

ADDENDUM ONE QUESTIONS and ANSWERS

Date: May 13, 2021

To: All Bidders

From: Connie Heinrichs, Buyer
AS Materiel State Purchasing Bureau (SPB)

RE: Addendum for Request for Proposal Number 6506 Z1 to be opened July 1, 2021 at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

Question Number	RFP Section Reference	RFP Page Number	Question	State Response
1.	E. Channel: Public Website and Mobile 2. Sales Process, (c)	45	<p>The RFP states that "The system must use the State's current contract for merchant services. The current State of Nebraska Credit Card Processing Contract will be provided during implementation."</p> <p>a. Will the State be responsible for all credit card and gateway processing fees, or is that paid by the winning vendor?</p> <p>b. Does the State require a specific gateway provider, or is that the Vendor's prerogative?</p>	<p>a. The State will cover gateway processing fees since the Contractor must use the State's processor.</p> <p>b. The provider must be certified by the State's processor (currently US Bank and Elavon holds the contract). It is anticipated a new RFP will be released within the next month.</p>
2.	VI Project Description and Scope of Work, H. Work Plan, #5	40	<p>The RFP states "The Contractor shall develop, deploy, staff, and support the necessary hardware, software, and network components to facilitate the sale and distribution of NGPC permits".</p> <p>a. Is it expected that the winning vendor will provide hardware to the state offices and external agents to facilitate transactions, or will the vendor's system integrate with hardware already owned</p>	<p>a. The Contractor is only to provide specialized equipment if required by the solution proposed. Our Current system uses standard PCs, paper printers, and internet access. POS card dip/swipe machines at agency locations are from State credit card processor. External agents provide their own card swipe and are</p>

			<p>by the State and external vendors?</p> <p>b. If the vendor is required to provide all such hardware to the State and external vendors, is there a hardware list with component and quantities required?</p> <p>c. Does NGPC have interest in the vendor providing hardware pricing, and if so should that pricing be included in the cost proposal or provided as optional?</p>	<p>responsible for merchant fees.</p> <p>b. Hardware requirements are outlined in Attachment D cost proposal. Line 244-hardware costs.</p> <p>c. If any additional hardware costs are required by the solution proposed, the bidder must include any and all associated costs on the cost proposal.</p>
3.	General question	General question	<p>a. For Billable items sold online/mobile, does the winning vendor retain the issue fee for those online sales, or does the issue fee only apply to external agents?</p>	<p>Issue fee applies to internal and external agents. The online fee would come to NGPC. If the Contractor would charge a fee to purchase an online/mobile permit the Contractor would need to invoice NGPC.</p>
4.	X. Post Implementation, F. Transition Plan Requirements	66	<p>The RFP states: "The Hunter Education module is provided by Kalkomey Enterprises." a. Does NGPC wish to seek a new provider for the Hunter Education module, or does NGPC wish to remain with the current provider?</p>	<p>NGPC is not seeking a new provider at this time. The Contractor is required to work with any future provider for this module.</p>
5.	General question	General question	<p>a. Does NGPC desire the vendor to provide Call Center services?</p> <p>b. If yes, can NGPC provide a list of the services desired and historical call volumes that should be anticipated?</p>	<p>a. Yes, see Section X.D.</p> <p>b. See Section VIII.M. NGPC does not have the stats for call volumes. Call Center services may include, but are not limited to; online customer support, agent support including password resets, credit card only permit sales.</p>
6.	V. Current Permit/Licensing System, G. Microsoft Access Database System	30	<p>In the current licensing application, there is a section related to Microsoft Access, namely that financial transactions are downloaded from the licensing system to Microsoft Access.</p> <p>a. If the reporting needs described in this section can be handled within a vendor's system, does NGPC have a need to continue downloading transactions to Microsoft Access?</p> <p>b. If so, please describe the "financial fund account generation." Please</p>	<p>a. If the Contractor's system can provide necessary information the Access system could be eliminated.</p> <p>b. Financial fund account generation refers to the ability to generate deposit coding for revenues received from External Agents. We currently generate this in Access. To clarify, "multiple databases" refers to multiple Access</p>

			list/describe the other multiple databases that are connected.	databases. No other database programs are used.
7.	V. Current Permit/Licensing System, H. Harvest Information Module	30	It is stated that the Harvest Information Module is separate from the current permitting system. a. Does NGPC intend to continue to use a separate module or will this function be provided in the new system?	Please see Section VII.P. regarding the Wildlife Harvest Reporting Module.
8.	V. Current Permit/Licensing System, K. Other Miscellaneous Products and Financial Transaction Payments	37	Regarding "Other Miscellaneous Products and Financial Transaction Payments" referenced in the RFP: a. How are these items categorized in your system (as a different type of Permit, License, etc.)? And are there any restrictions/regulations associated to these items?	a. Items categorized as resale items include merchandise and subscriptions. Other products include rent/lease revenue, donations, misc. Some merchandise/subscriptions items require calculation/collection of state and local sales tax. These products are only available for sale by internal agents.
9.	I. Procurement Procedure, A. General Information	1	The RFP expresses NGPC's preference for a "seamless solution" to also include "camping management" and "reservations." a. Can NGPC further describe and clarify what is meant by "preference" and how that will factor into scoring evaluations? b. Can NGPC further describe and clarify what is meant by "seamless" and their vision for this?	a. This RFP is looking only at the Permit/Licensing system. No scoring is provided for reservation capabilities. b. Section I.A. first paragraph is superseded and replaced with the following: The solicitation is designed to solicit proposals from qualified Contractor who will be responsible for providing a statewide Web-Based Permit/Licensing replacement system for an automated hunt and fish and permit issuance, big game draw process, permit inventory management, point of sale purchases online and in person, and revenue management system that must support all existing business processes including an integrated CRM (Customer Relations Module), and camping revenue collections. However, separate contracts that best suit the agency needs may be awarded at a competitive and reasonable cost. Terms and Conditions, Project Description and Scope of Work, and Proposal instruction requirements may

