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ADDENDUM No. 4
REQUEST FOR PROPOSALS
**ONLINE RESERVATIONS AND POINT OF SALE SYSTEM TO INCLUDE PROPERTY MANAGEMENT AND
HOSPITALITY SERVICES FOR CAMPGROUND, LODGING, CABINS, AND DAY-USE FACILITIES**
ASP-CRS-9-22

Issued: November 18, 2022

To All Potential Respondents: This Addendum is issued to modify the previously issued RFP documents and/or is provided for informational purposes, and is hereby made a part of the RFP documents

RFI 13) At the property level, are there any 3rd party applications such as door locks or phones that are expected to be integrated with the PMS (Property Management System)?

Response: Not at this time, but we are certainly open to these types of integrations with a Property Management System and other improvements.

RFI 14) Are we able to FedEx hard copies and thumb drive response to the specified address, or must we deliver by hand?

Response: Hard copies and thumb drive may be mailed to the address specified in the RFP, also copied below. Please note that it is the Respondent's responsibility to make sure that its submission is received before the response deadline.

Alabama State Parks Division
Attention: Toni Hart (**RFP Number: ASPRS322**)
64 North Union Street, Room 538
Montgomery, AL 36130

RFI 15) In 4.2.4, it states, "proposed solution will be implemented no later than the date shown in Section 2." There is no date of completion outlined in Section 2.

Response: The Alabama State Parks Division (ASP) has a target "Go Live" date of November 15, 2023.

- **If we are unable to guarantee deadline date, would that mean disqualification?**

Response: ASP has a target operational date of November 15, 2023. Internal deadlines will be developed based on a roll-out plan and timeline to be discussed and coordinated with the selected vendor.

- **If we do not meet the provided deadline, what are the consequences?**

Response: Please see section 1.7.15 for additional information.

- **There are project deliverables and deadlines that will be managed by Alabama State Parks, if those deadlines are delayed/not met, how will this impact project timeline?**

Response: ASP has a target operational date of November 15, 2023. ASP will coordinate with the selected vendor to develop a roll-out plan which will include project deliverables, internal deadlines, and contingencies.

RFI 16) Within 5.10: Who are you currently using for an online booking tool and will that be changing as part of this project or would you consider integrating your existing tool with the new Property Management System?

Response: The ASP online booking tool is our current campground and lodging reservation system provider. Improving the process and enhancing the end-user experience is the goal of this RFP.

RFI 17) Within 5.28: On Average, how many future bookings are in your system?

Response: As of November 1, 2022, the ASP has approximately 33,000 future bookings throughout our State Parks system. This translates to approximately 225,000 nights in future bookings. The majority of these reservations are for campgrounds at 27,500, and about 5,500 are reservations for lodges and/or cabins.

RFI 18) Within 5.30 Training:

- **For the purposes of training efforts at dining/store operations, we need to understand the number of staff members at each park who would be considered POS (Point of Sale) users at the time of implementation and what the different roles would be (e.g. cashiers, servers, bartenders, managers)?**

Response: The number may vary depending on the specific Park and the popularity of the operation. We estimate that participants could vary from 2 – 40 individuals per Park, which includes cashiers, servers, bartenders, and managers.

- For the purposes of the ongoing performance training, quarterly web based training for new employees, and bi-annual performance training how many attendees should be anticipated for these types of training at the dining/store operations?

Response: The number may vary depending on the Park and the popularity of the operation. We estimate that it could vary from 2 – 40 participants per Park, which includes cashiers, servers, bartenders, and managers.

- For the purposes of training efforts at lodging locations, we need to understand the number of staff members at each park who would be considered PMS users at the time of implementation and what the different roles would be (Front Office, Accounting, Reservations, etc.)

Response: The number may vary depending on the Park and the popularity of this type of operation. We estimate that it could vary from 2 – 30 per Park, which includes Front Office, Accounting, Reservation, Managers and etc.

- Are there offsite/central staff who would need to have training included for them? (Central Reservations Office, Central Accounting, Operations, etc.)

Response: Yes, the staff at Parks Headquarters will need to be included in the training.

RFI 19) Within 5.30.3: Is this required to be on site? If this is required to be on site and the term is potentially unlimited, how are costs expected to be fixed, or can this be quoted as an annual fee?

Response: ASP will consider a hybrid training proposal to include on-site training, regional training, and online/recorded training sessions.

RFI 20) Within 5.7.2: What is a non-site-specific-reservation and how would it affect inventory? How is it assigned to inventory?

