|  |  |  |
| --- | --- | --- |
| State of Nevada |  | Brian Sandoval |
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| --- |
| State of Nevada |
| Purchasing Division |
| **Request for Proposal: 3432** |
| For |
| **Nevada Department of Wildlife** **Business Support System** |

|  |
| --- |
| Release Date: May 1, 2017 |
| Deadline for Submission and Opening Date and Time: May 31, 2017 @ 2:00 PM |
| ***Refer to Section 9, RFP Timeline for the complete RFP schedule*** |

|  |
| --- |
| For additional information, please contact:  |
| Teri Becker, Purchasing Officer |
| State of Nevada, Purchasing Division |
| 515 E. Musser Street, Suite 300 |
| Carson City, NV 89701 |
| Phone: 775-684-0178 |
| Email address: tbecker@admin.nv.gov  |
| (TTY for Deaf and Hard of Hearing: 1-800-326-6868Ask the relay agent to dial: 1-775-684-0178/V.) |

|  |
| --- |
| ***Refer to Section 11 for instructions on submitting proposals*** |

**VENDOR INFORMATION SHEET FOR RFP 3432**

**Vendor Shall:**

1. Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 shall be used for development of the contract;
2. Type or print responses; and
3. Include this Vendor Information Sheet in Section III of the Technical Proposal.

|  |  |  |
| --- | --- | --- |
| V1 | Company Name |  |

|  |  |  |
| --- | --- | --- |
| V2 | Street Address |  |

|  |  |  |
| --- | --- | --- |
| V3 | City, State, ZIP |  |

|  |  |
| --- | --- |
| V4 | Telephone Number |
| Area Code:  | Number:  | Extension:  |

|  |  |
| --- | --- |
| V5 | Facsimile Number |
| Area Code:  | Number:  | Extension:  |

|  |  |
| --- | --- |
| V6 | Toll Free Number |
| Area Code:  | Number:  | Extension:  |

|  |  |
| --- | --- |
| V7 | ***Contact Person for Questions / Contract Negotiations,******including address if different than above*** |
| Name: |
| Title: |
| Address: |
| Email Address: |

|  |  |
| --- | --- |
| V8 | Telephone Number for Contact Person |
| Area Code:  | Number:  | Extension:  |

|  |  |
| --- | --- |
| V9 | Facsimile Number for Contact Person |
| Area Code:  | Number:  | Extension:  |

|  |  |
| --- | --- |
| V10 | ***Name of Individual Authorized to Bind the Organization*** |
| Name: | Title: |

|  |  |
| --- | --- |
| V11 | Signature ***(Individual shall be legally authorized to bind the vendor per NRS 333.337)*** |
| Signature: | Date: |

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**Prospective vendors are advised to review Nevada’s ethical standards requirements, including but not limited to NRS 281A, found on the Purchasing Division’s website at:** [**http://purchasing.nv.gov**](http://purchasing.state.nv.us)**.**

**All applicable Nevada Revised Statutes (NRS) and Nevada Administrative Code (NAC) documentation can be found at:** [**www.leg.state.nv.us**](http://www.leg.state.nv.us)**.**

# PROJECT OVERVIEW

The State of Nevada, Purchasing Division, on behalf of the Nevada Department of Wildlife (NDOW), is seeking proposals from qualified vendors to replace and combine two existing customer interfacing programs to ensure strategic priorities are met.

NDOW will administer the contract resulting from this Request for Proposal (RFP). The resulting contract will be for an initial contract term of six (6) years, to begin upon BOE approval anticipated to be 08/08/2017, with an option to renew for two 2-year extensions, if agreed upon by both parties and in the best interests of the State.

NDOW would like to meet the following strategies:

* Ability to implement Legislative requirements and changes (meets Governor’s objective to create efficient and response state government).
* Ability for NDOW administrators to internally reconcile reports and effectively manage data (meets Governor’s objective to create efficient and responsive state government).
* Leverage intuitive technologies, especially web and mobile technologies, for a modern and intuitive customer service experience.
* Leverage intuitive technologies, especially web and mobile technologies, for safety initiatives in law enforcement (meets Governor’s objective to create safe and livable communities).
* Provide modern, consistent, and adaptable customer interfaces leveraging cloud-based solutions for online usage.
* Manage customer data using a (a single point of record) linked to many transaction records across all customer service oriented data systems.

The scope of this project includes the expectation that modern and intuitive solutions are implemented to make the customer experience easier and more efficient, while providing enhanced access to the information and tools NDOW needs to fulfill its mission. The following components summarize NDOW’s existing data system and highlight the key features and enhancements this project will need to address:

**Nevada Department of Wildlife License and Registration System:**

* Vessel titling and registration;
* Hunting, fishing, and trapping license sales;
* Targeted, automated customer outreach and subscription-based messaging to improve recruitment, retention, and reactivation of lapsed customers;
* Customer service call center support, including activity tracking and reporting;
* License agent sales infrastructure, including hardware and software needs;
* Managing special licenses and permits for non-traditional wildlife interaction;
* Aquatic invasive species decal sales;
* Conservation/Safety Education Programs (e.g. boating, hunting, and angling education courses) management, including event management, student records, and customer growth programs.
* Law enforcement citation tracking and revocation of customer privileges that links to all aspects of the data system; and
* Data and records retention and reporting services to meet all governmental requirements.

**Volunteer Data System:**

* Track volunteers, including personal information, hours given to NDOW, and other relevant information;
* Link volunteer records to customer records from License and Registration System described above;
* Track required applications and forms;
* Track and manage volunteer opportunities and events;
* Targeted, automated messaging for new and existing volunteers; and Track and manage volunteer information such that accurate financial accounting can be reported to meet federal funding requirements.

**Hunt Application System:**

* Administering the statewide application hunt program;
* Receive and process applications and fees electronically through the internet;
* Conduct randomized drawings for all applicable tags;
* Link to the License and Registration System described above to track customer bonus points and waiting periods for successful draws and integrate those variables into the application process;
* Produce and mail tags and licenses awarded through the application process;
* Process electronic records for refunds through the state Treasurer’s Office;
* Produce reports for NDOW and the public;
* Provide a means for recording harvest results and tracking the reporting process; Process administrative penalty fees;
* Customer service call center support, including call logs, tracking and reporting;
* Hold all hunting tag draws, which may require members of the public and the Department attendance upon invitation; and
* Conduct drawings in a transparent manner that creates trust among the public and sportsmen.

To meet the needs and develop the components described above, vendors must also provide a Project Plan detailing the following:

* Hardware needs;
* Software needs;
* Technology development and maintenance plans;
* Telecommunications needs;
* Deployment plans, including quality assurance testing, documentation, “go live” and post “go live” plans as needed; Training (including documentation);
* Support for the proposed solution including customer call center, license vendor support; NDOW technical support, and reporting capabilities related to citizen feedback, clarification, and education; and
* Risk analysis and plan with bi-weekly status reports regarding project scope, budget, and timelines.

## GOALS AND OBJECTIVES

### Deliver products and services to our customers

#### Product purchases must be simple, fast, accessible and convenient.

#### Create automated options for recurring annual purchases of tags, licenses and vessel renewals.

#### Provide complete and comprehensive services through over-the-counter, web and mobile access.

#### Deliver durable products where necessary.

#### Establish consistent methods of operation and customer processing for all services provided.

#### Update customer records in real time and provide real time reporting.

#### Maintain accurate and current customer information linked to all transaction records in related data systems.

#### Allow customers to track the status of their services.

#### Provide customers with the ability to complete forms online.

#### Integrate data captured from online forms with existing databases in real time.

#### Provide innovative methods relating to recruitment, retention and reactivation.

### Provide intuitive, efficient tools for our service delivery partners

#### All processes must be easy to understand and use.

#### Call support meets customer demands during peak season.

#### Direct ordering access for publications and supplies provided by NDOW.

#### Accurate account detail that reports sales and fees collected.

####

#### Create intuitive tools for agent use that enable marketing opportunities.

### Support law enforcement to ensure compliance with Nevada laws

#### Make data continuously accessible to law enforcement staff leveraging mobile technology as needed.

#### Provide complete, accurate and up-to-date customer information that captures all aspects of a customer’s personal and transactional information in one data system.

#### Support law enforcement citation/revocations and child support enforcement revocations.

#### Provide measures to detect fraud for law enforcement purposes.

#### Develop innovative mobile tools, such as geo-targeting, to generate information for law enforcement.

#### Develop innovative mobile tools to alert customers to geographic issues (hunt areas) and safety concerns (boating weather and safety alerts).

### Timely revenue collection

#### Collection of funds from sales locations via electronic transfers.

#### Provide user-defined reporting in a comma separated value (CSV) or other required report format.

### Comprehensive database and complete information access

#### Integrate all data management systems such that NDOW customers are represented by a unique customer record linked to many transaction records as needed. User-friendly interface to the customer database for data inquiries, corrections and updates, and law enforcement verifications.

#### Tiered system access based on defined user roles and responsibilities.

#### Interface tools that provide flexibility for user defined reporting and financial accountability.

#### Provide data service endpoints that allow the creation of custom applications by NDOW staff and third-party vendors as needed.

### Reduce workload and costs

#### Promote self-service options for customers, agents, volunteers and instructors.

#### Interface with Nevada Driver’s License files, and other data agencies if applicable to minimize data entry requirements.

#### Enable customers to update personal data online and enable auto renew of recurring privilege purchases.

#### Utilize automation to create efficiencies and reduce costs.

### Maintain confidentiality of data and comply with Nevada Revised Statutes (NRS) and Nevada Administrative Code (NAC)

#### NDOW is sole owner of all data collected and maintained by the system(s).

#### Adhere to government required data retention policies

### Leverage investment

#### Utilize point of sale (POS) infrastructure for multiple business functions.

#### Take advantage of emerging, but proven technologies.

#### Interface with multiple related systems.

#### Invest in new hardware only where essential to reliable operation or as system performance requirements dictate create a standard for use.

### Provide flexibility to change as new business requirements are identified

#### New approvals, products and business rules must be readily accommodated when necessary.

#### Change process is well managed and implemented in all aspects of system delivery.

# BACKGROUND

## PROJECT

### The Nevada Department of Wildlife offers a myriad of services to the sportsmen, taxpayers and boaters who access these services through various web-based interfaces. Revenues generated through license purchases, vessel titling and registration, volunteer hours and other programs are essential for funding the conservation and management of Nevada’s wildlife and benefits all citizens and wildlife habitat. Currently, NDOW administrators require expanded user defined reporting to validate and reconcile revenue independently. Furthermore, with 2017 as a legislative year, NDOW is pursuing a license simplification bill that will reduce barriers with customers, create ease, educational opportunities, communication opportunities and additional revenue for the department. This effort would require a significant update to NDOW’s current customer service data infrastructure and services, which makes now the right time to bring our data management and customer interaction in line with current technology and customer expectations.

## AGENCY

### The mission of NDOW is to protect, conserve, manage and restore wildlife and its habitat for the aesthetic, scientific, educational, recreational, and economic benefits to citizens of Nevada and the United States, and to promote the safety of persons using vessels on the waters of Nevada. The foundation of NDOW’s business rules implemented by Nevada Wildlife Data System (NWDS) is Nevada State laws, regulations and administrative pronouncements.

### NDOW is an executive branch agency with the Director reporting to the Governor. The Department has seven (7) Divisions (Conservation Education, Wildlife Diversity, Fisheries, Game, Habitat, Law Enforcement and Operations), and the Director’s Office. NDOW has 253 FTEs assigned statewide.

### NDOW houses the headquarters function in Reno, Nevada. Management of statewide programs is broken into three (3) regions—Western, Southern and Eastern. Main office locations (with customer service functions) are as follows:

#### Western Region – offices in Reno, Fallon and Winnemucca

#### Eastern Region – offices in Elko and Ely

#### Southern Region – offices in Las Vegas and Henderson

### The current data management system is an agency-wide project. Data contained within the system may be used in every Division. The primary transactions processed by the system are most often managed in the Operations, Law Enforcement and Conservation Education Divisions. The calendar attachments for availability of time and the relationship to the current data bases are listed in ***Section 10, Reference Library***.

#### Operations Division. License Office staff at the headquarter level serves as the Department’s principal contact with the NWDS and Application Hunt System (AHS) contractor along with the other primary users of the system

#### Law Enforcement. NDOW’s Law Enforcement Division is made up of 52 employees. Approximately 34 game wardens are dedicated to field duty and are dispersed throughout the State. NWDS is designed to quickly provide game wardens with customer information (relayed by NDOW dispatchers) including privileges and citations. The systems support NDOW law enforcement through access to the common customer and vessel databases and through record-keeping and case tracking for citations, warrants, field interviews, and Operation Game Thief (OGT) activities. The NWDS database contains a wealth of information of potential interest to law enforcement personnel in the conduct of their normal duties. Law enforcement personnel have access to the customer database, the privileges (licenses and stamps) database, the vessels database, and the law enforcement data.

#### Conservation Education. NDOW offers a number of conservation-oriented classes to staff and the public through its Conservation Education Division.

##### NDOW participates in several nationwide conservation education programs directed toward school-age children.

##### Much of NDOW’s conservation education effort is directed at providing hunter education and fishing clinics throughout the State. Hunter education is a prerequisite for obtaining a Nevada Hunting License for all applicants born after January 1, 1960.

##### Conservation education and law enforcement also manages a conservation education program for mandatory boating education for boaters born on or after January 1, 1983.

##### Conservation education is designed to manage hunting, fishing and boating education efforts, including instructor certification, class scheduling, student information, class completion, production of certificates, and inquiry features. These features are available to all NDOW users, both at headquarters and in the field, with the appropriate rights in the system. The remaining divisions are:

###### Wildlife Diversity – Conserving the state's unique wildlife diversity is a major challenge. In 2001, funds were made available through the U.S. Fish & Wildlife Service to support the enhancement of non-game programs.

###### Fisheries- The Fisheries Division works to ensure the health and vitality of Nevada's fish in its network of streams, rivers, lakes and reservoirs. Hatcheries produce and stock fish, and biologists manage fish and amphibian populations, water quality and aquatic habitat.

###### Game -The Game Division is responsible for management, protection, research and monitoring of wildlife classified as game mammals, upland and migratory game birds and furbearing mammals. The Division has four program areas: avian and terrestrial game species management, game wildlife/depredation control and compensation, predator management and wildlife health and disease monitoring.

###### Habitat- The Habitat Division's main objective is to ensure that Nevada wildlife habitats are productive and in good ecological condition. The Division is responsible for reviewing, assessing, and providing comments on all proposed land and water uses, providing fish and wildlife data to all entities for planning and decision-making purposes. The Division is also responsible for administering the water development, rangeland, and wildfire rehabilitation efforts for the department. Additionally, the agency has regulatory responsibility for Industrial Artificial Pond permitting (primarily the nearly 100 Nevada gold mining operations) statewide.

###### Director’s Office. NDOW coordinates agency planning activities, legislation, and support operations by assigning senior management level personnel to coordinate these efforts. The Department is led by a governor-appointed Director, who also serves as the Secretary of the Wildlife Commission.

## CONCURRENT IMPACTS/PROJECTS

### The Application Hunt program and the supporting AHS are currently administered by the same contractor who supports NDOW’s NWDS. The Volunteer Program (delivered by another contractor) and NWDS systems are both separate. The impact to report data for financial reporting, customer driven inquires, legislation requests and staff time management is significant as the three data systems grow independently.

## CURRENT COMPUTING ENVIRONMENT

* + 1. NWDS is a SQL database which contains:
			1. Business Rules for NDOW Privileges;
			2. License agent Information;
			3. Inventory Information;
			4. Customer Demographics;
			5. Customer Sales;
			6. Citations, Field Interview Reports, OGT Reports and Seized Inventory Tracking; and
			7. Vessel Information.
		2. Web server software is Microsoft IIS 6.0 which operates from a server farm directly connected to the SQL database. NDOW and the license agent POS connections access the web server via internet browser.
		3. An XML interface exists between AHS and NWDS regarding licensing data.

### Software written by the current contractor for the NWDS system is the property of NDOW and shall be fully available to the selected vendor.

### Current Software being used:

#### SQL Server 2005 Enterprise Edition;

####

#### SQL Server 2005 Enterprise Edition; (4 Copies)

#### Exchange 2013;

####

#### Exchange Forefront Protection for Workstations;

####

#### .Net 2012 Visual Studio;

#### .Net 2015 Visual Studio;

#### Windows Server 2008 R2 Standard Edition; (12 Copies)

####

#### Windows Server 20012 R2 Standard Edition; (11 Copies)

#### Terminal Server licenses;

####

#### Microsoft Development Network (MSDN);

####

#### Accumail 5 user LAN; (2 Copies)

#### Accumail Prosort; (2 Copies)

#### Accumail Gold Move Toolkit; (2 Copies)

#### Accumail Gold Web License; (2 Copies)

#### Accumail NCOA (unlimited credits); (2 Copies)

####

#### Firewall Gateway Antivirus and Live Security Subscription;

#### Symantec Backup Exec Tape Backup Software;

####

#### WinZip 21;

#### ShoreTel Management Software;

#### Oaisys Client Software;

####

#### Oaisys Call Recording System;

####

#### Office Pro 2007 ,2010, 2013 or 2016;

#### Windows 7 and 10;

####

#### Microsoft Access 2000;

####

#### Adobe Acrobat Pro DC;

####

#### SentryOne (previously SQL Sentry); and

#### Serv-MFT (FTP)

### Current Data Base Sizes:

#### AHS-82.34 GB;

#### NWDS-371.65 GB; and

#### Volunteer- 15 GB

### Software and data written by the current contractor for the NWDS system is the property of NDOW.

## PROJECT SOFTWARE

### All software used for project management shall be approved by the State.

### NDOW employees use standard PCs and laptops to conduct business and interact with the new solution. The desktop operating system will be the current version of Windows or the immediately previous version. Software: web browsers, mobile technologies, Adobe Acrobat, Microsoft 365, and other proprietary software suggested by the awarded vendor and approved by NDOW as part of a comprehensive plan.

## DEVELOPMENT SOFTWARE

### All proposed software used in the design, development, testing and implementation of the deliverables outlined in this RFP shall be approved by the State.

### If the application software is not public domain, vendors shall provide a licensing strategy.

### The State shall procure licenses for all base components and third party equipment (operating system, data base, etc.) based upon specifications provided by the awarded vendor.

## STATE RESOURCES

The following paragraphs describe the resources the State has committed to this project.

### Steering Committee

This team of senior officials shall work with, and on behalf of the project in defining overall policy, providing top level decision making, ensuring availability of key resources and effecting key interdepartmental and contractual relationships. The Steering Committee provides leadership in promoting support for the project. Additional roles of the Steering Committee may include:

#### Review of proposed plans and timetables;

#### Provide problem resolution if issues cannot be resolved at the project team level;

#### Provide departmental policy as it relates to the project;

#### Set priorities;

#### Propose alternative solutions to problems encountered;

#### Obtain Legislative and Administrative backing; and

#### Provide information and involve external parties in project progress, accomplishments and challenges.

### Project Sponsor

The Nevada Department of Wildlife is the project sponsor. All project activities shall be conducted under the authority of the NDOW.

### Project Manager

A Project Manager has been appointed to coordinate the activities of all individuals and organizations involved in the project. The Project Manager shall provide on-going daily direction and oversight to the State project staff and the contractor and report progress and problems to the Steering Committee. The Project Manager shall coordinate all organizations involved in the project and ensure resource requirements are identified and addressed. The Project Manager sets priorities when choices of alternatives are required.

### State Project Staff

#### The awarded vendor shall be expected to work closely with the State project staff assigned to this project.

#### State project staff shall be available to attend meetings, interviews and assist assigned staff in reviewing functions with the awarded vendor.

#### State project staff shall be assigned to the project on an as-needed basis, as determined by project and technical management to represent the various functional and technical areas.

#### State project staff shall report to the Project Manager who shall act as a conduit to the awarded vendor.

### Quality Assurance Monitor

A Quality Assurance (QA) monitor may be utilized and shall act as technical assistant to the State. The QA monitor shall report to the State Project Manager. Major functions shall include, but not be limited to the following.

#### Review of project tasks;

#### Validation of results;

#### Provide recommendations, as required;

#### Review of deliverables; and

#### Project plan monitoring.

# SYSTEM REQUIREMENTS

## VENDOR RESPONSE TO SYSTEM REQUIREMENTS

Vendors must explain in sufficient detail how they will satisfy the Nevada Department of Wildlife’s project requirements described below. If subcontractors will be used for any of the tasks, vendors must indicate what tasks and the percentage of time subcontractor(s) will spend on those tasks.