				be found in Sections II through XI.
10.	V. Current Permit/Licensing System	29	a. Is Section V. Current Permit/Licensing System meant primarily for context rather than seeking bidder technical responses (i.e. Section V serves to inform/describe NGPC's current setup); OR does NGPC intend for bidders to give a response to each criteria in Section V?	Section V is provided for context.
11.	VII. Functional / Technical Requirements	43	a. Since Section VII. mainly parallels Attachment A (Required Functional), does NGPC intend for bidders to respond to all of Section VII in detail, or is Section VII intended to provide the larger functional context to help bidders give full responses to Attachment A (Required Functional)?	Section VII is intended to provide larger functional context to help bidders give full responses to Attachments A, B, and C.
12.	V. Current Permit/Licensing System, 1. Public Website	29	The RFP states: "The customer is redirected to the State's contracted payment portal (US Bank/Elavon – Converge) for actual payment processing." a. For card-not-present (web, call center) payments, is the vendor mandated to use any specific payment gateway, or can the vendor use any gateway that connects to Elavon as the payment processor? Who pays the gateway fees?	See response to question #1.
13.	V. Current Permit/Licensing System, D. Internal Agent POS/Cash Register	29	The RFP states: "Currently the Sales/Cash register transactions are processed using POYNT terminal and virtual terminal using Elavon and Merchant Connect." a. Should the vendor assume that the replacement system must integrate with the POYNT payment devices that are already in use at state office/internal agents? If not, is the vendor free to use any devices/gateway that integrates with Elavon as the payment processor? b. Who pays for devices? c. Who pays gateway fees?	a. Yes, the system must integrate with POYNT. There isn't a specific payment gateway but it must be certified with Elavon. b. NGPC pays for the devices. c. See response to question #1.

14.	VI. Project Description and Scope of Work, J. Data Ownership and Storage, Replication and Backup	41	The RFP states: "A backup of all databases will be provided to NGPC on a monthly basis, or as requested, to include a database mapping when the structure/fields of the database changes." a. Is the database backup meant primarily for reporting purposes, or is it to have a copy of the database for compliance requirements, or other? Can NGPC clarify?	a. The database backup is an NGPC requirement used for querying and safety net to ensure against loss of data.
15.	Attachment A, FUN-021	Attachment A, 8	a. Is the expectation that the online sales solution refer to the IWVC (Interstate Wildlife Violator Compact) database in real time during license sales, or can customer profiles be updated on a pre-defined schedule from an IWVC database?	a. Customer profiles can be updated on a pre-defined schedule and it does not need to be real time.
16.	Attachment A, FUN-023	Attachment A, 9	a. Is the selected vendor expected to provide fulfillment services in lieu of fulfillment from Lincoln Headquarters	a. No.
17.	Attachment A, FUN-026	Attachment A, 10	a. Can NGPC describe how it differentiates between a draw and a lottery?	a. A lottery is random with each applicant having an equal chance of drawing a permit. A draw is stipulated by accrued customer points that may give customers an advantage in drawing a permit. See Section V.I.8, pg. 32-34.
18.	Attachment A, FUN-027	Attachment A, 10	a. Can NGPC describe the expectations for a "Buddy Application" process or how it works in Nebraska today?	a. The Buddy Application process is outlined in detail in Section V.I.D.
19.	Attachment A, FUN-053	Attachment A, 20	a. Does Nebraska provide a special format for HIP number today? If so, please describe the format.	a. Format: current year, system generated number, last two digits of birth year. For example: 2020-00169-72 (year-number-birth year)
20.	Attachment A, FUN-066	Attachment A, 25	a. Can NGPC describe the Consignment process, specifically how the License system should interact with the State Financial System for purchase order information?	a. The consignment process refers to NGPC's process of inventory control of park entry permit books, currently done in Access. For external agents, NGPC does not require pre-payment for books. Books are consigned on an honor system. The agent records sales as they are made from the book. The consignment process catalogs book quantities and book catalog numbers in Access. The agent receives the book order along with the

				<p>consignment sheet outlining the contents of the order, signs the sheet, and returns to NGPC. When all permits are sold from the books, the agent returns the empty book and NGPC staff counts and return posts the books to Access.</p> <p>The Purchase Order refers to the initial bulk purchase of the printed park entry books each year.</p>
21.	Attachment A, FUN-067	Attachment A, 25	a. Does EFT referenced in this section refer to a process by which money is received from License Agents, or are there other expectations regarding EFT?	a. This section refers specifically to the capability of recording/differentiating payment types of revenues due from external agents.
22.	Attachment A, FUN-068	Attachment A, 26	a. Does payment with Park Bucks require the License system to connect or refer to any internal systems to validate the currency?	No
23.	<p>Section I PROCUREMENT PROCEDURE, Q REQUEST FOR PROPOSAL/ PROPOSAL REQUIREMENTS:</p> <p>Section II. TERMS AND CONDITIONS;</p> <p>And Section XI. PROPOSAL INSTRUCTIONS</p>	Page 6, Page 9, and Page 67	<p>Section I, Subsection Q states that in order to be considered responsive, we are required to include “Completed Sections II through IV” and “Completed Technical Approach” that includes completed Attachments A, B, and C (requirements 4 & 5, respectively), however, Section II states that “Bidders should complete Sections II through XI as part of their proposal.</p> <p>Can the State please confirm that the inclusion of a Corporate Overview (per Section XI), the Completed Sections II through IV (per Section II), plus the inclusion of a Technical Approach (Section XI) with completed Attachments A, B, and C (per Section I.Q) comprise a fully responsive, complete RFP technical response?</p>	<p>The Bidder should complete the Corporate Overview (per Section XI), the Completed Sections II through IV (per Section II), plus the inclusion of a Technical Approach (Section XI) with completed Attachments A, B, C, D, and E (per Section I.Q).</p> <p>Submitting Technical Approach, including but not limited to Project Requirements Traceability Matrix (Attachment A - Functional, B - Technical, and C - Financial) fulfills the requirements stated in Section XI.A.2.</p>
24.	Section I. PROCUREMENT PROCEDURE, T. ORAL INTERVIEWS/ PRESENTATIONS	Page 7	Can the State share the criteria that will be used to determine whether oral interviews are necessary?	This is at the State's discretion.

