



State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**Solicitation**

NUMBER
<b>DNR212181</b>

PAGE
<b>1</b>

ADDRESS CORRESPONDENCE TO ATTENTION OF
<b>KRISTA FERRELL</b> <b>304-558-2596</b>

RFQ COPY

TYPE NAME/ADDRESS HERE

SHIP TO

DIVISION OF NATURAL RESOURCES  
 PROCUREMENT OFFICE  
 324 4TH AVENUE  
 SOUTH CHARLESTON, WV  
 25303-1228 304-558-3397

DATE PRINTED
<b>12/17/2012</b>

BID OPENING DATE: **01/24/2013** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<b>ADDENDUM NO. 3</b>						
<b>THIS ADDENDUM IS ISSUED TO AMEND THE ORIGINAL SOLICITATION (DNR212181) PER THE ATTACHED.</b>						
<b>0001</b>	<b>1</b>	<b>LS</b>		<b>920-49</b>		
<b>ELECTRONIC GAME CHECKING SYSTEM</b>						
<b>***** THIS IS THE END OF RFQ DNR212181 ***** TOTAL:</b>						

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**SOLICITATION NUMBER: DNR212181**  
**Addendum Number: 3**

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The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- | Modify bid opening date and time
- | Modify specifications of product or service being sought
- | Attachment of vendor questions and responses
- | Attachment of pre-bid sign-in sheet
- | Correction of error
- | Other

**Description of Modification to Solicitation:**

To modify the specifications per the attached, to answer all technical questions submitted prior to the pre-bid meeting, and to extend the deadline for technical questions.

Technical questions must be submitted no later than 01/04/2012 at 5:00 PM EST.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# ATTACHMENT A

**REQUEST FOR PROPOSAL**  
 West Virginia Division of Natural Resource  
 DNR212181 – Electronic Licensing and Game Checking System (ELS)

**APPENDIX A AND B**

**ATTACHMENT A: Section 4, Subsection 4.10: Accounting & Related Functions**

The four (4) following specifications are rescinded and removed

Source	Reference	Specifications
App A & B	F-49	The ELS should not retain in the database customer information if the sale is not completed.
App A & B	F-50	The ELS should not retain in the database transaction information if the sale is not complete.
App A & B	I-146	The ELS vendor should provide DNR with at least five substantive enhancements per year
Att A	4.10.1.1	The ELS should not have direct access to the agent's bank account information (routing number). Explain how your proposed solution is going to protect the agent bank account information.

**SECTION 4, SUBSECTION 4.4 CONVERSION**

DNR has decided to convert only lifetime license data to the new ELS. Therefore, all references to conversion of Agents, POS customers, Internet customers, and license items in the RFP, Appendix A, Appendix B, Appendix D, and Appendix E should be disregarded. The prospective bidders should respond only with regard to the conversion of the Lifetime License Database to the new ELS. Also, Attachment A, Section 4, Subsection 4.4.6 (and all its sub items) need not be answered.

The following specifications in Appendix A and Appendix B relating to conversion have been rescinded:

<b>SPEC #</b>	<b>Specification Description</b>
F 90	West Virginia DNR should provide the data for the initial load of agents
F 91	West Virginia DNR should provide the data in a format specified by the vendor and agreed to by DNR
F 92	The ELS vendor should convert and load existing agent data into the ELS system
F 110	The ELS should assign an internal number to each agent
F 229	West Virginia DNR should provide data for the initial load of POS customers
F 230	West Virginia DNR should provide data for the initial load of internet customers
F 238	The ELS conversion should include license data
F 341	West Virginia DNR should provide data for the initial load of license items
F 342	West Virginia DNR should provide data in a format specified by the vendor and agreed to by DNR
F 343	The ELS vendor should convert and load existing license item data into the ELS system
F 344	West Virginia DNR should review all converted license items and make any manual corrections necessary

**Section 4 Subsection 4.8 License Sales Eligibility Determination:**

DNR has determined that the "First-In, First-Out (FIFO)" and "Spot (Lottery-Style) Drawing" methods of eligibility determination will not be utilized and need not be part of the ELS. Therefore, the following specifications in Appendix A and Appendix B relating to these lottery methods have been rescinded.

<b>SPEC #</b>	<b>Specification Description</b>
F 698	The ELS should issue licenses and permits on a first-come-first-served basis
F 709	The ELS should support a first-in, first-out method for allocating permits providing the quota has not been met
F 710	The ELS should accept first-in, first-out applications at an agent POS site
F 711	The ELS should accept first-in, first-out applications via the internet
F 712	The ELS should immediately issue the permit if the applicant is successful
F 713	The ELS should immediately update the quota if the applicant is successful
F 724	The ELS should support a spot drawing at the agent location
F 725	The ELS should allow the agent to sell the permit if the customer wins the spot drawing
F 726	The ELS should utilize a mathematical randomization routine to determine if the customer is a winner

### **SECTION 3 GENERAL TERMS AND CONDITIONS PERFORMANCE BOND**

In lieu of a Performance Bond, an amount representing fifteen percent (15%) of the contract resulting from this RFP for One-time Startup Costs (Cost Section "A" of Attachment C) shall be withheld by the State. Upon formal acceptance by the State of each Startup Costs milestone or deliverable as outlined in section 4 Subsection 7.4, the State will withhold fifteen percent (15%) retainage related to that phase. Within 60 days of final State approval of all implementation services performed by the Vendor and formal acceptance of the production ELS system, the State will release the remaining retainage.

The following specification in the General Terms and Conditions relating to a performance bond has been rescinded:

Source	Reference	Requirement
Section 3 General Terms and Conditions	#8	Performance Bond: The apparent successful Vendor shall provide a performance bond in the amount of \$2,000,000. The performance bond must be issued and received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

Pre Bid	Pg.	RFP Section	RFP Question/Comment	ANSWERS
	Cover	Solicitation	<p>a) This form has a space for signature at the bottom, and instruction of "when responding to solicitation, insert name and address ..."</p> <p>However, the Proposal Format in Section Five makes no mention of returning this form with the response. Please clarify if it is to be included and if so, where it is to be placed in the proposal contents.</p> <p>b) If yes to (a), Page 30 requires a "Title Page" with vendor signature but other information is not the same information indicated in the blanks on the solicitation cover. Please clarify if (a) and Title Page are separate response items.</p>	<p>The cover sheet of the solicitation should be completed and returned with the vendor's technical proposal. Please note, all proposals must contain a signature of an authorized agent of the vendor to be valid.</p> <p>See Answer above. Placement is at the discretion of the vendor, but preferred in the front of the document.</p>
X	4	Instructions 2, #4	It is helpful to bidders to understand DNR's intent by having answers and/or addenda posted as soon as DNR can make them available during the period before final questions are due (11/15/12); this allows time to utilize critical information in response and enables bidders to gain further clarification on answers/addenda if needed. Do you anticipate this process or will all written answers be held until the Addendum Issued Date (approx. 12/11/12)?	This addendum, Number Three, addresses questions submitted prior to the 11/1/12, mandatory pre-bid meeting. All questions submitted after the mandatory pre-bid meeting will be answered in the next addendum, Number 4.
4	4	2, #6	Please confirm if PO Box 50130 is part of your street delivery address and should be included in the shipping address for couriers other than the U.S. Postal Service (such as UPS and FedEx).	No. If a bid is to be delivered, by courier, it must be delivered to the Purchasing Division's physical location at 2019 Washington Street, East, Charleston, WV.
	5	2, #6	Is the fax number on the face of the envelope to be that of the bidder?	Yes.
	5	2, #6	Please confirm that not only is the Cost proposal not to be included on the same CD/flash drive as the Technical, but no separate CD/flash drive of the Cost is to be submitted at all.	Yes, the cost proposal should not be submitted on the same CD/flash drive as the technical submission. The cost proposal must be submitted only in hard copy.
	7	Contract 3, #3	<p>a) In 2.5 the definition of Purchase Order states it identifies the Vendor as the successful bidder and Contract holder.</p> <p>Please clarify if the date the purchase order is issued (and contract term begins) is after the contract has been signed by all parties, or further explain the sequence of events.</p> <p>b) Please explain any difference between "Purchase Order is issued" and "fully executed Purchase Order" in #4.</p>	<p>The vendor signs their bid and no additional signatures are required except if a best and final offer (BAFO) is negotiated.</p> <p>No difference.</p>
X	8	3. #8	Please clarify the process and sequence of events related to the Performance Bond. At what point is the "apparent successful vendor" notified and when does the bond have to be provided by the vendor to the state?	The requirement for a performance bond has been rescinded. Please see the face of Addendum #3 for a description of amounts to be incorporated as retainage.
X	8	3. #8	The bond is an expense that must be factored into vendors pricing to DNR (and an expense which many similar clients have determined is not cost effective). Please clarify for what period the Performance Bond is required to be maintained – only until system acceptance/implementation (since vendor holds no DNR funds and is subject to SLA penalties), initial contract term, or initial term and extensions?	The requirement for a performance bond has been rescinded. Please see the face of Addendum #3 for a description of amounts to be incorporated as retainage.
X	8	3. #8	Is any other form of surety allowable to replace the bond, such as Letter of Credit?	The requirement for a performance bond has been rescinded. Please see the face of Addendum #3 for a description of amounts to be incorporated as retainage.
X	10	3, #11	If bidder wishes to suggest exceptions/modifications, is it acceptable to include a list that references the RFP page and section, the reason for the requested modification and specific contract language proposed; and where should this be placed in the proposal?	Any requirement containing the words "must, will, or shall" must be met in entirety. Any exceptions, clarifications, or modifications to these requirements will result in the disqualification of the Vendor's proposal. Any requirement containing the words "should, preferred, desired, etc." are deemed to be scorable elements of this Request for Proposal and any exceptions, clarifications, or modifications to these requirements will be scored accordingly. Any exceptions to the General Terms and Conditions may or may not be accepted by the State.
X	15	3, #44	Does the lack of a check mark here indicate that payments per 7.4 and Attachment C will be made using the State's Purchasing Card?	Yes, however, the State's P-Card program has transaction dollar limits. Currently our dollar limit per transaction is \$2,500. If an invoice was less than \$2,500 we would pay with the P-Card. We would assume that the majority of invoices from the ELS vendor would be greater than \$2,500 and therefore would be paid by check.



