General Information

The New Hampshire Fish & Game Department gives notice the Hunter Education Program is requesting proposals for an event management program to improve public access to department outdoor education and outreach programs.

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified service providers to provide a hosted software service for registration, management and reporting of Outdoor Education Programs for the New Hampshire Fish and Game Department (NHFG). These programs include Hunter Education course registration, angler education courses, one day workshops and youth day activities.

1.2 General Consideration

The system should have four levels of user groups as described below.

1. Public Access that will be used by the general public to search for courses and any education or outreach offerings that require pre-registration. For courses the public shall be able to see and print any attached files and if applicable print their certificate of completion via the internet or email. They should also receive support through a vendor supplied help desk.

2. Instructor Access. Instructors will have the ability to search and view all available courses, access the student rosters and see a list of instructors assigned to a course. Instructors will have no editing capability.

3. Chief Instructors should have the permissions listed for instructors as well as the ability to create courses, edit their courses including adding/deleting students, and submit results. They should also be allowed to add attached files to their courses only. Chief instructors shall also be allowed to set a course to either public or private. A private course will not be visible to the public. Students will be invited via an email that shall contain a link to the registration page.

4. Administrators. The administrators of the system will be designated by the NH Fish and Game department and will have all the abilities listed for chief instructors as well as be able to create new locations, create new users, limit student registrations, accept, reject or edit courses and/or results, create reports, and add attached files to any course. Shall be able to search for instructors, students or events/courses by type, location, date, or date range. Shall be able to access student, instructor and class databases and be able to review/search data and generate various reports. Administrators shall also be able to create new event types and locations.

2.1 Online Course Registration- General and Student Function Requirements

1. The vendor shall set up the registration tool to collect student data fields as requested by NH Fish and Game Department and data required on each instructor as listed in the Student Name and Personal Details, and Instructor Profile fields. Vendor will validate data entry
2. The system shall **allow** students to register for multiple classes of different types (ex: one hunter education and one trapper education course) but **not allow** them to register for two of the same type course at the same type (ex. Two hunter education courses). Students must remove themselves from one course before being allowed to register another of the same type.
3. The system shall allow for registration requirements to be defined such as setting a minimum age or a gender specific class.
4. The system shall allow for registration of a course with no fee and for registration and collection of payment for courses with a fee
5. Each person in a certification course (Hunter education, Online Field Days and Trapper education) shall have a unique number assigned to them in the database. The numbers will be assigned sequentially beginning with numbers supplied by the Fish and Game Department. These numbers will be the student certification number printed on their certificates of completion.
6. Students shall be able to cancel their class registration as well as transfer themselves to another course of the same type.
7. The system shall include a map program link for students to get directions to their class.
8. The system shall collect information from students registering for a course about any special needs or accommodations the student may need including but not limited to translation services, verbal testing, or mobility concerns.
9. Students shall be able to search for courses by type and/or location
10. Students shall be able to see the number of seats available and their position on a waitlist if applicable.
11. Students shall have the ability to register for a waitlist.
12. Students will receive an automatic warning message if they attempt to register for multiple courses of the same type. The message shall inform them they need to remove themselves from one course before registering for another.
13. The registration process will include up to 4 questions that a student can answer (optional) before registering. These answers shall be included in the data for reporting and will be specific to either a course or a workshop/event.