	AND/OR DEMONSTRATIONS			
25.	Section V. CURRENT PERMIT/LICENSING SYSTEM, D. INTERNAL AGENT POS/CASH REGISTER	Page 30	The RFP text states, "Currently the Sales/Cash register transactions are processed using POYNT terminal and virtual terminal using Elavon and Merchant Connect." Is the intent of the State to continue using this hardware? If so, is the State going to be responsible for maintaining/replacing it?	The State will use the current hardware if it is PCI compliant and compatible with the State's contracted Bank (currently US bank and Elavon). NGPC and/or the Bank will be responsible for maintenance/replacement.
26.	Section V. CURRENT PERMIT/LICENSING SYSTEM, A.I,8,i. Park Entry Permits	Page 35	In the last paragraph, the RFP text states, "Daily permits sold through self-service iron rangers at park locations require an envelope application be completed and funds inserted inside." How often are iron ranger sales entered into the system? Is this a daily/weekly reconciliation process?	It depends on season and location staffing. Daily is preferred but weekly does occur.
27.	Section V. CURRENT PERMIT/LICENSING SYSTEM, K. OTHER MISCELLANEOUS PRODUCTS AND FINANCIAL TRANSACTION PAYMENTS	Page 37	The RFP text states, "Mail order payments include, but are not limited to: Liquidated damages, restitution checks, grazing/hay/pasture income, special deposits, right-of-way payments, cabin lease payments, concession payments, resale items, bird bands, sale tags, advertising revenue, and photo library invoices." How does the State intend to support mail-order payments in the new system?	Payments received will be recorded as a sale/deposit in the system at the area responsible for depositing them. This will provide an audit trail within the system.
28.	Section V. CURRENT PERMIT/LICENSING SYSTEM, L. NEBRASKALAND MAGAZINE/TRAIL TALES SUBSCRIPTION	Page 37	The RFP text states, "Nebraskaland Magazines are sold via the public website, internal agent channel, and SimpleCirc." Will the Vendor be expected to interface with a system to obtain information from SimpleCirc?	An interface would be ideal but is not a requirement.
29.	Section VI. PROJECT DESCRIPTION AND SCOPE OF WORK,	Page 38	The RFP text states that "Qualified bidders should anticipate handling all related functions or processes from the beginning of a permit	NGPC does not require the Bidder to provide remote connectivity options for agent locations without internet connectivity.

	A PROJECT OVERVIEW		<p>transaction, including but not limited to: ...</p> <p>b. telecommunications..."</p> <p>With the solution being SaaS, is this requirement included to address remote connectivity options for locations that do not have internet or cellular services? If so, can you provide a listing of those locations and the State's expectations/preferences for same?</p>	
30.	Section VI. PROJECT DESCRIPTION AND SCOPE OF WORK, A PROJECT OVERVIEW	Page 38	<p>The RFP States "Bidder must offer marketing solutions to assist NGPC in meeting Recruitment, Retention and Reactivation (R3) goals and objectives."</p> <p>How does NGPC define R3 success? Does NGPC currently collect email addresses and mobile phone numbers from licensees?</p>	<p>NGPC defines R3 success as getting new customers (recruiting), keeping existing customers (retention) and re-engaging with past/lapsed customers (reactivation). Our metrics of success for this include the numbers and percentage of growth in new customers, the customers who stay active, and the successful reactivation of anyone who has lapsed in an activity. Messaging metrics that are evaluated include email opens, click-throughs, webpage visits and purchases in response to emails or SMS messages sent to current and past customers. To be successful in R3, we need to be able to access customer information for our marketing efforts – be it an email or SMS message sent directly from the system or access to real-time purchase data and trends in response to marketing efforts through other marketing channels.</p> <p>NGPC does currently collect email address and some mobile phone numbers from licensees; however, neither of these are required for permit purchase. It is our hope that a successful vendor will help us encourage licensees to add these contact points to their profiles, opt-in, and provide value (in the form of</p>

				information, seasonal reminders and updates) to our customers in return for offering additional contact points.
31.	Section VII. FUNCTIONAL/ TECHNICAL REQUIREMENTS, E, 5. Add Friends and Family	Page 45	<p>The RFP text states, "System shall have functionality that allows friends and family to purchase permits, stamps, and certificates."</p> <p>Can the State clarify the intent of this requirement as to what functionality is being requested here? Per the requirements, each user is required to have their own Customer Profile and Customer ID as this should be used as the main entry into the system.</p>	<p>The system must allow a person to purchase a permit for another individual. Christmas is a very popular time for NGPC customers who purchase permits as gifts for other individuals. NGPC would like to retain this functionality for our customer base.</p>
32.	Section VII. FUNCTIONAL/ TECHNICAL REQUIREMENTS, J. Gift Cards.	Page 51	<p>The RFP text states, "The system must have the ability to implement gift cards as well as honor current NGPC Park Bucks. Customers should have the ability to purchase and redeem a gift card at any Agent location or online."</p> <p>a. Can the state share how gift cards sales at agent location are fulfilled?</p> <p>b. What is the approximate current balance of unused gift cards that need to be supported after the procurement?</p> <p>c. Is there any system other than NGPC Licensing where these gift cards can be redeemed?</p>	<p>a. Current Park Bucks are sold in \$25 increments, comprised of 5 coupons each with a \$5 value. Each location accepts the \$25 payment and issues the physical book to the customer.</p> <p>b. NGPC does not have a gift card system. We use coupons referred to as Parks Bucks.</p> <p>c. NGPC does not have a gift card system. NGPC Parks Bucks may be redeemed through the state's park reservation system.</p>
33.	Section VIII. GENERAL SYSTEM AND TECHNICAL REQUIREMENTS, M. SERVICE SUPPORT COMMUNICATION	Page 57	<p>The RFP text lists 'Public Website' under the Telephone operation staffing plan.</p> <p>Does the state require that the Contractor handle Tier 1 customer support for all end-users of the system?</p> <p>If so, can the state provide all Tier 1 call volumes for end-users of the system for the last 3 years, broken out by month?</p>	<p>In regard to helpdesk functionality the Contractor is required to facilitate all calls outside of Monday through Friday, 8:00 am – 5:00 pm. This is also required for all State holidays.</p>