	16	3, #47	Please provide information on where bidders can access the Purchasing Affidavit, confirm if it is required to be submitted with the bid, and indicate where in the proposal it is to be inserted.	The Purchasing Affidavit was distributed with the original Request for Quotation. It is provided again in this Addendum for convenience and also may be found by visiting the Division of Purchasing's website at <a href="http://www.state.wv.us/admin/purchase/vrc/pAffidavit.pdf">http://www.state.wv.us/admin/purchase/vrc/pAffidavit.pdf</a>
	17	3, #51	Is this inquiry through the state repository done at State's or vendor's expense?	The vendor is required to assume the costs for fingerprint-based state and federal background inquiry through the state repository.
X	15	3, #43	Question also relates to Certification and Signature page: "bidder has properly registered with any State agency..." a) #14 (page 10) states registration with Purchasing is required of the apparent successful vendor prior to contract award, but #43 appears to require registration prior to bid submission. Please clarify requirement for compliant submission. b) On page 28, Section 4-7.2 states "may be required to register with the Secretary of State" while #43 implies it may need to be done prior to submission. Please clarify.	Vendors must be properly registered with any and all required agencies prior to the award of this contract.  No. A bidder can register prior to contract award.
	28	4 – 6 Orals	a) How much time do you expect to give qualifying vendors between notice to participate and date of presentation? b) What is the audience expected to be for the presentation (number and role)? c) The 4 hour time period seems inadequate to accomplish the list in 6.1 and provide DNR with information to adequately allocate 20% of the evaluation criteria. We highly recommend you discuss with other agencies who have required similar presentations the amount of time necessary to fully demonstrate the list. d) Will all bidders who participate be provided the same script to follow for their demonstration?	To be determined.  Evaluation Committee - 5 members; 2 - 3 consultants; and up to 10 advisory members.  Four hours has been allotted for each bidders presentation.  Yes.
X	28	4 – 7.1 Addtl Req	Is it acceptable for bidders to indicate any suggestions regarding Appendix E in their response, and if so, where?	Appendix E is a draft Service Level Agreement (SLA) to be negotiated after the apparent successful vendor has been chosen. This draft SLA was included in the RFP for information purposes only to insure that the vendor would be aware of DNR's expectations. Comments and suggestions will be requested from the apparent successful vendor. DNR does not expect the vendor to respond to the SLA specifications in the vendor's proposal to this RFP.
X	28-29	4 – 7.3	a) Is the State willing to consider bids from vendors offering a hosted SaaS (Software as a Service) solution consistent with other requirements for ELS? If so, this source code requirement prevents a SaaS vendor from bidding if they cannot comply with the requirement. b) Understanding the State's need to protect its interests in the event that the vendor ceases business, is it acceptable for bidders to alternatively provide other assurances regarding its financial stability and business continuity plan to assure services in the event of a major risk?	The State is willing to consider SaaS solutions. The requirement that the code be placed in escrow is considered a mandatory by the State. The frequency with which code must be placed into escrow is amended from "... each release or modification to the software" to "each release of the software."  The requirement that the code be placed in escrow is considered a mandatory by the State. The frequency with which code must be placed into escrow is amended from "... each release or modification to the software" to "each release of the software."
X	29	4 – 7.4 Pymt	See question (e) related to Section 5 #3, Attachment C related to the contract years and factor the payment schedule into your answer.	See answer to ( e ) below.
	30	5 Proposal #3 A Att.	a) Please confirm that providing staff qualifications and experience in completing similar projects; references; copies of any staff certifications or degrees applicable to this project; proposed staffing plan is met with response to Att. A, 3 - 3.6. b) Please confirm that providing firm ... qualifications and experience in completing similar projects; references;... descriptions of past projects completed entailing the location of the project, project manager name and contact information, type of project, and what the project goals and objectives were and how they were met is met with response to Att. A, 3.1 – 3.5.	Confirmed. .  Confirmed. .
	30	5 #3 Att. B	This states that By signing and dating this attachment, the Vendor acknowledges that they meet or exceed each of these specifications as outlined in 4.5 of Section Two: Project Specifications. However, the paragraph for signature on page 55 of Att. B states that By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.	Please see document as written.

			Please explain and clarify.	
			a) Please confirm this attachment for pricing is not required to have a signature.	Confirmed.
			b) Since cost information cannot appear elsewhere, please confirm it is acceptable for bidder to include in Att. C any explanatory information and/or assumptions that are relevant to DNR's understanding of the pricing offered.	No.
			c) If bidder identifies more than one means of meeting certain requirements and they differ in cost, is it acceptable to:	
			i. clearly label and explain the options throughout the response?	Vendors wishing to submit more than one means of meeting the requirements of this RFP, should submit separate proposals for each different solution.
			ii. price the option vendor recommends (and explain why) OR provide pricing for each in Att. C in order to offer DNR the opportunity to pursue choices for that functionality?	See above answer
			d) Regarding Game Checking:	
			i. Please provide bidders direction regarding allocation of certain costs between Licensing and Game Checking. Is DNR seeking the costs that may be considered "additional" to the Licensing system to accommodate game checking (such as IVR and additional phone lines, additional help desk/support) or since game check agents use POS devices and hunters checking game use the Internet site, etc. is a portion of the infrastructure, overhead and operations costs to be allocated to Game Checking instead of Licensing bearing the total "base" system cost?	Yes the DNR is seeking costs for game checking that may be considered "additional" to the licensing system.
			ii. If you desire the allocation to both in (i), then on what basis?	Because the DNR would like it priced in that fashion in case they do not wish to purchase the game checking option. Restructuring of the licensing system is top priority but game checking is extremely important also.
			iii. It may be difficult to allocate (per ii) some costs to Game Checking except arbitrarily; please inform bidders if this separate pricing has an internal DNR use to assign program payment responsibility or for budget purposes, so bidders will understand the degree of effort you expect of them in separating and accurately allocating costs between Licensing and Game Checking.	The separate pricing does not have an internal use. Per the contract terms, the DNR may accept a partial bid that would include only licensing and may exclude game checking. It is the intent of the DNR to know how much extra the game checking option would cost if the licensing part was already operational.
			e) Annual Recurring Costs: Please explain if years 2 – 7 are contract years. If so, the implication is that Contract Year 1 is for start-up; with the implementation date of 1/1/2015, contract start date then calculates to 1/1/2014. Although no contract award/begin date is provided in Sect. 1 #3 Schedule, bidders would hope for final award and contract so work could begin in 2013, in hopes of maximizing the time available to deliver and/or deliver ahead of schedule. Please shed light on when you expect work to begin on the project and how it correlates to the structure of annual recurring costs beginning with year 2 of the contract, and the payment plan on page 29.	Yes years 2-7 are contract years. As indicated in the RFP the system must be implemented by January 1, 2015 or before. Upon successful implementation and acceptance by the DNR the one-time start-up costs section of Attachment C will be complete and the annual recurring costs after implementation will begin. The annual recurring costs will represent years 2 through 7 beginning via change order on the date of system acceptance. The statement "If implementation occurs prior to January 1, 2015, maintenance costs will be pro-rated on a monthly basis" from the annual recurring costs section of attachment C is rescinded.
			f) Per Section 3, #6 (page 8), if bidder can offer a better overall price by including price adjustments in later contract years (rather than prorating anticipated increases over all years) is it acceptable to propose different pricing for recurring annual costs?	The vendor can propose any pricing scheme they prefer as long as a set annual amount is listed for each contract year.
			g) Please explain the 1000 hours:	This pool of hours is to be used to meet unforeseen programming expenses, i.e., legislative changes, the need for significant new reports, changes to specific licenses or permit, or the introduction of a new license or permit. These hours are not to be used to meet the requirements of the RFP.
			i. For what period is this number of hours estimated (annual, initial contract term, total contract term)?	The pool of 1,000 hours has been increased to 2,000 hours to be used over the life of the contract and the references to five substantial enhancements each year (1-146) have been removed.
			ii. Please clarify the use of the number: Is this a number selected in order to complete evaluation formula for scoring pricing, since vendor invoices monthly on hours used?	The State wishes to establish a pool of hours (2,000) to be used during the life of the contract for unforeseen programming expenses. For example, in year 5 the legislature passes a bill that requires us to modify the way we sell licenses. The programming changes for this would be completed under the pool of 2,000 hours at the price bid in the contract. The cost of these 2,000 hours will be used as component "C" of the total cost formula. (A+B+C = Bid Price on the RFP).