Response: A non-site-specific reservation is typically found within a lodge/hotel booking. For example, if a guest books a standard king room, they are not selecting a designated room (such as Room 201). The reservation system should be able to make a non-site-specific reservation. At the time of physical check-in, the system will then assign a specific room based on availability and the booking information. The system will need to have the capacity to manage the available inventory to ensure that “double bookings” and other errors do not occur.

RFI 21) Within 5.7.5: Are walk in reservations allowed on non-occupied Marina slips that are currently under lease to a slip leaseholder or are slips held as long as the slip is leased.

Response: Only the leaseholder will be allowed to occupy a slip even if the slip is not occupied at the time.

RFI 22) Within 5.10: Is this a requirement you are looking to have created or is this an existing web booking platform you are looking to integrate with the property management system and these are API requirements?

Response: Yes, this is a requirement. The vendor should ask, in general, what is the guest-facing interface look and feel? How does it operate and what are its limits? Of course, this interface would be collecting data so we would want to know more about the back-of-house reservation interface to include reporting and functionality.

RFI 23) Within 5.14: Is Group Sales and Conference Services only available at the facilities flagged as having Convention/Meeting Rooms?

Response: Yes.

RFI 24) Within 5.24.1 Marina Management:

- **Are Marina Contracts drafted separately and the management system just tracks slip occupancy and billing/collections?**

Response: Marina contracts are drafted in-house. They are printed at the Park level to new slip holders; a file is kept at the Marina. The system will need to track slip occupancy and perform billing/collections, as well as all requirements outlined within section 5.24

- **What frequency are Slip fees billed and what metrics are they determined by?**

Response: ASP is currently billing quarterly. This includes 3 months of slip lease + utilities + late fees (if applicable).

- **Is it a fixed amount by slip or metric by foot of the vessel?**

Response: Fee rates can be found on the ASP website under the Parks that have marinas.

RFI 25) Within 5.24.3: What is a non-site-specific slip reservation?

Response: A non-site-specific slip reservation is similar to a non-site-specific reservation at a lodge/hotel. For example, if a guest books a 30' slip, they are not selecting a specific slip location. The reservation system should be able to make a non-site-specific slip reservation. At the time of physical check-in, the system will then assign a specific slip based on availability and booking information. The system will need to be able to manage the available inventory to ensure that "double bookings" and other errors do not occur.

RFI 26) Within 7.1 Cost Proposal Details: To provide an accurate representation of the Point of Sale (POS) implementation costs we need to gain a better understanding of your operations that require POS. While the state park amenities attachment does provide some guidance on what is available at each park we are unable to determine which amenities will require POS or if any of the amenities are provided from a single venue.

Response: All of the following amenity types require POS: Food & Beverage Operations, Golf, Gift Shops, Campground Stores, Marinas, Gate Houses, Park Offices, Lodges, and any remote facilities.

RFI 26) Within 7.1.8 Payments:

- **Is the request to hold all payments until completion of implementation of all products?**

Response: Yes, payments are based on revenue that the Reservation System generates. So, if ASP and the vendor agree to a segment of the Reservation System that will not go live, then the System will generate less revenue. ASP may also agree to a lower percentage at “go live” for incidental features. When critical components are made operational, ASP may consider increasing the percentage payment. To reiterate, ASP has a target operational date of November 15, 2023.

- **We formally request a list of venues at each park that will require POS, the number of POS terminals required for each venue, the operational style of each venue (e.g. Full Service Restaurant, Concession Stand, Retail, Rentals), and the hours of operation for each venue should they be different than the overall parks operating hours.**

Response: At this time, please note the following:

POS	Store Name	Location Name
1	Blue Springs State Park	Main
2	Bucks Pocket State Park	Main
3	Cathedral Caverns State Park	Main
4	Cathedral Caverns State Park	Main
5	Cheaha State Park	Main
6	Cheaha State Park	Main
7	Cheaha State Park	Main
8	Cheaha State Park	Main
9	Chewacla State Park	Main
10	Chewacla State Park	Main
11	DeSoto State Park	Country Store

12	DeSoto State Park	Country Store
13	DeSoto State Park	Lodge
14	DeSoto State Park	Lodge
15	DeSoto State Park	Lodge
16	DeSoto State Park	Pool
17	DeSoto State Park	DeSoto Falls
18	Frank Jackson State Park	Main
19	Gulf State Park	Campground Office
20	Gulf State Park	Campground Office
21	Gulf State Park	Campground Office
22	Gulf State Park	Campground Office
23	Gulf State Park	Camp Store
24	Gulf State Park	Main
25	Gulf State Park	Pier
26	Gulf State Park	Pier
27	Gulf State Park	Pier
28	Gulf State Park	Pool
29	Joe Wheeler State Park	Cabin Office
30	Joe Wheeler State Park	Campground
31	Joe Wheeler State Park	Campground
32	Joe Wheeler State Park	Lodge
33	Joe Wheeler State Park	Marina
34	Joe Wheeler State Park	Marina
35	Joe Wheeler State Park	Pro Shop
36	Joe Wheeler State Park	Pro Shop
37	Lake Guntersville State Park	Park Office
38	Lake Guntersville State Park	Campground