2.2 Creating and Editing a Course

1. The system shall allow the course creator to choose the course type from a dropdown menu to include hunter education, field day or trapper education. The instructor shall also be allowed to manually enter a title for events that do not fit into one of the above categories. (Ex: Turkey Hunting Workshop, Youth Programs, Let's Go Fishing event etc.).
2. The system shall maintain a course/workshop location database with information to be provided by administrators. The location field shall automatically fill as the instructor types the name of the location
3. Course capacity shall be prefilled based upon the course location database. The system shall allow the course capacity to be changed by the creator.
4. The system shall allow for the event to be designated as either public or private. Course creators shall have the ability to invite students to register for a private course via a link sent by email.
5. The system shall allow the event to have multiple dates and times assigned by the instructor.
6. The system shall allow the creator to add multiple instructors to the event. The creator will be the contact for students.
7. The system shall allow for special instructions to be entered by the course creator.
8. The system shall allow for files to be attached to each event by the creator.
9. The system shall have the ability to take a waiting list for each event. The waiting list capacity shall be set by the creator. The waiting list shall also have the ability to be turned off. The default setting shall have the waitlist on.
    a. The waitlist shall include the students name and email
    b. The waitlist shall be automatic with no actions needed by the creator
    c. If a slot opens in a course the first person registered on the waitlist shall be invited to register via email. The student shall be given 48 hours to register, decline or timeout. The next student on the waitlist will be invited if a slot in the course still exists.
    d. The system shall allow the creator to select students on the waitlist and invite them to register, email them, delete them from the waitlist, or add them to the course roster.

10. The system shall assign a unique ID to each event.
11. The system shall have the ability to set when a student can cancel their registration with no loss of fees if applicable.
12. The system shall have the ability to change the chief instructor
13. The chief instructor shall be able to move one or multiple students registered to a new event
14. The system shall allow the chief instructor to remove one or multiple students registered from an event.

2.3 Course Results

1. Result submission is mandatory for Hunter Education, Online Field Days, and Trapper Education Courses. The system shall not allow an instructor to complete a course and submit for administrator review unless course results and instructor reporting information have been entered.
2. Student Results shall include pass or fail. If a student fails the instructor shall choose from a drop down menu list including: no-show, failed written test, failed practical, incomplete.
3. The chief instructor shall be able to create a new student and registration to allow reporting of results for walk-in participants.
4. If a student passes a course the certification number is then automatically assigned to them.
   (Numbers supplied by NH Fish and Game Dept.)
5. Upon course completion and results approval, students shall have the ability to login to their accounts and print their certificate of completion which includes their certification number (certificate to be designed by NH Fish and Game Dept.). Or upon course completion a PDF of their course completion shall be emailed to each student.
6. The chief instructor shall have the ability to print student certification cards.
7. The system shall have separate results submission page/section for instructor data. The inputting of instructor data is mandatory.
8. The instructor data shall include fields for:
   a. Instructor name
   b. Course type
   c. Location
   d. Dates
   e. Course hours
   f. Travel hours
   g. Total Hours
   h. Mileage
9. The system shall pre-fill the instructor name, course type, location and dates.
10. The system shall automatically add course hours and travel hours.
11. The students' results and instructor results may be submitted separately.
12. All results must be approved by an administrator before the data is transferred to the NH Fish and Game database.

2.4 Email Functions

1. The system shall create email notifications to students specific to the education course and that confirms a student's registration, change in registration, or cancellation. The email shall be generated within one hour following registration, change in registration or cancellation.
2. The system shall provide an option for chief instructors and administrators to email students from inside the system.

3.1 Fee Collection

1. Course administrators shall have the ability to set fees for courses and workshops.
2. Administrators shall also have the ability to turn on or off the fee requirement.
3. Vendor shall have obtained and shall maintain certification for being Payment Card Industry (PCI) compliant.
4. All fees collected by the vendor shall be applied towards the program subscription costs. Any additional fees shall be transferred to the NHFG.
5. Any associated credit card fees are covered by the actual fee paid to the vendor by the student.
6. Payments by credit or debit cards shall be accepted.

4.1 Reporting and Analytics

1. Delinquent report for instructors with unfinished results reporting for courses if two weeks have passed since the last day of the course. This report shall be directed to the appropriate NH Fish and Game Administrator
2. Course registration report (student roster) shall be available for an instructor to export student registrations to a printable report for attendance purposes.
3. Instructor course summary report for an event including event description and all student and instructor result information
4. Administrators shall have the ability to create the following reports based on course type, courses within a specified date range, all courses, and course location.
5. Administrators shall have the ability to create the following reports for instructor recertification and federal aid reporting. Administrators shall be able to choose course type and specify date ranges.
    a. Total number of hunter education students passed
    b. Total number of online hunter education course field day passed
    c. Total number of trapper education students passed
    d. Fiscal year summaries (July 1-June 30) by course type to include
        i. Number of courses
        ii. Total registration
        iii. Total passed
        iv. Total Failed
        v. Total number of seats available
        vi. Total number of no-shows
        vii. No-shows as a percentage of total seats available
        viii. Reasons for failure and total numbers of each
        ix. Total instructor hours
        x. Total instructor mileage