X

30  
31

5 #3  
C

Att.  
Cost

			<p>iii. Please explain how this is a "pool" of hours, if hours are invoiced as used.</p> <p>iv. Is the 1000 hours a "not to exceed" amount for the period in (i) and if so, what happens when the 1000 hours have been used?</p>	<p>The hours in this pool are to be used for modifications to the initial scope of this RFP and are drawn down as used and invoiced. These hours are not to be used to meet the requirements of the RFP.</p> <p>The pool of 2,000 hours is a not-to-exceed amount of hours for the total contract period. As hours are used, they will be subtracted from the initial 2,000 hours. DNR does not anticipate exceeding the 2,000 hours over the life of the contract.</p>
	31	5, #5	Is the information on who submitted a Technical bid made public after the opening, and if so is it posted in the WV Purchasing Bulletin or how can it be accessed?	<p>Technical proposals are public information immediately following bid opening. Bid results are available online at <a href="http://www.state.wv.us/admin/purchase/Bids/default.html">http://www.state.wv.us/admin/purchase/Bids/default.html</a>.</p>
	31	5, #6	What information is revealed during the "announce cost proposals"? Is the cost read and/or available to anyone at that time, is it posted in the WV Purchasing Bulletin or how can it be accessed?	<p>Cost Proposals are public information immediately following bid opening. Bid results are available at <a href="http://www.state.wv.us/admin/purchase/Bids/default.html">http://www.state.wv.us/admin/purchase/Bids/default.html</a>.</p>
X	31, 33	5, #6 2.2	6, Please explain what DNR considers included as "mandatory requirement of the contract" referenced here as a disqualifying criteria. Are these the Mandatory Requirements in Section 4, Subsection 5, or Attachment B Mandatory Specifications, or which items in the RFP are being referenced as criteria for disqualification for failure to provide?	<p>Any use for the words must, will, shall, are deemed to be mandatory requirements of the solicitation. Failure to comply with a mandatory requirement shall result in the disqualification of the vendor's bid.</p>
			a) Explain if points are assessed (added up) or deducted from the total possible.	Every bidder starts with a perfect score and deductions are taken for deficiencies.
			b) Please clarify where the various required portions of the Technical response fit into the factors in #2; is all of the Technical Response except Qualifications and Experience of the Vendor and Staff evaluated in Approach and Methodology?	No. All of section 4 project and goals is part of the approach and methodology evaluation criteria.
			c) Is there more detailed "established criteria" for the items in #2 and do these subcategories/items have pre-determined point values; if so can they be shared with bidders?	No.
			d) For specifications that indicate the system "should" rather than "must" or "will", please indicate how this will affect scoring. Is DNR open to experienced vendors proposing other best practices and more cost effective solutions in response to some "should" specifications instead of pricing to deliver a "should" exactly as described in the RFP?	No. The vendor may propose any methodology they design, but risk losing points if they do not answer the question appropriately.
			e) Does each evaluator submit individual scores; if the latter, are they averaged for the final score or what procedure is followed for tallying score).	Scoring is by committee consensus.
			f) Please describe if all scoring is also considered consensus scoring, or does this apply only the final selection.	See above
			g) #2 states all evaluation criteria are defined in the specs section. Please explain how bidders are to derive the point values from the specifications section.	Points values may be found in Section 6.2 of the Solicitation
X	33	6 Evaluation		

PRF Bid	Pg	Attachment A Section	ATTACHMENT A Question/Comment	ANSWERS
	35	Intro	Please provide further instructions regarding required response format. Is List project goals and objectives contained in Section 4, Subsection 4 intended as an instruction to bidders to insert RFP text here or is response as required by "Vendor Response" adequate?	Please complete Attachment A.
	36	3, 3.4 Quals	"all successfully implemented projects in the last five years" Please clarify is this means the project had to be implemented (began operations) in the last 5 years or does it include projects that were operating (already implemented) during the last 5 years.	It only includes projects that were implemented in the last 5 years.
	36	3, 3.4	Please clarify "describe the role of any significant subcontractor(s)" and explain if this refers to each project listed in qualifications (bidders should identify any significant subcontractor used on the project listed, whether or not they are proposed for ELS) and/or if you intend bidder to list only qualification references for subcontractor(s) proposed for ELS.	This refers to each project listed in the qualifications when the vendor has used significant subcontractors, if the vendor is wishing to use said projects to demonstrate experience.
X	36	3, 3.5 Other Subs	Please confirm if it is acceptable to exclude suppliers (such as for agent hardware) since bidder's price to DNR is fixed and requirement/performance commitments are vendor's responsibility.	It is not acceptable to exclude suppliers and the DNR wishes to know all significant subcontractors if they will total a minimum of 10% of the total cost.
	37	4, 4.1 Func'l Cklist App B	Please clarify if "Vendors should respond to each specification" refers to the availability columns (currently supported, etc.) or also to the "Comments" column; are remarks for clarity suggested for each column or only if an explanation of the availability or functionality is deemed necessary by bidder.	Only if is deemed necessary by the vendor.
X	37	4, 4.1	Regarding the definitions for vendor capabilities in response to Appendix B, please explain if there are point values associated with each category (whether added or deducted)?	Scoring information is not disclosed.
			a) Please provide the definition of "customization" and "custom solution" so all bidders are answering to the same expectation of DNR.	"Customization" – Specific changes to the application code are required to meet the specification. "Custom Solution" – DNR specific changes to the application
			b) No alternative is offered for "configurable" that in a COTS solution may not require custom code in order to meet client/project specific requirements. Is this considered "no customization" if the	Yes, if the functionality is available by configuration.
			c) Can Planned by Implementation Date be met by either customization and/or configuration if that functionality is not currently available?	Yes.
X	37	4, 4.1	d) Please clarify if Custom Development applies to how bidder plans to implement a specification. The definition states "developing a custom solution"; please clarify if the "solution" referenced is a solution	Custom Development does apply to how the bidder intends to satisfy a specification. The solution does apply to one individual specification.
			e) If the functionality to meet the specification is not offered exactly as described but can be achieved for the same outcome, how should bidder respond to the spec?	Check the "Currently Supported" box and use "Comments" to explain.
			f) If a list of items/methods are included in a spec, and one is not currently available or not offered but the others are supported, is it acceptable for bidder to check more than one column and insert comments to explain, or are these all-or-nothing categories?	More than one column may be checked. Use "Comments" to explain or elaborate.
				More than one column may be checked. Use "Comments" to explain or elaborate.
	37	4, 4.1	Is Appendix B to be inserted here or is other "Vendor Response" expected?	Yes, insert completed Appendix B.
	37	4, 4.2.1.1 Infrastructure	Does "major software required" refer to what vendor requires to operate the system?	This request is to identify any major software required pertains to the infrastructure software required to run the vendor's licensing and game checking system.
			Project Plan	
X	39	4, 4.3.1 PM	a) Since no contract/work start date is provided by DNR in the Schedule of Events, please confirm it is acceptable to present the plan without calendar dates, indicating tasks, interdependencies, time periods to complete the task, and other required project plan information undated.	It is acceptable to present the plan without calendar dates.
			b) The proposed project plan is to be provided in Microsoft Project, which we assume bidders can include in the electronic (CD/flash) version. In the required hard-copy versions of submission, please confirm pdf or similar easily-read presentation format is acceptable.	Microsoft Project is used by WVOT and a pdf version or similar is acceptable.
X	40	4, 4.4 Conversion	a) Appendix D includes statistics on lines. Bidders realize there are duplicate customers among the various databases, but please provide information on the number of customers in each.	A decision has been made to convert only the lifetime databases that currently amounts to a little over 85,000 records. There will be no conversion of the POS or GoWild internet sales databases.
			b) Please clarify how many years of data are represented.	Years represented are 1986-Present.