39	Lake Guntersville State Park	Campground
40	Lake Guntersville State Park	Campground
41	Lake Guntersville State Park	Campground
42	Lake Guntersville State Park	Main
43	Lake Guntersville State Park	Golf Course
44	Lake Guntersville State Park	Main
45	Lake Guntersville State Park	Town Creek Fishing Center
46	Lake Lurleen State Park	Main
47	Lake Lurleen State Park	Main
48	Lakepoint State Park	Lodge
49	Lakepoint State Park	Marina
50	Lakepoint State Park	Marina
51	Lakepoint State Park	Marina
52	Lakepoint State Park	Welcome center
53	Meaheer State Park	Main
54	Meaheer State Park	Main
55	Monte Sano State Park	Main
56	Monte Sano State Park	Main
57	Monte Sano State Park	Main
58	Monte Sano State Park	Main
59	Monte Sano State Park	Main
60	Oak Mountain State Park	Back Gate
61	Oak Mountain State Park	Campground
62	Oak Mountain State Park	Campground
63	Oak Mountain State Park	Campground
64	Oak Mountain State Park	Demonstration Farm
65	Oak Mountain State Park	Front gate

66	Oak Mountain State Park	Grille
67	Oak Mountain State Park	Main
68	Oak Mountain State Park	Marina
69	Oak Mountain State Park	Main
70	Oak Mountain State Park	Pro-Shop
71	Rickwood Caverns State Park	Main
72	Wind Creek State Park	Main
73	Wind Creek State Park	Main
74	Wind Creek State Park	Main
75	Wind Creek State Park	Main
76	Wind Creek State Park	Marina store
77	Wind Creek State Park	Marina store

- **Is this payment for completion of a deliverable or all deliverables? If this is for completion of all deliverables, when is project completion assessed when training must be provided ongoing on a quarterly and semi-annual basis?**

Response: ASP prefers that payments be a percentage of the revenue reflected in the Reservation System. However, ASP is open to other proposals such as a fixed rate or a transaction fee. Again, ASP may also agree to a lower percentage/fixed-rate/transaction fee if critical components are not available when the system “goes live” and the percentage/fixed-rate/transaction fee can be increased as the full suite of functional is delivered and rolled out. To reiterate, ASP has a target operational date of November 15, 2023.

RFI 26) Within Within “Attachment 1: (State Park Amenities)”

- **For the golf courses, Oracle does not have a product in which you can book tee times, we have open APIs for any partners to build an integration. Is it a requirement that the functionality to book tee times is native to the solution being presented?**

Response: Yes.

RFI 27) Within 5.24 Marina Management: This Section is not native to our Property Management or Point of Sale solutions, we do have ideas to explore how to operationalize the functions for Alabama State Parks. This may include utilizing certified integration technology partners to address the functional requirements. Is this an acceptable response?

Response: Yes. Please elaborate your solution in your proposal.

RFI 27) Within 5.6 Permits, Passes, Tours, Day-Use Rentals, and Ticketing: This Section is not native to our Property Management or Point of Sale solutions, we do have ideas to explore how to operationalize the functions for Alabama State Parks. This may include utilizing certified integration technology partners to address the functional requirements. Is this an acceptable response?

Response: Yes. Please elaborate your solution in your proposal.

RFI 28) Within 5.10 Online User Interface: This Section is not native to our Property Management or Point of Sale solutions, we do have ideas to explore how to operationalize the functions for Alabama State Parks. This may include utilizing certified integration technology partners to address the functional requirements. Is this an acceptable response?

Response: Yes. Please elaborate your solution in your proposal.

RFI 29) Within 5.19 Offline Use and System Back-up: This Section is not native to our Property Management or Point of Sale solutions, we do have ideas to explore how to operationalize the functions for Alabama State Parks. This may include utilizing certified integration technology partners to address the functional requirements. Is this an acceptable response?

Response: Yes. Please elaborate your solution in your proposal.

RFI 30) Would the system be used for the entire state of Alabama? (a ballpark figure is helpful for pricing)
 Number of Parks
 Number of campsites
 Number of cabins
 Numbers of RV sites

Response: See the Park Matrix within Addendum 1.