## COMPUTING PLATFORM

### Vendors shall submit a list of hardware (excluding NDOW desktop hardware) that will be used to provide the services required under this RFP, and shall state whether each item will be dedicated exclusively to those services or shared by all systems with other applications. Each bidder must document how the listed hardware will be sufficient to provide all the services required under this RFP. The solution must be at minimum Tier 3 data management standard or above and preferably located in Nevada. Note that the current configuration includes various servers, network devices, data lines, phone system hardware, continuous power supplies, work stations, a postage machine, fax machines, and printers.

## TECHNICAL REQUIREMENTS

The System Introduction manual describes the NWDS and provides user information to NDOW headquarters and field staff, NDOW license agents, and vendor staff for operating the system. This manual will be provided to the awarded vendor.

* + 1. Database Requirements

#### Vendors must provide a description and system, application, and process diagrams of the conceptual design or architecture of the proposed solution so it is clear how transactions from all sources will be processed simultaneously. This should include the major functions to be provided by the vendor as well as how they interact. Vendors should describe each component included in their design and indicate the location of facilities involved in the system. In addition, if the processing and/or database servers are shared with other clients, the Vendors should identify the other clients and provide data indicating how Nevada business could be impacted, and all other client’s peak transaction processing dates. List and reference specific equipment, service providers, systems, and data management and application software being proposed.

#### Vendors should identify how the processing and database servers (including any at subcontractor locations) will accommodate the estimated system transaction volume and the volume of users of the System Administration tools.

#### The awarded vendor must import all historical data from each module into the proposed database. The database must be accessible to all users of the system with appropriate access controls. The proposed system must allow customers to continue to use their existing customer ID, allow viewing of current and previous transaction history. The awarded vendor must convert existing data to pre-populate the new system’s database with 100% accuracy from the following areas:

##### Hunting and Fishing Licenses

##### Vessel Titling/Registrations

##### Conservation Education/Programs

##### Law Enforcement Citations/Revocations

##### Harvest Information Reporting

##### Application Hunt/Tags and Draw/Bonus Point/Eligibility

##### The Volunteer Program

##### Special Licenses and Permits

* + 1. Fulfillment: The proposed solution must be able to provide the customer a receipt or confirmation of purchase for any transactions that are fee based. The solution must include deliverable of documents (licenses, permits, vessel registrations, etc.) where applicable.
		2. Support and Training: The proposed solution must include remote support for devices and agents and provide details training method for agents. The solution must meet all support and training requirements.
		3. The proposed solution must include remote monitoring capability that can notify the contractor of existing or potential operational malfunctions. Monitoring should include, but is not limited to: issues with connectivity, display, printer, input device, or power.
		4. Hardware
			1. Housing: The housing must be durable, convenient, compact and intuitive. Provide detail to the dimensions, shape and a proposed design to the device. Hardware must be intuitive current technology. Vendors must propose the solution to this. Indicate the solution’s method of input (touch screen, keyboard, etc.).
			2. Display: Provide details to the display including size, functionality, accessibility, and durability.

* + - 1. Printer: Provide details to the printer required for output of materials. Include information of printer model, size, durability, functionality and ease of access (for support).
			2. Network Interface: Provide details to the available network interfaces. Indicate if the device is capable of dial-up or wireless network interfaces.
		1. Device Requirements
			1. NDOW is interested in exploring the possibility of providing a variety of device solutions, especially mobile, to our license agents as well as our customers.

#### The state must have the ability to control which business components each agent, location, or device is authorized to access.

* + 1. The awarded vendor must at a minimum provide a Point of Sale component for the automated licensing system and a browser-based solution for vessel registration.
		2. The vendor’s proposal must identify each hardware configuration, including the life expectancy of the proposed hardware. The licensing point of sale solution must be flexible to allow for agents to utilize their own PC solution or vendor provided hardware and software. The proposed solution shall allow agents to input data and must produce customer license documents.
			1. Device Footprint - Device is expected to reside on a counter top or desktop for use in areas with limited space.
			2. Device and Printer Durability - Devices and printers must be able to withstand the adverse conditions and transaction volumes that may exist in the agents' place of business.
			3. Device and Printer Specifications - Devices and printers must meet or exceed FCC specifications for use in residential environments and be UL approved.
		3. Enhancements to Proposal for Point of Sale Equipment
			1. Additional Equipment Options – Vendors must propose a pricing structure for equipment and support for agents wishing to acquire additional point of sale devices above and beyond NDOW’s inventory. All devices must be tracked and recorded in an inventory system that NDOW has access to.
			2. Bar Code Scanners – The solution may include a bar code scanner capable of reading the State’s two-dimensional (2D) bar code driver's license and ID cards and bar codes printed on license documents. POS devices may be required to read 2D bar code licenses encoded in the American Association of Motor Vessel Administrators (AAMVA) encoding standard.

* + - 1. Digitally Captured Signature Devices – the solution may include a signing device to capture the customer’s signature at the point of sale. This signature image must be transmitted and related to the individual transaction for a defined period of time.
		1. Deployment, Installation and Training for Use of Point of Sale Equipment
			1. The awarded vendor shall provide visual aids, a quick reference guide, a video, and a user manual.
			2. Vendors shall provide an installation plan that details all activities required to successfully install and operate the equipment.

* + - * 1. Utilize equipment validation and diagnostic tests as prescribed by vendor to verify that the equipment functions properly.
				2. Automated notification of contractor of any operational problems with the equipment.
		1. Maintenance of Point of Sale Equipment
			1. Contractor will render maintenance service to keep equipment in, or restore equipment to good working order (referred to as “Equipment Repair/Replacement Service” or “ERS”).
		2. Data Access – Replication Services
			1. The contractor must provide secured access to a real-time copy of the production data. Vendors should identify hardware, software and connectivity proposed as well as the data replication process and recommend the frequency that the data replication should occur. Vendors should identify the reporting tools NDOW staff will use to perform queries and also describe the various levels of security established on the replicated server.
		3. Interfaces to the purposed system
			1. State Accounting System Interface - includes creating the financial interface file on a regular (weekly) basis, and making it available to NDOW staff so it can be added into the State of Nevada accounting system.

#### Department of Children and Families Support Enforcement Revocations Interface – The solution will provide an interface with State Department of Welfare for inquiry purposes.

#### Department of Justice Link System Interface – The awarded vendor will be required to coordinate with the Department of Justice to develop a web services interface to ensure that the law enforcement Justice System is capable of querying databases hosted by the contractor. This interface will require 24 x 7 x 365 support.

#### Nevada Circuit Court Interface – The awarded vendor will be required to coordinate with the Nevada Office of Justice Assistance to develop a web services interface to accommodate the receipt of adjudication information from Nevada circuit courts.

#### Federal Duck Stamp Interfaces – The awarded vendor will be required to supply the federal Fish and Wildlife Service vendor with a file of customers who have purchased an electronic federal duck stamp.

#### Department of Motor Vehicles Driver's License Interface – The Department of Motor Vehicles may provide the awarded vendor with a link to Nevada Driver’s License database proposed solution to be used to verify customer identity and residency.

#### Harvest Information Program (HIP) Extraction - includes creating and appending HIP survey records to the Federal HIP file, and the creation of the HIP audit report. NDOW is responsible for the actual submission of the information to USFWS.

#### Spillman- A computer aided dispatch (CAD) system that is specifically designed and engineered for full multi-disciplinary and multi-jurisdictional dispatching capabilities. This is what is required by Law Enforcement at NDOW.

* + 1. Redundancy / Failover
			1. The proposed solution must include redundancy in all major components. Adequate back-up resources are required in order to minimize any risk of system failure, lost transactions (sales revenue) or data corruption. Vendors should describe exactly what redundancy and back-up is provided with the proposed system.
		2. Transaction Processing Requirements (Volume)
			1. NDOW routinely experiences known high transaction volumes during certain seasons, potential first-come first-served permit offerings and application deadlines, and vessel registration periods. During these high-volume sales periods the system must be capable of maintaining normal business processing while at the same time accommodating the possibility of all point of sale devices plus a high volume of internet customers accessing the system and all submitting transactions simultaneously. This requirement is critical to the success of the automated system.

* + - 1. During customer/agent/user inquiries and transactions, the system must transmit data to the central database and receive a response from the central system within 3 seconds. The system must utilize security and validation procedures that insure only authorized access to the terminal and that only authorized terminals can access the central system.
		1. Security Administration
			1. The awarded vendor will provide a security management plan, which will describe security management for the central database and all interfaces. NDOW requires various levels of security. The vendor must provide security management tools to enable NDOW staff to control and monitor administrative and agent access. The vendor is responsible to ensure that they and all subcontractors establish and maintain and appropriate level of security in connection with the automated system. The vendor’s proposal shall describe the security controls that will be used in the performance of the services required under the RFP. The vendor will report security controls (audit) quarterly.
			2. The solution’s administrative tools must maintain compatibility with current PC security standards and be able to meet future security standards as needed. Vendors should describe how the proposed solution would meet the high-volume use and security requirements.
		2. Reporting requirements
			1. Automated Reporting - The awarded vendor will provide the capacity to produce automated pre-defined system reports to NDOW. These reports will be used to monitor transaction activity as well as the operation and performance of the automated system. The reports shall be available upon demand and provide information on system processing speeds, system availability, and reliability and will be used to measure compliance with performance and technical standards. All system reports must be provided in an electronic format that allows NDOW to import the data into a spreadsheet or electronic database. System performance metrics may be presented as a dashboard application to accommodate on-demand information needs.
			2. Variable Information Reporting – The awarded vendor will provide query tools that provide NDOW the capability to create user defined reports to run sales, transaction and system operation reports user-defined date periods and other reports as needed.
				1. Administrative User Interface - The solution will provide a secure web interface to the database that will be used to access and manipulate real-time system data. All data manipulations must be logged, including the type, date, time and UserID. Describe a solution that will, at a minimum, allow NDOW staff to perform the following functions:

Manage Customer and Business Record Files - includes the ability to create, modify and combine customer and business records. Historical information on licenses, conservation/safety education, harvest, permit applications and permits, HIP surveys, vessels, citations and revocations must be available.

Management of Agents - Enrollment of agents, updating agent information, setting agency class and type, managing equipment inventory, help desk activity (service provided by the contractor and NDOW), monitoring sales, transactions, and revenue collections and failures (ACH or Electronic Funds Transfer), and suspend, terminate, or lock out agents and/or individual users.

Template Control – Must provide NDOW staff the ability to add and update print templates.

Print-To-Mail–The proposed solution must support direct print to mail functionality for batch processing output for NDOW or contractor use. (Letter Writer ability with approval from NDOW for all printed material).

Problem Management Tracking System – The solution must include a tool to track agent communications with contractor and NDOW helpdesk staff regarding hardware and software issues. The solution must provide NDOW staff with the ability to view and add comments.

Manage Agent Publication & Supply Order – The contractor shall develop a publication and supply order tracking system that allows NDOW to manage receiving, distribution and tracking of publication and supply orders received from license and registration agents. NDOW must have the ability to add/modify/delete items on the registration agent supply list.

Activate/Void/Reverse/Invalidate and Refund Transactions – includes the ability to change transaction status and control whether an agent is charged for a transaction or portion of a transaction. Must allow NDOW to mark a transaction or portion of a transaction as refunded and store staff comments at the transaction level. Each system component has its own business requirements for handling transaction management.

Sales prompts and surveys – Includes the ability for NDOW staff to create, edit, enable and disable prompts to be used during the sales process. These prompts will help track customer utilization and preferences and must be tracked throughout the system.

* + 1. Backup and Recovery
			1. The system will require a degree of redundancy so that batch programs such as data backups may be performed without interruption or degradation of on-line system performance.

#### System backups must be scheduled to run automatically.

#### Restoration of data from backups must be a straightforward, well-documented operation that can be completed within a few hours after error detection.

####

#### Provide a Business Continuity/Disaster Recovery Plan that must include:

* + - * 1. Activation and preparedness procedures;

* + - * 1. A recovery strategy that ensures that disrupted operations will be resumed in seven calendar days or less;

* + - * 1. The locations of on-site and off-site recovery operations center facilities;

* + - * 1. Vendor support agreements; and

* + - * 1. Any logistical information required to effectively recover from a disaster;

* + - * 1. The awarded vendor must test the procedures included in the approved Business Continuity/Disaster Recovery plan at least once each calendar year during the term of the contract. The test plan will be subject to the approval of NDOW and all tests will be conducted at a time and place proposed by contractor and approved by NDOW. NDOW may, at its own expense, contract with a third party to monitor the testing and review documentation and procedures related to the plan. The results of any audits will be documented and provided to contractor and NDOW. Significant findings from any audits conducted will be addressed in a manner satisfactory to contractor and NDOW.
		1. Business Resumption Planning
			1. A   Business Resumption Plan for the proposed system must be developed and in-place. The awarded vendor must identify and establish off-site procedures, locations and protocols addressing checkpoint and restart capabilities, retention and storage of back-up files and software, hardware backup for data entry equipment, emergency power backup and network backup for telecommunications).
		2. Entity Relationship Document
			1. The awarded vendor will be required to develop and maintain an up-to-date Entity Relationship Document (ERD) throughout the contract term. The awarded vendor will provide the up-to-date ERD to the state upon the state’s request.
		3. Security Administration Tools
			1. Security Administration Tools to include the ability for NDOW security managers to manage access and view logs of all users at NDOW, contractor, and subcontractor locations authorized to access the system. Logging should include authorized use, unauthorized attempts of use, and security violations.
			2. Security Levels: The solution must allow for various levels of security for each element of the administrative user and agent interfaces. All data manipulations and administrative user and agent interfaces. All data manipulations and administrative transactions should be logged, including the type, date, time and UserID.
			3. Security Reporting Tools must include the ability for NDOW to generate reports of authorized users at each security level. Describe the proposed reporting tools NDOW staff will use to generate reports of users and their access levels.
			4. Internal Security Measures must meet or exceed state requirements
			5. External Security Measures must meet or exceed state requirements to ensure database and transaction integrity
		4. PCI Compliance Requirement
			1. Vendors must include in the proposal a copy of certificate of compliance meeting the Payment Card Industry Data Security Standards.
		5. Training Plans
			1. To meet the training objective, the Vendor shall prepare and submit a plan to NDOW for approval at least one month prior to the start of each preoperational testing phase. The plan shall encompass the following:
				1. Plans, by category, of who shall receive training, including agents, NDOW Regional Offices, NDOW information technology personnel, NDOW Financial Specialist personnel, NDOW Administration personnel, and NDOW Enforcement personnel.
				2. Proposed training curriculum that identifies specific system functions and components to be covered.
				3. Proposed method of delivering the training and a delivery timetable. The training of agents need not be conducted one-on-one at the agent site, but may be conducted by group/regional area.
				4. Proposed plan for on-going training for new agents, new NDOW employees, system enhancements, and refresher courses.
		6. Training Documentation
			1. All training materials shall also be provided to NDOW in electronic media in an editable format. Documentation shall be updated, as needed, to reflect changes in policy, support phone numbers, and equipment. Revised materials shall be distributed to all agents. NDOW will specify quantities of documents. The contractor shall provide the following documentation to NDOW for its approval at least two weeks prior to the start of the pre-operational testing phase:
			2. Pre-installation checklist and requirements for installing POS devices.
			3. Step-by-step POS device training.
			4. Device reference documentation for using all of the device’s features.
			5. Troubleshooting steps for resolution of common problems.
			6. Procedures and instructions for working with the electronic funds transfer system.
		7. Testing/Quality Assurance
			1. All hardware, software, interfaces, system features and functions, materials, services, and any other subsystem provided by the contractor must be thoroughly and satisfactorily tested by the contractor prior to delivery to the State for inspection.
			2. Test plans, procedures, and subsequent test reports for all components will be delivered to NDOW for review, comment, and approval prior to the commencement of the testing phase. At the completion of the testing for each component, the contractor will provide a test report for NDOW review and approval.
			3. NDOW shall have a period of inspection and testing, as determined by NDOW, before NDOW will certify each deliverable acceptable and ready to be put into production. The period of time will vary depending on the service or product being tested. Inspection and testing periods for initial system design will be negotiated during final system design based on the awarded vendor’s proposed solution. Inspection and testing periods for any future system changed will be negotiated as part of the change management process. If any deliverable does not meet the requirements of the contract NDOW will notify the awarded vendor via email of noted system deficiencies.
			4. The Contractor is responsible for developing and implementing a Test Plan that will be used by the Contractor to certify that any product developed meets the standards established in the State’s Order. Upon completion of the Contractor testing, the Contractor will certify in writing to the State that the product has been successfully tested and ready for the State to begin testing. With Contractor’s assistance, the State shall begin performance testing within ten (10) days of receipt of such notification. The tests will determine whether the following acceptance criteria are met:
				1. Operates in conformance with Contractor's technical specifications and functional descriptions;
				2. Meets the specifications and performs the functions as contained in the State's solicitation document and/or the State's order;
				3. Is capable of running on a repetitive basis on a variety of actual live data, as supplied by the State, without failure;
				4. Is capable of meeting the performance expectation as expressed in the State's solicitation document and/or the State's order; and
				5. Does not require modifications to other operational systems and does not cause performance degradation of other systems operating on the State's computing system and network.
				6. The State shall give notice to the Contractor as to the actual date when the testing period will begin. If problems are encountered during the testing period, the Contractor shall immediately take the necessary steps to ensure the proper performance. If the product meets the State's acceptance test, the State will certify in writing that the product is ready for installation.
				7. The State shall promptly notify Contractor of the results of any inspection or acceptance test it performs. If an acceptance test produces unsatisfactory results, the State shall specifically identify what acceptance criteria could not be satisfied and the particular methodology that was used to reach this conclusion.

## FUNCTIONAL REQUIREMENTS

### NDOW Customer Identification Numbers

* + - 1. The proposed solution must include the use of already-assigned customer numbers for the 883,572 clients (214,129 records of individual vessels) currently in the NWDS database and AHS database, many of which are shared, creating a single point of record.

* + - 1. For new customers, the system shall create a unique identification (ID) number for each customer.
			2. Another unique identifier, such as social security number, shall be used to create new customers and as a means of verifying existing customers

* + - 1. The Customer ID shall be printed on all licenses in text and may be in a machine-readable format, such as a 2-D bar code.

* + - 1. Customers who do not have a previously assigned customer ID number will be required to provide their social security number and proper identification in order to be assigned a new number.
		1. NDOW Business Identification Numbers
			1. The proposed solution must include the use of Business Identification numbers for entities.
			2. For new businesses, the system shall create a unique identification (entity ID) number for each business.
			3. The Business ID number shall be used as the primary identifier to verify business information and to associate transactions with the business.
			4. The Business ID shall be printed on all licenses/permits in text and may be in a machine-readable format.
			5. Businesses that do not have a previously assigned ID number will, in most, but not all cases, be required to provide their FEIN in order to be assigned a new number.
			6. The system must be able to differentiate between a business entity and an individual in order to offer the appropriate types of licenses/permits.
		2. Customer Merge
			1. The system must provide a mechanism that allows staff to combine customer records and all their associated history in the various business areas when it is identified that a customer has multiple customer ID’s.
		3. Business Merge
			1. The system must provide a mechanism that allows staff to combine business records and all their associated history in the various business areas when it is identified that a business has multiple business ID’s.
		4. Customer/Business Identification
			1. Customer/business information must be captured at the beginning of each transaction. The transaction must initiate an inquiry of the central database to search for the customer or business. For customers or businesses that are already in the database, the system should access the existing information and return it in the response. In cases where the customer/business is not on file or the demographic information is incorrect, the system must allow for adding or changing information.
		5. Business/Agent Communications
			1. The proposed solution must allow for 2-way electronic communications between NDOW and its agent network using the automated system. The solution must allow NDOW to send messages to any single user at an agent location, any single agent, group of agents or all agents. Agents must be able to print messages and manage messages by User/Clerk ID to provide a mechanism to ensure that all users have viewed a given message. NDOW must be able to define the length of time the message will remain available for viewing. Describe any innovative way NDOW (and the awarded Vendor) can best communicate with the agent network on a day-to-day and periodic basis. Describe the process from message development to delivery; be sure to include any limitations to message size and frequency of use.
		6. Order Agent Materials
			1. Agents must have a method of ordering agent materials, for example: decals, paper supplies, publications, regulations, training materials, etc.
		7. Agent Accounting Reports
			1. The proposed solution(s) must provide agents with the capability to produce and print current and historical sales, transaction, and accounting reports broken down by day, terminal, userID/clerk, and ACH period.
		8. User ID’s and User Reports
			1. The proposed solution must have the capability for multiple users to be set up for logging transactions by user. The system must allow for users and supervisors to be given different security levels and associated privileges. The system must allow for UserID to be enabled or disabled at each location, as well as establishing a timeout period for each location. The proposed solution must provide the ability for agent locations and NDOW to manage UserID security. The vendor and NDOW must have the ability to print reports based on UserID.
		9. Transaction Reprint
			1. The proposed solution must be capable of reprinting the most recent transaction within a designated timeframe. The system must provide a mechanism for NDOW to track the number of times a document is reprinted.
		10. Technical System Support Help Desk
			1. The awarded vendor must provide a technical help desk to support NDOW staff with all aspects and components of the complete automated business system. Help desk services must be adequately staffed with knowledgeable personnel that can provide prompt and accurate information to address problems with the complete automated business system. Help desk services must be available from 7:30 a.m. to 5:00 p.m. Monday through Friday, Pacific Time, as part of the vendors’ proposals. The awarded vendor must provide standby services during all other hours, including weekends, and especially during peak season activity.
		11. Internet Customer Help Desk Support
			1. The awarded vendor must provide help desk services to support internet sales customers who have questions or experience difficulties using the Internet-based sales site. The internet support help desk must be staffed with personnel knowledgeable about the Internet sales site use and operations. Help desk personnel must be able to provide prompt and accurate information to address system problems and customer questions. Help desk services must be available with increased coverage during seasonal peak times. Help desk personnel are not required to respond to any regulatory questions or interpret laws or policies. The awarded vendor’s solution must also include a system to respond to questions asked via electronic mail. The time to respond to these inquiries should not exceed 48 hours from the time the electronic mail message was sent by the customer.
		12. Agent Help Desk
			1. The awarded vendor must provide support to license agents and NDOW staff who use the automated licensing system.