xi. Demographic information to include male or female, ethnicity, and ages

e. Total number of participant at Owl Brook by course type
f. For all instructors by course type (Hunter Education to include field days and trapper education) Total number of courses, total hours, total mileage.
g. Report data shall be able to be exported to a csv. Or Microsoft Excel file format

6. Administrators shall also have the ability to create ad hoc reports. The vendor should provide an overview of the ad hoc reporting capability to be provide with the event management solution. If a third party tool is employed, identify and describe the tool. Discuss capability, sophistication and ease use.

5.1 Advertising and Privacy Policy

1. The vendor shall adhere strictly to a privacy policy which ensures student and instructor data shall not be transferred to any other party except the NH Fish and Game Department and shall not be used by the vendor for any purpose except to transfer to the Department or communication with students regarding their registrations.
2. Vendors shall operate at all times under the assumption that the student and instructor data belongs to the NH Fish and Game Dept. The vendor shall present its privacy policy clearly on the webpage and provide a link to the privacy policy from the registration system.

6.1 System Support

1. Vendor shall propose only one candidate dedicated through the term of the contract to act as the point of contact for any problem resolution or requested system changes
2. The vendor shall develop training materials for NH Fish and Game Dept. staff and instructors on system usage. This can be written manuals, online tutorials, videos or other method upon approval of the Department.
3. The vendor shall provide support to users for password resets and assistance in registering for a course.
4. The vendor may be requested to provide either an on-site or web based bidder demonstration of the vendor's product to verify and further evaluate information submitted in the bid proposals.

6.2 Software Enhancements and Modifications

1. The vendor shall agree to make modifications and enhancements to proposed software system to accommodate future Department course offerings.

2. The vendor shall provide and hourly rate in its cost proposal which shall be charged for enhancements or changes.

7.1 Student, Instructor and Course Location Database Elements

The following are expected data elements in the system.
Vendor will validate all data entry.

7.2 **Student Name and Personal Details**

1. First Name
2. Middle Name or initial
3. Last Name
4. suffix
5. Date of Birth
6. Gender
7. Ethnicity (optional)
8. Phone number
9. Email address
10. Certification number upon course completion

7.3 Student Mailing Address

1. Physical Street Address (mandatory)
2. City
3. State
4. Zip Code
5. Check box if mailing address is different than physical
    a. Mailing address
    b. City
    c. State
    d. Zip code

7.4 Instructor Profile Fields

Instructor profiles can only be seen/edited by NH Fish and Game administrators

1. Username
2. Password hint
3. Email
4. Gender
5. Date of birth
6. Address
7. City
8. State

9. Zip code
10. Instructor number
11. Instructor type (HE and/or TE)
12. Phone number
13. Instructor certification date
14. Instructor recertification date
15. System user lever (Instructor or Chief Instructor)
16. How students should contact this user (email and/or phone)

7.5 Locations

The location database is populated and edited by NH Fish and Game Department Administrators and should include:

1. Location name
2. Special instructions (optional)
3. Address (physical)
4. City
5. State
6. Zip Code
7. Course capacity

8.1 Database Integrity and Application Usability

1. All data shall be transferred to NHFG on Monday on a weekly basis.
2. All data collected by the vendor shall be considered the property of the NHFG.

Vendor to validate data input and output to ensure the best data integrity possible

8.2 Data Migration and Account Setup

FTP Account Setup:

Vendor will work with State Of NH - Department off Information Technology (DoIT) to obtain access to State's FTP site for depositing the file.

The file needs to be sent once a week (on Monday) to NHFG via a FTP site.

