

ADDENDUM TWO QUESTIONS and ANSWERS

Date: May 27, 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.	General question		Would NGPC prefer to use a receipt printer for transaction receipts in order to optimize paper usage"?	NGPC does not have a preference.
2.	V. Current Permit / Licensing System O. Harvest Information Program (HIP)	37	A separate system for HIP registration is mentioned. On this system, a customer can look-up or obtain a HIP registration number. In attachment A (FUN-053, FUN-084), there is reference to the License system generating the HIP registration number. Therefore, is the expectation that the license system will replace the current HIP registration system found at https://apps.outdoornebraska.gov/hip , or is the new license system expected to communicate/sync with the current HIP registration system? If the latter, please describe the expectations and any available APIs or other processes that would allow for communication and synchronization with the HIP Registration system.	It is expected that the license system should generate HIP registrations and replace the current system. There are no APIs in the current HIP system. All downloads are manually uploaded to the US Fish and Wildlife service.
3.	VII. Functional / Technical Requirements H. Channel: Law Enforcement	50	There are four interfaces mentioned in this section. Can NGPC please provide additional detail and expectations related to the following interfaces: 1. "All the Commission's education certification programs" – Is this specifically the Hunter Ed services provided by Kalkomey, or are there others to be considered? 2. Law Enforcement Division's database – Is this data accessible via API or another method such as a nightly export?	1. This is specific to the hunter education services. 2. This data is housed in the current permit system and will be part of the data conversion. 3. Child support revocation data is manually received from DHHS through email and the customer profile is then

			<p>3. Child Support Enforcement – Is this data accessible via API or another method?</p> <p>4. Law Enforcement Division’s arrest database – Is this different from the database for permit revocations noted in #2? Is this data accessible via API or another method?</p>	<p>manually revoked according to the information received. This data is not accessible via API. NGPC needs to ensure the new system has fields that allow a profile to be revoked.</p> <p>4. This is an in-house Microsoft Access database.</p>
4.	Attachment D, Billable Items		<p>NGPC is expressing interest in gift cards, in addition to Park Bucks. What number of gift cards per year should we use to build the cost proposal? Who will fulfill the gift cards?</p> <p>Can the state add a per billable line to the cost proposal to account for each gift card sold?</p>	<p>1000 gift cards is an acceptable estimate. NGPC will fulfill the gift cards. Billable lines have been added to the cost proposal. See Attachment D Cost Proposal Revision One.</p>
5.	Addendum One	Q&A #52	Can the State please provide historical phone sales for 2019 and 2020?	NGPC does not have these statistics.
6.	Addendum One	Q&A #5 and #52	Can the state add a per billable line item to the cost proposal to account for each billable item sold through the phone channel?	This has been added to the cost proposal. See Attachment D Cost Proposal Revision One.
7.	Addendum One	Q&A #23 & #44 and RFP Section XI.A	<p>In your answer to Question #44, you state that your preferred proposal order is to follow RFP Section I.S. Evaluation of Proposals, however, the Corporate Overview in that section does not align with RFP Section XI.A Proposal Submission.</p> <p>Would the State like for Bidders to order their submissions as shown in your response to Question #23, being sure to include the additional corporate overview items listed in RFP Section I.S Evaluation of Proposals?</p>	<p>Section I. S. Evaluation of Proposals first paragraph is deleted and replaced with the following:</p> <p>All proposals that are responsive to the solicitation will be evaluated. Each evaluation category will have a maximum point potential. The State will conduct a fair, impartial, and comprehensive evaluation of all proposals in accordance with the criteria set forth below. Areas that will be addressed and scored during the evaluation include:</p> <ol style="list-style-type: none"> 1. Corporate Overview 2. Technical Approach, including but not limited to Project Requirements Traceability Matrix (Attachment A - Functional, B - Technical, and C - Financial) and, 3. Cost Proposal (Attachment D).

