

REQUEST FOR PROPOSALS

**Alabama Department of Conservation and Natural Resources
State Parks Division**

State Parks Reservations and Point of Sale System

CAMPGROUNDS, CABINS, AND DAY USE FACILITIES – CRS419

OVERVIEW

The State Parks Division (SPD) of the Alabama Department of Conservation and Natural Resources (ADCNR) is interested in obtaining integrated technology solutions for park business needs. These solutions should include, at a minimum, a Campground Reservation System (“CRS”) capable of supporting online, in-person, and park level reservations for multiple locations statewide on a 24/7 basis; and a Point of Sale (POS) system capable of supporting over \$23 million in financial transactions on an annual basis.

Proposed solution should offer convenience to park visitors, staff, and management, and should offer integration capabilities for mobile devices and personal computer dashboard reporting and management. Offering increased access to our parks as well as gaining access to visitor information to support trend analysis, planning and marketing are important ADCNR priorities. Proposed solution must support these priorities while complying with the Americans with Disabilities Act for accessibility and inclusion.

AMENDMENT TO RFP – the text in bold type below has been added as of 6/12/2019:

With respect to accessible rooms, the reservation system will hold accessible rooms for individuals with mobility disabilities until all other rooms are booked. At that point, accessible rooms may be reserved for individuals without disabilities.

The initial Contract term will be three (3) years followed by two (2) additional option periods of one (1) year each.

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- a. If the VENDOR fails to notify the designated of any failure in this category within one hour, the liquidated damages shall be doubled in value.
7. Failure of a function of the Online Software System at All Parks.
 - a. For the first instance in any thirty-day period, \$200 per function, per day damages shall apply one day after the initial loss of the use of the function.
 - b. For the second instance in any thirty-day period, \$400 per function, per day damages shall apply one day after the initial loss of the use of the function.
 - c. For the third instance in any thirty-day period, \$800 per function, per day damages shall apply one day after the initial loss of the use of the function.
 - d. If the VENDOR fails to notify the designated of any failure in this category within one hour, the liquidated damages shall be doubled in value.
 8. Failure of a function of the Online Software System at the general public channel.
 - a. For the first instance in any thirty-day period, \$100 per function, per day damages shall apply one day after the initial loss of the use of the function.
 - b. For the second instance in any thirty-day period, \$200 per function, per day damages shall apply one day after the initial loss of the use of the function.
 - c. For the third instance in any thirty-day period, \$400 per function, per day damages shall apply one day after the initial loss of the use of the function.
 - d. If the VENDOR fails to notify the designated of any failure in this category within one hour, the liquidated damages shall be doubled in value.

AMENDMENT TO RFP – the text in bold type below has been added as of 6/12/2019:

e. Items a – d of this section apply if the System fails to meet with level AA of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0.

9. Failure of a function of the Online Software System at the HQ channel.