

## **QUESTIONS SUBMITTED FOR “LODGE” ONLINE RESERVATIONS SYSTEM – LRS419**

### **SECTION 1:**

**1.8.5 Work Days and Hour – pgs. 17-18** – “Vendor must ensure sufficient onsite coverage during 90% of ADCNR’s normal business hours to facilitate management of the project and expeditious resolution of issues.” Is this intended to convey that the Vendor’s staff are to work onsite in ADCNR’s offices for the duration of the project or that Vendor’s staff must be available at their own work location to ensure coverage for 90% of ADCNR’s working hours?

Whichever, or whatever, is necessary to facilitate management of the project and expeditious resolution of issues, with mutual agreement.

### **SECTION 2:**

**2 RFP Schedule of Events - pg. 20** - Would ADCNR consider granting a week extension to the closing date for proposal submission? With Answers not being posted to key questions until 6/11 and taking into account mailing time for proposal submission, this leaves a tight window for finalizing approach and answers to certain questions.

We are considering your request and will post an update no later than close of business Wednesday, June 12, 2019.

### **SECTION 3:**

**3.1.2 Vendor’s Mandatory Required Documentation – pg. 30** – Please provide a copy or updated link of the Alabama Disclosure Statement to be included in our response. The link in the RFP is invalid: <http://www.ago.state.al.us/Page-VENDOR-Disclosure-Statement-Informationand-Instructions>

The Vendor Disclosure Statement Form, instructions, and information can be found on the Alabama Attorney General’s website at:

<https://ago.alabama.gov/Form>

**3.2.2.1 – pg. 22** – A VENDOR may submit a proposal for the entire RFP as well as be named as a subcontractor for another Vendor’s Response?

Yes.

**3.3.1 VENDOR References – pg. 33** – Will references for existing implementations of conservation or natural resource agency systems related to Website Hosting, Hunting

and Fishing License Management, Harvest Reporting and Recording Management, Conservation Programs Multichannel Marketing Management be accepted?

Yes, provided that the vendor is able to demonstrate that their existing implementations in the programs listed in the question are indicative of their System's functionality regarding the programs requested in this RFP.

## **SECTION 4:**

**4.2.4 – pg. 29** - The VENDOR must provide an “acknowledge and comply” statement that the proposed solution will be implemented no later than the date shown in Section 2, RFP Schedule of Events. Completion includes successful implementation and roll out of the system to all locations statewide. The section refers to a specific date in Section 2 however, Section 2 does not include an implementation completion date or a Contract Start date from which an Implementation Completion Date could be inferred (150 days following Contract Award).

Due to a number of factors, we are unable to set exact dates for these events. You may use the Vendor Exception Form in Section 11.1 to give details; this will not reflect negatively on your proposal.

## **SECTION 5:**

**5.1.2.10 - pg. 34** - References section 5.3.16 - this section is not in the RFP

Typographical error – should read “(see 5.1.2.15).”

**5.1.2.35 – pg. 39** - The System must allow authorized users to make refunds to a previous guest. The refunds must default to the original payment method but also be allowed by a Valutec gift card to be issued by ADCNR. Please clarify how Valutec Gift Cards are handled by ADCNR? Does Valutec centrally manages the Gift Cards issuance and payment/gift card balance validations?

1. Currently, gift cards are issued by parks operating on our current CRS through an interface with Valutec. Parks not operating on our current CRS issue gift cards through Verifone machines. 2. Valutec only manages online gift card purchases and maintains a website for card balance validations.

**5.1.2.21 - pg. 36** - Define "single transaction"

Within the context of this line item, “single transaction” means that a guest may check-in and pay for two or more sites without having to process each of them separately.

**Section 5.1.2.29 - pgs. 37-38** - “The System must ..... At a minimum, guests must be allowed to perform the following functions; however, the System must allow the Primary System Administrator to disable and/or re-enable any of these functions as needed:

... View, download, and print site-specific forms and documents... Please provide additional information regarding the forms and documents that must be available for guests to view, download and print.

This line item is referring to the forms and documents created by the System.

**5.1.2.35 – pg. 38** - The System must allow authorized users to make refunds to a previous guest. The refunds must default to the original payment method but also be allowed by a Valutec gift card to be issued by ADCNR. Please clarify how Valutec Gift Cards are handled by ADCNR? Does Valutec centrally manages the Gift Cards issuance and payment/gift card balance validations?

Gift cards are issued by HQ and participating park locations. Valutec maintains a website for card balance validations.

**5.1.2.41 - pg. 38** - You are requesting interactive maps, which includes all sellable accommodation items? Based on this RFP, which includes Lodge and Hotels, will you be able to provide Lodge and Hotel Room/Floor Layouts?

Yes, we will be able to provide room/floor layouts if/when we decide to display Lodge and Hotel units on an interactive map; however, this line item primarily applies to cottages and day-use facilities in the near term.

**5.1.2.67 Mandatory System Requirements – pg. 41** - Please confirm whether hardware is provided by the agency.

Computer hardware will be provided by ADCNR.

