rules Relating to Reptiles

## Appendix S: Sample Agent Agreement

Contains the most current version of the agreement the Commission requires before approval of a License Agent.



### **The Florida Fish and Wildlife Conservation Commission Recreational License Issuance Services System (RLIS) Fishing & Hunting License Sales Agent Agreement**

This agreement is entered into by \_\_\_\_\_ (Owner name), who is the owner of \_\_\_\_\_ (Business Name), located at \_\_\_\_\_ (Location's physical address), hereafter referred to as "License Agent" for the Florida Fish and Wildlife Conservation Commission (FWC).

Upon receipt of License Agent approval by the Florida Fish and Wildlife Conservation Commission (FWC), approval is granted for license sales at the specified address provided on the application and in the agreement. License Agent sales and activities must occur at the specified business location. License Agents may not transfer or utilize this agreement for any other businesses or business locations other than the location listed on the agreement.

Should the License Agent wish to sell licenses at a secondary or alternate location, the License Agent must complete an application and the License Agent Agreement for each location. The License Agent must notify the FWC in the case of business closure, business relocation, or termination of license sales through the FWC if the License Agent wishes to terminate its responsibilities. Notification may be submitted by contacting the HelpDesk at (855) 779-5907.

#### **1. Responsibilities of the FWC RLIS License Agent A. Requirements & Standards of the FWC License Agent**

In order to serve as a License Agent to the FWC, the License Agent is responsible for meeting the hardware and software requirements and standards as provided in this agreement to ensure proper license sales transaction processing. This hardware and equipment include a computer that meets the appropriate standards as listed, a non-touch or touch screen monitor, high speed internet connectivity, and a plain paper printer, paper, ink, and any other printer/paper related supplies necessary for license issuance. The License Agent must provide a reasonably secure environment to utilize the RLIS web application and attempt to prevent any insecure access to the web applications or sites related to license issuance. Reasonable security measures include restricting system access to authorized users within the Agent location, creating accounts for individual system users to track and maintain accurate audit logs, locking the computer used to access the system while not in use, restricting users from maintaining a local copy or exported copy of system data, and maintaining anti-virus software on hardware used to issue licenses.

## **B. Liability**

Under this agreement, the License Agent takes full responsibility for compliance with all terms in this agreement, including for acts of employees, contractors, subcontractors, or representatives of the License Agents regarding issuance and use of the FWC system. The License Agent agrees to indemnify and hold harmless the FWC for any liability arising from the License Agent's responsibilities under this agreement.

## **C. Customer Interactions & Responsibilities**

It is the sole responsibility of the License Agent to collect and enter accurate customer information during each transaction. This includes date of birth, I security number, driver's license number, and hunter safety certification information among other required customer fields to ensure accurate issuance of licenses and permits through the RLIS system. It is the sole responsibility of the License Agent to correctly complete transactions and license issuance for the customer. The License Agent is responsible for ensuring accurate license issuance, the proper collection of funds for licenses sold, and all other tasks related to license issuance while utilizing the RLIS system. Authorized License Agents of the FWC may only issue licenses through the designated sales channel provided to the agents. License Agents are not to issue licenses through other sales channels such as telephone, non-FWC websites, web applications, or via mail.

## **D. Reporting Fraud, False Claims, and Violations**

It is the responsibility of the License Agent to refuse to issue a license to any customer, should the License Agent become aware that the customer has provided false or fraudulent information. The License Agent should also report to the FWC any fraudulent experiences or any person who is clearly violating laws and regulations.

## **E. Regulatory Compliance**

As a License Agent, all users of the system must issue licenses and permits in compliance with all applicable laws, rules, and regulations. It is the responsibility of the License Agent to familiarize themselves with all applicable regulations by utilizing online and print resources, as well as information sent from the FWC regarding updates and use of the licensing system. The License Agent agrees to issue licenses based on the cost displayed in the RLIS system. No License Agent shall charge a customer a lesser or greater amount for the cost of the license than the actual cost, as displayed in the RLIS system.

The License Agent agrees to collect all required customer information at the time of purchase. All information provided by the customer during purchase, including but not limited to driver license number, social security number, address, and all other personal customer data are the property of the FWC. **The License Agent also agrees to keep all customer information confidential and not use, release, or permit the use of this information for any purpose not specifically authorized by the FWC or applicable law.**

The License Agent agrees to collect survey information from the customer within the licensing system, including, but not limited to, the Federal Harvest Information Program Survey (HIP), and the Gulf Reef Fish Angler survey sign-up.

