

AMENDMENT TWO (2) FOR RFP NUMBER 0A1150

DATE AMENDMENT ISSUED: September 29, 2015

The State of Ohio, through the Department of Administrative Services, Enterprise Information Technology Contracting, for the Ohio Department of Natural Resources (ODNR) is requesting proposals for:

Ohio Wildlife Licensing System (OWLS)

The attached is an Amendment for the RFP listed above. Please use the replacement page(s) contained in the Amendment to replace the corresponding page(s) previously in the RFP.

Specifications and requirements that have been revised are **highlighted**, surrounded by ****bolded double asterisks**** and, when applicable, **strikethrough**.

REQUEST FOR PROPOSALS

RFP NUMBER: 0A1150

DATE ISSUED: September 11, 2015

The State of Ohio, through the Department of Administrative Services, Enterprise Information Technology Contracting, for the Ohio Department of Natural Resources is requesting proposals for:

Ohio Wildlife Licensing System (OWLS)

INQUIRY PERIOD BEGINS: September 11, 2015

INQUIRY PERIOD ENDS: ~~**October 2~~ **October 9****, 2015

OPENING DATE: ~~**October 23~~ **November 9****, 2015

OPENING TIME: 1:00 p.m.

OPENING LOCATION: Department of Administrative Services
Bid Room
4200 Surface Road
Columbus, Ohio 43228

This RFP consists of 5 parts and 11 attachments, totaling 140 consecutively numbered pages.

Supplements may also be attached to this RFP. Verify that you have a complete copy.

In lieu of taking exceptions to RFP requirements, including but not limited to terms and conditions, scope of work requirements, etc., or providing assumptions that may be unacceptable to the State, offerors are strongly encouraged to use the inquiry process in Part Three of the RFP.

agents whether the connection is a broadband or dial-up connection. Communication protocols must support all required transaction types. In addition, the contractor must train license agents and DOW personnel to operate and administer the system.

DOW wishes to implement this project in a modular fashion. However, all modules must be integrated such that access to customer information is determined by the role of the individual seeking access.

Below is the list of modules to be implemented in priority order:

- Sportsperson Licensing, Permitting, and Survey Module;
- Deer and Turkey Game Check System Module;
- Hunter Safety Education and Certification Module;
- Special Event Lottery Drawings and Distribution Module;
- Magazine and Publication Tracking Module;
- Law Enforcement Integration Module;
- Specialty Permits Tracking and Status Module;
- Administrative Management;
- Replicated data reporting; and
- Data cleaning and master file development.

1.1. Calendar of Events.

The schedule for the RFP process and Project is given below. The State may change this schedule at any time. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Website’s question and answer area for this RFP. The Website announcement will be followed by an amendment to this RFP, also available through the State Procurement Website. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. Additionally, the State will make changes in the Project schedule after the Contract award through the change order provisions in the General Terms and Conditions Attachment to this RFP. It is each prospective offeror’s responsibility to check the Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract. Key dates pertaining to Proposal submissions and mandatory participation for qualified offerors are shown in below:

Event	Date
Firm Dates	
RFP Issued	September 11, 2015
Inquiry Period Begins	September 11, 2015
Inquiry Period Ends	**October 2 October 9** , 2015 at 8:00 a.m.
Proposal Due Date (Technical and Cost Responses Due at 1:00 p.m.)	**October 23 November 9** , 2015 at 1:00 p.m.
Estimated Dates	
Contract Award Date	December 28, 2015
Project Work Begins Per Contract Award	January 4, 2016

There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

Task 5: Memberships and Publication Tracking Module

user to modify the customer information.

3. The system must permit a customer to request an e-mail confirmation for the processed transaction. The confirmation must include:
 - a. Customer name.
 - b. Shipping address.
 - c. Item(s) requested.
 - d. Quantity of each item.
4. DOW must be able to:
 - a. Modify requests for publications and Memberships,
 - b. Maintain accurate ****subscription membership**** lists, and
 - c. Delete customers from a publication and Membership lists.