**Section 5.1.2.70 – pg. 42** - “The System must allow ... Refunds must be allowed to be limited to a maximum amount, and SPD must be able to limit these refunds differently by payment method...? Please confirm whether this is meant to convey that guests may not receive a full refund or rather that for example the maximum amount of a refund that can be issued in cash is, for instance, \$50.

Guest payments made with cash or by check are refunded via a state warrant, less transaction fees; payments made via a credit or debit card are refunded back to the original card, less transaction fees. The ability to set a limit for the maximum refund amount allowed to be processed by individual park staff is an option for accounting and internal control purposes.

**5.1.2.79 - pg. 42** - Define term "VENDOR Returns", as the term is defined in Section as the VENDOR providing the services for the RFP. Assumption is you are referring to your Park Inventory Vendor?

Yes, we are referring to the inventory vendor.

**5.1.2.79 – pg. 43** - The System must include a method of tracking VENDOR returns. Please clarify what type of returns are and to whom is contemplated in this requirement?

This line item is referring to returns to vendors of resale items sold via the point of sale system.

**5.1.2.94 – pg. 44** - The System must apply credit information to guest transaction records (folios) for any fees or deposits collected. The System must deduct credit to guest transaction records (folios) for any fees or deposits refunded. Please clarify what is the “Credit Information”?

“Credit information” refers to transactions which are credited at the time of the charge (Guest Ledger).

**5.1.2.96 – pg. 45** - 5.1.2.96 The System must interface seamlessly with Total Systems Services, Inc. (“TSYS”) for credit card processing, and Valutec Card Solutions for gift card sales and acceptance, or other payment card processing system designated by ADCNR. Will ADCNR be the Merchant of Record in the new solution?

Yes, ADCNR / Alabama State Parks.

**5.1.2.96 & 5.2.1.98 - pg. 43** - Requirement states: The System must interface seamlessly with Total Systems Services, Inc. (“TSYS”) for credit card processing, and Valutec Card Solutions for gift card sales and acceptance, or other payment card processing system designated by ADCNR.

The System must process payment revenue collected by the park channel through the System payment card processing system designated by ADCNR.

Question:

1. Who is responsible for paying/absorbing the cost of the merchant discount fees associated with all credit card transactions at all park locations and sales channels?
2. If contracted vendor is responsible, can the merchant discount fee (%) be passed on to the customer as part of the cost of each sale outside of pricing the system?

1. ADCNR. 2. Not applicable.

**5.1.2.98 – pg. 45** - The System must process payment revenue collected by the park channel through the System payment card processing system designated by ADCNR. What is ADCNR designated “payment card processing system”?

Currently, TSYS is the state contractor for these services.

**5.1.2.127 pg. 46** - Define 'VENDOR Return Report'. Assumption is you are referring to your Parks Inventory vendor, but, you are capitalizing VENDOR.

Yes, we are referring to the inventory vendor.

**Section 5.1.2.162 – pg. 55** - “The System must include multilingual capability.” Please confirm whether this requirement refers to guest facing portions of the system or if it is intended to mean that all areas of the system including central office and facility interfaces.

Guest facing portions only.

**5.1.2.166 - pg. 52** - Can you clarify the request of clients "using the System". Isn't this the same as the references to be provided, requested?

Yes, it is.

**5.1.2.170 - pg. 54** - 1. What is the expectation of the 'ON Call' service that must be provided outside of help desk hours? 2. Can ADCNR provide examples of types of calls that should be addressed by On Call service? 3. Can ADCNR provide call volumes for both types of services – Help Desk vs On Call?

1. ADCNR's expectations are detailed in 5.1.2.169 through 5.1.2.177, inclusive, pages 57-59. 2. Examples are given in 5.1.2.173. 3. This information is not available.

**5.1.170 – 175** – Is the Help Desk expected to take / make any reservations on behalf of the customer and/or park personnel?

No.

**5.1.2.176 - pg. 54** - Define Complete Failure of Software System. Are you really wanting a Support User Log, when your Parks call in for Assistance, when it pertains to user procedures, or issues with the applications? Or is this about System Failures where your Parks cannot access the application?

It seems that the line item numbers for this item (5.1.2.176), and the one immediately following this one (5.1.2.177), may have been transposed. Also, the phrase “complete failure of software system” is not found in 5.1.2.176, and the question does not quote 5.1.2.177 correctly.

5.1.2.177, verbatim: “The VENDOR will notify the designated ADCNR staff of any failure of the complete Online Software System to either a park or all parks. This notification must be made within ten minutes of the failure” (underlining added).

This means that if/when the System suffers any failure, or an unscheduled maintenance interruption causes any failure, of the complete Online Software System, the Vendor's Tech Support / Help Desk personnel must call the affected park(s) within 10 minutes. Such an event should be detected by the Vendor's quality assurance/tech support/help desk operations team before, or at least no later than at the same time as, the park(s) begin to experience the effects of said failure.