X	41	4, 4.5 Impl	Here and in several references throughout the RFP, including ELS roll-out method in Appendix A "Implementation Specifications" DNR has made assumptions about how the vendor will conduct a traditional "pilot" to achieve implementation. However, this approach may no longer provide the optimum implementation of a vendor's system for ELS. Please confirm if bidders can propose (and fully explain delivery of) an improved readiness methodology closely integrated with UAT and which achieves DNR's desired outcomes for efficient roll-out of fully tested system.	The vendor may propose any methodology they desire but risk losing points if they do not answer the question appropriately.
X	41	4, 4.6.1 Agent Training	a) Per DNR's direction to "maximize the value" please confirm if it is acceptable for bidders to describe and offer a different agent training delivery method that is more cost effective and convenient for agents, and has repeatedly proven to achieve higher training rate success (than classroom style) by training agents at their own sales sites prior to their go-live. b) If offering only an alternative to classroom training is not acceptable, please confirm if bidders can describe and price both options for DNR consideration.	Section 4, Subsection 4.6, is a desirable section. The vendor may bid any type of training the vendor feels will meet the intent of this section. From past experience, the West Virginia DNR prefers on-site training but on-site training is not a mandatory requirement. We would recommend that the vendor fully describe their training program and its benefits because the training will be part of the evaluation criteria. Absolutely NO COSTS are permitted to be included in the technical portion of the proposal. Vendors may propose an alternate solution if they are confident that they can present the case without including any cost figures.
X	43	4, 4.8	Given the size of this section (and others in Attachment A), is it acceptable to provide Vendor Response to each numbered heading instead of at the end of the entire section?	Yes, the DNR prefers that the vendor respond to each numbered heading instead of one long answer at the end of each section. The responses may be given per the numbered heading.
	43	4, 4.8 Lic Sales	Please clarify if vendor is considered the agent for Internet sales (with the understanding that credit/debit payments are through the State's processor). If so, is vendor able to charge the customer an agent handling fee to reduce DNR costs?	No, vendors would not be considered as an agent. No, Web customers will be charged a transaction fee as a part of the transaction, that fee is collected as the transaction is processed through the WV Treasurer's Office.
X	43	4, 4.8.1.1 POS	a) Please clarify if DNR has completed surveys of agents and the number of complete configurations here is the result of agent responses. b) Can you explain why there is such a large decrease in the number of agents who are willing to use their own PC (117 to 45), when the expectation would be an increase as agents generally wish to avoid adding hardware to congested sales counters? c) Please provide any other information, considerations or comments from agents that bidders can use in determining the optimal device selection. d) The 225 + 45 is labeled as "agents": i. Please explain if this includes DNR, county clerks, other state locations that may sell licenses and/or check game. ii. Provide a breakdown of these numbers by type of agent: commercial agents, county clerks, magistrates, state parks, DNR district offices, retail agents. e) Please define terms to help bidders refine pricing: Please confirm if the number of agents is equal to the number of sales locations and the number of devices, or if a sales location is allowed to have more than one device (implied in 4, 4.11.1, pg. 51), or an agent have more than one location. f) Please clarify if numbers provided in Attachment C to be used as basis for pricing evaluation represent DNR's best estimate of actual numbers anticipated at time of system implementation. In order for bidders to provide accurate pricing estimates that are based on similar assumptions to support DNR's ability to comparably evaluate various bids, please confirm the number of each of the following that all bidders should assume are anticipated at implementation: sales agents of all types, including DNR sites/sales locations, including DNR POS devices deployed for operation POS peripherals deployed for operation POS devices and peripherals provided by Vendor	DNR contacted Wal-Mart Corporate Offices and have been informed that they wish to use their own computers and only have the peripherals provided. No agents are currently using their own equipment, all equipment is being provided by DNR. Wal-Mart stores in the state have indicated that they would like to use only the peripherals needed. Yes, this includes county clerks, state parks, and DNR district offices. Many of the county clerks will not continue to sell licenses. There are currently 52 of the 55 county clerks serving as active agents. Only 3 or 4 of the State's Parks will continue as agents under the new system. All others are retail agents. DNR would envision only the largest of retailers having more than one device and possibly only during the peak license sales periods. No agent currently has more than one device. Yes, this would be DNR's best estimate. Maximum of 270. See above. At least one per site, larger retailers possibly two during peak sales volumes. As needed at each location, except for Wal-Mart who are providing their own devices. Yes. At all agent locations.

			g) App. A, T 124 requires the system to be scalable to 350 "agents' devices".	The system must be scalable to 350 agents but the cost of the annual maintenance fees etc. should be based upon the original 270 estimated agents. Additions of equipment will be added under a separate one time cost. See answer or "v." below.
			i. Please clarify if this means PC's provided by agents or refers to complete total number of devices in use by agents (both partial and full configurations provided by vendor).	Total number of agents, 45 will not need devices, If the vendor solution enables it, as they will use their own computers and have only the peripherals.
			ii. During the contract term do you anticipate more devices and/or more agents and locations, or all of the above?	No material change in the number of agents over the life of the contract.
			iii. For pricing purposes and to ensure all bidders are basing costs on the same DNR expectation, please explain how costs for additions to the number of agents/locations/devices over the contract term are to be factored into pricing for subsequent years of the contract.	Scalable to 350 devices. History has shown that agents will be added and others will cease operating such that there should not be a need to exceed our estimate for the system to be scalable to 350 agent devices.
			iv. Please explain what number for each category in (f) bidders are to use for the maximum during the contract period.	See response to (f) above.
			v. Confirm if bidders are to use this maximum in each years' pricing (for device costs and maintenance, and number of agents requiring support and training throughout the contract), or does DNR prefer a "per xxx" rate for the number over a specified number of devices and locations for later years.	We are adding cost element "POS Devices" to the cost sheet where vendors can indicate the cost of a full configuration implementation for agents that are deployed over the 270 mark. Please note this cost element is not part of the cost evaluation calculation.
X	43	4, 4.8.1.2	Please define "electronic affidavits" as they are not mentioned elsewhere in the RFP. Are you referring to on-screen check-box confirmations ("I have read and understand")? If not, please describe the processes and requirements related to electronic affidavits, what type of customer signature is required (hard-copy?) and if ELS is required to store electronic copies of these documents.	The "electronic affidavit" is referring to the on-screen check-box confirmation: "I hereby certify under penalty of perjury that information provided on this form is true to the best of my knowledge and belief, and that I have not failed to meet child support obligations as defined in WV Code 48-5A and that I realize that making a false statement may result in loss of my licenses." Individuals must be made aware that they can be prosecuted for perjury if they check this box to obtain a hunting &/or fishing license to which they are not entitled to. The DNR Law Enforcement Section, therefore requests: 1.) the words, "and prosecution" be added to the end of the affidavit, "I Hereby certify under penalty of perjury that information provided on this form is true to the best of my knowledge and belief, and that I have not failed to meet child support obligations as defined in WV Code 48-5A and that I realize that making a false statement may result in loss of my license and prosecution."; and 2.) the license sale be denied to applicants that fail to check this box.
	44 50	4, 4.8.1.10, 4.10.3	Please provide a definition of "void" so bidders can be sure response to requirements here and in Appendix A receive adequate response consistent with DNR's expectations.	A void would be a reversal of a sale to inactivate privileges not intended to be purchased.
X	45	4, 4.8.2 and 4.8.2.5 Internet	Please confirm that all items sold via Internet can be printed by the customer and no by-mail fulfillment is required.	Yes, customers should be able to print and carry their valid license from their home pc.
	45	4, 4.8.2.3	This requirement is not mentioned in 4.8.1 POS; please confirm if the same condition can occur at POS and the system is required to similarly respond.	If an individual has had their license privileges revoked, how does the vendor solution propose the notification process take place at the POS agent site and notification of an attempted purchase after revocation to law enforcement? This can put POS agents in a potentially contentious situation having to tell a customer that they cannot sell them a license.
	45	4, 4.8.2.8	a) "Describe the circumstances where a demographic change would be prevented" would be a business rule determined by DNR. Is this question asking for recommendations, or what is required for bidder response? b) No mention is made in 4.8.1 of agents being prevented from making certain demographic and customer record changes; please confirm if none are anticipated or if protection of certain data requires only authorized DNR users to have access.	Changes to name, date of birth, social security number, should be prevented. These should be changes that would require supporting documentation and only be modified by authorized DNR staff. As in the responses to (a), whether via the web or POS site, specific changes should not be allowed without supporting documentation being provided to authorized DNR staff.
	46	4, 4.8.2.10	The approach to voiding an internet license would be to do so according to DNR business rules. Please clarify the response you are seeking for this approach.	DNR business rules would establish the procedure.