The FWC may make inspections during normal business hours with or without notice to the License Agent to determine whether the License Agent is complying with the terms of this Agreement.



## Appendix S: Sample Agent Agreement

### **F. Fee Collection**

Revenue collected by the License Agent for the license purchases are the FWC's funds to be held by the License Agent for collection through Electronic Funds Transfer (EFT). The License Agent is responsible for holding, in trust, all revenue for licenses, permits, and other items purchased through the RLIS system, with the exception of agent fees retained by the License Agent for any transactions completed at the specified agent location matching an agent identification number. License Agents will receive a payment for each item sold through RLIS, pursuant to Section 379.3511, F.S. The sale of a license or other FWC-approved item for an amount above or below the printed value (and authorized License Agent issuance fee) is strictly prohibited.

The License Agent must return all printed, voided licenses to the FWC within thirty (30) days of their issuance. The License Agent is responsible for paying the license fees for voids that are not returned within the specified time frame. Voided licenses may be scanned in full color, and emailed to [customerservice@myfwc.com](mailto:customerservice@myfwc.com), or can be mailed to the FWC using a pre-paid envelope, provided to the License Agent by request.

### **G. Financial Responsibility & Electronic Funds Transfer (EFT)**

The License Agent agrees to transfer all funds from items sold through the RLIS system to the FWC through Electronic Funds Transfer (EFT). The License Agent is responsible for ensuring the all payments are deposited into the bank account designated by the License Agent through which the EFT occurs and must ensure that all appropriate funds are available in the account for EFT by the designated day of the week, each week, as determined in the agreement. Current EFT processes are run during the early morning hours of Tuesday, each week, but may be subject to change. License Agents will be notified of any change to the EFT schedule. If correct payment is not collected from the customer, the License Agent will be held responsible for the cost of the issued license.

For the purposes of EFT, the License Agent must provide FWC with the necessary bank information to allow for EFT and the FWC revenue collection for items sold through the RLIS system. This includes the designated bank account number, routing number, bank name, and other business and financial details required to set up EFT & ACH transactions (the "EFT Data"). The EFT Data collected through the RLIS system is owned and managed by the FWC.

It is the responsibility of the License Agent to ensure that the appropriate funds are available for EFT. Should the banking information for the EFT account for the entity change, the License Agent must provide at least 15 business days' written advance notice with the new EFT account information.

Pursuant to section 215.34, F.S., whenever a check, draft, or other order for the payment of money is returned by the Chief Financial Officer, or by a qualified public depository as defined in s. [280.02](#), to a state officer, a state agency, or the judicial branch for collection, the officer, agency, or judicial branch shall add to the amount due a service fee of \$15 or 5 percent of the face amount of the check, draft, or order, whichever is greater. The License Agent will be responsible for paying such service fee if there are insufficient funds when the FWC attempts to collect fees from the License Agent.

The License Agent agrees to maintain accurate books, records, and other documents pertaining to this Agreement in accordance with Generally Accepted Accounting Principles (GAAP). The License Agent shall allow the FWC, the State of Florida, or other authorized representatives, access to periodically inspect,

## Appendix S: Sample Agent Agreement

review or audit such documents and all material pertaining to this Agreement. These records shall be maintained for five (5) fiscal years following the close of this Agreement, per the Florida Department of State's General Records Schedule GS1-SL for State and Local government agencies. In the event any work is subcontracted, the License Agent shall require each subcontractor to similarly maintain and allow access to such records for audit purposes.

### **H. Guarantee**

The License Agent must provide the FWC a guarantee, via Surety Bond, in the amount of \$1,000 at the time of execution of this Agreement, made payable to the FWC. The guarantee shall be issued from a reliable Surety Company that is acceptable to the FWC, licensed to do business in the State of Florida and signed by a Florida Licensed Resident Agent. The bond shall ensure, for the benefit of the FWC, full and complete performance of License Agent's obligations under this Agreement, including but not limited to, License Agent's collections, handling and transfer of funds due to the FWC, and all other obligations of License Agent under this Agreement, and shall remain in full force and in effect at all times during the term of this Agreement, at the expense of the License Agent. Some conditions apply, as stated for the above-mentioned bond.