**5.1.2.177 - pg. 55** - What is "Failure to complete any function of any paragraph in contract of the system" of the system mean? Is this the System not being accessible, similar to 5.1.2.176?

As stated in the answer to 5.1.2.176, the language in this question is actually found in 5.1.2.176.

The specification as stated in 5.1.2.177 addresses a more serious event than what is described in 5.1.2.176; thus, the requirement for the VENDOR to contact affected park(s) within 10 minutes. The specification as stated in 5.1.2.176 addresses less serious events, those short of a failure of the complete Online Software System.

**5.1.2.178 - pg. 55** - For clarification the "Percent based on all paragraphs" is only based on the responses by ADCNR, that you deem ACCEPT, from the VENDOR?

Quoting from this line item: "The ADCNR shall classify each paragraph as 'Accepted' or 'Not Accepted.' The VENDOR must be able to demonstrate a minimum of fifty percent (50%) of paragraphs at the 'Accepted' level."

**Section 5.1.2.182 and Section 5.1.2.183 – pg. 60** - Data Entry Deadline: No later than 5:00 pm, on the first working day after one hundred and forty-three (143) days from the award of the Contract, all reservations, rate, price, historical, and configuration data, provided by ADCNR, must be completely entered into the System, and "Go Live" Deadline: No later than 9:00 am, on the first working day after one hundred and fifty (150) calendar days from the award of the Contract, the VENDOR must make the System fully operational. Please confirm whether the variance between timing of these two requirements is meant to indicate that the current system will not be accepting further reservations that would need to be migrated into the go-forward solution?

There will be a set time in which input into the incumbent system will cease, and a time set for the successor system to begin. These dates may vary per park.

**5.1.2.187 - pg. 57** - Additional Capabilities, bullet points a through h; do you currently have these services, and if so, who are those vendors? Which are you open to interfaces between selected vendor and your current vendor providing those services?

ADCNR currently uses Megasys Hospitality Solutions for 6.1, 6.6, 6.7, and point of sale. Interfacing: see 1.7.11 Subcontracts on page 8.

**5.1.2.187.h – pg. 61** h. The System must be compatible with web-based technology and interfacing; able to operate in a variety of environments; able to operate with or without an Internet connection such as broadband, cellular, and connection speeds as low as 768kbps; and provide technical and/or customer support for desktop as well as mobile devices. Which specific aspects of the System must be able to operate without an Internet connection?

The specific aspects of the System which must be able to operate without an internet connection are detailed in 5.1.2.53, pgs. 40-41; 5.1.2.74, pg. 43; and 5.1.2.160, pg. 55.

## SECTION 6:

**6.0 – Optional Components - pg. 59** - Under Optional Components, do you currently have established vendors that provide any of these services? If so, who are they, and are you open to the Vendor interfacing with such providers?

ADCNR currently uses Megasys Hospitality Solutions for 6.1, 6.6, 6.7, and point of sale. Interfacing: see 1.7.11 Subcontracts on page 8.

**Section 6.3 Website Hosting – pg. 64** - Since the RFP requires reservations through multiple channels including internet channel, please clarify the websites ADCNR is considering for inclusion in this optional component.

ADCNR is requesting the information listed in Section 6 for future planning purposes.

## SECTION 7:

**7.5 Cost Proposal – pg. 61** - Are there any proposed fee adjustments or other known factors which would result in substantial reductions to the annual revenue collected during the contract period?

None are known or anticipated.

## SECTION 10:

### 10 – ADCNR and OIT Required Terms

**Force Majeure pg. 78** - What are some examples of Act of God?

Act of God : An overwhelming, unpreventable event caused exclusively by forces of nature, such as an earthquake, flood, or tornado (Black's Law Dictionary Seventh Edition).

## GENERAL:

**Please** provide the following call center metrics separately for Helpdesk and sales: Average handle time; call distribution by month; day of week; hourly.

ADCNR is not seeking a sales call center and/or is not making any requirements for one as such. The information regarding call center metrics is not available.

**What** is the total number of lodge rooms, hotel rooms and cottages managed by Alabama State Parks?

For the quantities of lodge rooms, hotel rooms and cottages at each park, see:  
<https://www.alapark.com/sites/alapark.com/files/parkoverviewchartwithparkclosures.pdf>

**What** is the statewide annual occupancy rate of the lodges, hotels, and cottages managed by Alabama State Parks?

Annual occupancy rate for Lodges / Hotels is 31.94% and for cottages it is 47.79%.

**Contract Start – TBD** - What is the anticipated timeframe for selection of and contracting with a new provider?

July - August 2019.

**List of ADCNR parks which will implement new System for Lodge Operations and Point of Sale System – pg. 62-63** - Online reservations and POS currently processed by Megasys Hospitality Solutions; Contract ends 9/30/2019. Based on the schedule provided, on page 20, the new solution will not be in place prior to the end of the current contract with Megasys. What provisions will Alabama Parks be making for these services following the 9/30/2019 end of the current contract and the go live for a new solution?

Contingency plans have been, and are being, developed for such an eventuality.