X	46	4, 4.8.3 Lottery	a) Please define "lottery methods" and what response to this section is to cover. 4.8 refers to limited permits and quotas, and Appendix A refers to "controlled hunts and drawings", 7.03 limited permit activities and drawings, 7.05 allocated quota, 7.06 randomized routines (lottery drawings), 7.07 spot (lottery-style) drawings and 7.08 batched drawings. Please clarify. b) Are all lotteries and applications available at POS and via Internet?	Lottery methods relate to hunts that would allow a limited number of hunters for any species or geographical area. Lottery methods and controlled hunts and drawings have the same meaning. Functional Specifications F698, F709, F710, F711, F712, F713, F724, F725, and F726 have been rescinded and need not be addressed by proposing vendors. Yes.
X	46	4, 4.8.3.1	Please describe the type of weighting DNR employs to hunter's chances of winning. Do you maintain preference points or what criteria affect a hunter's chances currently?	The DNR currently does not employ any weighting methods to any lottery. We currently only employ a random drawing method. However, as mentioned in the prebid meeting it is anticipated that elk hunting will happen in the future, although it may not be within 10 years, and the DNR may want to employ a weighted method for that species.
	46	4, 4.8.3.3	Please clarify if the response to "how overpayments and refunds are handled" is asking for how ELS will implement requirement in Appendix A - 9.12 miscellaneous payment/refunds or if you are soliciting other means of handling overpayments/refunds.	The DNR is inquiring how a vendor would propose to handle an overpayment by a hunter if money is required to be eligible for a limited drawing. For example, if a hunter is required to submit a small fee to be eligible for an elk permit in the future what would be the procedure if the hunter overpaid during that drawing.
	46	4, 4.8.3.4	How do you currently handle hunters who win a drawing and do not have the proper base license at time of application?	Currently the DNR does not require a hunter to have a base license at time of application.
	46	4, 4.8.3.5	How do you currently allocate permits by quota?	We currently only have random permits.
	46	4, 4.8.4.4 Agent Help	What is the expectation regarding how vendor's agent help desk will interact with DNR's licensing section?	The DNR would like to know how the vendor proposes the help desk will interact with the few members of the DNR's licensing section.
	47	4, 4.8.5 Lifetime	Are there any items that lifetime holders need to receive annually and if so, what are the ELS requirements related to offering, providing and/or distributing them?	No, a lifetime license holder does not receive anything annually.
X	47	4, 4.9 Game Check	a) Does the number of agents in 4.8.1 include all the sites that will be checking game? b) In Appendix A 8.07, you state that IVR can be verbal or touch-tone. Do you have a preference and/or would you like pricing on both options? c) No game check record layouts are provided in Appendix D. Please provide the data currently required to be collected for the various types of checked game so bidders can anticipate length of calls and optimum IVR methodology. d) Is game check data not currently associated with a hunter as implied by 4.9.3? e) Please confirm there is no game check data that will be converted to ELS. f) For bidders to determine impact in 4.9.5, please provide more information on the types of queries anticipated ("did Hunter X...", "how many 40-year-old males in 3 counties..."), the need for the queries to be in production (vs. against data within minutes of real-time), and the number of users running such queries in production. g) Is any durable print output required related to game checking (harvest tags, transport tags, etc.). h) For game checked at POS is print output required for issuing the Game Check Report number to the customer, and if so, is it required to be durable? i) On page 23 you acknowledge buck gun season game check statistics are the largest. However, for bidders to estimate system volume, please provide a total number of game checked.	Only license agents will be game checking stations. So yes, it will include game checking stations. As in other states, the DNR anticipates > 80% of game checking will happen via internet or telephone by the end of year one The DNR does not have a preference but only one price option may be proposed. It is intended that the vendor use their experience and expertise to propose a solution that balances usability with economy. The data that will be required to be collected will be type of animal, sex of animal, date of kill, county of kill, public vs. private land, name of Wildlife Management Area if public land and weapon type. All demographic data should be available when the hunter enters their hunting license number or customer id number. Yes, currently only very limited data is associated with a hunter and they primarily are bear harvest and deer harvest in just a few counties. The DNR anticipates that the game check data should be associated with the hunter in the new system. There is no game check data that will be converted to ELS. Up to 120 officers could check to see if a sportsman has a license. These checks on real time data would be very intermediate and only if someone doesn't have appropriate license on their person. No. No. In 2011: 3,799 furbearers, 2,009 bears, 10,376 turkeys, 37 boar and 135,696 deer for a total of 152,007 game checked.
X	48	4, 4.10	In Appendix A 9.14 you refer to "transmit" to OASIS. Please indicate if there is an expectation or preference on how this transmission occurs.	The wvOASIS Project will be releasing specifications for the interfacing of cash deposit information as soon as the design is complete. The interface will be transmitted from the user's site to the Project's Data Center via secure FTP using an XML formatted file to be provided as part of the design completion effort.

48	4, 4.10.1 Acctg	Please confirm that the agent compensation that occurs outside of ELS (Appendix A, 9.03) is a fee that agents may charge customers directly and no information related to it is logged, tracked, input or collected by ELS.	CONFIRMED.
48	4, 4.10.1.1	The instruction to "explain how ... to protect the agent bank account information" is negated by the prior sentence that "ELS should not have direct access to the agent's bank account information." We understand the need to for vendor to protect this information in ELS (masking, controlled access), but not to allowing ELS access to the information prevents vendor from meeting collection/remittance requirements as we understand them. Please clarify.	See F 159 in Appendix B. The ELS should include a unique identifier for each agent to allow the West Virginia Treasurer to cross reference the issuing agent's bank account information. Therefore, Attachment A, Section 4.10.1.1 is rescinded and need not be addressed by proposing vendors.
51	4, 4.10.4.1	Since internet sales are transactions directly with customers via the web, please explain what is expected regarding "trace all ... internet sales to the source of the sale".	For internet sales, this question references an audit trail that records all actions taken by the customer including time and outcome of the action. The audit trail should include identification of the customer (who did what and when did they do it).
50	Att. A 4.10.3	Please provide a definition of "void" for response to this and the requirements in Appendix A, including impact on validity of license, funds/refunds to customer and/or agent accounts, etc.	A void would be a reversal of a sale to inactivate privileges not intended to be purchased. Any privileges included within the sale of the particular license would be inactive from the time of the void request. Agents would refund the money and return the printed license to DNR to receive their credit. If the original printed license is not returned to DNR, no credit will be given and the funds will be drafted from the Agent's account upon the next scheduled draft. From the instance of the void request, the ELS shall not generate any reprint of the specific privileges associated with that transaction.
51	Att. A 4.11.1.1	Who determines, and by what criteria, if agent is provided more than one device configuration or peripheral set?	DNR, it will be only for the larger retailers and for only those exceeding a certain sales threshold. Would likely be no more than 35-40 agents.