			In addition, can the state provide call volumes for all agent related calls for the last 3 years broken out by month?	NGPC does not have these statistics.
34.	Section IX. IMPLEMENTATION, A. DATA MIGRATION AND TRANSITION SERVICES	Page 61	Data Migration and Transition Services Are the licensing system and Microsoft Access database the only two systems data that will be migrated? How many years of data are being migrated?	No other systems will have data to be migrated. For the licensing system, data from 2008 to current will be migrated. For the Microsoft Access system, the years will vary. The Access system holds specific data rather than a full customer purchase history. See Section VII.T.
35.	Section IX. IMPLEMENTATION, F PROJECT MANAGEMENT PLAN	Page 63	Can the State provide to what project management methodology NGPC subscribes and the expected methodology for this project?	Bidders should provide a response that best meets the requirements of the RFP.
36.	Attachment D Cost Proposal		Our assumption is that item quantities provided are used for cost proposal conformity and evaluation only. Real quantities, and therefore costs, will vary from year to year. Please confirm.	Quantities provided on Attachment D Cost Proposal are used for evaluation purposes only.
37.	Appendix E – 2020 Permit and Stamp Table		What growth rate projections is NGPC using for 2021, 2022, and 2023?	Projections are unknown. Factors such as weather, disease, pandemics, and R3 efforts make it difficult to calculate at this point.
38.	Sections VI, VII, VIII, IX and X.	Pages 38-66	Would it be possible to receive a sample table of contents or ordered list of how SPB would like to have the proposal organized and further clarify which items are to be included in each section? Should bidders provide line-by-line responses for each item listed in the RFP starting with section VI. through X. in addition to completing the corresponding questions covered in Attachments A, B, and C? Or, should we only be filling out the Attachment A, B and C Matrix documents to cover all content written in Sections VI, VII, VIII, IX, and X of the RFP?	Please see response to question 23.
39.	I. A.	1.	The RFP states that you seek a Contractor for a “statewide Web- Based Permit/Licensing replacement system for an automated hunt and fish and permit issuance, big game draw process, permit inventory management, point of sale	Please see response to question #9.

			<p>purchases online and in person, and revenue management system....” which is consistent with the information provided in VI.A. PROJECT OVERVIEW, the RFP and attachments.</p> <p>However, the RFP then states, “A single contractor with a seamless solution for an integrated CRM (Customer Relations Module), licensing, camping management, reservations and all issuances is preferred. However, separate contracts that best suit the agency needs may be awarded at a competitive and reasonable cost.”</p> <p>Since camping management and reservation functionalities are not part of this solicitation it is unclear how the RFP contributes to, or responses will be evaluated toward, realizing NGPC’s preference for a seamless solution with one contractor. Please clarify your intent.</p>	
40.	I.H.1.a	4	Please confirm that the Technical Approach and the Corporate Overview are both included in the Technical Proposal.	Please see response to question 23.
41.	I.Q.1.	6	Since submission is electronic, please clarify if a scan of the form signed manually in ink or an Acrobat document with e-sign also meet the requirement regarding acceptable signature formats.	A scanned version of the form manually signed in ink is acceptable or by DocuSign. No other electronic formats are accepted.
42.	I.Q. I.S. XI.	6 7 66	<p>These all include references to the “Technical Approach” portion of bidder’s proposal. It is clear Attachments A, B and C are to be included. However, XI. states the Technical Proposal “should consist of the following subsections:</p> <ul style="list-style-type: none"> a. Understanding of the project requirements; b. Proposed development approach; c. Technical considerations; d. Detailed project work plan; and 	Please see response to question 23.

			e. Deliverables and due dates.” These “subsections” do not directly correlate to RFP Sections VI, VII, VIII, IX, X which Section II., page 9, requires to be included in proposal.	
43.			Please clarify if NGPC desires bidder’s Technical Proposal to include response to a-e (quoted above) and Sections VI-X.	Please see response to question 23.
44.	I.Q., XI.	6, 67	I.Q. and XI. list proposal contents differently. Please provide guidance on how to organize the proposal for NGPC’s ease of evaluating compliant bids. Please clarify if: a. subsection I.Q. Proposal Requirements shows the order in which NGPC prefers bidder’s Technical proposal to be organized, or b. bidder’s Technical proposal table of contents should follow the outline provided in XI. Proposal Instructions (and if so, what RFP sections are to be included per A.2), or c. NGPC has additional instructions on the preferred order of contents for a compliant bid.	Please see response to question 23. NGPC prefers the proposal order to follow the RFP layout per Section I.S. Evaluation of Proposals.
45.	I.Q II.	6 9	I.Q. designates proposals are required to have a response to Sections II – IV, but II. states Sections II - XI. Please clarify which Sections require a narrative response in addition to the response to Attachments A – C.	Please see response to question 23.
46.	II.	9	“Bidders should complete Sections II through XI as part of their proposal.” Please explain the type of response that is expected to Section V. CURRENT PERMIT/LICENSING SYSTEM and to Section XI. PROPOSAL NSTRUCTIONS.	Section V is provided for context. Please see response to question 23.
47.	III. F, II. T, Att.D	21, 17	1. Please define “deliverable” as it relates to the provision below: <i>“The State shall own and hold exclusive title to any deliverable developed as a result of this contract...”</i> and please explain	Deliverable as it relates to the provision in the question would refer to any collected system data content including customer information, purchase history, harvest information,

			<p>2. What “deliverables” are owned by a Software as a Service (SaaS) enterprise software Contractor who retains ownership of their intellectual property per: <i>“Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.”</i> Per Att. D: <i>“It is anticipated this will be a software as a service type arrangement...”</i></p>	<p>fees, and actual permit formats.</p> <p>Contractor owns the software and servers.</p>
48.	V.		<p>Please explain if currently a customer who purchases online/phone pays the same total cost/fee as a customer who is issued the same item by an external agent or an internal agent.</p>	<p>Source of purchase does not affect the customers total cost of product except for Park Entry permits.</p>
49.	V.		<p>Does NGPC currently assess any extra cost to customers for mail fulfillment of any items?</p>	<p>Park entry permits purchased online include a \$1 issuing fee. Mail order items shipped through the mailroom include applicable shipping and handling.</p>
50.	V.		<p>For purchases made online/mobile or through Internal Agents, does NGPC absorb the credit/debit merchant fees, and will the current practice continue when new system is implemented?</p>	<p>Yes, unless bidder offers an acceptable alternative that is approved by NGPC.</p>
51.	V.C.	29	<p>1. Is the Contractor considered an external agent for internet/mobile/phone sales and entitled to retain the issue fee? a. If so, is Contractor limited to sell only those items that external agents can sell?</p>	<p>Please see response to question #3.</p>
52.	V.I. 8. A.	32-35	<p>Throughout this section, multiple references are made to “phone and mail-order sales”. Please clarify whether NGPC will continue to provide this service and process and receive payments, or whether the contractor will assume this sales channel. If NGPC will continue to provide this service, please confirm that</p>	<p>NGPC will continue to receive and process mail-in orders and payments. The Contractor will not process mail-in requests. Phone order support may be fulfilled by either NGPC or the Contractor. Contractor will only accept credit card sales for phone orders. All sales will be processed and</p>