File Requirements:

File naming convention: NHyyyymmdd.txt. For example: NH20140609.txt
The date in the file name represents the Monday date that the file will be sent to NHFG.

Header Record

Record length is 42 characters. Record is alphanumeric.

The header record contains filler and the filename. Filler is used to identify header record.

1. 00000000000000000000 The first 20 characters are zeros
2. NHyyyy-mm-dd.txt The next 22 characters contain the file name. There are 6 unused spaces after the name.

Trailer Record

Record length is 27 characters. Record is alphanumeric.

The trailer record contains filler and a record count. The filler is used to identify trailer record.

Record allows alphanumeric.

1. ZZZZZZZZZZZZZZZZZZZZ The first 20 characters are Zs.
2. 0000568 The next 7 characters are the record count. Record count has padded zeros.

Detail Record

Fixed length record is 327 alphanumeric characters.

Field length is determined by field size, not by data.

All data is in capitalized.

If field is blank, fill with spaces.

1. Last Name	35 characters	
2. First Name	25 characters	
3. Middle Initial	1 character	
4. Suffix	3 characters	
5. DOB	8 characters	yyyymmdd format (Date of Birth)
6. Gender	1 character	values ‘M’ or ‘F’
7. Mail Street	40 characters	
8. Mail City	29 characters	
9. Mail State	2 characters	
10. Mail Zip	10 characters	99999 or 99999-9999 format
11. Street Address	40 characters	
12. City	29 characters	
13. State	2 characters	
14. Zip	10 characters	99999 or 99999-9999 format
15. Email	50 characters	
16. Primary Telephone	12 characters	9999999999 format
17. Secondary Telephone	12 characters	9999999999 format
18. Certification ID	10 characters	Zero padded - ex: “0001234567”.
19. Certification Date	8 characters	yyyymmdd
20. Course Type	2 characters	
21. Event No	10 characters	Zero padded – ex: “0000046084”

Field definitions:

1. Last Name — Student's last name
2. First Name — Student's first name
3. Middle Initial — Student's middle initial
4. Suffix — Student's suffix name
5. DOB — Student's date of birth
6. Gender — Student's gender
7. Mail Street — Student's mailing address
8. Mail City — City of mailing address
9. Mail State — State of mailing address
10. Mail Zip — Zip Code of mailing address

Use the Mail Address information in the Physical Address, unless the Physical Address is different.

11. Street Address — Physical Street Address
12. City — Physical City Address
13. State — Physical State
14. Zip — Physical Zip

15. Email — Student's email
16. Primary Telephone — Home phone or Primary phone number
17. Secondary Telephone — Secondary phone number
18. Certification ID — ID given to Student for successful completion of course.
19. Certification Date — Date is last day of course when student is certified.
20. Course Type — Course code of course student took.
21. Event No — ID given to course that the student attended.

9.1 Vendor can expect this system to operate **based upon 6800 registrations and 170 course, workshops or events.**

9.2 Vendor will provide requested information to the New Hampshire Fish and Game Department via a detailed demonstration through Webinar or in person. Vendor will provide expected cost and fees to use this event manager with all functions included in this RFP annually.

10.1 Response Instructions

Vendors are requested to submit their response by December, 23 2014 Responses received after this date will be accepted but entry into the examination process will not be guaranteed. Please provide a copy of your response to:

Josh Mackay
11 Hazen Drive
Concord, NH 03301

Or via email: Joshua.a.mackay@wildlife.nh.gov

10.2 RFP INQUIRIES

For inquiries regarding this RFP, please contact:

Josh Mackay, Hunter Education Coordinator
11 Hazen Drive
Concord, NH 03301

Telephone (603) 271-0459
Email: Joshua.a.mackay@wildlife.nh.gov

10.3 VENDOR PRESENTATIONS

Based on interest that is generate following a review of the responses to this RFP, some vendors may be invited to present an overview and demonstration of their proposed design and associated services. There is no guarantee that a vendor may be asked to provide a presentation. All presentation costs incurred by the vendor shall be borne by the vendor.