Pr Bid	PB	ATTACHMENT B Section	ATTACHMENT B Question/Comment	ANSWERS
X	53	Intro	List mandatory specifications contained in Section 4, Subsection .5 a) Please confirm this refers to Subsection 5. and not .5. b) Is this an instruction to bidders to insert RFP text here again or is response inserted at "Vendor Response" adequate?	CONFIRMED. Vendor should put their responses under the heading "Vendor Responses".
X	53	4, 5.1 Ops & Hosting	a) Please provide guidance on any different information you expect in the response to 5.1 than is requested in Attachment A, 4.2. b) Does DNR prefer that relevant response information be duplicated in both locations or cross-referenced?	Any additional information, excluding costs, that the vendor may deem as relevant to the project. Cross-referenced.
X	53	4 Proj Specs 5.3	a) Please confirm that the State (and not the vendor) is responsible for all merchant fees related to collections by credit/debit card for sales via Internet, as well as any EFT/ACH fees for electronic collections from agents. a) Please confirm if vendor is responsible for handling payment issues with Internet credit/debit card customers. b) Please confirm vendor is not responsible for any amounts deemed uncollectible from Internet customers. c) Please confirm that agents other than DNR are responsible for their own collection of license fees and only sales via Internet utilize the State's payment processing from customers. d) Do DNR locations accept credit/debit for license sales processed through State's payment processor?	CONFIRMED. Vendor would not be. Vendor would not be. CONFIRMED. YES.
	54	4 - 5.4; 5.4.4 Proj Mgmt	...utilize a formal methodology that is compliant with ... WV Office of Technology (WVOT) Enterprise Project Management Office (EPMO)... EPMO offers a methodology to its customers and their vendors that encompass a variety of templates and tools for project management. Please explain which EPMO templates and tools (from www.wvot.gov) are required to be used for this project, or, as implied in Attachment A at 4 - 4.3, if bidder can propose the tools they use for maximizing on-time delivery, performance consistency and cost savings by reusing their established processes and formats that follow PMBOK.	Reusing established processes and formats that follow PMBOK are acceptable. This will be reviewed by the OT PMO and if any additional documentation is required, it will be discussed and an agreed upon format will be determined.
	54	4 - 5.4.3	Although this refers to establishing a formal communications plan after award, it is critical to bidder's project scheduling and pricing to understand more clearly the roles and responsibilities of DNR and WVOT in the approval/acceptance processes. For example 5.4.4.1 refers to a governance structure and 5.4.4.5 to validating compliance - implying processes that need to be clear to bidders in order to prepare a schedule, project plan and pricing. Vendor compensation (pg 29) refers to DNR acceptance of milestones/deliverables with no mention of WVOT. Do these 2 Project Manager roles act jointly or to what degree will vendor need to work individually with each and factor in time for dual approvals?	WVOT's Project Manager will have a role mostly of Oversight. The WVOT's Project Manager will work jointly with the DNR's project manager so there should not be a need to factor in time for dual approvals. Most approvals will be given solely by DNR's Project Manager.
	54	4 - 5.4.4	Please clarify who is referenced by the term "the contracted Project Manager". In other parts of this section you refer to vendor's Project Manager, DNR's Project Manager and WVOT Oversight Project Manager. Are you referring to the Vendor?	This is referring to the Vendor's Project Manager.
X	54	4 - 5.4.4	Does DNR anticipate use of an IV&V (Independent Verification and Validation consultant for implementation and/or regular ongoing services during this project? If so, please explain how that role fits into the responsibilities defined here.	It has not yet been determined if the DNR will utilize an IV&V consultant during any phase of the ELS Project. It is anticipated that if DNR chooses to use an IV&V, the consultant will support and supplement DNR's project responsibilities, not WVOT's.

Bid	Pg	Section	APPENDIX A Question/Comment	ANSWERS
			Agent Responsibility	
	1	Key Assumptions	a) Please confirm if agents sign this agreement with DNR.	CONFIRMED.
			b) Do agents pay a deposit or post a bond/security, and if so, is it available to vendor for compensation in case of equipment abuse, or does vendor assume the total financial risk for abused equipment?	Bond, and yes the bond covers abuse or neglect of equipment provided.
X	2	Sales History	a) Volume by Month: Please clarify if Sales Volume column is a dollar amount.	Yes
			b) Outside of applications, does the total of lifetime and annual licenses represent the total items sold (stamps, licenses, permits, privileges, etc.)?	All, except permits for which there is currently no charge, (i.e. Crossbow, disabled Vets, Handicapped, etc.)
			c) What volume of applications for limited permit activities is anticipated annually?	3,000
	8	1.03	Please confirm that the requirements for ELS to support are met by providing the information with which DNR can process and generate the communications referenced.	Except for where otherwise indicated in the RFP document, i.e. generation of EFT draft notices.
	9	1.07	The conundrum here is that meeting F 49 and F 50 make it impossible to accomplish F 51. Please clarify.	Functional specifications F49 and F50 have been rescinded and need not be addressed by proposing vendors.
	11	1.14	This states that Law Enforcement enters revocations in ELS yet later in this subsection you state "Revocations occur outside the ELS". Please clarify.	In accordance with the authority of the director, the DNR Law Enforcement Section processes the revocation of hunting and fishing licenses of individuals convicted of violating the state hunting and fishing laws. All communication with the licensee regarding a revocation is with the DNR Law Enforcement Section, not with the ELS.
X	23	3.01	a) Does DNR anticipate ELS will have secure access to limited data elements of West Virginia's drivers license records in order to either validate residency or customer information, or is scanning the DL intended to be the source of resident demographics?	Scanning the DL.
			b) Is 2D bar code the only format available to be read on the WV DL?	Currently for WV DL yes but, nonresident licenses will have to be scanned as well and there are different formats used by other states.
X	31	4.05	Please explain how, by whom and in what format "eligibility cards" are created, printed and distributed, and define the requirements of ELS regarding these cards.	Eligibility cards are the same thing as permits issued under a lottery drawing as referred to in section 4.8.3. Per section 4.8.3, the DNR is seeking proposed solutions on how to notify the successful hunter and to issue the permit.
	31	4.05	Please explain "agent's allotment" and threshold amount, and if this is related to a bond or other DNR financial risk assessment. (If so, this is an unusual holdover in an automated system where no consigned value is maintained and sweeps can enforce collection thresholds without impacting agent's ability to sell licenses.)	Yes, directly related to bond and financial risk management. True, however, if DNR is a couple of days out from running the regular scheduled draft and one or two agents have reached or is very close to reaching a set threshold, it may be more efficient to temporarily allow them to exceed a threshold and simple run their draft with the regular scheduled draft. This of course would be something that DNR would like to manage by agent based upon an agent's history with the agency
			Please identify the ELS action required if agent exceeds quota.	Prompt DNR for action to allow and for how long.
	31	4.07	Please explain the statement "Beyond a reprint fee, there should be no financial transactions generated in the ELS" and the type of transactions referenced.	DNR wants to ability to charge a reprint fee. No other financial transaction should be generated. i.e. adding privileges to be included on the reprint. Any additional privileges would need to be separate transaction.
X	39	5.07	Voids "The ELS should mark the appropriate license as having a void request pending DNR approval." Please clarify. There is no specification in Appendix B related to this step, but Attachment A at 4.10.3.1 includes a similar reference to DNR approving a void. Is the agent's action to void actually pending DNR approval or action, or is the void approval process referenced here related to DNR later receiving the voided document from the agent in order to complete the financial reconciliation of the void process?	DNR approval does not occur until the actual license is received in the mail by DNR from the agent. See answer to question above related to Attachment A 4.10.3
	57	7.08	Please confirm that the draws are conducted by ELS.	Yes.

	66	9.05	Please explain the difference between a license and privilege, and what significance it may have to ELS.	As it relates to the section in question, a license may be a base hunting or fishing license or a combination (Resident Sportsman License). The resident sportsman license is made up of one privilege, the class "X", and this entitles the sportsman to participate in the base hunting and fishing activities without any additional purchase required. Separately, to participate in base hunting activities, one would have to purchase the privileges ("A" & "CS"); and for base fishing activities ("B" & "CS").
	66	9.05	Please explain the significance in ELS of the "fees in the current environment are agent handling fees and GoWILD transaction fees".	Significance as to where in the State's financial structure that the revenues should be deposited.