* + - 1. The awarded vendor must provide monthly documentation of the number of calls taken as well as the minimum, maximum, and average answer time, time in queue, problem description, resolution description, and resolution time.
			2. The proposed system must provide NDOW with real-time reporting capabilities for revenues as well as user defined querying capability. All revenue data should be available as variable user defined reporting in CSV or other required report format.
		1. Internet Self Service Transactions
			1. Vendors must propose and provide programming and host services for a public-facing web site that allows customers to access all of their business and transaction history housed in the automated business system.
			2. The web site must be fully compatible and seamlessly integrated with the license issuance, vessel titling and registration, conservation education/programs, law enforcement/revocations, harvest information program, application hunt, volunteer programs and NDOW' web site.
			3. The web host must communicate with the system host to validate the customer’s identification to gain access prior to all transactions.

* + - 1. The proposed solution must allow customers to update personal information, purchase licenses and approvals (auto renew), reprint unexpired licenses/receipts, register and renew vessels, submit application data, view tag and permit drawing results, register for conservation education/safety classes, view previous course completions, enroll in events and submit harvest data via the Internet.
			2. The system must include intuitive navigation tools providing customers with quick access to their customer account (a single point of record) including services offered and their transaction history in all business areas.
		1. Revenue Processing & Accounting
			1. License agents collect proceeds from sales and deposit these funds into a bank account. The solution should display the functionality to establish Automated Clearinghouse (ACH) services with the State’s working bank to perform a transfer of funds from the accounts through an electronic funds transfer process (EFT) or ACH on a predetermined, weekly basis.

* + - 1. Financial information on transactions, payments, refunds, etc. shall be available in a user defined reporting tool as part of the solution.
			2. The system must automatically electronically transfer monies to the State’s bank on a schedule approved by NDOW.
			3. Each transaction shall include: the amount, the user ID of the person who created the transaction, the date and time the transaction was created, the location from which it was created and a batch number used for tracking which transactions have been transmitted to the State of Nevada accounting system. In addition, the system shall also be capable of tracking changes to transactions including the nature of the change, the UserID of the person making the change, and the date and time of the change.
			4. The revenue from certain types of sales must be deposited into a dedicated fund (or multiple funds). Internal NDOW revenue codes are associated with certain types of licenses and registrations. The system must provide NDOW sufficient information with each transfer of funds to identify: the number of items, amount of fees collected for specified revenue accounts or funds, and amounts retained by agents. The revenue information must meet the State’s financial deposit requirements and must be summarized by fund. Financial information shall be accessible in detail and on a consolidated basis, for the entire state, by license or approval type, by revenue source code, by fiscal period or any combination of the above.
			5. The awarded vendor’s solution must provide NDOW with the ability to make adjustments to agent account balances and track such adjustments.
			6. Agents that are affiliated through corporate chains must be identifiable as such; however the solution must be flexible to allow a central corporate account or individual accounts for the corporation. Records must be easily identified in order to be accumulated by chain/corporate affiliation. Corporate headquarters that request centralized processing must be provided a means of accessing weekly transfer of funds, which includes site-specific information in a usable, timely format at no additional cost. Vendors must describe how this requirement will be met.
			7. The awarded vendor must work closely with NDOW, banking institutions, the State’s bank, and the State Treasurer’s Office to establish policies for handling electronic transfer of funds failures.
			8. The awarded vendor must develop an interface per NDOW specifications that will report remittance dollars in a format that is compatible with the State’s accounting system.
			9. The system shall allow accurate methods of accounting based on user defined parameters.
			10. Describe the system’s ability to provide user defined reporting on financial information, including reports and query capabilities.
		1. System Administration Tools/User Interface
			1. The awarded vendor must provide a web interface which allows designated internal and external users access to specific functions and data of the proposed system. NDOW will identify approximately 2,700 users who require access to the system (for example, NDOW staff, license agents, safety instructors, law enforcement officers, etc.). The administrative tool will provide a secure web interface that will be used to access and manipulate real-time data. The web must provide reporting regarding hits to all options of customer marketing and other options to ensure NDOW’s ability to retain and recruit customers interested in Wildlife.
			2. Vendors should describe how the proposed solution would meet the high-volume use and security requirements.
		2. Point of Sale Requirements
			1. The awarded vendor must provide a Point of Sale component for the automated licensing system. System design and presentation of screens that will be viewed by our agents and customers will be approved by NDOW. Project interval and deliverable acceptance must be included in the project plan for design and development of the new site. Acceptance on each interval and screen will be required prior to any deployment. System functionality shall include, but not be limited to, the following:
				1. Void Completed Sales – The system must provide capability to void sales. NDOW staff must be able to void a portion of a sale while agents will be limited to voiding a complete sale. The system must also support a programmable time limit for entering a void transaction at POS. The system must provide NDOW the capability to change the time limit allowed for a POS void. Only users with the appropriate level of security may void a transaction or portion of a transaction.
				2. Administrative Transaction Issuance & Reprint – The system must include functionality that allows the department to administratively post a transaction to an agent account. NDOW staff must have the ability to enable a license to be reprinted at any specified sales location.

* + - * 1. Customer Purchase Alternatives - The proposed solution must provide the agent the option of viewing a price comparison of chosen licenses versus combination license alternatives.
				2. Screen Content Control - The proposed solution must provide NDOW with the ability to control screen text and graphics/maps.
			1. NDOW must have the ability to add/modify/delete items on the agent supply list.
				1. Activate/Void/Reverse/Invalidate and Refund Transactions – includes the ability to change transaction status and control whether or not an agent is charged for a transaction or portion of a transaction. Must allow NDOW to mark a transaction or portion of a transaction as refunded and store staff comments at the transaction level. Each system component has its own business requirements for handling transaction management.
				2. Sales prompts and surveys – Includes the ability for NDOW staff to create, edit, enable and disable prompts to be used during the sales process. Surveys may collect a customer’s response and store it in the survey table. Prompts would be messages to the customer/agent based on the customer purchase.
				3. Administrative Transaction Issuance & Reprint – The system must include functionality that allows the department to administratively post a transaction to an agent account. NDOW staff must have the ability to enable a license to be reprinted at any specified sales location.

* + - * 1. Screen Content Control - The proposed solution must provide NDOW with the ability to control screen text and graphics/maps.
				2. Maintain phone logs within specific client’s records documenting at a minimum, the date, the name of caller and the nature of the call. Copies of all correspondence and backup materials shall be provided to NDOW.
				3. Respond in writing in a professional and timely manner to all correspondence by email, regarding the Application Hunt process.

* + - * 1. Respond to inquiries originated by the NDOW liaison and other NDOW employees authorized to obtain hunt related information.
		1. Audit, Accountability and Internal Controls
			1. Successful vendor shall provide for generally accepted accounting principles and procedures which ensure that a sound system of internal controls is in effect. These controls should include but are not limited to:
				1. Documentation of Internal Controls - The internal control system will be documented, readily available for examination and, as a minimum, will include the firm's internal control objectives, techniques, and accountability;
				2. Recording of Transactions - All transactions will be promptly recorded and properly classified. This record will provide a clear audit trail from initiation to conclusion;
				3. Execution of Transactions - Transactions will be executed only by those authorized individuals specifically designated to do so;
				4. Separation of Duties - Key duties and responsibilities in authorizing, processing, recording, and reviewing transactions will be separated among individuals; i.e., one individual will not control all aspects of a transaction or activity;
				5. Supervision - Continuous supervision by qualified individuals will be provided to ensure internal control objectives are being satisfied; and
				6. Access to and Accountability for Resources - Access to resources and records will be limited to only authorized persons and accountability for resources will be maintained and assigned.
		2. Conflict of Interest
			1. To ensure that there is no conflict of interest and instill hunter confidence in the contractor, NDOW requires that the contractor have a company policy which disqualifies the contractor, his staff, employees and their immediate families from participating in this process on which are administered by the contractor. Immediate families are defined as the employee, their spouse and dependent children.
		3. Commission Meetings
			1. The awarded vendor must attend three meetings (Season setting in January, Quota setting in May, Big Game Draw Summary Report in September) and upon request, a designated representative shall attend other Commission meetings (minimum of 7 per year) and must be able to address inquiries.
		4. Functional areas of the current system requirements
			1. This customer centric business system integrates multiple related NDOW business functions into a single database, including:
				1. Hunting and Fishing Licenses
				2. Vessel Titling/Registrations
				3. Conservation Education/Programs
				4. Law Enforcement Citations/Revocations
				5. Harvest Information Program
				6. Application Hunt
				7. The Volunteer Program
		5. Hunting and Fishing Licenses

|  |
| --- |
| **Licensing Volume** |
|  | **2014** | **2015** | **2016** |
| Fishing licenses | 96,578 | 89,036 | 78,092 |
| Hunting licenses | 40,184 | 41,356 | 42,868 |
| Special licenses | 1,334 | 1,294 | 1,509 |
| Trapping | 1,625 | 1,402 | 1,036 |
| Combo licenses | 32,057 | 31,805 | 31,130 |
| Group Fishing  | 524 | 701 | 722 |
| BobCat Seals | 4,623 | 3,488 | 2,223 |
| Stamps | 162,762 | 152,310 | 149,640 |

* + - 1. NDOW is interested in pursuing possibilities of a reduction in paper deliverables for a licensing solution. Vendors must provide details on how the overall proposed system will lead NDOW through a staged transition from the current processes to a completely paperless system. Considerations in proposals should include:

##### Customer ID Card: a card-type licensing system that would require the bearer to carry during license-required activities.

##### Law Enforcement: method for NDOW Law Enforcement to validate customer licensing status in the field.

##### Real-time Licensing: method for customer to purchase licensing privileges from any proposed sales outlet or by mobile phone and be immediately able to use privilege.

##### Bar Code Scanners – The solution may include a bar code scanner capable of reading the State’s two-dimensional (2D) bar code driver's license and ID cards and bar codes printed on license documents. POS devices will be required to read 2D bar code licenses encoded in the American Association of Motor Vessel Administrators (AAMVA) encoding standard.

##### Digitally Captured Signature Devices – the solution may include a signing device to capture the customer’s signature at the point of sale. This signature image must be transmitted and related to the individual transaction for a defined period of time.

##### Additional Equipment Options – Vendors must propose a pricing structure for equipment and support for agents wishing to acquire additional point of sale devices above and beyond NDOW’s inventory. All devices must be tracked and recorded in an inventory system that provides NDOW access.

* + 1. Vessel Titling/ Registrations

|  |
| --- |
| **Current Active Registrations** |
|  | 2014 | 2015 | 2016 |
| Vessels Registrations | 45,149 | 42,645 | 43,771 |
| Vessel titles | 8,291 | 7,439 | 7,924 |
| AIS | 47,166 | 45,899 | 49,051 |

* + - 1. NRS 488 requires NDOW to administer a program to register and title vessels (boats, AIS) operated in Nevada. The proposed solution must allow customers and NDOW customer service counter to register and renew vessels and update personal information.

### Conservation Education/Programs

#### Vendors must propose and provide programming and host services for a complete system to manage the conservation education, hunter education, boating, and education programs. The system must include web interfaces that allow customers, students, instructors, and NDOW staff. Web interfaces will provide access to various components of the system allowing users to schedule classes, enroll in classes, enroll instructors, manage instructors, manage class registration and fees, document student progress and course completion, and update personal information via the Internet. The system must include navigation tools providing customers with quick access to their customer account including services offered and their safety education history.

#### The system must be fully compatible and seamlessly integrated with the vessel registration, licensing, species harvest registration, and NDOW's web site. The design and presentation of pages that will be viewed by our customers will be approved by the Department. The web host must communicate with the license system host to verify the customer’s identification and gain authorization prior to all transactions.

#### Provide NDOW with analytics and intuitive tools to event manage and measure success and opportunity to enable recruitment, retention and reactivation.

### Law Enforcement/Revocations

#### The awarded vendor must provide programming and host services for a system to manage NDOW citations and the interfaces to receive data from various business partners. The system must provide database management tools to manage citation data, control access to the system and to generate reports. The system must interface with the Nevada Department of Justice system, Nevada Justice Information System, Nevada Circuit Courts, Department of Children & Families, and the Interstate Wildlife Violator Compact.

#### The system must be fully compatible and seamlessly integrated with the licensing, vessel registration, conservation education/safety, and species harvest registration system. The design and presentation of pages that will be viewed by users will be approved by the Department. The web host must communicate with the citation database to verify the customer’s eligibility to purchase prior to all licensing transactions.

#### Describe a proposed mobile intuitive application for field personnel. This will include the ability to manage the control tables necessary to operate the mobile app. Control tables are housed in the citation database and exported for transmission to mobile application with interface ability.

####

### Harvest Information Program

|  |  |  |  |
| --- | --- | --- | --- |
|  | 2014 | 2015 | 2016 |
| HIP | 9,779 | 8,763 | 8,971 |

#### Vendors must propose and provide programming and host services for a complete system to manage wildlife harvest information. The proposed solution must offer the customer the internet based reporting system to report their harvest to NDOW.

#### The system must provide management tools allowing NDOW staff to control access to the system, track entries, view and update harvest information, and produce reports.

### The Nevada Department of Wildlife’s big game application and draw is a major source of revenue for the agency. The awarded vendor will design a user friendly, intuitive application process. Clients will have access to view their prior hunt records, bonus points for each species and eligibility by species. All drawings will be conducted using a random number generator as defined in NRS 501 thru 505, <https://www.leg.state.nv.us/nrs/index>. A seamless draw will be conducted across all species, all weapon classes, and clients can have up to 5 choices per hunt category. In addition to the big game hunts, the system also handles draws for nonresident guided deer, turkey, and swan hunts, and tracks manual entry and issuance of tags by NDOW for landowner damage compensation, elk incentive, private lands elk, bid/auction, small emergency depredations, replacement tags and duplicates.

#### Bonus Point Program. The bonus point program provides additional random draw numbers that enhance an applicant’s opportunity to draw a tag. To participate in the bonus point program a client must purchase a hunting or combination hunting fishing license prior to or during the draw application process. The client must not get a refund on the hunting license. If they receive a refund on a hunting license they will not earn any bonus points on unsuccessful applications that year.

##### Random Number Generation is the generation of a sequence of numbers that cannot be reasonably predicted. Regulation requires that the random draw numbers be generated by an algorithm using a number established by the hours, minutes, seconds, and hundredths of a second set forth by the computer clock at the start of the draw. These random draw numbers are assigned randomly across all species applications in the draw.

##### Bonus points are “squared” to arrive at the bonus number of draw numbers for the application.  If the client or party has 5 bonus points, these would be “squared” and the application would receive 1 point for the application and 25 points for the bonus points or a total of 26 draw numbers.

##### Applications are associated with a “Party” record to ensure that party applications are grouped together.  Random numbers that are generated are assigned to the associated Party record for each application that was submitted.  If four applicants apply together in a single party application, then their four applications are all linked to the “Party Master” record for that group or party, and the random numbers are assigned to the common “Party Master” record.  In this way, everyone in the party has the same random numbers for their common application.

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##### If a client does not apply for a tag or a bonus point for a species category for 2 consecutive years or if the client obtains a tag in a species category in the main big game tag draw or a remaining tag draw the bonus points will revert to zero. Hunters who obtain remaining tags do not lose bonus points if the tag is obtained in a remaining tag first come first serve draw.

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##### A client may apply for just a bonus point for a species category as an option if they know they would not want to obtain a tag that year.

##### Bonus Point Use. When an applicant with more than one bonus point applies the lowest of those draw numbers is used for the drawing.

##### Bonus Points and Group Applications. Mule deer, antlerless elk and pronghorn horns shorter than ears hunts are the only hunts where group applications for the same hunt and hunter choices are allowed. On group applications, the bonus points for the group is the quotient of the total number of bonus points held by the group, divided by the number of members in the group, rounded to the nearest whole number. If the group is unsuccessful in drawing tags, each member accrues a bonus point on their individual record for that species category.

##### Bonus Point Transferability. Bonus points cannot be transferred to another person or species category on their own record, Once a junior hunter becomes ineligible for the junior hunt by reaching 5 years of application for the hunt or maximum age, any bonus points on record may be transferred automatically to the antlered deer category.

#### Hunter Eligibility by Hunt. There are several types of eligibility for an applicant. There is eligibility that involving waiting periods after a tag is drawn dependent upon harvest of an animal or not. For example, antlered elk has a waiting period of 7 years. The client is ineligible to apply for a tag for antlered elk (all weapon classes except depredation hunts) regardless of whether they take an animal. The can apply in the 8th year. However, this is a new rule and there are clients that must be grandfathered in under the old rules. They had a 5 year wait if there was no take in 2016 or earlier. These clients will not be extended to the 7 year wait. And in 2016 or earlier those that harvested had a 10 year wait. Dependent upon when they drew the tag the may have become eligible in 2017. Antelope had a similar change to a standardized 3 year wait regardless of harvest starting in 2017. All subspecies of big horn sheep and mountain goat have a 10 year wait. Black bear has 5 year wait if harvest and apply the next year if no harvest eligiblity. Mule deer, antlerless elk, spike elk and horns shorter than ears antelope a client can apply each year. This type of eligibility is in NAC.

#### Another type of eligibility is application eligibility where on an annual basis, in February, the Commission can determine what a client can apply for as a species in a draw application period. For example currently applicants have to choose to apply for either antlered mule deer or antlerless mule deer in a draw period they cannot apply for both. For elk they can apply for both antlered elk and antlerless elk and several different hunts for each. For example (Antlered elk (4151, 4161, 4156), antlered elk depredation (4102) and antlerless elk (4181, 4111, 4176), antlerless elk management hunt (4481, 4476, 4411) and antlerless depredation (4107). However the regulation stipulates they can only obtain 1 antlered elk tag and 1 antlerless elk tag. Big horn sheep this year allows for the client to apply for both ewe and ram tags in the same subspecies for the first time, but they cannot draw both. Antelope is like mule deer where the client has to choose from the horns longer than ears hunt (buck) or the horns shorter than ears hunt.

#### Hunts are assigned a four-digit number and are then grouped into categories that are assigned an alpha designator. General information about the hunt such as hunt category, weapon class, hunt description, species, residency requirements, eligibility rules, etc. are included with the hunt master. In addition, the hunt master has several related files.

#### The related hunts file shows all hunts that must be considered when determining client eligibility for a hunt, i.e., successful harvest for one hunt number may prohibit a client from applying for a different hunt number in subsequent years.

#### Hunt fees are made up of several components. All hunts (possible exception of PIW) have an application fee, a predator management fee and a tag fee. Some hunts may have additional fees. The fee structure associated with a hunt is defined in the Hunt Fees table.

#### Hunter choice numbers are set up for each hunt to define the individual geographic units and seasons for which the hunter may apply. One or more unit numbers are associated with a hunter choice number. For a hunt, a unit group, season, and quota are all associated at the hunter choice level.

#### Applications are assigned a key that is made up of several fields. They key includes the year, draw number designation, application number, hunt number or alpha designation and man number.

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#### Log files are used to record information regarding access to specific functions within the system and changes that were made to specific data. Various audit reports can be requested to document changes. Audit reports can also be used to ensure security has not been compromised or to diagnose system problems.

#### Season Setting. In late January, the Commission approves the hunts, unit groups and seasons for big game. March, they approve migratory bird seasons a bag limit and swan draw requirements.

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##### June is upland game and the seasons, unit groups and quotas for wild turkey.