### **I. Change of Ownership or Business Type**

This License Agent agreement is for the specified entity, physical location, and business owner only. This agreement is not transferable with the sale or transfer of the business or entity. Upon change of ownership or business type, the License Agent is responsible for notifying the FWC within 30 days of the change. Upon notification, an application with updated entity information will need to be submitted and approved.

### **J. Providing Voter Registration Applications Requirement**

Pursuant to Section 379.352, F.S.(see below), it is required that License Agents display and provide voter registration applications to the public. The Supervisor of Elections for each county is responsible for providing the applications.

Section 379.352(8), F.S. At each location where hunting, fishing, or trapping licenses or permits are sold, voter registration applications shall be displayed and made available to the public. Subagents shall ask each person who applies for a hunting, fishing, or trapping license or permit if he or she would like a voter registration application and may provide such application to the license or permit applicant but shall not assist such persons with voter registration applications or collect complete or incomplete voter registration applications.

Section 379.352(11), F.S. When acting in its official capacity pursuant to this section, neither the commission nor a subagent is deemed a third-party registration organization, as defined in s. 97.021, or a voter registration agency, as defined in s 97.021, and is not authorized to solicit, accept, or collect voter registration applications or provide voter registration services.

## **2. Responsibilities of the FWC**

The Florida Fish and Wildlife Conservation Commission looks forward to a successful relationship with the License Agents of the RLIS system. The FWC will be responsible for:

- a. Providing approved License Agents (who have submitted all required documents) with access to

## Appendix S: Sample Agent Agreement

- the RLIS secure web application for license sales.
- b. Providing initial training prior to system implementation and providing additional/updated training materials as the system is changed and enhanced.
  - c. Providing a toll-free help desk line for License Agents to contact FWC staff for assistance with the web application or system reports (not for internet/hardware connectivity and troubleshooting).
  - d. Initiating an EFT on the agreed upon date and schedule as documented in the Agreement.
  - e. Providing a 2D barcode scanner upon License Agent approval.

### **3. Agreement Provisions**

#### **A. Social Security Number Requirement**

Pursuant to Section 379.352(3), F.S., and 42 U.S.C. § 666:

Each applicant for a recreational license or permit shall provide his or her social security number (SSN). Disclosure of social security numbers obtained through this requirement shall be limited to the purposes of administration of the Title IV-D program for child support enforcement, use by the Commission, and as otherwise provided by law. This information will not be provided to third parties or other governmental agencies unless required by state or federal law.

Social Security numbers for residents with a Florida Driver's license or ID card are obtained from the Driver's License file when you enter the DL number in the system. All other customers must provide a Social Security number unless they are a non-US citizen.

When the License Agent is provided a SSN for the issuance of a fishing or hunting license, they are prohibited by law from unauthorized disclosure or use.

#### **B. Non-Discrimination**

No person, on the grounds of race, creed, color, national origin, age, sex, or disability, shall be excluded from participation in, be denied the proceeds or benefits of, or be otherwise subjected to discrimination in performance of this Agreement.

#### **C. Jurisdiction, Severability, Venue, Waiver of Jury Trial**

This Agreement has been delivered in the State of Florida and shall be construed in accordance with the laws of Florida. Wherever possible, each provision of this Agreement shall be interpreted in such a manner as to be effective and valid under applicable law, but if any provision of this Agreement shall be prohibited or invalid under applicable law, such provision shall be ineffective to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions of this Agreement. Any action in connection herewith, in law or equity, shall be brought in, and venue shall be exclusively in, Leon County, Florida. As considerations of this Agreement, the parties hereby waive trial by jury in any action or proceeding brought by any party against any other part pertaining to any matter whatsoever arising out of or in any way connected with this Agreement.

The License Agent shall perform its obligations under this Agreement in a proper and satisfactory manner determined by the FWC. In the event of default by the License Agent, the FWC may bring an action at law or in equity in a court of competent jurisdiction to enforce the terms of this Agreement, to temporarily or

## Appendix S: Sample Agent Agreement

permanently enjoin the violation, recover damages for violation of this Agreement, and any other damages permitted by law. The FWC's remedies shall be cumulative and shall be in addition to termination or suspension of this Agreement as set forth herein, and all remedies now or here after existing at law or in equity.

### **D. Amendments**

Any amendments or modifications to this Agreement shall be in writing and shall not be effective until duly executed by the parties to this Agreement. This Agreement and any executed amendments constitute the entire agreement between the parties with regard to the matters set forth herein.

