

1. Do you have a current print third-party who prints the tags? Yes
2. Can you disclose a budget for this initiative? No. Part of the reason for our RFP request is to determine the budgetary impact. We have looked at several different providers, and the pricing structure seems to vary greatly from one vendor to another.
3. How are licenses currently sold? Just in-person at one of the 30+ locations? Current licenses are sold at Animal Services and partner Veterinary clinics throughout Escambia County.
4. What animals are in the scope of this RFP?
 - a. Dogs? Yes
 - b. Cats? Yes
 - c. Other? None
5. In an ideal state, through which channels should licenses be able to be sold? Via web-based portal and over the phone via a call? How about via physical mail? Ideally, our licenses should be able to be sold online or by phone.
6. Have you seen demos of products which meet your requirements? We have seen demos and/or presentations from multiple vendors who seem to meet the requirements of our RFP.
7. Do you prefer an out of the box software solution or are you willing to have a custom solution? Not specific but we would like to see a proven track record from a vendor for pet licensing or something similar.
8. For licensing sales, can you elaborate on the requirement to allow for the sale of licenses over the phone? Does this use case simply require an Escambia County staff member to sell the licenses? It is our intent that the vendor be able to accept orders for pet licenses by phone as well as online.
9. Please explain the "quality pet tag" requirement on page 15 of the RFP. The tag needs to be durable enough to be able to be read for the duration of the license period (1 year) under normal wear and tear.
10. How many internal users of the system? Not sure how internal users is defined in this context. Escambia County employs roughly 30 people that may need access to the license database. Approximately 30 veterinary clinics in the County sell tags and would need to use the system.
11. This is regarding the requirement on page 15 that reads, "Software must provide information about pet licensing in Escambia County." Is this referring to information that must be displayed publicly on, say, a web-based portal, along the lines of a FAQ or Knowledge Base? Do you have the knowledge articles, FAQ's, and other documentations already authored? Or is part of the solution requirements to create these public and/or internal facing documents? This is referring to providing information to the public regarding the license requirements for Escambia County

residents. The Animal Services Administrative Team working with our Community Media Relations Department would help to create the information that would need to be provided.

12. What are some examples of reports and dashboards the Escambia team would pull? Individual Vet clinic sales, Accounting reports, late or non-renewals
13. What is the current distribution process for the pet tags? Would the successful vendor for this opportunity be expected to mail the tags? Currently the participating vet clinics or Animal Shelter has tags on hand, which they sell to the pet owner. Our preference would be that the selected vendor would provide the tag(s) to the pet owners via mail.
14. Have you seen vendor solutions (via independent research or via demo) in preparation for this RFP? Yes
15. When is your ideal go-live date? ASAP but we would want to be sure to be able to transition smoothly from the current program to the new one.
16. What resources from the Escambia team will be assigned to this project to support the successful vendor for this opportunity? The Animal Services Administrative staff would be assigned to the project. They handle the current program and would be ideal for assisting in developing and implementing a transition plan.
17. Do you reimburse for travel for vendors outside of Florida? Or should we “bake” our on-site fees into the cost proposal we submit for this opportunity? We do not reimburse for travel. Vendors should for account for any expenses they may incur while preparing their RFP.
18. Please confirm the “customer service” mentioned on Page 15 refers to the vendor providing customer service to the Escambia team, or if it means “customer service” to the Escambia constituency. Customer Service would be a provision to Escambia County pet owners who are purchasing or inquiring about pet licenses.
19. When the term “phone” is used in the RFP (example: page 15 - the awarded firm must allow for the sale of pet licenses via phone), do you mean via phone call or via a mobile device, such as through a mobile-responsive web page or app? The selected vendor should be able to sell pet licenses via phone and online sales.
20. Is there any significance to the timing of this RFP? Why was it released now as opposed to say in Q4 2019 or Q2 2020? We are currently planning for the new budget and would like to be able to include any expenses in our budget preparation.
21. Regarding this requirement: “The awarded firm must also be able to send warning letters and citations if deemed necessary.” Through which channels should these warning letters and citations be sent? Physical mail or email? Email would be the preferred method; however, the

selected vendor should be able to accommodate either method.

22. How many license vendors would need access to the system? (1.1) Roughly 30 organizations currently sell licenses for Escambia County.
23. Do all vendors need to be able to create reports? (1.1) Each vendor that sells our licenses should have the ability to generate a report(s) that pertain to their license sales.
24. Is the goal for Escambia County citizens with pets to be able to access the system to self-register? (1.1) Yes. That is the goal.
25. Does Escambia County already have a preferred payment processor for online purchasing of pet licenses? (1.1) No.
26. Are rabies vaccination records manually verified? (1.1) They would need to be.
27. What is the scope for keeping pet license data updated? Would residents be updating their own address data? (1.3) Residents should have the ability to update their personal information (i.e., address, phone number, etc.,). In addition, vendors and Escambia County Animal Services staff members should be able to update information when needed.