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##### Once these determinations are made they are provided to the Administrator who will update the hunt master and hunter choices files to reflect the decisions. Hunter choice and season information is critical for application processing. Therefore, the information is reviewed and approved by both NDOW and the Administrator to ensure accuracy.

##### Additionally, during the season setting process, the Commission approves application regulations. This includes the methods and rules for applying, the deadlines for accepting applications, and the dates that the draw results will be available to the public. These dates are public information and are part of regulation. Therefore, the application processing schedule established by the Administrator must ensure that all deadlines are met.

#### Quota Setting. For big game the quota setting occurs during a separate Commission meeting in early to mid-May and after the deadline for applications. The Commission determines quotas and this information is provided to the Administrator for entry into the system by the Administrator. The quota is entered for each hunter choice number of each hunt. Since the quota number is critical to the draw process, the figures are reviewed and approved by both the Administrator and NDOW to ensure accuracy.

#### Internet Application. The Internet application, once a client logs in, provides fields for the client information which can be completed or updated if they are already a client. The application also displays the client’s bonus points for each species category, and species eligibility information if they are in a waiting period for a species as part of the online application process. The web application is user interactive and has the regulatory requirements programmed into the functionality to prevent applicants from making errors.

#### The Administrator has a test online application website that they utilized for QA activity. The Administrator tests the functionality prior to turning over to NDOW. NDOW can access and test online application process and rules from the client perspective prior to being made available to the public to ensure that all the requirements are in place.

#### Restricted Nonresident Guided Deer Hunt. In January NDOW provides the Administrator a list of the currently licensed master guides for mule deer. This information includes their master guide license and demographics and valid unit groups which they are licensed. This information is entered by the Administrator and approved by NDOW. The seasons and quotas are approved by the Commission during the big game process in January. These approved hunter choices are provided to the Administrator for entry into the system and reviewed and approved by NDOW before the application period begins. The timeframe is short and occurs the week after the commission meeting. The online application period begins that following Friday.

#### Restricted Nonresident Guided Hunt Online Internet Application. The master guide with a pin number provided by the Administrator can apply for their clients. The program presents the master guide with the applicant demographic information if they are already a client or presents the blank fields if they are new. This data can be entered or updated by correcting the information in the field. The master guide can select up to five hunter choice numbers which correspond to the geographic areas and seasons where they are licensed to hunt from drop down boxes provided onscreen. At the end of the transaction the client will be sent an email confirmation and/or print the confirmation at that time. The confirmation notice includes a confirmation number that the client can utilize to review their transaction later. If a client applies and then wants to make a change or withdraw it completely the client can withdraw the application in question and resubmit within the deadline for the application period. The client if they miss the regular application deadline may for 7 days after that deadline apply only for bonus points. After those deadlines, a person may request to withdraw an application by submitting a request in writing up until 5 days after the application deadline.

#### To accomplish party applications for deer online the master guide may add another applicant.. Once a hunter is added, then marking the box next to each hunter in the list will indicate they are to be in the party. Once the party box is marked those applicants in a party will be submitted for the same hunt and hunter choice numbers selected. During the drawing, all the party members will either be successful or unsuccessful as a group.

#### During the draw, the program will test for open quota in each area beginning with the first choice until successful or until all choices listed have been unsuccessful. Master guides can only have 30 successful clients once that cap is reached all other clients are unsuccessful. The Restricted Nonresident Guided Hunt also has a maximum of 400 tags that can be issued. If that cap is reached any remaining applications will become unsuccessful.

##### Currently clients that participate in the Restricted Nonresident Guided Deer draw are ineligible to apply for mule deer in the big game tag main draw.

#### Big Game Application. In the application process a client can apply for all species categories if they are eligible. When the client logs in, the program presents the client their demographic information. This data can be updated by correcting the information in the field(s). The applicant can have multiple hunt categories in one online transaction. The applicant has the option of selecting a hunt category and up to five hunter choice numbers corresponding to the unit groups and season where they wish to hunt.. Or they can apply for bonus points only for the category.

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##### At the end of the transaction the client(s) can be sent an email or text confirmation. The confirmation notice includes a confirmation number that the client can utilize to review their transaction later. If a client applies and then wants to make a change or withdraw it completely the client can withdraw the application in question and resubmit within the deadline for the application period. The client, if they miss the regular application deadline, may for 7 days after that deadline apply only for bonus points. After those deadlines, a person may request to withdraw an application up 5 days after the application deadline.

##### The online site allows the operator to add additional hunters during the transaction. This could be utilized for group applications or convenience of one or multiple transactions for multiple clients.

#####

##### Second Draw online internet application-in the online application process a client can apply for any leftover tags from the Big Game Main Draw (follows the same process as the main draw.)

##### Following the second draw, any remaining quotas for deer, antelope, elk, mountain goat and any sub species of bighorn sheep will be available through a first come first serve basis.

##### Applications are entered and edited in the same manner as for the first and second draw. Once entered, all applications will receive a tag until the available quota goes to zero for that hunt and hunter choice.

##### A cut-off date is established by the Commission for the sale of remaining tags. No more tags can be sold after that date, even if quota is remaining. Any permits remaining after the first draw for swan are in a first come first serve process. Clients may obtain a second swan permit during that process and are limited to 2. However, for swan there is no cut-off date for the issuance of the permits. Permits are sold until the end of the swan season.

#### Turkey Online Internet Application. When the client logs in, the program presents the hunter their demographic information. This data can be updated by correcting the information in the field(s). The applicant has the option of selecting up to five hunter choice numbers which correspond to the geographic areas and seasons where they wish to hunt from drop down boxes provided onscreen. Parties are not allowed in turkey hunts. Historically there has been a spring draw and a fall draw that is operated by the Administrator. A client cannot have more than one turkey tag in a calendar year. At the end of the transaction the client can be sent an email confirmation and/or print the confirmation at that time. The confirmation notice includes a confirmation number that the client can utilize to review their transaction later. If a client applies and then wants to make a change or withdraw it completely the client can withdraw the application in question and resubmit within the deadline for the application period. The client if they miss the regular application deadline may for 7 days after that deadline apply only for bonus points. After those deadlines, a person may request to withdraw an application by submitting a request in writing up until 5 days before the draw.

##### The Administrator processes the private lands applications as first come first serve applications until 7 days before the close of the season.

##### Any remaining tags for First come first serve Turkey will be available on the online application.

#### Additional Purchases Online. The online tag application process provides NDOW the opportunity to sell licenses as required for the bonus point program. To provide one stop shopping for NDOW clients the online application site also sells mountain lion tags.

#### Additional Big Game Tag Opportunities. The online tag application process has additional big game tag applications and draws that occur at the same time. These are Silver State Tags and Partnership in Wildlife tag draws which are specialty tag hunts which allow successful hunters to hunt statewide if they are successful in obtaining a tag through the draw process.

#### Silver State Tags. Clients that are in waiting periods for certain species are eligible to apply for Silver State tag hunts. These applications are online available online and the client can apply for these tags during a transaction for big game. The hunts, unit group, seasons and quotas are all set up during the big game process for that application period.

##### If the client is eligible for Silver State hunt and big game they can apply for both. However, when the draw is initiated if the client draws the Silver state tag their big game application automatically becomes ineligible and the client will be awarded a bonus point for that application.

#### Partnership in Wildlife (PIW). A $10 fee to participate in the PIW this draw is collected for the draw occurs as participation is unknown until the results of big game application for the species is determined. There is current draft regulation that may amend PIW to be drawn prior to the main draw.

#### Management Hunts. Currently NDOW only has antlerless elk management hunts. These hunts and tags are available during the application process for big game. The management hunt was developed by NDOW to address elk population problems in specific unit groups but not add more hunters in the field. Where these hunts are approved, the client will have an opportunity to apply for a deer tag and the management elk hunt for same unit group and season for each hunt. The applicant is provided an opportunity opt in on the management hunt if they select a hunter choice for deer where a management hunt for the elk has been approved. These are also called combination hunts. In group applications, not everyone has to opt in on the management hunt.

##### During the draw on a group hunt there must be sufficient quota for the base hunt for the group to be successful. And management hunt quota is allocated until exhausted.

#### Law Enforcement. The program completes a lookup of Nevada hunting privilege revocations and Interstate Wildlife Violator Compact of which NDOW is a member. Online applicants will be provided a message that they are not eligible.

####

##### If the client is on the list for a revocation in another state or Nevada and the record has been ratified or accepted by Nevada the client will be prohibited from obtaining a tag until the revocation has expired.

#### Quota Verification. As stated in an earlier section the Hunt Season and Quota report on quota is checked to make sure that all hunts appear in the table and that all quotas have been entered correctly. This report is reviewed and approved by both the Administrator and NDOW

#### Bonus Point Check. Random checks of the bonus points are made to be sure that points have been updated with the results of the last draw.

#### Tag Reconciliation. Once the reports are verified, an option is taken to prepare the files for processing credit cards for tags and license sales, tag and license printing, results letters and emails. Tag and licenses are printed in pre–sorted zip code order to take advantage of reduced postal rates. Tags are mailed out along any inserts as approved by NDOW.

#### The exception is bear tags. Clients receive their bear tags during an indoctrination class rather than receiving them through the mail. For that reason, in drawings where bear tags are part of the quota, the season report has an Orientation field selected. This allows for these tags to be held and printed separately and turned over to NDOW. A report is developed and serves as documentation of the tags that were turned over to NDOW.

#### Results. All applicants receive an email and or a letter if requested, summarizing their draw results and contributions. These will include line items such as donations to Operation Game Thief or Predator Management. The emails or letters will be proofed by the Department prior to being sent.

#### Stand Alone licenses. Currently Residents and Nonresidents can purchase their license during the online in the application process. During the online application process a client can opt to either buy the license now or only if successful. If they buy it during the application process, at the end of the transaction the client can either print the license at home, save it to the desktop or have it fulfilled. If they opted to purchase only if successful and are successful the license will be mailed. The printing of the licenses for those that chose to have it fulfilled will occur throughout the application period and must be mailed within 5-7days of purchase.

#### Draw Conclusion. Immediately following the conclusion of the draw, an electronic copy will be captured on a portable hard drive, sealed in an envelope and placed in a Bank Vault. A series of reports must be run after draw processing is complete. At a minimum the following draw reports will be generated:

##### Draw Number at A Glance Report

#####

##### Tag Sold Remaining Tag

#####

##### Successful List

#####

##### Unsuccessful List

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##### Withdraw List

#### 48 hour Draw Results. Within 48 hours of the draw the initial draw results must be posted on the website. This listing includes a successful, unsuccessful, and withdraw list. It also has a successful list that is alphabetical by hunt and hunter choice.

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##### Due to the number of clients that apply the online lookup must be user friendly. The successful, unsuccessful, and withdraw lists are alphabetical.

#####

##### These online lists are public information and only display the First Name, Last Name, City and successful hunt and unit short description due to privacy concerns.

#### Post Drawing Reports. Following the second draw the Statewide Warden List is provided to the Law Enforcement Division for distribution to the wardens.

#### Bonus Point Update. The final step in the draw process is to update bonus points. Applications are evaluated based upon successful or unsuccessful status. Points are awarded only to unsuccessful applicants. For successful applicants, the bonus points are set back to zero for the hunt(s) for which they were successful.

#### Remaining Tags. If quota is remaining for any hunt after the second draw for the big game hunt, remaining tags will be issued in a first come first serve process online. The Commission will select an initial date as the first date upon which applications may be accepted for the remaining tags.

#### Other Reports. The Reports and Labels Menu provides the ability to print a wide variety of standard reports. Types of standard reports include:

##### Print of the Application Master File

##### A variety of cash control and finance reports

##### A series of client disqualification reports

#####

##### Print of the Client Master File

##### Quota Reports

##### Bonus Point Analysis

##### Error Statistics

##### Analysis of Hunter Choices and party size

#####

##### Client Profile reports – redacted and open

##### Client Application detail reports - redacted and open

##### Client Return Card detail reports - redacted and open

#### Returned Tags. Regulation allows for tags to be returned up to 1 business day prior to the opening day of the season. A tag may be returned if the client or a member of the family within the third degree of consanguinity dies, has a medical reason or is in the Armed Forces of the United States and has been transferred. In these cases of a return, the fees are refunded, the application status is changed to unsuccessful, eligibility and bonus points are restored. If the tag is returned prior to 14 days of the opening day of the season an alternate tag is issued. Depending on the timing the refund could occur as a credit to the credit card or there may be a refund check issued if the credit cannot be made. Both the tag refund and the issuance of an alternate tag are reported on the Bi-weekly Revenue and Disbursement report.

##### Clients can also return a tag for any reason up to one business day prior to the season opening. In these cases, the client will not receive a refund but will have their application marked unsuccessful, have their bonus points and eligibility restored and earn a bonus point for the application status change. Alternate tags are issued if they are returned up to 14 days before the opening day of the season.

#### Alternative Tags. At the time of application, a client can select an option to be an alternate for that species if a tag is returned on their first hunter choice number. An alternate list is generated after the draw and it will list those applicants that were unsuccessful in drawing a tag in draw number order. When a tag is returned in the required time frame it can be issued to an alternate if there is one available for that hunter choice.

##### The Alternate tag process in the system automatically charges the clients account and issues the alternate tag.

#####

##### An exception to this process is for the Restricted Nonresident Guided hunt. If the tag that is being returned is for this hunt the Administrator has review alternate master guide eligibility prior to issuing the tag. If the Master Guide has reached his 30 client maximum for the guided hunt the Administrator must go on to the next alternate.

#####

##### Alternate tags that are issued and reported.

#### Third Party Errors. Neither the Administrator nor NDOW is responsible for third-party errors. However, Nevada Administrative Code allows for consideration to the client for specific circumstances where it can be verified in writing by the bank or postal service, that their error was the sole cause for the application to reject. If the error is identified prior to the draw, the application will be corrected to show that it is "OK" to proceed through the draw. If the error is discovered after the draw, after receipt of proper documentation from the bank or postal service, the applicant will receive a bonus point.

#### Monies from any tags, licenses or refunds issued as part of this section are reported.

#### Duplicate Tags. In the event of lost or stolen tags, duplicates can be obtained through the NDOW regional offices. The client signs an affidavit and the tag is processed by NDOW staff. A copy of the affidavit is forwarded to the NDOW headquarters office to be filed. Each NDOW office can print duplicate tags directly from the live file. After the tag is printed the pseudo number and actual tag number reconciled by the NDOW staff.

##### Through access via the Internet NDOW can login remotely to the system. NDOW staff can locate the application and tag record and print the duplicate at their location for the client.

#### Manual Tags. Manual tags are issued by NDOW for landowner damage compensation, elk incentive, private land elk, small emergency depredation, Heritage tag hunts. These tags are processed individually using the "Manual/Duplicate Tags" option of the NDOW Processing menu.

#### Military Deferred Tags. Military deferred tags are for those active military that receive notification they are being deployed or mobilized after receiving the tag. Regulation allows for them to return the tag and opt to defer the tag up to two years for the same hunt and unit group. Applicant must provide proper documentation.

#### Saleable Lists. Much of the information in the system is public information and can be made available to clients for a reasonable fee. Formats for delivery of the information include lists, labels, diskettes or other electronic media. The file must have a flag to exclude clients who have requested not to be on the lists. Requests are processed by the Administrator who keeps the fees collected for the work performed.

* + - 1. Volunteer Program
				1. Wildlife volunteers are involved in every division of the agency. There are 8,011 volunteers in the current system. The projects include jobs such as stocking, fish sampling, nesting surveys, check station assistance, interpretation, seed collection, and guzzler projects.
				2. The Nevada Department of Wildlife Volunteer Program is administered by the Nevada Department of Wildlife, Conservation Education Division Bureau. Volunteer members work with regular full-time Division staff members such as wildlife and fisheries biologists, wildlife installation specialists, interpreters and other staff.
				3. The system must be able to enable volunteers to utilize the online system to track hours, recruitment, application on boarding process, and volunteer duties performed.
				4. For new volunteers, the system shall create a unique identification (ID) number for each volunteer. The Volunteer ID number shall be used as the primary identifier to associate volunteers to the event. The Volunteer ID number may also be associated to the Customer ID number that belongs to that volunteer.
				5. The proposed solution must include event ID numbers for the event records currently in the volunteer database. For new events, the system shall create a unique identification (ID) number. The Event ID number shall be used as the primary identifier to associate events to volunteers.
				6. The system must compute the proper event fees for each type of event. See attachment of stored procedure on how those events are accounted for to enable reporting to the correct Federal agency for funding.

* + - * 1. The system must manage and track participants in volunteer events and generate reports as needed.
				2. The system must provide a mechanism to track volunteer years of service, events, and service awards received.

* + - * 1. Customer Interface. Describe the complete process flow that a customer would go through to perform the following:

Customer ID Location/Creation – Customers wishing to enroll in an event must have a method to locate an existing customer ID or create a new ID which links to other aspects of the system.

Locate and Register for an event - The secure public facing web interface must allow customers/volunteers to view event offerings, register for event and update personal information.

Enrollment Receipt – The system must produce a receipt upon completion (email confirmation) of enrollment in an event. There must be a means of reprinting this document for a designated timeframe.

* + - * 1. NDOW Staff Interface & Administrative Tools

The Vendor will provide a secure web interface to the volunteer database that will be used to access and manipulate real-time system data. All data manipulations must be logged, including the type, date, time and UserID. Describe a solution that will, at a minimum, allow NDOW to perform the following functions:

Management of Volunteers – Includes recruitment, onboarding, enrollment of volunteers, updating information, monitoring event activity, managing specific event types for mail out and contact information (based on volunteer applicant’s interests) and the ability to suspend, terminate, or lock out a volunteer.

Administrative Event Management – includes the ability to view volunteer transactions and change the status of an event or volunteer.

Management of Event Types and Volunteer Interests – Must provide a tool to manage event types with volunteer interests.

Merge Instructor Records – The system must provide a mechanism that allows staff to combine volunteer records and all associated history contained within the record when it is identified that a volunteer has multiple ID’s.

##### Describe any additional system functionality the vendor can provide in the event management component and marketing information to Nevada customers with excellence. (May provide NDOW with post-event analytics to measure success and opportunity to enable recruitment, retention and reactivation).

## SECURITY STANDARDS

### System shall meet State security standards for transmission of personal information as outlined in NRS 205.4742 and NRS 603A.

### Protection of sensitive information shall include the following:

#### Sensitive information in existing legacy applications shall encrypt data as is practical.

#### Confidential personal data shall be encrypted.

#### Any electronic transmission of personal information shall comply with NRS 603A.215 (2 & 3).

#### Sensitive data shall be encrypted in all newly developed applications.

### All information technology services and systems developed or acquired by agencies shall have documented security specifications that include an analysis of security risks and recommended controls (including access control systems and contingency plans).

### Security requirements shall be developed at the same time system planners define the requirements of the system. Requirements shall permit updating security requirements as new threats/vulnerabilities are identified and/or new technologies implemented.

### Security requirements and evaluation/test procedures shall be included in all solicitation documents and/or acquisition specifications.

### Systems developed by either internal State or contracted system developers shall not include back doors, or other code that would cause or allow unauthorized access or manipulation of code or data.

### Security specifications shall be developed by the system developer for approval by the agency owning the system at appropriate points of the system development or acquisition cycle.

### All system development projects shall include a documented change control and approval process and shall address the security implications of all changes recommended and approved to a particular service or system. The responsible agency shall authorize all changes.

### Application systems and information that become obsolete and no longer used shall be disposed of by appropriate procedures. The application and associated information shall be preserved, discarded, or destroyed in accordance with Electronic Record and Record Management requirements defined in NRS and NAC 239, Records Management.

### Software development projects shall comply with State Information Security Consolidated Policy 100, Section 4.7, Software Development and Maintenance and State Standard 131, “Security for System Development”.

#### Separate development, test and production environments shall be established on State systems.

#### Processes shall be documented and implemented to control the transfer of software from a development environment to a production environment. New hardware/software is not introduced into a production environment until it is fully tested and accepted by the State.

#### Development of software and tools shall be maintained on computer systems isolated from a production environment.

#### Access to compilers, editors and other system utilities shall be removed from production systems.

#### Controls shall be established to issue short-term access to development staff to correct problems with production systems allowing only necessary access.

#### Security requirements and controls shall be identified, incorporated in and verified throughout the planning, development, and testing phases of all software development projects. Security staff shall be included in all phases of the System Development Lifecycle (SDLC) from the requirement definitions phase through implementation phase.

#

# SCOPE OF WORK

The department is examining all aspects of its data management and online customer services. NDOW seeks to take advantage of emerging technologies, add intuitive functionality and integrate mobile functions to create a combined system that is customer friendly for our stakeholders and easy to use for our employees and partners. The vendor will partner with a long term solution to deliver quality to Nevada’s citizens.