### **4. Agreement Termination Conditions**

This agreement may be terminated without cause by the FWC at any time with one-day notice. If the License Agent violates any term or portion of the agreement, the FWC has the right to immediately terminate the agreement and lock the License Agent out of the RLIS system to prevent use. Events that are cause for immediate agreement termination include, but are not limited to the following:

- a. Insufficient funds during an EFT from the designated License Agent account;
- b. Failure to submit fees for penalties, including but not limited to, insufficient funds, and voids;
- c. Inaccurate license or permit issuance;
- d. Misuse of the RLIS system or data;
- e. Utilizing the RLIS system for fraudulent or abnormal activities;
- f. Charging customers amounts higher than listed on the price list on the RLIS system;
- g. Transfer of License Agent agreement and access to another location, owner, or entity;  
Failure to properly notify the FWC within 30 days of any change in ownership, location, banking information, contact information, and any other details pertinent to a positive ongoing relationship.

The License Agent may also terminate this agreement at their discretion but must provide the FWC with a 14-day written notice prior to date of termination. The License Agent will still be responsible for making license sales funds available for EFT for any transactions occurring through the RLIS system. The funds must be paid at the time the agreement is terminated by either party. At the FWC's discretion, the License Agent may be locked, and funds immediately swept upon notification of termination.

### **5. Agreement**

The term of this agreement will remain effective from the date of user access activation and availability of the RLIS site (upon receiving training) until the agreement is terminated by either party.

## Appendix T: Tags, Endorsements, and Transfers

Contains detailed descriptions and examples of business processes required for tag, endorsements, and transfers.

### *Recreational Tags*

Some limited entry hunt permits (e.g. Quota – Track Vehicle, Quota – Airboat, Statewide Alligator Hunt) are issued with accompanying harvest tags. Currently, tag numbers are automatically assigned to awarded permits in a sequential order, based on the tag seed start number, and manually mailed to customers from the Commission. The Commission is currently responsible for ordering and housing all physical tags. Federal CITES tags for the Statewide Alligator Hunt permit are assigned through an internal fulfillment system. Tag numbers assigned to a permit must be configurable and editable by the Commission. Other tags (e.g. Tarpon Tags) are issued only at Tax Collector offices. The Commission issues each Tax Collector office a certain number of tags, and customers will immediately be issued a tag.

### *Commercial Tags*

Commercial tags are issued for Blue Crab (VHI/VHO, VS, VN), Stone Crab (X), and Spiny Lobster (C). Applicants must have a valid saltwater products license with a current RS and applicable endorsement to place a tag order with the Commission. Ordered tags are manufactured and shipped to the customer by a contracted Contractor.

Item type	Quantity Issued 7/1/2017-6/30/2018	Sales 7/1/2017-6/30/2018
<b>Lobster Endorsement - No Tags</b>	1231	\$123,100.00
<b>Lobster Endorsement - With Tags</b>	574	\$71,750.00
<b>Lobster Replacement Tags</b>	0	\$0.00
<b>Lobster Surcharge (Transfer)</b>	26	\$114,535.00
<b>Lobster Tag Renewal (Individual Tags)</b>	463458	\$463,458.00
<b>Lobster Transfer Fee</b>	22534	\$45,068.00
<b>Lobster Transfer Fee Immediate Family</b>	9383	\$18,766.00
<b>Trap Retrieval</b>	1507	\$10,300.00
<b>Blue Crab Inshore Renewal</b>	649	\$81,125.00
<b>Blue Crab Inshore Tag Renewal (Individual Tags)</b>	219749	\$109,874.50
<b>Blue Crab Offshore Tag Renewal (Individual Tags)</b>	45400	\$22,300.00

Appendix T: Tags, Endorsements, and Transfers

Item type	Quantity Issued 7/1/2017-6/30/2018	Sales 7/1/2017-6/30/2018
Blue Crab Incidental Take Renewal	258	\$6,450.00
Blue Crab Non-Transferable Renewal	23	\$2,875.00
Blue Crab Non-Transferable Tag Renewal (Individual Tags)	1900	\$950.00
Blue Crab Soft Shell Renewal	76	\$9,500.00
Blue Crab Soft Shell Tag Renewal (Individual Tags)	16600	\$8,200.00
Stone Crab Renewal	1392	\$174,000.00
Stone Crab Tag Replacement	0	\$0.00
Stone Crab Surcharge (Transfer)	52	\$42,649.50
Stone Crab Tag Renewal (Individual Tags)	1067834	\$532,414.00
Stone Crab Immediate Family Transfer	11708	\$11,708.00
Stone Crab Other Transfer	72566	\$72,488.00