			mail-in payments will be received, processed, and documented in the contractor provided system. If the contractor shall assume responsibility for this sales channel, please confirm whether mail-in payments will be received and processed by NGPC or by contractor.	documented in the Contractor provided system.
53.	V.I. 8. A.	32-35	There are several purchases that are required today to be done in person due to various documentation that needs to be provided (i.e., permits for disabled veterans, landowner elk applications). Is the intent that these remain in-person required applications, or can they move online if the capability of validating documentation/approvals can be provided?	If the Contractor provides a system acceptable and approved by NGPC that verifies applications according to NGPC statutes and regulations, the State would consider an electronic verification process.
54.	V.I.8., VII.P. & Att. A: FUN-082, VIII.M & Att. B: TEC-014	32, 53, 57	<p><i>“Permits [Big Game] are sold over the counter at all NGPC locations, the online public permit system, via phone and through mail order sales.”</i></p> <p><i>“...report wildlife harvests via ... live operator telephone.”</i></p> <p><i>“A.1. Live-operator (call center) telephone reporting [harvest information]...”</i></p> <p><i>“SERVICE SUPPORT COMMUNICATION, Telephone operation staffing plan:</i></p> <p><i>a. NGPC Staff; b. External Agents; c. Public Website; d. NGPC Law Enforcement; and e. Harvest Report.”</i></p> <p><i>“A.1. Telephone help”</i></p> <p>Please clarify if:</p> <ol style="list-style-type: none"> 1. Contractor is responsible for providing a call center that offers permit sales and harvest reporting directly to customers. 2. Contractor is responsible for providing a call center that offers customer support for online sales support and other questions (some of which would be referred to NGPC). 3. If yes to the above Contractor responsibilities, please provide any historical statistics on call volume 	Please see response to question #33.

			related to these types of calls and indicate who handles these calls currently.	
55.	V.I.8.f., VI.H.7.d.,	34, 40	Regarding Auction Permits: 1. Please clarify if all auction permits are Big Game permits, and if not provide information on the other type(s) of Auction Permits. 2. Please confirm that the revenue for these permits are processed outside of the Contractor provided system and that NGPC staff will manually record revenue in the system for accurate reporting purposes.	1. All current Auction permits are Big Game. 2. Revenues collected for Auction permits are accounted for in the current permit system where the permit is generated. The funds are deposited using the State's accounting system.
56.	V.K.	37	Regarding V. K., "OTHER MISCELLANEOUS PRODUCTS AND FINANCIAL TRANSACTION PAYMENTS ", this information appears only in V. as it relates to the current system. Please clarify if this is to be included in the Contractor provided system, and if so explain if these are payments/ entries/information is to be logged into the system by NGPC or if the system is required to issue or process a transaction.	NGPC requires the Contractor's system to allow for the processing of miscellaneous products and permits (See Sections VI.G, VI.H.7.g)
57.	V. I.	30-32	Please confirm that NGPC will continue to fulfill the following: 1. Park Permits (resident and non-resident) 2. Lifetime Permits and Brass Commemorative Plates	Yes, NGPC will continue fulfillment of all of these items.
58.	VI.	38	Several subsections appear to be statements to which the response may be "will comply" because they do not require a narrative explanation (such as B and L) or are described elsewhere in the response. Please indicate if it is acceptable to respond with "will comply" to the appropriate subsections and/or to cross-reference where a response can be found.	NGPC will accept this response provided the Bidder's response clearly answers the question or statement.
59.	VI.A.1 IX.A.7	38 61	<i>"d. installation and maintenance of automated issuance equipment"</i> <i>"Nebraska reserves the right to procure proposed equipment from the State's current IT contracts"</i>	Please see response to question #2.

			<p><i>“Proposed equipment, consumables ...”</i> <i>“...equipment rollout for NGPC locations and agents...”</i> It is unclear what Contractor is required to provide. Other than the statements quoted above the RFP provides no description of use, requirements or quantity of equipment and consumables, and there is no mention of costs for these items in Att. D Cost Proposal.</p> <p>a. Please explain if Contractor is to provide any issuance equipment and/or consumables under this contract and if so, provide requirements details so Bidders can accurately estimate costs.</p> <p>b. V. indicates that currently external agents provide their own PC and printer. Do you expect External Agents to continue to do so under this contract?</p> <p>c. Does NGPC plan to continue use of the POYNT terminal and virtual terminal using Elavon and Merchant Connect (V.D.) for Internal Agents?</p>	<p>Please see responses to questions #1, #13 and #25.</p>
60.	VI.A.1 VI.H.7.g	38 41	<p><i>“14. manage permit inventory”</i> <i>“...inventory management of POS and mail order resale items...”</i> Please provide more detail on each type of inventory that is to be managed by the system: POS items, permits, mail order resale and others mentioned in the RFP (such as inventoried draw permits and physical vehicle park entry permit books).</p>	<p>Section VI.A.1.14 refers to electronic big game permit unit limited inventory.</p> <p>Section VI.H.7.g refers to a resale merchandise inventory tracking function to avoid overselling products on hand. Section VI.H.7.h refers to the ability to manage park permit book inventory and assignment to agents.</p>
61.	VI.A.1	38	<p><i>“b. telecommunications”</i> Please confirm that Contractor is only responsible for allowing secure telephone access to interact with the sales system (similar to VI.L. Internet Connectivity), and Contractor is not responsible for providing phone lines to any location using the system, including NGPC, external agents, customers or other locations.</p>	<p>Contractor is not responsible for providing phone lines to any location using the system, including NGPC, external agents, customers or other locations.</p>