NDOW is responsible for issuing documents that grant individuals the privilege to hunt, fish, trap, and operate watercraft in the State of Nevada. Most of these documents and their fees are processed collected, recorded, tracked and reported through NWDS.

The AHS conducts the computerized game tag drawings, producing and mailing game tags and licenses awarded through the application process. The program also processes files for refunds; processing tag returns, issues alternate tags, produces reports for NDOW and the public, processes tag return card questionnaires and also provides a call center for the program, handling correspondence to include emails, confirmations, required mailings and phone calls from the public regarding the program. In a similar format to big game, NDOW issues furbearing questionnaires to all trapping license holders. These questionnaires also have a deadline and if the license holder does not submit on time the customer is unable to purchase the trapping license in the following year. The Volunteer Program tracks recruits, volunteers and events for NDOW, and conservation education program tracks and manages students and certificates.

NWDS addresses the needs of several user populations:

* Customers. The public has access to the licensing, vessel registration, AIS, HIP and Hunter Education, boating education, and volunteers functions of the NWDS database via their personal internet connection.

* License Agents. The Department has more than 80 licensed agents statewide who have access to NWDS to sell permits, licenses and stamps to customers through Point of Sales (POS) systems. Equipment is currently provided by the Department to the agents.
* NDOW employees, affiliates and partners

AHS addresses the needs of two distinct user populations:

* Customers. The public has access to the Application Hunt system through the [www.huntnevada.com](http://www.huntnevada.com) website database via their personal internet connection. They can view their personal account or apply for tags during the open application period for each draw.
* NDOW employees. Active users of the AHS include the all divisions with a majority of the data need used by two divisions:
* Operations Division employees conducting inquiries or sales associated with tags.

* Law Enforcement Division employees for the purpose of license and tag revocations and

citations. AHS customers can process transactions through AHS in the following ways.

The Volunteer Program addresses the needs of two distinct user populations:

* Volunteers
* NDOW staff

Enhancements to NWDS, AHS and the Volunteer Program data bases are routinely requested from various sources (legislative changes, Wildlife Commission, department requirements, etc.).

Objectives for the purposed solution must be:

* Internet based, fully formatted for mobile use as well as desktop computers.
* Fully-operational system bringing together separate database programs with reporting function based on one customer number with information on one screen that includes history.
* Meet NDOW’s operational rules and business processes including all fiscal governance and responsibilities.
* Leverage all technology currently available enabling citizens to experience a unified, easy to use, self-service application.
* Comply and accommodate all Nevada Revised Statute (NRS), Nevada Administrative Code (NAC), annual regulations, federal requirements. (addressing those that change in current legislation)

Activities and deliverables for the proposed solution combining these three systems (including the privatized draw) may include but are not limited to the following:

* Deliver the project for requirements for each system, to include organizing project work team, finalize detailed work plan, define areas of responsibility, and develop a detailed schedule that begins implementation December 15, 2017 or December 15, 2018.
* Address system requirements by providing solutions to major functions, finalize scope of application and determine interest in all or partial sections of this RFP.
* Proposed general design based on ***Section 10, Reference Library*** (to include potential enhancements).
* Develop plan implementation tasks, personnel requirements and implementation time tables to include all test, data requirements, technical/functional requirements, training and other specific detail to this RFP.

All tasks performed by the awarded vendor may be reviewed by the QA monitor as well as State staff.

## VENDOR RESPONSE TO SCOPE OF WORK

### Within the proposal, vendors shall provide information regarding their approach to meeting the requirements described within ***Sections 4.4 through 4.5.***

### If subcontractors shall be used for any of the tasks, vendors shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

### Vendor's response shall be limited to no more than five (5) pages per task not including appendices, samples and/or exhibits.

## DELIVERABLE SUBMISSION AND REVIEW PROCESS

Once the detailed project plan is approved by the State, the following sections detail the process for submission and review of deliverables during the life of the project/contract.

### General

#### The contractor shall provide one (1) master (both hard and soft copies) and six (6) additional hard copies of each written deliverable to the appropriate State Project Manager as identified in the contract.

#### Once a deliverable is approved and accepted by the State, the contractor shall provide an electronic copy. The State may, at its discretion, waive this requirement for a particular deliverable.

#### The electronic copy shall be provided in software currently utilized by the agency or provided by the contractor.

#### Deliverables shall be evaluated by the State utilizing mutually agreed to acceptance/exit criteria.

### Deliverable Submission

#### Prior to development and submission of each contract deliverable, a summary document containing a description of the format and content of each deliverable shall be delivered to the State Project Manager for review and approval. The summary document shall contain, at a minimum, the following:

##### Cover letter;

##### Table of Contents with a brief description of the content of each section;

##### Anticipated number of pages; and

##### Identification of appendices/exhibits.

#### The summary document shall contain an approval/rejection section that can be completed by the State. The summary document shall be returned to the contractor within a mutually agreed upon time frame.

#### Deliverables shall be developed by the contractor according to the approved format and content of the summary document for each specific deliverable.

#### At a mutually agreed to meeting, on or before the time of delivery to the State, the contractor shall provide a walkthrough of each deliverable.

#### Deliverables shall be submitted no later than 5:00 PM, per the approved contract deliverable schedule and shall be accompanied by a deliverable sign-off form ***(refer to Attachment F)*** with the appropriate sections completed by the contractor.

### Deliverable Review

#### General

##### The State’s review time begins on the next working day following receipt of the deliverable.

##### The State’s review time shall be determined by the approved and accepted detailed project plan and the approved contract.

##### The State has up to five (5) working days to determine if a deliverable is complete and ready for review. Unless otherwise negotiated, this is part of the State’s review time.

##### Any subsequent deliverable dependent upon the State’s acceptance of a prior deliverable shall not be accepted for review until all issues related to the previous deliverable have been resolved.

##### Deliverables determined to be incomplete and/or unacceptable for review shall be rejected, not considered delivered and returned to the contractor.

##### After review of a deliverable, the State shall return to the contractor the project deliverable sign-off form with the deliverable submission and review history section completed.

#### Accepted

##### If the deliverable is accepted, the original deliverable sign-off form signed by the appropriate State representatives shall be returned to the contractor.

##### Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable ***(refer to Section 7, Financial).***

#### Comments/Revisions Requested by the State

If the State has comments and/or revisions to a deliverable, the following shall be provided to the contractor:

##### The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.

##### Attached to the deliverable sign-off form shall be a detailed explanation of the revisions to be made and/or a marked up copy of the deliverable.

##### The State’s first review and return with comments shall be completed within the times specified in the contract.

##### The contractor shall have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State’s comments.

##### A meeting to resolve outstanding issues shall be completed within three (3) working days after completion of the contractor’s review or a mutually agreed upon time frame.

##### Agreements made during meetings to resolve issues shall be documented separately.

##### Once an agreement is reached regarding changes, the contractor shall incorporate them into the deliverable for resubmission to the State.

##### All changes shall be easily identifiable by the State.

##### Resubmission of the deliverable shall occur within five (5) working days or a mutually agreed upon time frame of the resolution of any outstanding issues.

##### The resubmitted deliverable shall be accompanied by the original deliverable sign-off form.

##### This review process continues until all issues have been resolved within a mutually agreed upon time frame.

##### During the re-review process, the State may only comment on the original exceptions noted.

##### All other items not originally commented on are considered to be accepted by the State.

##### Once all revisions have been accepted, the original deliverable sign-off form signed by the appropriate State representatives shall be returned to the contractor.

##### The contractor shall provide one (1) updated and complete master paper copy of each deliverable after approval and acceptance by the State.

##### Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable ***(refer to Section 7, Financial)***.

#### Rejected, Not Considered Delivered

If the State considers a deliverable not ready for review, the following shall be returned to the contractor:

##### The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.

##### The original deliverable and all copies with a written explanation as to why the deliverable is being rejected, not considered delivered.

##### The contractor shall have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State’s comments.

##### A meeting to discuss the State’s position regarding the rejection of the deliverable shall be completed within three (3) working days after completion of the contractor’s review or a mutually agreed upon time frame.

##### Resubmission of the deliverable shall occur within a mutually agreed upon time frame.

##### The resubmitted deliverable shall be accompanied by the original deliverable sign-off form.

##### Upon resubmission of the completed deliverable, the State shall follow the steps outlined in ***Section 4.2.3.2, Accepted,*** or ***Section 4.2.3.3, Comments/Revisions Requested by the State***.

## PROJECT KICK OFF MEETING

A project kick off meeting shall be held with representatives from the State and the contractor after contract approval and prior to work performed. Items to be covered in the kick off meeting shall include, but not be limited to:

### Deliverable review process;

### Determining format and protocol for project status meetings;

### Determining format for project status reports;

### Setting the schedule for meetings between representatives from the State and the contractor to develop the detailed project plan;

### Defining lines of communication and reporting relationships;

### Reviewing the project mission;

### Pinpointing high-risk or problem areas; and

### Issue resolution process.

## PLANNING AND ADMINISTRATION

### Objective

The objective of this task is to ensure that adequate planning and project management are dedicated to this project.

### Activities

The awarded vendor shall:

#### Work with the State to provide a detailed project plan with fixed deadlines to include, but not be limited to:

##### Project schedule including tasks, activities, activity duration, sequencing and dependencies;

##### Project work plan for each deliverable, including a work breakdown structure;

##### Completion date of each task;

##### Project milestones;

##### Entrance and exit criteria for specific project milestones; and

##### Project organization including a resource plan defining roles and responsibilities for the awarded vendor, subcontractors (if applicable) and State.

#### Attend and participate in all project related meetings requested by the State at a location to be determined by the State. Attendance may be in person or via teleconferencing, as mutually agreed to by the project team. These meetings shall follow an agenda mutually developed by the awarded vendor and the State. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes shall be taken and distributed by State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email.

The agenda may include, but not be limited to:

##### Review and approval of previous meeting minutes;

##### Contractor project status;

##### State project status;

##### Contract status and issues, including resolutions;

##### Quality Assurance status;

##### New action items;

##### Outstanding action items, including resolutions;

##### Setting of next meeting date; and

##### Other business.

#### Provide written semi-monthly project status reports delivered to State project management by the third (3rd) working day following the end of each reporting period. The format shall be approved by the State prior to issuance of the first semi-monthly project status report. The first semi-monthly report covers the reporting period from the 1st through the 15th of each month; and the second semi-monthly report covers the reporting period from the 16th through the end of the month. The status reports shall include, but not be limited to the following:

##### Overall completion status of the project in terms of the State approved project work plan and deliverable schedule;

##### Accomplishments during the period, including State staff/stakeholders interviewed, meetings held, Joint Application Development (JAD) sessions and conclusions/decisions determined;

##### Problems encountered and proposed/actual resolutions;

##### What is to be accomplished during the next reporting period;

##### Issues that need to be addressed, including contractual;

##### Quality Assurance status;

##### Updated MS Project time line showing percentage completed, tasks assigned, completed and remaining;

##### Identification of schedule slippage and strategy for resolution;

##### Contractor staff assigned and their location/schedule;

##### State resources required for activities during the next time period; and

##### Resource allocation percentages including planned versus actual by project milestone.

#### Develop a comprehensive approach for handling communications with both internal and external audiences. Effective communication is critical to the development of productive relationships with concerned stakeholders. The communication plan shall include, but not be limited to: a plan for generation, documentation, storage, transmission and disposal of all project information.

#### Develop a risk management plan to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

#### Develop a quality assurance plan including, but not limited to, the methodology for maintaining quality of the code, workmanship, project schedules and subcontractor(s) activities.

#### Develop a Change Management Plan and Control Procedures and present it to the State for acceptance. This plan shall be used by the vendor and the State in the design, specification, construction, implementation and support of the system.

#### Develop a Knowledge Transfer Plan, present the plan to the State, execute the plan and obtain State acceptance before and after the plan is executed. The plan shall include sufficient time and resources to accomplish a full transfer of knowledge to assure that the State can operate the system independently and obtain timely and effective support from the vendor.

#### The State shall perform a Post Implementation Evaluation Review (PIER) approximately six (6) months after full implementation and State acceptance of all deliverables. The awarded vendor's Project Manager shall be required to participate on site for a period of not to exceed three (3) days.

## Calendar of Activities

### Objective

The objective of this task is to inform vendors of the calendar of events so that vendors may accurately plan implementation.

### Activities

NDOW and the awarded vendor shall:

| **Activity****Number** | **Date** | **Responsible Party** | **Calendar Event** |
| --- | --- | --- | --- |
| 4.5.2.1 | December 1, 2017 | NDOW/Contractor | Start revising post card for Spring Turkey. Approximately 1500 postcards mailed. |
| 4.5.2.2 | December 1, 2017 | NDOW/Contractor | Vessel Registration Renewal notices out. Approximately 53,000 notices mailed. |
| 4.5.2.3 | December 15, 2017 | NDOW/Contractor | Vessel Registration and Title Module go live |
| 4.5.2.4 | December 15, 2017 | Contractor | Update Hunter Choice and Season tables for Spring Public Lands Turkey in the Hunt Master File according to Commission regulation. |
| 4.5.2.5 | December 17, 2017 | NDOW | Review Hunter Choice and Season tables for Spring Public Lands Turkey. |
| 4.5.2.6 | January 5, 2018 | NDOW/Contractor | Test online application site for SpringTurkey. |
| 4.5.2.7 | January 15, 2018 | NDOW/Contractor | Provide lists of licensed master guides and valid units to Administrator |
| 4.5.2.8 | January 15, 2018 | Contractor | Mail post cards Spring Turkey.  |
| 4.5.2.9 | January 15, 2018 | Contractor | Final courtesy big game harvest questionnaire reminder letters mailed. Approximately 7,000 letters mailed. |
| 4.5.2.10 | January 19, 2018 | Contractor | Spring Turkey application period begins. Look up for Turkey Nonreturn of Turkey harvest questionnaire. |
| 4.5.2.11 | January 19 2018 | NDOW/ Contractor  | License sales begin during Spring Turkey Application process. Soft opening of 365 license sales on application site only. |
| 4.5.2.12 | January 25 to February 14, 2018 | NDOW/ Contractor | Test Internet online application process for Restricted Nonresident Guided Hunt on the test site. |
| 4.5.2.13 | January 26 and 27, 2018 | Informational | Commission Meeting Big Game Season setting January 26-27 Carson City, NevadaInvolves regulations that affect upcoming draws. |
| 4.5.2.14 | January 30, 2018 | NDOW/ Contractor | Forward final Hunter Choice, Unit Group and season information to the Administrator for update of the Hunt Master File for Restricted Nonresident Guided Deer Hunt draw. |
| 4.5.2.15 | January 31, 2018 | Contractor | Final big game harvest questionnaire deadline.  |
| 4.5.2.16 | February 5, 2018 | Contractor | Big Game Non-return of harvest questionnaire Administrative Penalty Fee Letters mailed. Approximately 2553 letters mailed. |
| 4.5.2.17 | February 5 to April 16, 2018 | Contractor | Receive non-return penalty payments online. Online payment deadline same as main draw deadline |
| 4.5.2.18 | February 7, 2018 | NDOW/ Contractor | Forwards the Hunter Choice, Unit group and season information to the Administrator for update of the Hunt Master File for the Big Game Main Draw. |
| 4.5.2.19 | February 9, 2018 | Contractor | Mail Master Guide online application packets to the guides. Approximately 89 packets mailed (subject to change due to new methodology). |
| 4.5.2.20 | February 10 to March 1, 2018 | NDOW/ Contractor | Review, update and approve the Hunt Master file season table for the Main Draw. |
| 4.5.2.21 | February 13, 2018 | Contractor | 11 pm application deadline for 2018 Spring Public Lands Turkey  |
| 4.5.2.22 | February 20, 2018 | Contractor | 11 pm Bonus Point application deadline for 2018 Spring Public Lands Turkey |
| 4.5.2.23 | February 28, 2018 | Contractor | Spring Turkey drawing.  |
| 4.5.2.24 | March 1, 2018 | NDOW/ Contractor /POS | 365 License Start date – all sales venues |
| 4.5.2.25 | March 1, 2018 | NDOW/ Contractor /POS | IWVCS Interface  |
| 4.5.2.26 | March 1, 2018 | NDOW/ Contractor /POS | Hunter Education Module Interface  |
| 4.5.2.27 | March 1, 2018 thru March 16, 2018 | NDOW/Contractor | Test Internet online application process for the Big Game drawing. |
| 4.5.2.28 | March 2, 2018 | Contractor | Spring Turkey Online results. |
| 4.5.2.29 | March 9, 2018 | Contractor | Spring Turkey Tag and results letters/emails out. |
| 4.5.2.30 | March 9, 2018 | Contractor | Spring Turkey FCFS Application period opens |
| 4.5.2.31 | March 9, 2018 | Contractor | Restricted Nonresident Guided application deadline 11 p.m. |
| 4.5.2.32 | March 14, 2018 | Contractor | Big Game application reminder post card mailed. Approximately 64,000 post cards mailed. |
| 4.5.2.33 | March 16, 2018 | Contractor | Restricted Nonresident Guided online Bonus point only and application withdraw deadline 11 p.m. |
| 4.5.2.34 | March 19, 2018 | Contractor | Big Game application period begins. Look up for Big Game Nonreturn of harvest questionnaire. |
| 4.5.2.35 | March 21, 2018 | Contractor | Restricted Nonresident Guided draw.  |
| 4.5.2.36 | March 23, 2018 | Contractor | 48-hour release of Restricted Nonresident Guided Drawing results to the website. |
| 4.5.2.37 | March 16 and March 17, 2018 | Informational | Commission Meeting - Laughlin, Nevada Migratory Bird and Swan Season setting. |
| 4.5.2.38 | April 16, 2018 | Contractor | Big Game application deadline 11 p.m. |
| 4.5.2.39 | April 18, 2018 | NDOW/ Contractor | Send out Furbearing Harvest Questionnaires to all Trapping license holders |
| 4.5.2.40 | April 23, 2018 | Contractor  | Big Game bonus point only application deadline 11 p.m. |
| 4.5.2.41 | May 11 thru May 12, 2018 | Informational | Commission Meeting - Carson City, Nevada – Quota Setting. |
| 4.5.2.42 | May 15, 2018 | NDOW/ Contractor | Forwards the quota information to the Administrator to update the Hunt Master File. |
| 4.5.2.43 | May 16, 2018 | Contractor | Updates Hunt Master file season table with the quota information provided by NDOW |
| 4.5.2.44 | May 16 thru May 18, 2018 | NDOW/ Contractor | Reconcile monies PRE DRAW with NDOW Fiscal Services prior to draw. |
| 4.5.2.45 | May 17 thru May 18, 2018 | NDOW/ Contractor | Reviews and approves the quota information in the Hunt Master file season table.  |
| 4.5.2.46 | May 23, 2018 | NDOW/ Contractor | Main draw occurs. Public attendance with members of the County Advisory Boards and Commissioners. |
| 4.5.2.47 | May 24 thru May 29, 2018 | NDOW/ Contractor | Review remaining tag information with NDOW for posting on NDOW website.  |
| 4.5.2.48 | May 23 to June 21 | Contractor | Process saleable list requests. |
| 4.5.2.49 | May 25, 2018 | Contractor | Big Game Draw 48 hour draw results posting by 5 p.m.  |
| 4.5.2.50 | May 28 to June 8, 2018 | NDOW/ Contractor | Review and approve Season Table for second draw. Review/test online application process for second draw. |
| 4.5.2.51 | May 31, 2018 | NDOW/ Contractor | Deadline for Furbearing Harvest Questionnaires |
| 4.5.2.52 | May 31, 2018 | NDOW/ Contractor | Trapping License holders that did not return questionnaire trapping license privileges are suspended and ineligible to purchase next year trapping licenses. Unless they pay a $50 admin fee. Trapping license valid period is July 1 – June 30. Approximately 200 noncompliant trapping license holders. |
| 4.5.2.53 | June 8, 2018 | NDOW/ Contractor | Big Game draw final results release date.  |
| 4.5.2.54 | June 8, 2018 | NDOW/ Contractor | Application process available for second draw for remaining big game tags. |
| 4.5.2.55 | June 8 thru August 31, 2018 | Contractor | Process hunting license refund requests. Refunds generated are reported on the bi-weekly revenue and disbursement. Approximately 20 refunds |
| 4.5.2.56 | June 8, 2018 to January 2019 | Contractor | Process tag refund requests and issue to alternate tags if possible. Monies associated with tags refunded and alternates tags issued are reported on the biweekly revenue and disbursement. |
| 4.5.2.57 | June 22 to June 23, 2018 | Informational | Commission Meeting – Lovelock, NV – Upland Game Setting – Includes Wild Turkey |
| 4.5.2.58 | June 25, 2018 | Contractor | Second Draw deadline 11 p.m. |
| 4.5.2.59 | July 3, 2018 | NDOW | Start processing duplicate tag requests at regional offices. Reconcile tags at the time of issuance. |
| 4.5.2.60 | July 2, 2018 | Contractor | Second Draw bonus point only deadline 11 p.m. |
| 4.5.2.61 | July 13, 2018 | Contractor | Big Game Second Draw 48 hour draw results posting by 5 p.m.  |
| 4.5.2.62 | July 13, 2018 | NDOW/ Contractor | Review and approve Big Game season report for First Come First Serve Draw |
| 4.5.2.63 | July 13 to July 18, 2018 | NDOW | Review, test and approve Big Game First Come First Serve application site |
| 4.5.2.64 | July 20 to July 24, 2018 | NDOW  | Provide season, hunter choice for Swan. Test online application site for Swan Draw |
| 4.5.2.65 | July 21, 2018 | Contractor | Big Game remaining Tags final results. |
| 4.5.2.66 | July 28, 2018 | Contractor | Start accepting remaining tag applications for the big game First Come First Serve online process. |
| 4.5.2.67 | July 28, 2018 | Contractor | Online site for Swan becomes available. |
| 4.5.2.68 | August 10 thru August 11, 2018 | Informational | Commission Meeting – Lincoln County, NV - |
| 4.5.2.69 | July 28 thru November 30, 2018 | Contractor | Process applications for big game remaining tags daily.  |
| 4.5.2.70 | Aug 1, 2018 to January 31, 2019 | Contractor | Process big game harvest questionnaires as they are received |
| 4.5.2.71 | Sept 6, 2018 | Contractor | Swan draw. |
| 4.5.2.72 | Sept 8, 2018, 2018 | Contractor | Swan 48-hour release date. |
| 4.5.2.73 | Sept 15, 2018 | Contractor | Swan final release date.  |
| 4.5.2.74 | September 24 to January 2019 | Contractor | Process swan applications received through First Come First Serve until the close of the season in January.  |
| 4.5.2.75 | September 21 and 22, 2018 | Contractor | Commission Meeting – Las Vegas, NV. Vendor presentation of draw report and statistics. |