8.			For this engagement, is there a preference on Off-Shore versus On-Shore resources?	On-Shore resources is a requirement.
9.			What tools/systems are currently used to manage engagement initiatives?	NGPC is unclear what bidder means by "engagement initiatives".
10.			What systems will be replaced or decommissioned because of this project?	There is not enough information in the question to provide a response.
11.			What systems will be kept that will need to interface with the proposed solution?	There is not enough information in the question to provide a response.
12.			Other than these items listed: event registration, captive wildlife, organ donation, and administrative external agent management module. Are there any other items to list that might be integrated after initial migration.	See Section IX.B. for anticipated component migrations.
13.	V. Amendment 1 Question # 49	29	Per question 49, who will receive the \$1 online issuing fee paid on Park Entry permits - NGPC or contractor?	NGPC completes fulfillment for online park permit orders and will retain the \$1 issue fee.
14.	VII. Amendment 1 Question # 23	43	The answer in question 23 does not mention providing a response to Sections VI, VIII, IX and X. Some requirements in these sections require a response in Attachments A – C. Please clarify if any response outside of Attachments A – C is required for these sections in order to meet XI.A.2.	See response to question #7.
15.	VIII, M. Amendment 1 Question # 33 15 54 65 106	57	The answer to question #15 lists the contractor's Call Center services as including agent support, online customer support and phone sales to customers; the RFP requirements also include harvest reporting by phone and Law Enforcement inquiries. Questions #54 and #65 asked for more information on requirements for the Call Center and the answer referred bidders to question #33. Question #33 refers to Tier I customer support and "all end users of the system" while the Answer refers to "help desk functionality". New Questions: 1. Please clarify if the "help desk" hours required in the answer apply to all of contractor's Call Center services or provide the desired hours for each aspect of the call center and help desk support services to all types of callers. 2. How many NGPC employees provide phone and/or email support M-F 8am-5pm currently? 3. Please share what support tool(s) if any, are currently used to respond to phone, chat, or email support requests.	1. Please see response in question 22 below. 2. NGPC currently has 5 employees at headquarters who are responsible for most customer support calls. 3. Telephone and email.
16.	VII. M Amendment 1 Question # 5	57	If available, please provide any reporting information or data regarding the number of sales made via phone.	NGPC does not have these statistics.
17.	I.S	6	Please provide the weightings assigned to the evaluation categories in order of importance.	Please see Evaluation Criteria as provided on the website.

18.	X.D	65	How many NGPC staff are currently providing help desk support for the Permit / Licensing system?	NGPC currently has 5 employees at headquarters who are responsible for most customer support calls.
19.	VI.H	40	Please confirm contractor will receive "...all data or other information pertinent to the successful development and implementation..." prior to contractor start date of 12/1/2021.	Per Section I.C. Schedule of Events – "The State expects to adhere to the procurement schedule shown below, but all dates are approximate and subject to change."
20.	K.1.iii	51	In reference to the CRM requirements, Please clarify the types of documents NGPC requires to be managed at the customer level by a "document management module". Understanding that document upload by the customer is not a requirement.	Customers and/or NGPC should be able to view current and expired licenses. Customers and/or NGPC should be able to upload copies of hunter education completion numbers or certificates. Customers and/or NGPC should be able to upload pictures of harvests. The CRM should maintain a copy of communications sent to the customer such as receipts, thank you emails and notices.
21.	K.2.i	51	Please define the types of compliance referenced in "Services to ensure compliance and properly route emails" outside of CAN/SPAM and Consent based marketing practices.	"Services to ensure compliance and properly route emails" could include domain names that are not blacklisted, having secure exchange servers, having SSL certificates and convenient ways to prompt customers to opt-in/opt-out for communications.
22.	X D	65	Help Desk vs Call Center Clarification: 1. What days/hours is the vendor to take live calls & provide support to NGPC Agency Staff? 2. What days/hours is the vendor to take live calls & provide support to a) NGPC Internal Agents? b) NGPC External Agents? 3. What days/hours is the vendor to take live calls & provide support for customers? 4. Is the Vendor to provide live telephone sales - take sales for Hunt/Fish permits over the phone? If yes, what hours is the vendor to staff for this service?	1. Please see section X.D which reads, in part, "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)". 2.a.- See response above. 2.b.- See response above. 3. See response above. 4. See response above.

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