62.	VI.H.7.b.	40	Please provide additional explanation of the issues you wish to eliminate with movement of data between online public sales, in-person sales, mobile sales, Agent accounts and sales, and administrative functions.	NGPC envisions eliminating the following: the ability to over-sell a limited inventory item or permit; overcharged/double purchases; issues with permits not generating after purchase, and duplicate customer profiles. NGPC envisions a single back-end database to eliminate these issues.
63.	VI.J	41	<i>"must be migrated from the current systems"</i> Please explain which systems and databases currently exist and are to be migrated and which (if any) databases shall be maintained.	Please see response to question #34.
64.	VII.D.	44	Regarding various forms of receipts, please indicate if Contractor is responsible for providing any of the consumable paper, printers or mailed fulfillment of receipts.	Please see response to question #2.
65.	VII.E.7.	45	Please clarify if all RFP references to fulfillment by mail, regardless of sales channel, will maintain the current fulfillment procedures provided by NGPC.	Please see response to question #57.
66.	VII.E.5., Att. A.	45, FUN-022	<i>"...functionality that allows friends and family to purchase permits, stamps, and certificates."</i> <i>"... allows customer to purchase items for friends and family"</i> Please clarify if both requirements refer to the customer's current ability to create a friends and family list in order to purchase permits as gifts without reentering the recipients' personal info year after year or explain if there is any additional functionality required.	Please see response to question #31.
67.	VII.I.3., Att. A	FUN-066	Please confirm that NGPC purchases and fulfills the permit books and that the contractor is not responsible for storage/warehousing inventory and shipping supplies related to the fulfillment.	NGPC maintains the responsibility of the purchase, fulfillment, and storage/warehousing of park permit books.
68.	VII. J.	51	Can you confirm whether or not gift cards are digital delivery or physical delivery? Regarding physical gift cards,	NGPC does not currently have gift cards. Bidder is responsible for outlining gift card requirements and all

			who is responsible for fulfilling physical gift cards? If physical, does the gift card need to be machine readable?	functionality while accepting NGPC's current Park Bucks.
69.	IX.D.	62	Regarding the Anticipated Complete Dates: Go-Live is estimated as "within 1 year after contract start date". The RFP Schedule of Events (pg. 2) in #13 states "Contractor start date" (anticipated as December 1, 2021). Please explain if "contractor start date" is the same as "contract start date".	Yes, they are the same.
70.	X.D.	65	This refers only to Help Desk for NGPC staff and the RFP does not similarly address support for external agents. Att. B: TEC-014 refers to "telephone help" and VIII.M to a telephone staffing plan to include external agents, but no requirements are given. Please clarify if: 1. Contractor provides support directly to external agents through a call center (and other support methods); 2. NGPC has historical statistics on external agent calls for support services.	Please see response to question #33.
71.	XI.	67	<i>"Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions; format and order:"</i> 1. Please clarify "format and order". 2. Nothing in this section refers to Cost Proposal content requirements.	Please see response to question #23.
72.	Form A	70	Is Form A - Bidder POC to be submitted as part of response to Corporate Overview, or where in the proposal does NGPC prefer this completed form to be placed?	Form A should be completed as part of the Corporate Overview.
73.	Att. A, Att. C	FUN-068, FIN-015	1. Are Parks Bucks to be sold through the new system? a. If yes, explain if the transaction where Parks Bucks are purchased and the subsequent purchase(s) paid with Park Bucks are both considered billable items for Contractor. b. If no, and/or if another system sells Parks Bucks simultaneously, what	Please see response to questions #32 and #68. NGPC needs to account for customers redeeming existing Park Bucks. Park Bucks will only be deemed a billable item when the coupon is redeemed for the item(s) being purchased.

			information does the system receive (and how) for verifying these Parks Bucks when they are used to make a purchase? 2. Please clarify how the system is required to track and reconcile Park Bucks when they are used for a purchase.	The current Park Bucks process is handled through a liability account. When the customer redeems the Park Buck(s), the funds are then applied to the appropriate object account code of the item(s) purchased in the State's financial accounting system.
74.	Att. D	Sheet 1	1. Who does NGPC anticipate will be paying the per billable item fee – customers (added to NGPC's existing fees), NGPC or both? 2. Does NGPC anticipate that all revenue and billable item fees go to the State and Contractor is paid by invoicing the State.	The customer pays all fees. All revenue comes to the NGPC (except issue fee for external agents). Contractor will be paid by invoicing.
75.	Att. D., VII.E.2.c.	Sheet 1, 45	Please confirm that Contractor is not responsible for any credit/debit card fees or merchant processing for sales processed through any channel; rather the system will use the State's contract for merchant services (for online/mobile and internal agent sales).	Please see response to question #1.
76.	Att. A – C		All of these requirements are also found in RFP Sections VI. – VII. Please explain if the narrative response to those Sections should repeat the response in the Attachment, or if the Sections' narrative response can be a cross-reference to the Attachment if the requirement is adequately answered there.	Please see response to question #23.
77.	Att. A – C		Is it acceptable to attach certain responses to an Attachment (with appropriate cross-reference to the location)? For example, the draft plans requested in Attachment B will be more legible if bidders are allowed to attach rather than insert them into the response table.	Attachments are acceptable as long as they clearly reference the requirements traceability matrix.
78.	Att. B		For responses where a draft plan is required, should the Response Box answer be entered as "Yes" because a draft plan has been developed, or "Customization Required" because it will be necessary to customize and	The response should be Yes.