# COMPANY BACKGROUND AND REFERENCES

## VENDOR INFORMATION

### Vendors shall provide a company profile in the table format below.

| **Question** | **Response** |
| --- | --- |
| Company name: |  |
| Ownership (sole proprietor, partnership, etc.): |  |
| State of incorporation: |  |
| Date of incorporation: |  |
| # of years in business: |  |
| List of top officers: |  |
| Location of company headquarters: |  |
| Location(s) of the office that shall provide the services described in this RFP: |  |
| Number of employees locally with the expertise to support the requirements identified in this RFP: |  |
| Number of employees nationally with the expertise to support the requirements in this RFP: |  |
| Location(s) from which employees shall be assigned for this project: |  |

### **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state shall register with the State of Nevada, Secretary of State’s Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

### The selected vendor, prior to doing business in the State of Nevada, shall be appropriately licensed by the State of Nevada, Secretary of State’s Office pursuant to NRS76. Information regarding the Nevada Business License can be located at [http://nvsos.gov](http://sos.state.nv.us).

| **Question** | **Response** |
| --- | --- |
| Nevada Business License Number: |  |
| Legal Entity Name: |  |

Is “Legal Entity Name” the same name as vendor is doing business as?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “No”, provide explanation.

### Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

### Has the vendor ever been engaged under contract by any State of Nevada agency?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “Yes”, complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

| **Question** | **Response** |
| --- | --- |
| Name of State agency: |  |
| State agency contact name: |  |
| Dates when services were performed: |  |
| Type of duties performed: |  |
| Total dollar value of the contract: |  |

### Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “Yes”, please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person shall be performing or producing the services which you shall be contracted to provide under this contract, you shall disclose the identity of each such person in your response to this RFP, and specify the services that each person shall be expected to perform.

### Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor’s ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP shall also be disclosed.

Does any of the above apply to your company?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “Yes”, please provide the following information. Table can be duplicated for each issue being identified.

| **Question** | **Response** |
| --- | --- |
| Date of alleged contract failure or breach: |  |
| Parties involved: |  |
| Description of the contract failure, contract breach, litigation, or investigation, including the products or services involved: |  |
| Amount in controversy: |  |
| Resolution or current status of the dispute: |  |
| If the matter has resulted in a court case: | Court | Case Number |
|  |  |
| Status of the litigation: |  |

### Vendors shall review and provide if awarded a contract the insurance requirements as specified in ***Attachment D, Insurance Schedule for RFP 3432.***

### Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

### Provide a brief description of the length of time vendor has been providing services described in this RFP to the public and/or private sector.

### Financial information and documentation to be included in accordance with ***Section 11.5, Part III – Confidential Financial Information***.

#### Dun and Bradstreet Number

#### Federal Tax Identification Number

#### The last two (2) years and current year interim:

##### Profit and Loss Statement

##### Balance Statement

## SUBCONTRACTOR INFORMATION

Subcontractors are defined as a third party, not directly employed by the contractor, who shall provide services identified in this RFP. This does not include third parties who provide support or incidental services to the contractor.

### Does this proposal include the use of subcontractors?

|  |  |  |  |
| --- | --- | --- | --- |
| Yes |  | No |  |

If “Yes”, vendor shall:

#### Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor shall perform services.

#### If any tasks are to be completed by subcontractor(s), vendors shall:

##### Describe how the work of any subcontractor(s) shall be supervised, channels of communication shall be maintained and compliance with contract terms assured; and

##### Describe your previous experience with subcontractor(s).

#### Provide the same information for any proposed subcontractors as requested in ***Section 5.1, Vendor Information***.

#### Business references as specified in ***Section 5.3, Business References*** shall be provided for any proposed subcontractors.

#### Provide the same information for any proposed subcontractor staff as specified in ***Section 5.4, Vendor Staff Skills and Experience Required***.

#### Staff resumes for any proposed subcontractors as specified in ***Section 5.5, Vendor Staff Resumes***.

#### Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

#### Vendor shall notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in ***Section 5.2, Subcontractor Information***. The vendor shall receive agency approval prior to subcontractor commencing work.

#### All subcontractor employees assigned to the project shall be authorized to work in this country.

## BUSINESS REFERENCES

### Vendors shall provide a minimum of five (5) business references from similar projects performed for private and/or public sector clients within the last five (5) years.

### Business references shall show a proven ability of:

#### Developing, designing, implementing and/or transferring a large scale application with public and/or private sectors;

#### Developing and executing a comprehensive application test plan;

#### Developing and implementing a comprehensive training plan;

#### Experience with comprehensive project management;

#### Experience with cultural change management;

#### Experience with managing subcontractors; and

#### Development and execution of a comprehensive project management plan.

### Vendors shall submit ***Attachment E, Reference Questionnaire*** to their business references.

### It is the vendor’s responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in ***Section 9, RFP Timeline*** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor’s score in the evaluation process.

### The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

## VENDOR STAFF SKILLS AND EXPERIENCE REQUIRED

The vendor shall provide qualified personnel to perform the work necessary to accomplish the tasks defined in ***Section 4, Scope of Work***. The State shall approve all awarded vendor resources. The State reserves the right to require the removal of any member of the awarded vendor's staff from the project.

### Project Manager Qualifications

The Project Manager assigned by the awarded vendor to the engagement shall have:

#### A minimum of four (4) years of project management experience, within the last ten (10) years, in government or the private sector;

#### A minimum of three (3) years of experience, within the last ten (10) years, managing systems architecture and development projects;

#### A minimum of two (2) years of experience with systems analysis and design;

#### A minimum of two (2) years of experience with systems development and implementation;

#### Completed at least one (1) project within the past three (3) years that involved designing business processes and procedures and developing new systems to support the new business processes; and

#### Completed at least one (1) project within the past three (3) years that involved communication and coordination of activities with external stakeholders.

### Technical Lead Qualifications

The technical lead assigned by the awarded vendor shall have:

#### A minimum of four (4) years of experience in systems development, design and programming of automated systems;

#### A minimum of four (4) years of experience developing systems using a relational database;

#### A minimum of two (2) years of experience developing Internet applications;

#### A minimum of two (2) years of experience managing systems architecture and systems development projects; and

#### Completed at least (1) project within the past three (3) years that involved conducting a pilot implementation and determining the readiness of the system production.

### Implementation Lead Qualifications

The implementation lead assigned by the awarded vendor shall have:

#### A minimum of three (3) years of experience managing the implementation of new business processes and procedures and new automated systems to support the new business processes;

#### A minimum of two (2) years of experience managing the implementation of Internet applications;

#### Completed at least one (1) project within the past three (3) years that involved the procurement, receipt and make ready of computer equipment and software; and

#### Completed at least one (1) project within the past three (3) years that involved a phased implementation where systems activities were coordinated between the old and new system environments.

### Individual Team Member Qualifications

Each member of the awarded vendor's project team shall meet at least one (1) of the qualifications below. In addition, the aggregation of the individual qualifications of the team members shall cumulatively meet all of the following requirements. These requirements are:

#### Two (2) years of experience within the last five (5) years analyzing and modeling business processes;

#### Two (2) years of experience within the last five (5) years designing online interfaces using the tools proposed for this project;

#### Three (3) years of experience within the last five (5) years developing systems using the relational database proposed for this project;

#### Three (3) years of experience within the last five (5) years developing system to system interfaces;

#### Three (3) years of experience within the last five years developing secure Internet applications using the tools proposed for this project; and

#### Completed at least one (1) project within the past three (3) years that involved development of course outlines and materials and organizing and conducting classes to support the implementation of new business processes and systems.

## VENDOR STAFF RESUMES

A resume shall be completed for each proposed individual on the State format provided in ***Attachment H, Proposed Staff Resume,*** including identification of key personnel per ***Section 13.3.19, Key Personnel*.**

## PRELIMINARY PROJECT PLAN

### Vendors shall submit a preliminary project plan as part of the proposal, including, but not limited to:

#### Gantt charts that show all proposed project activities;

#### Planning methodologies;

#### Milestones;

#### Task conflicts and/or interdependencies;

#### Estimated time frame for each task identified in ***Section 4, Scope of Work***; and

#### Overall estimated time frame from project start to completion for both vendor and State activities, including strategies to avoid schedule slippage.

### Vendors shall provide a written plan addressing the roles and responsibilities and method of communication between the contractor and any subcontractor(s).

### The preliminary project plan shall be incorporated into the contract.

### The first project deliverable is the finalized detailed project plan that shall include fixed deliverable due dates for all subsequent project tasks as defined in ***Section 4, Scope of Work***. The contract shall be amended to include the State approved detailed project plan.

### Vendors shall identify all potential risks associated with the project, their proposed plan to mitigate the potential risks and include recommended strategies for managing those risks.

### Vendors shall provide information on the staff that shall be located onsite in Carson City. If staff shall be located at remote locations, vendors shall include specific information on plans to accommodate the exchange of information and transfer of technical and procedural knowledge. The State encourages alternate methods of communication other than in person meetings, such as transmission of documents via email and teleconferencing, as appropriate.

## PROJECT MANAGEMENT

Vendors shall describe the project management methodology and processes utilized for:

### Project integration to ensure that the various elements of the project are properly coordinated;

### Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully;

### Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule;

### Management of contractor and/or subcontractor issues and resolution process;

### Responding to and covering requested changes in the project time frames;

### Responding to State generated issues;

### Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control;

### Resource management to ensure the most effective use of people involved in the project including subcontractors;

### Communications management to ensure effective information generation, documentation, storage, transmission and disposal of project information; and

### Risk management to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

## QUALITY ASSURANCE

Vendors shall describe the quality assurance methodology and processes utilized to ensure that the project shall satisfy State requirements as outlined in ***Section 4, Scope of Work*** of this RFP.

## METRICS MANAGEMENT

Vendors shall describe the metrics management methodology and processes utilized to satisfy State requirements as outlined in ***Section 4, Scope of Work*** of this RFP. The methodology shall include the metrics captured and how they are tracked and measured.

## DESIGN AND DEVELOPMENT PROCESSES

Vendors shall describe the methodology, processes and tools utilized for:

### Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State;

### Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need;

### Identifying the key design issues that shall be resolved to support successful development of the system; and

### Integrating the disciplines that are essential to system functional requirements definition.

## CONFIGURATION MANAGEMENT

Vendors shall describe the methodology, processes and tools utilized for:

### Control of changes to requirements, design and code;

### Control of interface changes;

### Traceability of requirements, design and code;

### Tools to help control versions and builds;

### Parameters established for regression testing;

### Baselines established for tools, change log and modules;

### Documentation of the change request process including check in/out, review and regular testing;

### Documentation of the change control board and change proposal process; and

### Change log that tracks open/closed change requests.

## PEER REVIEW MANAGEMENT

Vendors shall describe the methodology, processes and tools utilized for:

### Peer reviews conducted for design, code and test cases;

### Number of types of people normally involved in peer reviews;

### Types of procedures and checklists utilized;

### Types of statistics compiled on the type, severity and location of errors; and

### How errors are tracked to closure.

## PROJECT SOFTWARE TOOLS

### Vendors shall describe any software tools and equipment resources to be utilized during the course of the project including minimum hardware requirements and compatibility with existing computing resources as described in ***Section 2.4, Current Computing Environment****.*

### Costs and training associated with the project software tools identified shall be included in***Attachment I, Project Costs.***

# PROJECT COSTS

## The Cost Schedule for this RFP is embedded in *Attachment I, Project Costs*.

### Proposers shall identify any other costs not covered on the Cost Schedules and/or the cost for any hardware and/or software proposed.

### Prices quoted for change orders/regulatory changes shall remain in effect for six (6) months after State acceptance of the successfully implemented system.

### Proposers shall provide firm, fixed hourly rates for change orders/regulatory changes, including updated documentation.

### Proposers shall provide a firm, fixed hourly rate for each staff classification identified on the project. Proposers shall not provide a single compilation rate.

### All proposal terms, including prices, shall remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, shall remain in effect throughout the contract negotiation process.

# FINANCIAL

## PAYMENT

### Upon review and acceptance by the State, payments for invoices are normally made within 45 – 60 days of receipt, providing all required information, documents and/or attachments have been received.

### Pursuant to NRS 227.185 and NRS 333.450, the State shall pay claims for supplies, materials, equipment and services purchased under the provisions of this RFP electronically, unless determined by the State Controller that the electronic payment would cause the payee to suffer undue hardship or extreme inconvenience.

## BILLING

### There shall be no advance payment for services furnished by a contractor pursuant to the executed contract.

### Payment for services shall only be made after completed deliverables are received, reviewed and accepted in writing by the State.

### The vendor shall bill the State as outlined in the approved contract and/or deliverable payment schedule.

### Each billing shall consist of an invoice and a copy of the State-approved deliverable sign-off form.

## TIMELINESS OF BILLING

The State is on a fiscal year calendar. All billings for dates of service prior to July 1 shall be submitted to the State no later than the first Friday in August of the same year. A billing submitted after the first Friday in August that forces the State to process the billing as a stale claim pursuant to NRS 353.097, shall subject the contractor to an administrative fee not to exceed $100.00. This is the estimate of the additional costs to the State for processing the billing as a stale claim and this amount shall be deducted from the stale claims payment due the contractor.

## HOLD BACKS

### The State shall pay all invoiced amounts, less a 10% hold back, following receipt of the invoice and a fully completed project deliverable sign-off form.

### The distribution of the hold backs shall be negotiated with the contractor.

### Actual payment of hold backs shall be made with the approval of the project Steering Committee.

# WRITTEN QUESTIONS AND ANSWERS

The Purchasing Division shall accept questions and/or comments in writing regarding this RFP as noted below:

## QUESTIONS AND ANSWERS

### The RFP Question Submittal Form is located on the Solicitation Opportunities webpage at <http://purchasing.nv.gov>. Select the Solicitation Status, Questions dropdown and then scroll to the RFP number and the “Question” link.

### The deadline for submitting questions is as specified in ***Section 9, RFP Timeline***.

### All questions and/or comments shall be addressed in writing. An email notification that the amendment has been posted to the Purchasing website shall be issued on or about the date specified in ***Section 9, RFP Timeline***.

# RFP TIMELINE

The following represents the proposed timeline for this project. All times stated are Pacific Time (PT). These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time. The State reserves the right to forego vendor presentations and request Best and Final offers from up to the top three (3) vendor(s) based on the written proposals submitted.

| **Task** | **Date/Time** |
| --- | --- |
| Access to Reference Library | On or about 05/01/2017 |
| Deadline for submitting questions | 05/10/2017 @ 12:00 PM |
| Answers posted to website  | On or about 05/15/2017  |
| Deadline for submittal of Reference Questionnaires | No later than 4:30 PM on05/30/2017 |
| Deadline for submission and opening of proposals | No later than 2:00 PM on 05/31/2017  |
| Evaluation period (approximate time frame) | 05/31/2017 - 06/12/2017 |
| Vendor Presentations or BAFO (approximate time frame) | 06/27/2017 - 06/29/2017 |
| Selection of vendor  | On or about 06/29/2017 |
| Anticipated BOE approval | 08/08/2017 |
| Contract start date (contingent upon BOE approval) | Upon Approval |

# REFERENCE LIBRARY

## GENERAL INFORMATION

### The State has established a reference library containing reference materials to assist vendors in the preparation of proposals and to ensure that all vendors have equal access to such information.

### Vendors are encouraged to review all documentation in the reference library.

### While the State has attempted to gather the most accurate information available for the reference library at the time this RFP was released, the State makes no assurances or guarantees that all information and data presented is accurate or complete.

## REFERENCE LIBRARY

### Access to Library

Vendors may gain access to the online reference library by clicking on this link

<http://www.ndow.org/Our_Agency/RFP/>. If you are unable to access the above inserted link once you have doubled clicked on it, please contact the individual identified on Page 1 of this RFP.

# PROPOSAL SUBMISSION REQUIREMENTS, FORMAT AND CONTENT

## GENERAL SUBMISSION REQUIREMENTS

### Vendors shall submit their proposals on one (1) CD or flash drive appropriately labeled with the RFP # and vendor’s name in accordance with the instructions below.

### The one (1) CD or flash drive shall contain a maximum of four (4) PDF files which may include:

#### Technical Proposal

#### Confidential Technical (if applicable)

#### Cost Proposal

#### Confidential Financial

### Proposals shall have a technical response, which may be composed of two (2) parts in the event a vendor determines that a portion of their technical response qualifies as “confidential” per NRS 333.020 (5) (b).

### If complete responses cannot be provided without referencing confidential information, such confidential information shall be provided in accordance with ***Section 11.3, Part IB – Confidential Technical Proposal and Section 11.5, Part III Confidential Financial Information.***

### Specific references made to the section, page, and paragraph where the confidential information can be located shall be identified on ***Attachment A, Confidentiality and Certification of Indemnification*** and comply with the requirements stated in ***Section 11.6, Confidentiality of Proposals.***

### The remaining section to be submitted is the cost proposal.

### Proposals that do not comply with the following requirements may be deemed non-responsive and rejected at the State’s discretion.

### Although it is a public opening, only the names of the vendors submitting proposals shall be announced per NRS 333.335(6). Technical and cost details about proposals submitted shall not be disclosed.

### Assistance for handicapped, blind or hearing-impaired persons who wish to attend the RFP opening is available. If special arrangements are necessary, please notify the Purchasing Division designee as soon as possible and at least two (2) days in advance of the opening.

### For ease of evaluation, the technical and cost proposals shall be presented in a format that corresponds to and references sections outlined within this RFP and shall be presented in the same order. Written responses shall be in ***bold/italics*** and placed immediately following the applicable RFP question, statement and/or section.

### Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive color displays, promotional materials, etc., are not necessary or desired. Emphasis shall be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

### For purposes of addressing questions concerning this RFP, the sole contact shall be the Purchasing Division as specified on Page 1 of this RFP. Upon issuance of this RFP, other employees and representatives of the agencies identified in the RFP shall not answer questions or otherwise discuss the contents of this RFP with any prospective vendors or their representatives. Failure to observe this restriction may result in disqualification of any subsequent proposal per NAC 333.155(3). This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement.

### Any vendor who believes there are irregularities or lack of clarity in the RFP or proposal requirements or specifications are unnecessarily restrictive or limit competition shall notify the Purchasing Division, in writing, as soon as possible, so that corrective addenda may be furnished by the Purchasing Division in a timely manner to all proposers.

### If a vendor changes any material RFP language, vendor’s response may be deemed non-responsive per NRS 333.311.

### The vendor understands and acknowledges that the representations made in its proposal are material and important, and shall be relied on by the State in its evaluation of a proposal. Any misrepresentation by a vendor shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

## PART IA – TECHNICAL PROPOSAL

### The Technical Proposal ***shall not include*** cost and/or pricing information. Cost and/or pricing information contained in the technical proposal may cause the proposal to be rejected.