APPENDIX B Pg Bid	Section	APPENDIX B Question/Comment	ANSWERS
1	1.01, F5 & 6	Please provide information on the "structural standards defined for a West Virginia business partner" that must be met for ELS.	In Functional Specification F5, <u>structural standards</u> refer to protection in the technical environment such as firewalls, virus protection, and intrusion detection. In Functional Specification F6, <u>procedural standards</u> refer to policies and procedures in the technical environment such as assuring that patches levels on the host operating system are current and that the environment is monitored for viruses and intrusion.
2	1.03 F14	Please clarify if the expectation is that ELS will generate the emails directly using a form generation process, or simply that ELS will have a report allowing DNR to export email addresses to be used in mass mailings.	The ELS should allow DNR to export a file of email addresses.
2	F 15	Same as F 15. Is the expectation that ELS will provide mail merge functionality or just a report?	The ELS should allow DNR to export a file.
2	F 20 and F 26	Please explain what sort of communication is expected - email, form letter, etc.? Please clarify the statements in 1.03 regarding "Agent relationship management information should be processed through the ELS and correspondence may be generated" and "Customer relationship correspondence should be processed..." What is vendor's obligation through ELS and who generates the correspondence?	The ELS should allow DNR to export agents and/or customers to a file. DNR is responsible for generating the correspondence.
X	3 1.05 F45	What payment gateway is currently used for credit card transactions by West Virginia?	As required by State Code, the West Virginia Treasurer's Office Payment Gateway is currently used.
4	1.07 F51	Please clarify if this request is for all sales channels or selected.	F51 is intended to provide an audit trail of all incomplete transactions.
16	3.02 261 F	Is this intent to validate the actual SSN against an external verification system, or just that the SSN entered is in a valid format?	It is not the intent to validate the SSN against an external verification system.
31	5.03 F 475	This requirement appears to be in contrast to F49 which requires the customer to be deleted if a sale is not completed. Please clarify.	Functional specifications F49 and F50 have been rescinded and need not be addressed by proposing vendors.
25,	4.07 F 403 - F 419	a) Please define "reprint" and clarify if it is intended to replace a lost/destroyed document previously purchased, or in what circumstances reprints are expected.	Yes, reprints primarily would be to replace a lost/destroyed document previously purchased.
		b) Please clarify "prompt for affidavit" in F 412 and explain ELS functionality required (prompt for reason, on-screen attest statement checkbox, print an affidavit for signature, etc.).	The affidavit would be for the agent to enter a reason and also as a reminder that once it is reprinted that the license cannot be voided in case they are attempting a reprint of a license they just sold. Customers often request a reprint after a license purchase to combine license purchases previously made onto one license.
		c) F 413 and F 414 imply the original transaction could be changed or disallowed from "re-edit". Please explain.	Does not imply that at all this is simply a check to ensure that information, i.e. demographics of the customer are the same and do not need updating.
		d) Please explain "generation" in 417. Does this refer to "reprint 1", "reprint 2", etc.?	Yes.
		e) Please confirm that reprints are not available just for the purpose of combining multiple license transaction documents into one reprint. Durable stock is a significant cost item based on the number of transactions anticipated, and convenience reprints could add an unknown number of documents.	Any such reprints will likely have a fee assessed to the customer.
X	33 5.04 F 514, F 515	a) Please clarify if DNR expects that during a sales transaction, privileges already held by the customer in the current year are printed on the license document along with the current purchase (a cumulative list of current privileges prints at each sales interaction), to achieve the "point in time" relationship desired in 5.04?	No, only the currently purchased privileges would print on the license. Only on a reprint will active, unexpired privileges print cumulative on a license.
		b) F 515 "print all active licenses and privileges" conflicts with Appendix A, page 38 requirement that "A reprinted license should be identical to the originally printed one". To be identical, the reprint would be of a single transaction, not all accumulated transactions during the year. Please clarify.	Identical in form except for a clear indication that the license is a reprint and per F 517; The ELS should print the original date of sale of each license or privilege on the reprint.
X	5 45 F 67 68 684 F F	a) Is F 67 met with a file/report of purchasers' relevant information being provided to DNR, and if not, clarify the responsibility required of ELS.	DNR should be able to print from the ELS directly to the printers used to print the lifetime licenses.
		b) Please clarify if vendor is responsible for providing and maintaining this printer and stock at DNR. If so, is it acceptable for bidders to price third-party production instead?	Vendor will not be responsible for providing and maintaining the printers.
		c) Please confirm the credit card printer refers to printing lifetime licenses, and explain ELS' responsibility related to printing graphics on cards.	DNR will provide the graphics (Pictures in JPEG format) to the ELS vendor to print on the lifetime licenses. The purchaser of the lifetime license has a choice of pictures to have printed on the lifetime license (i.e. Trout, Bear, Deer, Turkey, Bear/Trout combination for Senior).

X	16	3.02, 250	F	Please explain the purpose of the "internal number" for each customer when a system-generated unique ID is also required to be assigned.	The "internal number" is referring to the unique system generated ID; the two terms are synonymous. There is only one number used to identify a customer in the ELS.
	54	9.04		a) Please explain "electronic issuance". Is this fee intended to be related only to internet sales directly to customers? b) Please explain if "assessment method" refers to the basis for assessment in F 796 and 797.	No. The DNR does not understand this question.
X	69	T 33		Throughout the RFP reference is made to a printer being provided for license printing on durable stock. Please clarify if ELS is required to print receipts for customers and or agents, and if so if DNR prefers a 2nd printer to be provided for this purpose (to avoid the cost of printing using twice as much durable stock, which is more expensive than receipt paper).	No receipt to be printed from ELS. Agents, not the vendor, will be responsible for their own register or printer for printing receipts.
	69	T 37		Please clarify if there are pre-determined standards for state approval of agent equipment that bidders can utilize. If not, please confirm that vendor will be afforded the opportunity to recalculate pricing if approval is not granted and alternate equipment is required.	The West Virginia DNR and Office of Technology will be reasonable with their approval if the POS equipment configuration bid meet the intent of each of the specifications. If the equipment does not meet the intent of these specifications, the vendor may be asked to offer a substitute. The vendor will not be allowed to recalculate costs unless a BAFO is determined to be in the best interest of the State.
X	69	T 39		Please clarify the local printer DNR anticipates will be used for agent reports. Due to the cost of printing reports on the durable stock license printer, is it anticipated that agents will provide a local printer or is a second printer required to be provided as part of the vendor-supplied configuration?	Agents will have to print reports to their own printers using their own stock paper.
	70	T 50		Please clarify how this is to be answered in the columns provided.  In Comments are you seeking bidder's plan for where replacement equipment will be stored?	Vendor should check the column which most closely applies, using the comment column to add clarity if need be. If the vendor feels that no column applies, the comment space may be utilized to provide a response. If the comment area does not provide adequate space for the response, additional attachments (blank sheets) may be used. If additional sheets are utilized, they must clearly identify the specification to which they relate.
	70	T 51		Please clarify how this is to be answered in the columns provided, or is description in Comments all that is required?	Vendor should check the column which most closely applies, using the comment column to add clarity if need be. If the vendor feels that no column applies, the comment space may be utilized to provide a response. If the comment area does not provide adequate space for the response, additional attachments (blank sheets) may be used. If additional sheets are utilized, they must clearly identify the specification to which they relate.
X	75 79	T 114 – 118; 16 - 21	I	These are good examples of specs where the columns offered present a dilemma for response – since the ELS application does not yet exist, are all bidders' answers supposed to be "custom" or is a response of "Planned by Implementation Date" to indicate vendor will comply, even if the functionality is "Currently Supported" in a COTS system?	Vendor should check the column which most closely applies, using the comment column to add clarity if need be. If the vendor feels that no column applies, the comment space may be utilized to provide a response. If the comment area does not provide adequate space for the response, additional attachments (blank sheets) may be used. If additional sheets are utilized, they must clearly identify the specification to which they relate.
X	81	I 51		Is vendor responsible for the costs of these training facilities?	No.
	83	I 73		Unclear – See question on F 684	See answer to F 684 question above.
	83	I 78		a) Vendor has an interest in well-trained new agents who may be added after initial implementation. Since vendor is responsible for agent help desk and costs of other sales support functions, and needs to provide installation support for new agents anyway, please explain why vendor is not responsible for remotely training new agents that may be added. b) For updating DNR staff after implementation or introducing new functionality, do you not anticipate that vendor will need to provide occasional training, via WebEx or other delivery methods?	DNR staff will be provided the same training and as a means to hold down cost, DNR can provide training to new agents after implementation.  Only in the event of a major enhancement.
X	110	I 146		a) Please confirm if these "in scope" enhancements are to be priced as included in the annual recurring costs, or if they fall within the per hour pricing of Development Contingency Pool.	I146 is rescinded.