			update the plan with information gathered after award.	
79.	Appendix C		How will the Contractor's billable item fee be handled? Will the fee be added to the total or seen as a separate additional fee?	Please see response to question #3 and #74.
80.	App. E		Please clarify if the total park permits listed here represent only those sold through the permitting system and that permits are also separately sold through Parks' reservation system.	Park permits are only issued/sold through the permitting system. Park permits entered in the reservation system are only recorded for revenue deposit purposes. The figures on Appendix E reflect total sales from the permit system.
81.	App. E		* is listed next to Resident hunting/fishing senior and veteran combination licenses rows 14 and 15 respectively, and ** appears next to TOTAL (Park) row 58 are noted but no footnote explanation is given. Please provide the missing information.	Asterisks can be disregarded.
82.	Attachment D		Please confirm that the numbers in rows labeled "QTY" indicate the State's estimate of the number of billable items in that category. Please confirm it does not represent either a guaranteed minimum amount or maximum number of billable items. (The annual total of QTY is 1,444,000.)	Please see response to question #36.
83.	Attachment D and Appendix E	Cell H331, Cell C60	Please explain what accounts for the difference between Att. D Cell H331 "2020 Sold Permits" grand total and App. E Cell C60 "2020 Total Permits, Stamps."	Cell H331 total in Attachment D includes products, certificates, and replacement costs. Cell C60 in Appendix E only includes permit sales totals. There may exist a margin of difference due to the timing of the data pulls and the data table sources.
84.	Attachments D and E		Please confirm whether magazines are currently billable items: Attachment D shows them in the quantity table, but Attachment E lists them as nonbillable.	Magazines are non-billable items. We added them to Attachment D only as a reference to sales volume. NGPC does not collect issue fees for magazine sales.
85.	Attachments D and E		1. Please explain the difference between "Reprint any Permit" and "Replacement Permits". 2. Attachment D shows "reprints" in the quantity table, but Attachment E lists some replacement permits as	1. "Reprints" are not transactions in the permit system but rather PDF file regenerations. "Replacements" are transactions that occur that allow a customer or agent to

			billable and others as nonbillable. Please explain which are currently a billable item.	issue a replacement copy of a customer's permit. 2. What is being referenced in these Attachments are both "replacements". The wording was mislabeled. Replacements are billable items. Reprints are not billable items.
86.	Appendix E		Please confirm whether 2019/2020 volumes include any stamps/fees from fee-exempt lifetime permits, and whether those would be billable items.	The 2019/2020 volumes do include replacement costs of the fee-exempt lifetime permits. However, effective November 1, 2020, replacement fees for lifetime or fee exempt permits are no longer charged to the customer and are not billable items.
87.	Appendix E	Row 170	Can you please clarify if camp site reservations are to be managed through the Contractor provided system? If so, can you please confirm if these are currently considered nonbillable items.	In reference to Attachment E, the "Camp Sites" referenced in Row 170 refers to camping income that is accounted for in the permits system. This does not refer to camping reservations. These are not billable items as there are no issue fees attached.
88.	Attachment E		How many applications and preference points are purchased/submitted per species, per year?	A list of applications is outlined in Attachment D-Line 322-Line 328. The purchase of preference points was approved this year but have yet to be implemented.
89.	Appendix E	Cell A4	Related to Appendix E, cell A4 "Big Game" can you please confirm which items from attachment E are considered under this category? For example, is the section for Deer (rows 99-119 in Attachment E) represented in the 187,731 "Big Game – Other Permits or Stamps" referenced in cell A4 of appendix E?	The following line items from Attachment E are included in the "Big Game" total in Appendix E- Cell A4: <ul style="list-style-type: none"> • 75-80 • 83-87 • 89-93 • 99-106 • 108-116 • 122-124 • 171
90.	Appendix F		Please provide comparable data for 2018 and 2019 if available, and unit quantities by month. If available, please provide a demographic breakdown of customers to include age ranges.	Attached are the data sets requested for 2018 and 2019: See Appendix I and Appendix J. NGPC does not have the ability to provide an all-inclusive demographic breakdown of the information requested.

91.	I. A	1	<p>The "General Information" section states "a single contractor with a seamless solution for an integrated CRM (Customer Relations Module), licensing, camping management, reservations and all issuances is preferred."</p> <p>Question: Campsite reservations functionality is not mentioned elsewhere in the RFP. Can the state comment on whether this solicitation includes the requirement for camping reservations functionality?</p>	<p>Camping revenue management is requested for those areas not included with the park reservation system. Camping reservations are not included as part of this RFP.</p>
92.	II. U	17	<p>Question: Is the state open to negotiation around the "Time to Repair" durations for issues of severity 2 and 3. While it is certainly our intent to remedy all issues expediently these time frames appear very short with respect to the associated descriptions.</p>	<p>Please comply with the RFP requirements as written.</p>
93.	IX. D	62	<p>The table on page 62 indicates a anticipated completion date of "within 1 year after contract start date" for the production release.</p> <p>Question: Is there a specific date that the system is to go live or is the state flexible as long as that date is within 1 year of the contract start date?</p>	<p>The Go-Live date is flexible within the specified parameter of 1 year after contract start date as long as the date does not conflict with our peak season dates provided in Section IX.D. of the RFP.</p>
94.	V. A	29	<p>The current state description indicates that "customer is redirected to the State's contracted payment portal (US Bank/Elavon – Converge) for actual payment processing."</p> <p>Question: Please confirm that, for the new system, the vendor will integrate with the state's payment processor, that the state will be the merchant of record for all credit card transactions, and that the vendor is not responsible for the payment of any fees associated with the processing of credit card transactions.</p>	<p>Please see response to question #1.</p>
95.	I. Y	8	<p>LUMP SUM OR "ALL OR NONE" PROPOSALS The State reserves the right to purchase item-by-item, by</p>	<p>It is the State's intent to award to one Contractor with one solution. Complete Attachment D Cost Proposal.</p>

			<p>groups or as a total when the State may benefit by so doing. Bidders may submit a proposal on an “all or none” or “lump sum” basis, but should also submit a proposal on an item by-item basis. The term “all or none” means a conditional proposal which requires the purchase of all items on which proposals are offered and bidder declines to accept award on individual items; a “lump sum” proposal is one in which the bidder offers a lower price than the sum of the individual proposals if all items are purchased, but agrees to deliver individual items at the prices quoted.</p> <p>Question: Should we submit two price formats, and if so, should the items be broken up by platform (i.e. licensing and then events) or by type of cost (i.e. hosting, development, marketing)?</p>	
96.	VI. H. 4	40	<p>NGPC will provide the Contractor with workspace at its headquarters located at 2200 North 33rd Street, Lincoln Nebraska during implementation. NGPC will provide a secure connection to the State’s computer network. Meeting rooms of variable sizes will be available on a scheduled basis.</p> <p>Question: Is there an expectation that a person will be on -site to implement anything?</p>	NGPC will accept either in-person or virtual implementation as the current situation dictates.
97.	VII. I	50	<p>Permit Book Inventory-Consignment process The system should collect information for the following: a. Purchase order information from the State Financial System, b. Initial bulk inventory of books; c. Consignment to agents; d. Remaining permit book inventory; e. Returned Permit book posting; f. Print agent labels for permit books; and g. Print shipping labels for mail orders.</p>	The permit book inventory refers to the physical park permit books used to sell vehicle park entry permit stickers at our agent locations.