### Vendors shall provide one (1) PDF Technical Proposal file that includes the following:

#### Section I – Title Page with the following information:

| **Part IA – Technical Proposal** |
| --- |
| RFP Title: | Nevada Department of Wildlife Business Support System |
| RFP: | 3432 |
| Vendor Name: |  |
| Address: |  |
| Opening Date: | May 31, 2017 |
| Opening Time: | 2:00 PM |

#### Section II – Table of Contents

An accurate and updated table of contents shall be provided.

#### Section III – Vendor Information Sheet

The vendor information sheet shall be completed and signed by an individual authorized to bind the organization.

#### Section IV – State Documents

The State documents section shall include the following:

##### The signature page from all amendments signed by an individual authorized to bind the organization.

##### Attachment A – Confidentiality and Certification of Indemnification signed by an individual authorized to bind the organization.

##### Attachment B – Vendor Certifications signed by an individual authorized to bind the organization.

##### Attachment J – Certification Regarding Lobbying signed by an individual authorized to bind the organization.

##### Copies of any vendor licensing agreements and/or hardware and software maintenance agreements.

##### Copies of applicable certifications and/or licenses.

#### Section V – System Requirements

Vendors must place their written response(s) in ***bold/italics*** immediately following the applicable RFP question, statement and/or section.

#### Section VI – Scope of Work

Vendors shall place their written response(s) to ***Section 4, Scope of Work*** in ***bold/italics*** immediately following the applicable RFP question, statement and/or section.

#### Section VII– Company Background and References

Vendors shall place their written response(s) to ***Section 5, Company Background and References*** in ***bold/italics*** immediately following the applicable RFP question, statement and/or section. This section shall also include the requested information in ***Section 5.2, Subcontractor Information***, if applicable.

#### Section VIII – Attachment H – Proposed Staff Resume

##### Vendors shall include all proposed staff resumes per ***Section 5.5, Vendor Staff Resumes*** in this section.

##### This section shall also include any subcontractor proposed staff resumes, if applicable.

#### Tab IX – Preliminary Project Plan

Vendors must include the preliminary project plan in this section.

#### Section X – Other Informational Material

Vendors shall include any other applicable reference material in this section clearly cross referenced with the proposal.

## PART IB – CONFIDENTIAL TECHNICAL PROPOSAL

### Vendors only need to submit Part IB if the proposal includes any confidential technical information ***(Refer to Attachment A, Confidentiality and Certification of Indemnification)***.

### If needed, vendors shall provide one (1) PDF Confidential Technical Proposal file that includes the following:

#### Section I – Title Page with the following information:

| **Part IB – Confidential Technical Proposal** |
| --- |
| RFP Title: | Nevada Department of Wildlife Business Support System |
| RFP: | 3432 |
| Vendor Name: |  |
| Address: |  |
| Opening Date: | May 31, 2017 |
| Opening Time: | 2:00 PM |

#### Section II – Confidential Technical

Vendors shall cross reference the confidential technical information back to the technical proposal, as applicable.

## PART II – COST PROPOSAL

### The cost proposal shall not be marked “confidential”. Only information that is deemed proprietary per NRS 333.020 (5) (a) may be marked as “confidential”.

### Vendors shall provide one (1) PDF Cost Proposal file that includes the following:

#### Section I – Title Page with the following information:

| **Part II – Cost Proposal** |
| --- |
| RFP Title: | Nevada Department of Wildlife Business Support System |
| RFP: | 3432 |
| Vendor Name: |  |
| Address: |  |
| Opening Date: | May 31, 2017 |
| Opening Time: | 2:00 PM |

#### Section II – Cost Proposal

Vendor’s cost proposal response shall be included in this section.

## PART III – CONFIDENTIAL FINANCIAL INFORMATION

### If needed, vendors shall provide one (1) PDF Confidential Financial Information file that includes the following:

#### Section I – Title Page with the following information:

| **Part III – Confidential Financial Information** |
| --- |
| RFP Title: | Nevada Department of Wildlife Business Support System |
| RFP: | 3432 |
| Vendor Name: |  |
| Address: |  |
| Opening Date: | May 31, 2017 |
| Opening Time: | 2:00 PM |

#### Section II – Financial Information and Documentation

Vendors shall place the information required per ***Section 5.1.11*** in this section.

## CONFIDENTIALITY OF PROPOSALS

### As a potential contractor of a public entity, vendors are advised that full disclosure is required by law.

### Vendors are required to submit written documentation in accordance with ***Attachment A, Confidentiality and Certification of Indemnification*** demonstrating the material within the proposal marked “confidential” conforms to NRS §333.333, which states “Only specific parts of the proposal may be labeled a “trade secret” as defined in NRS §600A.030(5)”. Not conforming to these requirements shall cause your proposal to be deemed non-compliant and shall not be accepted by the State.

### Vendors acknowledge that material not marked as “confidential” shall become public record and shall be posted to the Purchasing website upon contract award.

### It is the vendor’s responsibility to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation.

### Failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by release of said information.

## PROPOSAL PACKAGING

### Vendors shall submit their proposals on one (1) CD or flash drive appropriately labeled in one (1) sealed package or envelope in accordance with the instructions below.

### Vendors are encouraged to utilize the copy/paste feature of word processing software to replicate the label for ease and accuracy of proposal packaging.

|  |
| --- |
| **Teri Becker****State of Nevada, Purchasing Division****515 E. Musser Street, Suite 300****Carson City, NV 89701** |
| **RFP:** | 3432 |
| **OPENING DATE:** | May 31, 2017 |
| **OPENING TIME:** | 2:00 PM |
| **FOR:** | Nevada Department of Wildlife Business Support System |
| **VENDOR’S NAME:** |  |

### Proposals shall be received at the address referenced below no later than the date and time specified in ***Section 9, RFP Timeline***. Proposals that do not arrive by proposal opening time and date shall not be accepted. Vendors may submit their proposal any time prior to the above stated deadline.

### The State shall not be held responsible for proposal packages or envelopes mishandled as a result of the package or envelope not being properly labeled.

### Email or facsimile proposals shall not be considered.

# PROPOSAL EVALUATION AND AWARD PROCESS

*The information in this section does not need to be returned with the vendor’s proposal.*

## Proposals shall be consistently evaluated and scored in accordance with NRS 333.335(3) based upon the following criteria. The following criteria are listed in order of importance.

### Demonstrated competence

### Expertise and availability of key personnel

### Cost

Cost proposals will be evaluated based on the following formula:

*Lowest Cost Submitted by a Vendor = Price Factor*

*Proposers Total Cost*

*Price Factor X points = Cost Criteria Score*

### Experience in performance of comparable engagements

### Conformance with the terms of the RFP

### Presentations

#### Following the evaluation and scoring process specified above, the State may require vendors to make a presentation of their proposal to the evaluation committee or other State staff, as applicable.

#### The State, at its option, may limit participation in vendor presentations to the top two (2) scoring vendors for technical and cost proposals.

#### The State reserves the right to forego vendor presentations and request Best and Final offers from up to the top three (3) vendor(s) based on the written proposals submitted.

### Financial stability shall be scored on a pass/fail basis.

## Proposals shall be kept confidential until a contract is awarded.

## The evaluation committee is an independent committee comprised of a majority of State officers or employees established to evaluate and score proposals submitted in response to the RFP pursuant to NRS 333.335.

## The evaluation committee may solicit information from any available source concerning any aspect of a proposal and seek and review any other information deemed pertinent to the evaluation process.

## Each vendor shall include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of this provision may disqualify any proposal. The State reserves the right to reject any proposal based upon the vendor’s prior history with the State or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures. Refer generally to NRS 333.335.

## Clarification discussions may, at the State’s sole option, be conducted with vendors who submit proposals determined to be acceptable and competitive per NAC 333.165. Vendors shall be accorded fair and equal treatment with respect to any opportunity for discussion and/or written revisions of proposals. Such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing vendors. Any modifications made to the original proposal during the best and final negotiations shall be included as part of the contract.

## A Letter of Intent (LOI) shall be issued in accordance with NAC 333.170 notifying vendors of the State’s intent to award a contract to a vendor, pending successful negotiations. Negotiations shall be confidential and not subject to disclosure to competing vendors unless and until an agreement is reached. All information remains confidential until the issuance of the formal Notice of Award (NOA). If contract negotiations cannot be concluded successfully, the State upon written notice to all vendors may negotiate a contract with the next highest scoring vendor or withdraw the RFP.

## A Notification of Award (NOA) shall be issued in accordance with NAC 333.170. Vendors shall be notified that a contract has been successfully negotiated, executed and is awaiting approval of the Board of Examiners (BOE). Any award is contingent upon the successful negotiation of final contract terms and upon approval of the BOE, when required. Any non-confidential information becomes available upon written request.

## Any contract resulting from this RFP shall not be effective unless and until approved by the Nevada State Board of Examiners (NRS 333.700).

# TERMS AND CONDITIONS

## PROCUREMENT AND PROPOSAL TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor’s proposal.*

### This procurement is being conducted in accordance with NRS Chapter 333 and NAC Chapter 333.

### The State reserves the right to alter, amend, or modify any provisions of this RFP, or to withdraw this RFP, at any time prior to the award of a contract pursuant hereto, if it is in the best interest of the State to do so.

### The State reserves the right to waive informalities and minor irregularities in proposals received.

### For ease of responding to the RFP, vendors are encouraged to download the RFP from the Purchasing Division’s website at [http://purchasing.nv.gov](http://purchasing.state.nv.us).

### The failure to provide clearly marked, separate PDF file(s) for ***Part IB and Part III***, which contain confidential information, trade secrets and/or proprietary information, shall constitute a complete waiver of any and all claims for damages caused by release of the information by the State.

### The State reserves the right to reject any or all proposals received prior to contract award (NRS 333.350).

### The State reserves the right to limit the Scope of Work prior to award, if deemed in the best interest of the State per NRS 333.350.

### The State shall not be obligated to accept the lowest priced proposal, but shall make an award in the best interest of the State of Nevada after all factors have been evaluated (NRS 333.335).

### Proposals which appear unrealistic in the terms of technical commitments, lack of technical competence, or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected.

### Proposals from employees of the State of Nevada shall be considered in as much as they do not conflict with the State Administrative Manual (SAM), NRS Chapter 281 and NRS Chapter 284.

### Proposals may be withdrawn by written or facsimile notice received prior to the proposal opening time. Withdrawals received after the proposal opening time shall not be considered except as authorized by NRS 333.350(3).

### Prices offered by vendors in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded vendor agrees to provide the purchased services at the costs, rates and fees as set forth in their proposal in response to this RFP. No other costs, rates or fees shall be payable to the awarded vendor for implementation of their proposal.

### The State is not liable for any costs incurred by vendors prior to entering into a formal contract. Costs of developing the proposal or any other such expenses incurred by the vendor in responding to the RFP, are entirely the responsibility of the vendor, and shall not be reimbursed in any manner by the State.

### Proposals submitted per proposal submission requirements become the property of the State, selection or rejection does not affect this right; proposals shall be returned only at the State’s option and at the vendor’s request and expense. The flash drive or CD from each vendor shall be retained for official files.

### Any unsuccessful vendor may file an appeal in strict compliance with NRS 333.370 and NAC Chapter 333.

### NRS 333.290 grants a preference to materials and supplies that can be supplied from a “charitable, reformatory or penal institution of the State” that produces such goods or services through the labor of inmates. The Administrator reserves the right to secure these goods, materials or supplies from any such eligible institution, if they can be secured of equal quality and at prices not higher than those of the lowest acceptable bid received in response to this solicitation. In addition, NRS 333.410 grants a preference to commodities or services that institutions of the State are prepared to supply through the labor of inmates. The Administrator shall apply the preferences stated in NRS 333.290 and 333.410 to the extent applicable.

## CONTRACT TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor’s proposal.*

### Background Checks

#### All contractor personnel assigned to the contract shall have a background check from the Federal Bureau of Investigation pursuant to NRS 239B.010. All fingerprints shall be forwarded to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation.

#### Any employee of the selected vendor, who shall require any type of system access, shall have a State Background Check (as identified in ***Section 13.2.1.4 “A”*** below) before system access shall be granted. The vendor or its employees may be denied access to the premises if they have not been security cleared.

#### All costs associated with this shall be at the contractor’s expense.

#### The contractor shall provide to the contracting agency’s Human Resource Department or designee the following documents:

##### A State Background Check for the state the individual claims as their permanent residency. The contractor shall use the following site which has immediate results: <http://www.integrascan.com>. Once the contractor has a copy of their personal background check from their state of record, they shall forward those results to the designated State representative who shall then forward it to the contracting agency’s Human Resource Department or designee in order to obtain approval for interim system access;

##### A Fingerprint Background Waiver Form, signed by the contractor(s); and

##### A Prior Arrests and Criminal Conviction Disclosure Form, signed by the contractor(s).

#### If out-of-state, contractor shall provide one (1) completed fingerprint card from a local sheriff’s office (or other law enforcement agency).

#### In lieu of the out-of-state fingerprint card, contractors can perform LiveScan fingerprinting at the Nevada Department of Public Safety, General Services Division.

#### Contractor shall provide a money order or cashier’s check made payable to the General Services Division at the current rate at time of submission.

#### In lieu of the above background check and subject to acceptance by the contracting agency’s Human Resource Department or designee, contractor may submit a current active federal authority security clearance (FBI, DoD, NSA) indicating a fingerprint based background check has been completed with no positive findings.

#### Contractor(s) may not begin work until such time as they have been cleared by the contracting agency’s Human Resource Department or designee.

#### Positive findings from a background check are reviewed by the contracting agency’s Human Resource Department or designee, in consultation with the State Chief Information Security Officer, and may result in the removal of vendor staff from the project.

### The awarded vendor shall be the sole point of contract responsibility. The State shall look solely to the awarded vendor for the performance of all contractual obligations which may result from an award based on this RFP, and the awarded vendor shall not be relieved for the non-performance of any or all subcontractors.

### The awarded vendor shall maintain, for the duration of the contract, insurance coverages as set forth in the fully executed contract. Work on the contract shall not begin until after the awarded vendor has submitted acceptable evidence of the required insurance coverages. Failure to maintain any required insurance coverage or acceptable alternative method of insurance shall be deemed a breach of contract.

### The State shall not be liable for Federal, State, or Local excise taxes per NRS 372.325.

### The State reserves the right to negotiate final contract terms with any vendor selected per NAC 333.170. The contract between the parties shall consist of the RFP together with any modifications thereto, and the awarded vendor’s proposal, together with any modifications and clarifications thereto that are submitted at the request of the State during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, any modifications and clarifications to the awarded vendor’s proposal, the RFP, and the awarded vendor’s proposal. Specific exceptions to this general rule may be noted in the final executed contract.

### Local governments (as defined in NRS 332.015) are intended third party beneficiaries of any contract resulting from this RFP and any local government may join or use any contract resulting from this RFP subject to all terms and conditions thereof pursuant to NRS 332.195. The State is not liable for the obligations of any local government which joins or uses any contract resulting from this RFP.

### Any person who requests or receives a Federal contract, grant, loan or cooperative agreement shall file with the using agency a certification that the person making the declaration has not made, and shall not make, any payment prohibited by subsection (a) of 31 U.S.C. 1352.

### Pursuant to NRS Chapter 613 in connection with the performance of work under this contract, the contractor agrees not to unlawfully discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, sexual orientation or age, including, without limitation, with regard to employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including, without limitation apprenticeship.

The contractor further agrees to insert this provision in all subcontracts, hereunder, except subcontracts for standard commercial supplies or raw materials.

## PROJECT TERMS AND CONDITIONS

*The information in this section does not need to be returned with the vendor’s proposal.*

### Award of Related Contracts

#### The State may undertake or award supplemental contracts for work related to this project or any portion thereof. The contractor shall be bound to cooperate fully with such other contractors and the State in all cases.

#### All subcontractors shall be required to abide by this provision as a condition of the contract between the subcontractor and the prime contractor.

### Products and/or Alternatives

#### The vendor shall not propose an alternative that would require the State to acquire hardware or software or change processes in order to function properly on the vendor’s system unless vendor included a clear description of such proposed alternatives and clearly mark any descriptive material to show the proposed alternative.

#### An acceptable alternative is one the State considers satisfactory in meeting the requirements of this RFP.

#### The State, at its sole discretion, shall determine if the proposed alternative meets the intent of the original RFP requirement.

### State Owned Property

The awarded vendor shall be responsible for the proper custody and care of any State owned property furnished by the State for use in connection with the performance of the contract and shall reimburse the State for any loss or damage.

### Contractor Space

#### The contractor shall be required to have its project management located in Carson City for the duration of the project.

#### All communication line costs, contractor computers, workstations, workstation hardware and software and contractor facilities shall be the responsibility of the contractor.

#### The contractor shall comply with the State standards for hardware, software and communication lines.

#### Contractors shall coordinate installation of communication lines as applicable.

#### The contractor shall, at its own expense and through its own channels, provide its own basic office supplies, clerical support, facsimile machine, furniture, photocopying, phone service and any other necessary equipment and/or resources for its operations.

#### The State shall provide space for six (6) contractor personnel. If additional space is required, the space selected by the contractor shall be mutually agreed upon by the State.

#### The State guarantees the contractor access to the job site premises, when appropriate, during reasonable hours and without undue hindrance and/or interference in performing work required under the contract.

### Inspection/Acceptance of Work

#### It is expressly understood and agreed all work done by the contractor shall be subject to inspection and acceptance by the State.

#### Any progress inspections and approval by the State of any item of work shall not forfeit the right of the State to require the correction of any faulty workmanship or material at any time during the course of the work and warranty period thereafter, although previously approved by oversight.

#### Nothing contained herein shall relieve the contractor of the responsibility for proper installation and maintenance of the work, materials and equipment required under the terms of the contract until all work has been completed and accepted by the State.

### Completion of Work

Prior to completion of all work, the contractor shall remove from the premises all equipment and materials belonging to the contractor. Upon completion of the work, the contractor shall leave the site in a clean and neat condition satisfactory to the State.

### Periodic Project Reviews

#### On a periodic basis, the State reserves the right to review the approved project plan and associated deliverables to assess the direction of the project and determine if changes are required.

#### Changes to the approved project plan and/or associated deliverables may result in a contract amendment.

#### In the event changes do not include cost, scope or significant schedule modifications, mutually agreed to changes may be documented in memo form and signed by all parties to the contract.

### Change Management

#### Should requirements be identified during system validation, development and/or implementation that change the required work to complete the project and upon receipt of a change order request by the contractor, a written, detailed proposal shall be submitted as outlined in ***Section 13.3.8.2***.

#### Within 15 working days of receipt of a requested change order, the contractor shall submit an amended project plan to include:

##### The scope of work;

##### Impacts to the schedule for remaining work for implementing the identified change;

##### Impacts of not approving the change;

##### Estimated cost of change;

##### Alternative analysis of all identified solutions to include, but not limited to:

###### A system impact report;

###### Resource requirements for both the State and the contractor;

###### A work plan;

###### Estimated hours to complete the work;

###### The estimated cost of each solution; and

###### A plan for testing the change.

#### The amended project plan shall be prepared at no cost to the State and shall detail all impacts to the project. The contractor shall present the project plan to the Steering Committee prior to final acceptance and approval.

#### The Steering Committee shall either accept the proposal or withdraw the request within 15 working days after receiving the proposal.

### Issue Resolution

During the term of the contract, issue resolution shall be a critical component. The following process shall be adhered to for all issues.

#### Presentation of Issues

##### Issues shall be presented in writing to the designated Project Manager for each party.

##### A uniform issues processing form shall be developed by the State to record all issues, responses, tracking and dispositions.

##### A project issues log shall be kept by the State.

##### Issues raised by either party shall be accepted, rejected and/or responded to in writing within three (3) working days of presentation or by a mutually agreed upon due date.

##### Failure to accept, reject and/or respond within the specified time frame shall result in deeming the issue presented as accepted and the party presenting the issue may proceed to act as if the issue were actually accepted.

#### Escalation Process

##### If no resolution is obtainable by the respective Project Managers, the issue shall be escalated to the:

###### Director of Wildlife or designee; and

###### Designated representative for the contractor.

##### A meeting between the parties shall take place within three (3) working days or a mutually agreed upon time frame.

##### Final resolution of issues shall be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

##### All parties agree to exercise good faith in dispute/issue resolution.

##### If no resolution is obtainable after the above review, the issue shall be escalated to the Steering Committee for the State and the designated representative for the contractor.

##### A meeting between the parties shall take place within three (3) working days of the meeting or a mutually agreed upon time frame.

##### Final resolution of issues shall be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

#### Proceed with Duties

The State and the contractor agree that during the time the parties are attempting to resolve any dispute in accordance with the provisions of the contract, all parties to the contract shall diligently perform their duties thereunder.