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*Commercial Tag Transfers*

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Stone Crab and Spiny Lobster tags are broken down into three (3) tag types:

- **A1 Tags** – Tags that have never been transferred from the original tag holder
- **A2 Tags** - Tags transferred to or from an immediate family member for which a surcharge has not been collected
- **B Tags** - Tags transferred outside a tag holder’s immediate family and for which a surcharge is due or has been collected

Stone Crab and Spiny Lobster tags are attached to unique endorsement numbers. These tag types can be transferred to other applicants in any quantity within the tag holder’s allotment. Upon transfer outside the applicant’s immediate family, all tags are subject to a tag reduction.

Transfer Type	Stone Crab (X)	Spiny Lobster (C)
<b>Reduction Amount</b>	18.50%	10%
<b>Standard Transfer Cost (A Tags Only)</b>	\$1 Per Tag Transferred & 25% of Selling Price Per Tag Transferred Surcharge (Minimum \$1 Surcharge Per Tag)	\$2 Per Tag Transferred & 25% of Selling Price Per Tag Transferred Surcharge (Minimum \$5 Surcharge Per Tag)
<b>Standard Transfer Cost (B Tags Only)</b>	\$1 Per Tag Transferred	\$2 Per Tag Transferred

## Appendix T: Tags, Endorsements, and Transfers

Transfer Type	Stone Crab (X)	Spiny Lobster (C)
<b>Immediate Family Transfer Cost</b>	\$1 Per Tag Transferred	\$2 Per Tag Transferred
<b>Immediate Family Transfer Death/Disability</b>	No Fee	No Fee
<b>Stone Crab Crew Transfer</b>	\$.50 Per Tag Transferred & 25% of Selling Price Per Tag Transferred Surcharge (A Tags only) (Minimum \$1 Surcharge Per Tag)	N/A
<b>Notarized Signature Required</b>	Yes	Yes
<b>All Tags (Including Previous Years), Current License, Endorsement Paid Prior to Transfer</b>	Yes	Yes
<b>Reduction Tags Surrendered to OLP or Law Enforcement</b>	Yes	Yes

These fees can be waived due to death or disability. If the tags are transferred within the immediate family there is no tag reduction, but the transfer fees still apply. Per Florida Statutes, transfers must be paid to the Commission in Certified Funds (Cashier's Check or Money Order).

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### *Commercial Endorsement Transfers*

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The Commission allows customers to transfer specific endorsements between qualified applicants. There are no additional fees for endorsement transfers. When an endorsement is transferred to another applicant an alpha character will be added to the end of the endorsement on the new endorsement holder. (Ex. C – 123 to C – 123A). The only exception to this rule is the Spiny Lobster Commercial Dive.

- **Spiny Lobster (C)** – Transferable due to death or disability
- **Spiny Lobster Commercial Dive (CD)** – Transfers allowed between qualified applicants. The CD# is the owner's C# with a D added to the end of the number sequence to denote they are authorized to dive for spiny lobster. The C# does not move and when transferred the D is removed from the original owner's account and added to the recipients C# (ex. C – 123D to C – 456D)
- **Stone Crab (X)** - Transferable due to death or disability
- **Blue Crab (VH and VS only)** – Transfers allowed between qualified applicants
- **Marine Life (MLD and MLB)** – Transfers allowed between qualified applicants
- **Marine Life (MLN)** –Transferable due to death or disability
- **Lampara Net (L)** - Transfers allowed between qualified applicants

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### *Commercial License Transfers*

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The St. Johns Commercial Food Shrimp Production License (DS) is currently the only transferrable commercial license. This license is only transferable to immediate family members. The license number transfers to the new qualified applicant's account and an alpha character is added to the number (ex. DS – 2 to DS – 2A).

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### *PermitMe Tags*

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PermitMe issues the following tag types:

- Deer Depredation Tags (DDEP)
- Antlerless Deer Tags (AD)

The DDEP tags are issued by Commission Regional Offices and the AD tags are issued by the Office of Licensing and Permitting in Tallahassee. PermitMe issues a permit and assigns tag numbers. The Commission mails the permit and tags to the applicant. If an applicant requests additional tags, their application may be reassigned to Commission staff to either approve or deny. The Commission may issue additional tags or replace damaged/lost tags, which the system tracks.