			Question: Can the state explain the purpose of the permit book inventory?	
98.	VII. K	51	A customer record and document management module to track customer actions; Question: Is document upload a requirement? Can the state elaborate on the types of documents that would be stored with customer records?	A document upload is not a requirement.
99.	VII. K.1.vi	51	Advanced search capabilities; Question: What type of advanced search are you seeking? Will this require the system to append multiple data bases?	This refers to the ability to search with multiple variables. (For example, a query that would tell us all females in Lancaster County between 18 and 40 that bought deer permits last year that have not purchased a permit this year) It will not require the system to append multiple databases, only the permit database.
100.	VII. I	51	offer marketing solutions to assist NGPC in meeting Recruitment, Retention and Reactivation (R3); and Question: Does the agency expect staff from contractor to execute marketing services on behalf of NGPC or for just the system to allow for execution of targeted marketing campaigns?	NGPC envisions the contractor will be able to do both options; allow Nebraska Game and Parks staff the ability to send targeted emails as needed, but also have a point person to work with NGPC in a consulting capacity on larger projects that might involve data analysis of purchase patterns and opportunities, and execution of an email campaign; NGPC also expects the contractor to assist us in setting up automated messages (thank you for purchases made, seasonal reminders about permit purchases and other messages which can be triggered by a purchase happening, or NOT happening by a certain time). NGPC expects the contractor to share success models seen in other states or clients that can be applied in Nebraska. In addition, NGPC seeks assistance on reporting direct communication marketing effort results,

				assistance in evaluation of efforts, and in research such as split testing subject lines, messages or offers in order to increase efficiency, and sharing industry best practices and new tactics or ideas done by other customers or seen within the communications industry.
101.	VII. I	51	<p>API integration for inbound and outbound email;</p> <p>Question: What marketing software does the agency use now? Is the expectation that the vendor system will integrate with this software? Or, is the agency willing to migrate to a different third-party platform moving forward?</p>	<p>NGPC uses Granicus/GovDelivery and an API that integrates between our permit system that will automatically add customers to some email lists. Special messages require a customer export from the permit system and an upload into Granicus/Gov Delivery. It is not fully integrated in a seamless fashion for automated direct messaging. NGPC envisions that with the messaging platform, NGPC will be able to select criteria for emails based upon past and current permit purchasing behavior (type of permit, recency of permit purchase, combination of permit purchases, and related transactions such as donations) and criteria such as zip code, gender, age, gift permit purchases and other factors from within the permit system, and be able to send emails and SMS text messages seamlessly, without the need for export/import into a separate system. If complete integration with a third-party platform allows for this capability without any added expense in developing APIs, or significant staff time in set up and execution of individual efforts, NGPC would be open to this solution, provided that this system is user-friendly, easy to create attractive looking emails with different fonts and graphics and could provide all conversion data such as open, click through and purchase metrics.</p>
102.	VII. I	52	The ERM should be fully integrated with the Web-	NGPC's desire is to have one system that comprises and

			Based Permit/Licensing system and CRM module. Question: Can the state more clearly define what is meant by "fully integrated"?	shares data related to a single customer, in terms of activity in the permit system, event registration module, and customer relationship module.
103.	Evaluation Criteria		: Who on staff will review the proposals? If not names, what divisions of the agency? Will information and education or R3 staff be directly involved?	Section I.R states: "EVALUATION COMMITTEE Proposals are evaluated by members of an Evaluation Committee(s). The Evaluation Committee(s) will consist of individuals selected at the discretion of the State. Names of the members of the Evaluation Committee(s) will not be published. Any contact, attempted contact, or attempt to influence an evaluator that is involved with this solicitation may result in the rejection of this proposal and further administrative actions.
104.	RFP: Q: REQUEST FOR PROPOSAL/ PROPOSAL REQUIREMENTS	Pg 6 & Pg 9	PROPOSAL FORMAT Please confirm vendor is to complete sections II thru IV as specified on page 6 of the RFP. The reference on Page 9 states Bidders should complete Sections II through XI - please confirm this is a typo.	See response to question #23.
105.	Attachment A	1	Please clarify by providing an example of the difference between a requirement with 'Customization Required' and a requirement 'Alternate'.	"Customization Required"- The requirement is not completely met by the product(s) included in the proposed solution but can be met with some customization. "Alternate"- this option is appropriate when a requirement is in the process of being developed but not implemented. See Page 1 of Attachment A for clarification.
106.	RFP X IMPLEMENTATION, D	65	Please clarify the variation in support required between the following two requirements: 1. Help desk support personnel will be available at an 800 telephone number at least during the following daily hours: 8 a.m. to 6 p.m. CT (7 days a week).	Please see response to question #33.

			2. Help desk support options must be available, 7 days per week, 24 hours per day for reporting issues	
107.			<p>██████████ understands we are not to contact or converse with any state employee during the above licensing RFP bid process. I wanted to be sure it was OK to connect with a formal employee of the state as we understand they are looking for work and we feel they may very well fit within the ██████████ organization.</p> <p>Can you confirm it is OK to speak to someone who is no longer with the state?</p>	<p>The State assumes that the bidder is asking whether it is permissible to contact a former State of Nebraska employee. The State does not have enough information to answer the question; however, bidders are advised that ██████████ communications regarding this solicitation is limited to the buyer listed in section I.B. of the RFP and that bidders may not have any communication with, or attempt to communicate or influence any evaluator involved in this solicitation. Furthermore, the State directs bidders to section III.I. Conflict of Interest.</p>

This addendum will become part of the Request for Proposal and should be acknowledged with the Request for Proposal response.