#### Schedule, Cost and/or Scope Changes

If any issue resolution results in schedule, cost and/or scope changes, a State BOE contract amendment shall be required.

### Travel Requirements

Most design, development and testing activities shall occur in Reno (except those activities mutually agreed to be performed at the contractor’s facility).

### Source Code Ownership

#### The contractor agrees that in addition to all other rights set forth in this section the State shall have a nonexclusive, royalty-free and irrevocable license to reproduce or otherwise use and authorize others to use all software, procedures, files and other documentation comprising the Nevada Department of Wildlife Business Support System at any time during the period of the contract and thereafter.

#### The contractor agrees to deliver such material to the State within 20 business days from receipt of the request by the State. Such request may be made by the State at any time prior to the expiration of the contract.

#### The license shall include, but not be limited to:

##### All Nevada Department of Wildlife Business Support System and supporting programs in the most current version;

##### All scripts, programs, transaction management or database synchronization software and other system instructions for operating the system in the most current version;

##### All data files in the most current version;

##### User and operational manuals and other documentation;

##### System and program documentation describing the most current version of the system, including the most current versions of source and object code;

##### Training programs for the State and other designated State staff, their agents, or designated representatives, in the operating and maintenance of the system;

##### Any and all performance-enhancing operational plans and products, exclusive of equipment; and

##### All specialized or specially modified operating system software and specially developed programs, including utilities, software and documentation used in the operation of the system.

#### All computer source and executable programs, including development utilities, and all documentation of the installed system enhancements and improvements shall become the exclusive property of the State and may not be copied or removed by the contractor or any employee of the contractor without the express written permission of the State.

#### Proprietary software proposed for use as an enhancement or within a functional area of the system may require the contractor to give, or otherwise cause to be given, to the State an irrevocable right to use the software as part of the system into perpetuity.

#### Exemptions may be granted if the proprietary product is proposed with this right in place and is defined with sufficient specificity in the proposal that the State can determine whether to fully accept it as the desired solution.

#### The contractor shall be required to provide sufficient information regarding the objectives and specifications of any proprietary software to allow it functions to be duplicated by other commercial or public domain products.

#### The software products (i.e., search engine) shall be pre-approved by the State. The State reserves the right to select such products.

#### Ongoing upgrades of the application software shall be provided through the end of the contract.

#### Any other specialized software not covered under a public domain license to be integrated into the system shall be identified as to its commercial source and the cost shall be identified in ***Attachment I, Project Costs***.

#### The State may, at is option, purchase commercially available software components itself.

#### Title to all portions of the system shall be transferred to the State including portions (e.g., documentation) as they are created, changed and/or modified.

#### The contractor shall convey to the State, upon request and without limitation, copies of all interim work products, system documentation, operating instructions, procedures, data processing source code and executable programs that are part of the system, whether they are developed by the employees of the contractor or any subcontractor as part of this contract or transferred from another public domain system or contract.

#### The provision of ***Section 13.3.11 Source Code Ownership*** shall be incorporated into any subcontract that relates to the development, operation or maintenance of any component part of the system.

### Escrow Account

#### The State may require contractor to establish an escrow account. The escrow agent chosen for this transaction shall be acceptable to the State.

#### If required, the escrow account shall contain the following items:

##### Two copies of the source code (preferably commented code) including all listing of the lines of programming and any custom developed code for the system for each version of the software on virus-free magnetic media, compiled and ready to be read by a computer;

##### A complete copy of the executable code including table structures, data structures, system tables and data;

##### A golden master of the software.

##### Build scripts;

##### Any configuration files separate from the build scripts;

##### Object libraries;

##### Application Program Interfaces (APIs);

##### Compilation instructions in written format or recorded on video format;

##### Complete documentation on all aspects of the system including design documentation, technical documentation and user documentation; and

##### Names and addresses of key technical employees that a licensee may hire as a subcontractor in the event the contractor ceases to exist.

#### The escrow deposit materials shall be shipped to the escrow agent via a traceable courier or electronically. Upon receipt of the materials, the escrow agent shall verify that the contents of the deposit are in good working order and certify the same to the State.

#### The escrow agency shall store the materials in a media vault with climate control and a gas-based fire extinguishing system.

#### Each time the contractor makes a new release or updated version of the software available to customers, that version as described in ***Section 13.3.12.2*** shall be deposited with the escrow agent and proof of the deposit shall be forwarded to the State.

#### In the event that contractor becomes insolvent, subject to receivership, or becomes voluntarily or involuntarily subject to the jurisdiction of the bankruptcy court, or if the contractor fails to provide maintenance and/or support for the product as outlined in the contract, or the contractor discontinues the product, the State shall be entitled to access the software source code and related items for use in maintaining the system either by its own staff or by a third party.

Any costs associated with an escrow account shall be included in ***Attachment I, Project Costs.***

### Ownership of Information and Data

#### The State shall have unlimited rights to use, disclose or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, installed, improved or furnished by the contractor under this contract.

#### All files containing any State information are the sole and exclusive property of the State. The contractor agrees not to use information obtained for any purposes not directly related to this contract without prior written permission from the State.

#### Contractor agrees to abide by all federal and State confidentiality requirements including, without limitation, providing at Contractor’s expense all notices or other corrective or mitigating measures required by law in the event of a breach of the security of the data for which Contractor is responsible.

### Guaranteed Access to Software

#### The State shall have full and complete access to all source code, documentation, utilities, software tools and other similar items used to develop/install the proposed Nevada Department of Wildlife Business Support System or may be useful in maintaining or enhancing the equipment and system after it is operating in a production environment.

#### For any of the above-mentioned items not turned over to the State upon completion of the installation, the contractor shall provide a guarantee to the State of uninterrupted future access to, and license to use, those items. The guarantee shall be binding on all agents, successors and assignees of the contractor and subcontractor.

#### The State reserves the right to consult legal counsel as to the sufficiency of the licensing agreement and guarantee of access offered by the contractor.

### Patent or Copyright Infringement

To the extent of any limited liability expressed in the contract, the contractor agrees to indemnify, defend and hold harmless, not excluding the State’s right to participate, the State from any and all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney’s fees and expenses, arising out of any claims of infringement by the contractor of any United State Patent or trade secret, or any copyright, trademark, service mark, trade name or similar proprietary rights conferred by common law or by any law of the United States or any state said to have occurred because of systems provided or work performed by the contractor, and, the contractor shall do what is necessary to render the subject matter non-infringing in order that the State may continue its use without interruption or otherwise reimburse all consideration paid by the State to the contractor.

### Contract Restriction

Pursuant to NAC 333.180, if the Division or using agency undertakes a project that requires (A) more than one request for proposals or invitation for bids; and (B) an initial contract for the design of the project, the person who is awarded the initial contract for the design of the project, or any associated subcontractor, may not make a proposal, assist another person in making a proposal, or otherwise materially participate in any subsequent contract related to that project, unless his participation in the subsequent contract is within the scope of the initial contract.

### Period of Performance

The contract shall be effective upon approval by the BOE and through the period of time the system is installed, operational and fully accepted by the State, including the maintenance and warranty period and delivery and acceptance of all project documentation and other associated material.

### Right to Publish

#### All requests for the publication or release of any information pertaining to this RFP and any subsequent contract shall be in writing and sent to the State Project Office.

#### No announcement concerning the award of a contract as a result of this RFP can be made without prior written approval of the Director of Wildlife or designee.

#### As a result of the selection of the contractor to supply the requested services, the State is neither endorsing nor suggesting the contractor is the best or only solution.

#### The contractor shall not use, in its external advertising, marketing programs, or other promotional efforts, any data, pictures or other representation of any State facility, except with the specific advance written authorization of the Director of Wildlife or designee.

#### Throughout the term of the contract, the contractor shall secure the written approval of the State per ***Section 13.3.18.2*** prior to the release of any information pertaining to work or activities covered by the contract.

### Key Personnel

#### Key personnel are identified as contractor staff responsible for oversight of work during the life of the project and for work products and/or deliverables.

#### Key personnel shall be incorporated into the contract. Replacement of key personnel may be accomplished in the following manner:

##### A representative of the contractor authorized to bind the company shall notify the State in writing of the change in key personnel.

##### The State may accept the change of the key personnel by notifying the contractor in writing.

##### The signed acceptance shall be considered to be an update to the key personnel and shall not require a contract amendment. A copy of the acceptance shall be kept in the official contract file.

##### Replacements to key personnel are bound by all terms and conditions of the contract and any subsequent issue resolutions and other project documentation agreed to by the previous personnel.

##### If key personnel are replaced, someone with comparable skill and experience level shall replace them.

##### At any time that the contractor provides notice of the permanent removal or resignation of any of the management, supervisory or other key professional personnel and prior to the permanent assignment of replacement staff to the contract, the contractor shall provide a resume and references for a minimum of two (2) individuals qualified for and proposed to replace any vacancies in key personnel, supervisory or management position.

##### Upon request, the proposed individuals shall be made available within five (5) calendar days of such notice for an in-person interview with State staff at no cost to the State.

##### The State shall have the right to accept, reject or request additional candidates within five (5) calendar days of receipt of resumes or interviews with the proposed individuals, whichever comes later.

##### A written transition plan shall be provided to the State prior to approval of any change in key personnel.

##### The State reserves the right to have any contract or management staff replaced at the sole discretion and as deemed necessary by the State.

### Authorization to Work

Contractor is responsible for ensuring that all employees and/or subcontractors are authorized to work in the United States.

### System Compliance Warranty

Licensor represents and warrants: (a) that each Product shall be Date Compliant; shall be designed to be used prior to, during, and after the calendar year 2000 A.D.; shall operate consistently, predictably and accurately, without interruption or manual intervention, and in accordance with all requirements of this Agreement, including without limitation the Applicable Specifications and the Documentation, during each such time period, and the transitions between them, in relation to dates it encounters or processes; (b) that all date recognition and processing by each Product shall include the Four Digit Year Format and shall correctly recognize and process the date of February 29, and any related data, during Leap Years; and (c) that all date sorting by each Product that includes a "year category" shall be done based on the Four Digit Year Format.

# SUBMISSION CHECKLIST

This checklist is provided for vendor’s convenience only and identifies documents that shall be submitted in order to be considered responsive. Any proposals received without these requisite documents may be deemed non-responsive and not considered for contract award.

|  |  |
| --- | --- |
| **Part IA– Technical Proposal Submission Requirements** | **Completed** |
| Part IA submitted in one (1) separate PDF file |  |
| Section I | Title Page |  |
| Section II | Table of Contents |  |
| Section III | Vendor Information Sheet |  |
| Section IV | State Documents |  |
| Section V | System Requirements |  |
| Section VI | Scope of Work |  |
| Section VII | Company Background and References |  |
| Section VIII | Attachment H – Proposed Staff Resume(s) |  |
| Section IX | Preliminary Project Plan |  |
| Section X | Other Informational Material |  |
| **Part IB – Confidential Technical Proposal Submission Requirements** |  |
| Part IB submitted in one (1) separate PDF file |  |
| Section I | Title Page |  |
| Section II | Appropriate sections and information that cross reference back to the technical proposal |  |
| **Part II – Cost Proposal Submission Requirements** |  |
| Part II submitted in one (1) separate PDF file |  |
| Section I | Title Page |  |
| Section II | Cost Proposal |  |
| **Part III – Confidential Financial Information Submission Requirements** |  |
| Part III submitted in one (1) separate PDF file |  |
| Section I | Title Page |  |
| Section II | Financial Information and Documentation |  |
| **Reference Questionnaire Reminders** |  |
| Send out Reference Forms for Vendor (with Part A completed) |  |
| Send out Reference Forms for proposed Subcontractors (with Part A and Part B completed, if applicable) |  |

# ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked “confidential” in their entirety, or those in which a significant portion of the submitted proposal is marked “confidential” **shall not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a “trade secret” as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors’ technical and cost proposals become public information.

In accordance with the submittal instructions of this RFP, vendors are requested to submit confidential information in separate files marked “**Part IB Confidential Technical**” and “**Part III Confidential Financial**”.

The State shall not be responsible for any information contained within the proposal. If vendors do not comply with the labeling and packing requirements, proposals shall be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that shall be in an open meeting format, the proposals shall remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act shall constitute a complete waiver and all submitted information shall become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information.

***Please initial the appropriate response in the boxes below and provide the justification for confidential status.***

|  |
| --- |
| **Part IB – Confidential Technical Information** |
| YES |  | NO |  |
| **Justification for Confidential Status** |
|  |

|  |
| --- |
| **Part III – Confidential Financial Information** |
| YES |  | NO |  |
| **Justification for Confidential Status** |
|  |

|  |  |
| --- | --- |
|  |  |
| Company Name |  |
|  |  |  |  |
| Signature |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Print Name |  |  | Date |

**This document shall be submitted in Section IV of vendor’s technical proposal**

# ATTACHMENT B – VENDOR CERTIFICATIONS

Vendor agrees and shall comply with the following:

1. Any and all prices that may be charged under the terms of the contract do not and shall not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.
2. All proposed capabilities can be demonstrated by the vendor.
3. The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.
4. All proposal terms, including prices, shall remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, shall remain in effect throughout the contract negotiation process.
5. No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals shall be made in good faith and without collusion.
6. All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion shall be in writing and included in the proposal at the time of submission.
7. Each vendor shall disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict shall be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest shall automatically result in the disqualification of a vendor’s proposal. An award shall not be made where a conflict of interest exists. The State shall determine whether a conflict of interest exists and whether it may reflect negatively on the State’s selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.
8. All employees assigned to the project are authorized to work in this country.
9. The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.
10. The company has a written policy regarding compliance for maintaining a drug-free workplace.
11. Vendor understands and acknowledges that the representations within their proposal are material and important, and shall be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.
12. Vendor shall certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.
13. The proposal shall be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

|  |  |
| --- | --- |
|  |  |
| Vendor Company Name |  |
|  |  |  |  |
| Vendor Signature |  |  |  |
|  |  |  |  |
| Print Name |  |  | Date |

**This document shall be submitted in Section IV of vendor’s technical proposal**

# ATTACHMENT C – CONTRACT FORM

Vendors shall review the terms and conditions in the standard contract used by the State for all services of independent contractors. It is not necessary for vendors to complete the contract form with their proposal. To review the contract form, click on the following:



*If you are unable to access contract form, please contact Nevada State Purchasing at*

*srvpurch@admin.nv.gov* *for an emailed copy.*

# ATTACHMENT D – INSURANCE SCHEDULE FOR RFP 3432

Vendors shall review the Insurance Schedule, as this will be the schedule used for the scope of work identified within the RFP.



*To open the document, double click on the icon.*

*If you are unable to access the above inserted file*

*once you have doubled clicked on the icon,*

*please contact Nevada State Purchasing at*

*srvpurch@admin.nv.gov* *for an emailed copy.*

# ATTACHMENT E – REFERENCE QUESTIONNAIRE

The State of Nevada requires proposing vendors to submit business references. The purpose of these references is to document the experience relevant to the scope of work identified within the RFP and provide assistance in the evaluation process.

|  |
| --- |
| **INSTRUCTIONS TO PROPOSING VENDOR** |
| 1. | Proposing vendor or vendor’s proposed subcontractor shall complete Part A and/or Part B of the Reference Questionnaire. |
| 2. | Proposing vendor shall send the following Reference Questionnaire to each business reference listed for completion of Part D, Part E and Part F. |
| 3. | Business reference is requested to submit the completed Reference Questionnaire via email or facsimile to: State of Nevada, Purchasing Division Subject: ***RFP 3432*** Attention: ***Purchasing Division*** Email: rfpdocs@admin.nv.gov  Fax: 775-684-0188Please reference the RFP number in the subject line of the email or on the fax. |
| 4. | The completed Reference Questionnaire shall be received ***no later than 4:30 PM PT May 30, 2017*** |
| 5. | Business references are **not** to return the Reference Questionnaire to the Proposer (Vendor). |
| 6. | In addition to the Reference Questionnaire, the State may contact any and all business references by phone for further clarification, if necessary. |
| 7. | Questions regarding the Reference Questionnaire or process shall be directed to the individual identified on the RFP cover page. |
| 8. | Reference Questionnaires not received, or not complete, may adversely affect the vendor’s score in the evaluation process. |



*To open the document, double click on the icon.*

*If you are unable to access the above inserted file*

*once you have doubled clicked on the icon,*

*please contact Nevada State Purchasing at*

*srvpurch@admin.nv.gov* *for an emailed copy.*

# ATTACHMENT F – PROJECT DELIVERABLE SIGN-OFF FORM

Deliverables submitted to the State for review per the approved contract deliverable payment schedule shall be accompanied by a deliverable sign-off form with the appropriate sections completed by the contractor.

Please refer to ***Section 4.2, Deliverable Submission and Review Process***, for information regarding the use of this form.



*To open the document, double click on the icon.*

*If you are unable to access the above inserted file*

*once you have doubled clicked on the icon,*

*please contact Nevada State Purchasing at*

*srvpurch@admin.nv.gov* *for an emailed copy.*

# ATTACHMENT G – STATEMENT OF UNDERSTANDING

Upon approval of the contract and prior to the start of work, each of the staff assigned by the contractor and/or subcontractor to this project shall be required to sign a non-disclosure Statement of Understanding (SOU).

All non-disclosure agreements shall be enforced and remain in force throughout the term of the contract and any contract extensions.

****

*To open the document, double click on the icon.*

*If you are unable to access the above inserted file*

*once you have doubled clicked on the icon,*

*please contact Nevada State Purchasing at*

*srvpurch@admin.nv.gov* *for an emailed copy.*

# ATTACHMENT H – PROPOSED STAFF RESUME

The embedded resume shall be completed for all proposed prime contractor staff and proposed subcontractor staff using the State format.



*To open the document, double click on the icon.*

*If you are unable to access the above inserted file*

*once you have doubled clicked on the icon,*

*please contact Nevada State Purchasing at*

*srvpurch@admin.nv.gov* *for an emailed copy.*

# ATTACHMENT I – PROJECT COSTS

The cost for each task/deliverable shall be complete and include all expenses, including travel, per diem and out-of-pocket expenses as well as administrative and/or overhead expenses. Detailed backup shall be provided for all cost schedules completed.



*To open the document, double click on the icon.*

*If you are unable to access the above inserted file*

*once you have doubled clicked on the icon,*

*please contact Nevada State Purchasing at*

*srvpurch@admin.nv.gov* *for an emailed copy.*

# ATTACHMENT J – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or shall be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federally appropriated funds have been paid or shall be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, “Disclosure of Lobbying Activities,” in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

|  |  |  |  |
| --- | --- | --- | --- |
| By: |  |  |  |
|  | Signature of Official Authorized to Sign Application |  | Date |

|  |  |
| --- | --- |
| For: |  |
|  |  Vendor Name |

|  |
| --- |
|  |
| Project Title |

**This document shall be submitted in Section IV of vendor’s technical proposal**

# ATTACHMENT K – FEDERAL LAWS AND AUTHORITIES

*The information in this section does not need to be returned with the vendor’s proposal.* Following is a list of Federal Laws and Authorities with which the awarded vendor shall be required to comply.

**ENVIRONMENTAL:**

1. Archeological and Historic Preservation Act of 1974, PL 93-291
2. Clean Air Act, 42 U.S.C. 7506(c)
3. Endangered Species Act 16 U.S.C. 1531, ET seq.
4. Executive Order 11593, Protection and Enhancement of the Cultural Environment.
5. Executive Order 11988, Floodplain Management
6. Executive Order 11990, Protection of Wetlands
7. Farmland Protection Policy Act, 7 U.S.C. 4201 ET seq.
8. Fish and Wildlife Coordination Act, PL 85-624, as amended
9. National Historic Preservation Act of 1966, PL 89-665, as amended
10. Safe Drinking Water Act, Section 1424(e), PL 92-523, as amended

**ECONOMIC:**

1. Demonstration Cities and Metropolitan Development Act of 1966, PL 89-754, as amended
2. Section 306 of the Clean Air Act and Section 508 of the Clean Water Act, including Executive Order 11738, Administration of the Clean Air Act and the Federal Water Pollution Control Act with Respect to Federal Contracts, Grants or Loans

**SOCIAL LEGISLATION**

1. Age Discrimination Act, PL 94-135
2. Civil Rights Act of 1964, PL 88-352
3. Section 13 of PL 92-500; Prohibition against sex discrimination under the Federal Water Pollution Control Act
4. Executive Order 11246, Equal Employment Opportunity
5. Executive Orders 11625 and 12138, Women’s and Minority Business Enterprise
6. Rehabilitation Act of 1973, PL 93, 112

**MISCELLANEOUS AUTHORITY:**

1. Uniform Relocation and Real Property Acquisition Policies Act of 1970, PL 91-646
2. Executive Order 12549 – Debarment and Suspension