			If included in the annual recurring costs,	
			i. Please define what constitutes "significant" new reports	N/A.
			ii. Related to "new license or permit" clarify if "in scope" included collecting new data type(s) not previously collected for any other license.	N/A.

RFP Page Top of Page	Page in Section Bottom of Page	Section Referenced	Question	ANSWERS
16	14	Gen. Terms & Cond. 40. Disclosure	Vendors are required to submit exempt information separately. This will mean reviewers will be directed to the exempt material as they review vendor's Proposal, requiring cross referencing two documents. Is that what the state envisioned?	Yes.
25	23	Sect. 4 Project Specifications (2. Background and Current Operating Environment)	Can the state provide more information and/or specifications on "GoWILD" paper stock used at POS agent locations?	Our current paper stock for the point-of-sale license agents is a 1-ply .005 thickness bond paper with our GoWild logo printed on the back. The paper is 3 inches wide and prints from an Ithaca receipt printer. When printed with HP fast drying ink & folded twice with adjacent printed surfaces touching or when fully immersed and soaked in clear water, paper will demonstrate nominal streaking, running, or smearing.
26	24	Sect. 4 Project Specifications (3. Qualifications and Experience)	Will comparable experience/project implementations covering three decades in similar industries satisfy this requirement?	One reference must be from a user of a licensing and/or game checking system implemented at least one year ago and currently in use. This is a mandatory requirement.
33	31	Sect. 5 Vendor Proposal, 6. Cost Bid Opening	What is meant by publicly open and announce cost proposals? What level of detail is provided to the public?	A public bid opening is held for both the technical and cost portions of the proposal. When the technical submissions are opened, only the name of each vendor resubmitting a bid is announced. Following the evaluation and scoring of the technical portion of the RFP, all vendors who attain a minimal acceptable score (MAS) of 49, will have their cost proposal opened at a public bid opening and the name of the vendor and their costs will be announced. Additionally, both the proposal and cost portions of the RFP will be posted on the Purchasing Division's web site.
37	35	Attachment A: Vendor Response Sheet (Section 3, Subsection 3.2 References:)	Will customer references covering three decades of comparable experience in a similar industry, coupled with current development and implementation of a large ELS program comply with this requirement?	One reference must be from a user of a licensing and/or game checking system implemented at least one year ago and currently in use. This is a mandatory requirement.
44	42	4.6.2 DNR Training	Is video and/or computer based training acceptable for DNR Training?	Section 4, Subsection 4.6, is a desirable section. The vendor may bid any type of training the vendor feels will meet the intent of this section. From past experience, the West Virginia DNR prefers on-site training but on-site training is not a mandatory requirement. We would recommend that the vendor fully describe their training program and its benefits because the training will be part of the evaluation criteria.
45	43	4.8.1.1 License Sales; Number of POS configurations	The number of agents requiring POS configurations is stated as 270. Should vendors plan for additional agents? If so, what percentage of growth should be assumed?	Vendors should not plan for any substantial growth and in fact there may be fewer agents by the implementation date. We envision a more conservative approach to establishing agents with primarily larger retailers or commercial agents being used during the contract years.
48	46	Attachment A: Vendor Response Sheet (Section 4, Subsection 4.8: License Sales, 4.8.4 Agent Help Desk	Can the state provide any historical call volumes by hour, day, year? Average duration of calls, etc.?	No such tracking has been performed and a large number of calls will continue to come into DNR. The only calls to be fielded by the vendor will be agent calls to fill orders of supplies or to troubleshoot problems with equipment. Any calls related to the sale of licenses will continue to be fielded by DNR staff.
48	46	4.8.4 Agent Help Desk	Should vendor assume Help Desk coverage on Thanksgiving Day during November requirement of 24x7 availability?	Yes.
69	2	App. A, Specifications, Key Assumptions, Cash Flow	Are all EFT related expenses born by the state?	We do not foresee any EFT related expenses to be the vendor's responsibility. We just need the ability to generate the necessary data from the system to send to the State Treasurer's Office and the ability for the system to generate the email notifications to the agents of the pending drafts.

89	22	3. Customer Management	With regard to the statement, "At present, DNR has very little data on customers". Can DNR further explain specifically what customer data is available or provide examples?	The data available on customers would be their demographics much of what would be captured on an individual's drivers' license and that is limited to those customers who have purchased licenses either through the GoWild internet license module or the POS agent locations. Individuals are supposed to submit valid social security numbers at such time but, many do not comply. We can query our electronic license customers using numerous variables.
153	86	App. A, Specifications, Service Level Agreements, Asset/Inventory Management	Service Level Goal - "replacement before 2 PM Eastern Time the next business day of the affected agent. Question - This assume the agent replaces the equipment by 2 PM on the following day, how is vendor accountable to when agent replaces equipment?	The intent was that the vendor would be responsible for delivery by 2 PM and/or assisting the agent if required via phone. This provision will be negotiated with the apparent successful vendor.
160	93	App. A, Specifications, Technical Specifications, T.33	Can the state provide any spec's on the current license stock material used? Does the state wish to stay with its current product?	See answer above to similar question on material used. DNR would be open to alternate solutions that meet the same specifications.
168	101	App. A, Specifications, Implementation/Support - Asset/Inventory Management	"DNR will update agent agreements..." Can DNR provide a copy of the current agent agreement?	The agreement states that the agents' surety bond will cover the cost of replacement equipment as a result of abuse or neglect on behalf of the agent.



## REQUEST FOR PROPOSAL

West Virginia Division of Natural Resources  
DNR212181 - Electronic Licensing and Game Checking System (ELS)

### Attachment C: Cost Sheet

Cost information below as detailed in the Request for Proposal and submitted in a separate sealed envelope. Cost should be clearly marked.

**One-time start-up costs:** Some agents will use their own PC with vendor-provided peripherals. For pricing purposes, vendors should assume 45 agents will use their own PC with vendor-provided peripherals.

One-time Start-up Costs				
	Task	Licensing	Game Checking	Total
1	System Analysis, Design, and Development and/or Customization, Unit and System Testing			
2	Agent & DNR Training			
3	User Acceptance Testing and Pilot			
4	Implementation			
5	Data Conversion		N/A	
6	Supply Comprehensive System Hosting, Infrastructure, and Installation			
7	All devices and supplies to enable a Point of Sale installation for 225 agents (full configuration)		N/A	
8	All devices and supplies to enable a Point of Sale installation for 45 agents (agent supplied PC)		N/A	
9	Other (vendor must identify)			
<hr/>				
<b>A. Subtotal One-time Start-up Costs</b>				

**Annual Recurring Costs After Implementation:** IT hosting and infrastructure, operations, support, maintenance, help desk, and POS license stock. Include costs for replacement printer and scanner for POS license agents (as/when needed). Maintenance costs are only designed to start the year after implementation and would continue until the initial seven (7) year term expires.

# REQUEST FOR PROPOSAL

West Virginia Division of Natural Resources  
DNR212181 - Electronic Licensing and Game Checking System (ELS)

Annual Recurring Costs After Implementation			
Year	Licensing	Game Checking	Total Annual Cost
2			
3			
4			
5			
6			
7			
<b>B. Subtotal Annual Recurring Costs</b>			

**Development Contingency Pool:** The staff for the development contingency pool must include IT staff with an appropriate mix of skills and experience to meet DNR's future development needs. Firm, fixed pricing based on a rate for IT staff must be used for the contingency pool charges. The proposed rate will be used for all changes to the system after RFP requirements have been met.

2000 hours at		per hour =	\$0	Total
<b>C. Subtotal Development Contingency Pool</b>				

Total Fixed Price Summary	
A. Subtotal One-time Start-up Costs	
B. Subtotal Annual Recurring Costs	
C. Subtotal Development Contingency Pool	
<b>Total Fixed Price (Subtotals A + B + C)</b>	

**POS Devices**

**Note:** This cost component is not part of the cost evaluation and is only to be used to determine the price of devices needed for the deployment of agents above the 270 total agent mark.

Full Configuration	Cost Per Each Agent Deployment	
Agent Supplied PC Configuration	Cost Per Each Agent Deployment	

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: DNR212181**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |   |  |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.  
Revised 6/8/2012