RFI 31) Number of users?

Response: The number of users will vary depending on the park and the popularity of each Park.

RFI 31) Will the state have someone make the reservations or will the client make their own?

Response: Both.

RFI 32) Would you like to be put on a third party such as Expedia or booking.com?

Response: This is not a requirement, but the ASP is open to reviewing this type of service.

RFI 33) Would you like a link attached to the parks and rec website or will it be attached to the state website? If attached to parks, client has to go to the individual park to make reservations for only that park

Response: Yes, the reservation system link will be attached to www.alapark.com. The system should have the functionality to allow the guest to search for a reservation that fits their unit type and/or interests. Example: If a guest wants to book a cabin at DeSoto for Veterans Day Weekend to see the Fall season colors, other options should also be generated when there is no availability at specified Park.

RFI 34) Who will be loading the information (different park info) into the system? I.E. us (vendor or parks & rec)

Response: Please see the requirements outlined within the RFP including the optional services.

RFI 35) In Section 4.0, does this also apply to all subcontractors that may be included? For example, if a subcontractor comes in, are you requesting 3 additional references from them too?

Response: No, subcontractors do not need additional references. However, it would be beneficial to have a reference that can speak to the prime and the subcontractors' relationship/work performance for that specific client.

RFI 36) In section 5.2.8, Reservation Cut-Off to be defined by Unit or Type - is this based on online booking and for internal bookings to block Guests and User from booking past times?

Response: This is for online booking - to be able to configure by Park and type of accommodation how far in advance that a reservation must be made. For example, a campsite might be able to be reserved the same day until 8pm in one facility and only until 5pm in another, while cabins must be booked at least two days in advance. ASP does not see any need for this cut-off time restriction to be applied at the staff level.

RFI 37) In section 5.2.8, Reservations Cut-Off Process - Can you clarify the process requirements of this requirements?

Response: Please see the requirements as outlined in this section. The process depends on how the VENDOR system works. What is most important is that there is a level of configurability that allows for this restriction to be set based on the unit type, facility, and park (not just by Park).

RFI 38) In section 5.5, When defining yield for a "Unit", how would you see that working at yielding is based on the available number available. So if the unit is booked, there wouldn't be a yield. And if there is only 1 of a unit number, what would you be yielding this with?

Response: In the case of a specific unit, this requirement is less about overall yield calculation and more focused on being able to set up specific rules for individual units. For example, there may be a specific "Standard: Water, Electric, Sewer" campsite that is more desirable than others within the same facility. Dynamic rate rules should be configurable for that unit type as a whole, but there should also be a way to apply dynamic rules for that specific unit as well.

RFI 39) In section 5.5, What is the definition of Dynamic Pricing for Unit Numbers?

Response: See response for RFI 38.

RFI 40) In section 5.5.9, Setting configurable to include/exclude any usage classifications (Can you explain Usage Classifications?)

Response: Usage classification is the term used to describe the type of rate/discount the customer is eligible for based on the type of customer and dates of stay. This term is used based on the current system setup but may be applied differently in other systems. Functionally, this requirement is in place to define the need that when dynamic rules are in place, the system must be capable of automatically including/excluding specific discounted rates from the dynamic calculation. For example, if there is a rule that applies a \$5 increase on a rate during a specific time frame, our complementary classifications must be excluded such that their rate stays at \$0. Another example is that discounted rates/classifications (e.g. Senior Citizens, Veterans) must be adjusted in the same manner as the rack rate such that a 20% discount is always maintained off the base rate.

RFI 41) In section 5.5.6, Clarification, is ADCNR wanting to maintain the daily rates for their booking purposes, yet be able to show the Guest the sum of the Weekly / Monthly Rates?

Response: No, this requirement is in place such that staff are able to override any dynamic rules as needed so that monthly or weekly rates can be applied to a booking.

RFI 42) In section 5.17.1, Is ADCNR open for discussion on vendor providing an integrated payment processing system that is built into the Reservations and Point of Sales software, that follows all the requested rules, that is not TSYS Global Payments, if Vendor can provide a reduction in payment processing and managed throughout the applications?

Response: Yes, ADCNR is open to a vendor that has the capacity to provide an integrated payment processing system into the Reservation System. This is not a requirement. ASP is currently under contract until October 2023.

RFI 43) In section 5.17.1, If the answer is yes or could consider, could ADCNR provide 3 months of Gateway and Merchant processing statements for comparison, and allow us to include as part of our cost comparison / savings to the Cost Proposal?

Response: ASP has an agreement with TSYS Global to a flat rate of 2.08%.