B. Publication ordering and distribution Requirements

1. The system must provide web-based interfaces for customers and DOW Call Center Customer Service Representatives that include: Publication ordering will not be available at agent sites.
 - a. Customer Interface – allows customers to access publications for “On-demand print”, direct Email, or direct order from DOW.
 - b. Customer Service Representative Interface – allows Customer Service Representatives to process a customer request for a publication when the customer has called, emailed, or mailed a publication request form to the DOW Call Center (1-800-Wildlife).
2. As appropriate for the type of publication ordered, the system must:
 - a. On a daily basis electronically transmit non- “On-demand print” publication orders to the DOW warehouse for fulfillment.
 - b. Allow the customer to print publications that are “On-demand print”
 - c. Allow DOW Service representatives to take and process publications orders over the phone, via email, or US mail.
 - d. Print mailing labels for publication orders that includes a list of fulfilled items.
3. Currently, publication requests are filled at no charge to the customer. The system must provide the flexibility for the DOW to begin charging a fee for publications and ****subscriptions memberships**** during the term of the Contract. Publication for purchase will be placed in the DOW Internet store.
4. The system must also allow DOW the option of limiting the number of ****non-“On Demand” direct order**** publications a customer can request in a single transaction.

C. Membership purchasing and distribution Requirements

1. Memberships will be offered as an item on the ****DOW Internet (license sales path and DOW store) and on the at agent license sales path, as a DOW store item, or through the DOW call center.****
2. Membership **** price is based upon the sales channel s will be linked to the type of license the customer either has or is purchasing. ****
 - a. ****Half-Reduced price if the customer purchases at an agent or on the DOW Internet owns or is purchasing DOW specified licenses and or permits. ****
 - b. Full price for all mailed membership requests and no license buyers.
 - c. Multi-year memberships ****will be are**** priced based on years purchased up to 3 years.

Task 5: Memberships and Publication Tracking Module

3. ~~**Free License holders will only be offered the full price subscription. A writing fee for licensing will apply to the Membership. No publications will have a writing fee or convenience fee unless authorized by the DOW.**~~
4. ~~**Paid subscription Memberships**~~ will be valid for up to 3 years (in 1 year increments) from the date of purchase.
5. New ~~**subscriptions memberships~~ and renewals will be fulfilled by forwarding a ~~subscription membership~~ file each month to DOW for processing ~~with fulfillment contractor.~~ **
6. ~~**No refunds will be honored for customers that purchase a full price subscription and then later purchase hunting or fishing license. All sales paths will have pop-ups or message boxes informing customers of this rule. Data rules will control the display of the available membership subscription.~~
7. ~~The License internet and agent path will only offer memberships to the customer purchasing the license or permits. No alternate address for fulfillment will be offered going down these paths.**~~
6. Customers can assign an alternate name and mailing address to each individual membership if purchased though the DOW internet. ~~**store or via the DOW call center. Not available through the Agent or Internet License path.~~ **No alternate address for fulfillment will be offerer on the agent path.****
7. Alternate name and address memberships can be flagged as a gift with notification of the sender if desired.
8. Alternate name and address membership customers will be maintained as a separate non opt-in customer and not subject to identification rules. The customer sending a membership to another person must meet identification rules.
9. The DOW ~~** store internet or DOW call center~~ will allow customers to extend, renew, or cancel individual memberships associated with their customer record. **No refunds will be given to cancelled memberships.****
10. DOW will set the types of memberships available and the rules and requirements for the purchase of each membership without contractor intervention.
11. ~~**Based on the business rules for purchase full price memberships will be the default displayed item. Reduced price memberships will display only when annual hunting or fishing licenses have been purchased or checked to be purchased. DOW will specify and be able to control the license type that will trigger the reduced cost memberships.**~~
11. DOW will have the ability to generate a mailing list with the current active memberships to mail any all promotional items as needed.
15. ~~**Thirty days prior to a membership expiration an email will be sent to notify the original purchaser that the membership is about to expire and link them to the DOW store or the Internet license path to complete a renewal process. Renewals will be treated as a new purchase and all business rules for reduced cost memberships will apply.**~~
16. The mailing file will flag all memberships that are within 30 days of expiration.
17. All memberships without an email address that are 30 days past expiration will be sent a 1 time post card reminder to renew,**