

# **AMENDMENT ONE (1) FOR RFP NUMBER 0A1150**

**DATE AMENDMENT ISSUED: September 21, 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: ~~September 24~~ **October 2\*\***, 2015

OPENING DATE: ~~October 9~~ **October 23\*\***, 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
<b>Firm Dates</b>	
RFP Issued	September 11, 2015
Inquiry Period Begins	September 11, 2015
Inquiry Period Ends	<del>September 24</del> <b>October 2**</b> , 2015 at 8:00 a.m.
Proposal Due Date (Technical and Cost Responses Due at 1:00 p.m.)	<del>October 9</del> <b>October 23**</b> , 2015 at 1:00 p.m.
<b>Estimated Dates</b>	
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.

### Attachment One: Evaluation Criteria

**Mandatory Requirements.** The first table lists this RFP's mandatory requirement(s). If the offeror's Proposal meets all the mandatory requirements, the offeror's Proposal may be included in the next part of the technical evaluation phase described in the next table.

Mandatory Requirements		
The offeror must have a minimum of three (3) years of experience supporting a minimum of one (1) interactive web-based Point of Sale (POS) system that is currently operating 24 x 7 x 365.	Accept	Reject

**Scored Criteria.** In this part of the technical evaluation phase, the State will rate the technical merits of the Proposals based on the following requirements and the weight assigned to each requirement:

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds
<b>Offeror Requirements</b>				
The offeror must have experience implementing and supporting at least one (1) system that provides real-time web-based transactions and delivery and that has been successfully operating for a minimum of three (3) years.	10	0	5	7
The offeror must have experience hosting a web-based POS system 24 x 7 x 365 for the past five (5) years.	10	0	5	7
The offeror must have designed and implemented a system of similar size and scope within the last five (5) years that offered multiple channels for product delivery. Product delivery channels must include Internet, telephone and retail outlets.	10	0	5	7
The offeror must have experience with at least one (1) project where it was necessary to convert and consolidate multiple databases into a single integrated database.	10	0	5	7
<b>Personnel Requirements – Project Manager – propose only 1 candidate for this position</b>				
Candidate must be PMP certified with a minimum of 60 months Project Management experience <b>**or have 60 months of project management experience specific to wildlife licensing systems**</b> . 36 months of the 60 months experience may include working as an Assistant Project Manager.	10	0	5	7

## Task 1: Automated Sportsperson Licensing, Permitting, and Survey Module

- e. Education requirements such as hunter safety education, trapping education, and bow hunter safety education.
9. The system must allow the State to define dependencies among licenses and permits in real time and without the contractor's intervention as required by Ohio law.
10. The system must allow for annual, multi-annual, daily, and multi-day use licenses and permits to accommodate fish and wildlife management strategies.
11. ~~\*\*The Contractor must provide an automated license sales module that is Web based and allows for multiple methods of customer interaction at License Agents, the Internet, the Contractor's IVR, contractor call center, and DOW call center.\*\*~~
12. The module must incorporate a form factor for mobile electronic devices including mobile phones and tablets for both public Internet and at License Agents.
13. The system must allow for the storage of license images on portable devices, mobile phones, and tablets.
14. License images must not contain any sensitive and personal information (SSN, DL, financial accounts).
15. Customers supplying a valid email or texting phone number will receive confirmation notices, and when allowed by DOW, images of their license and permits.
16. The overall design must incorporate a similar look, feel, and functionality for customers regardless of method used to interact with the system.
17. All distribution methods must provide a consistently successful experience for the customer.
18. The Contractor must provide a secure system that includes role-based permissions for license agents.
19. License Agents must be required to enter a License Agent ID and an individual user ID and password to initiate a sales session. **Supplement T-1.1 Agent Login Screen** shows the existing initial steps for Agent login and menu items.
20. Agents will be allowed to reset their POS password by responding to challenge questions associated to a specific user name.
21. Agent password resets will be logged to the system and reported monthly to DOW.
22. Agent password resets can also be completed by the contractor help desk as well as the DOW help desk.
23. The License Agent module will have a minimum of two levels of security for POS system operation and administration
  - a) Clerk Level ID (e.g., Store Clerk) – Operations must be restricted to performing sport license sales transactions.

## Task 12: System Training

- a. Identification of staff who will be trained (e.g., including License Agents, DOW offices, DOW information technology personnel, DOW Financial Specialist personnel, DOW Administration personnel, and DOW Enforcement),
  - b. Proposed method to certify trainees as having successfully completed the training, including an evaluation methodology and a proposed method to report compliance to DOW,
  - c. Proposed training curriculum that identifies specific system functions and components to be covered,
  - d. Proposed method of delivering the training and a delivery timetable, and
  - e. Proposed plan for on-going training for new License Agents, new DOW employees, system enhancements, and refresher courses.
5. All training materials must be provided on electronic media in Microsoft Word format when supplied to DOW.
  6. Documentation must be updated throughout the term of the Contract to reflect changes in functionality, policy, support, and equipment.
  7. The Contractor must provide training on system modules as the functionality is added or equipment is updated or modified.
  8. The Contractor will continue to provide training and updated training material as modifications or updates are made to the system.

### B. Automated License System Training Requirements

1. Automated License System training must include all customer-facing hardware and software interfaces (e.g., POS, Internet) as well as administrative and database functions.
2. License Agent training must include an introduction to the basic functionality of the system (log-on), basic transaction processing, on-line training modules, reporting capabilities, and troubleshooting procedures.
3. The Contractor must conduct 1 training session per License Agent. **\*\*site. Each session must be able to accommodate up to 5 people. Multiple training sessions will not be required at individual sites. It is estimated that 70% of the sites will have only one trainee. Telephone or remote Internet training is preferred.\*\***
4. Training must ensure that the License Agents receive sufficient training to operate the system features and components that they must use to perform their jobs
5. The Contractor's training curriculum and delivery for the License Agents must include self-training modules.
6. Training must be conducted on the actual system hardware and software.
7. Revised materials must be distributed to all License Agents. Quantities of documents will be determined during the system development phase.

### C. Revenue Recovery and Collections Training Requirements: