

QUESTIONS SUBMITTED FOR “CAMPGROUND” ONLINE RESERVATIONS SYSTEM – CRS419

SECTION 1:

1.8.5 Work Days and Hour – pg. 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:

3.1.1 - pg. 21 - Re: Proposal sections - Q. Is it permissible to include an Appendix containing additional information?

Attachments are allowed. Refer to 3.1.5 pg. 21; 3.2.3 pg. 22; 3.2.5 pg. 22.

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 – 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:

4.0.2.67 – pg. 42 - Please confirm whether hardware is provided by the agency.

Computer hardware will be provided by ADCNR.

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 1.1 to give details; this will not reflect negatively on your proposal.

SECTION 5:

5.1.2.1 - pg. 34 - Re: Reservations through different channels – Q1: For each channel of business, what is the number of reservation transactions processed for each of the past 3 years? Q2: For campgrounds, cabins and day-use? Q3: For lodges?

The total number of reservations from all channels, per fiscal year, are as follows:

FY2017 = 31,900; FY2018 = 37,672; FY2019 = 24,274 (FY to date).

Q: Please validate that the proposed solution does not include the requirement to provide call center services.

This RFP does not include the requirement to provide call center services.

5.1.2.21 - pg. 36 - Re: Check-in of multiple sites in a single transaction - Q: Please provide one or more use-case examples for checking in multiple sites in a 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 - pg. 37 - “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.

5.1.2.29 – pg. 37 - Re: POS System – Q1: How many POS stations are required across the enterprise? Q2: Will ADCNR be sourcing/supplying the POS hardware? Q3: Will ADCNR be providing maintenance and service for the POS hardware?

1. 50-55; 2. Yes; 3. Yes

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.

5.1.2.38 - pg. 39 - Re: Reservations “Unit” number assignment - Q: Please clarify with use-case example(s) the requirement to assign the “Unit” number on arrival as opposed to assigning it at the time of reservation. Is there a desire to enable advanced reservation bookings without selecting a specific “Unit” (campsite), then select a site on arrival from a list of available sites?

Yes; for example, several of our parks do not assign primitive campsites until the guest checks in.

5.1.2.65 – pg. 42 - Re: Imperial measure - Q: This could be interpreted that the system should calculate a purchase price based on fractional quantities of items priced per pound for example. Please provide details on this requirement including use-cases.

In other words, not the metric system of measurement. We do not sell fractional quantities of items.

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.

5.1.2.95 - pg. 45 - Re: TSYS – Q1: Please validate that TSYS is the credit processor for the duration of the contract. **Q2:** What is the current rate being paid to TSYS? **Q3:** Who is the Merchant of Record?

1. TSYS currently holds the contract with the State of Alabama for credit card processing. This contract is managed by the Department of Finance; we have no control over the selection of this vendor nor when the contract is bid. 2. 1.98% 3. Alabama State Parks.

5.1.2.96 – pg. 45 - Will the system need to feature online Gift Card management including balance-checking abilities?

No, it does not include gift card balance-checking abilities.

Section 5.1.2.183 – pg. 60 - Contract date says TBD but do you have a date range? Will the contract be awarded before September 2019 when your current contract ends?

We do not have a date range; yes, the contract will be awarded before September 30, 2019.

Section 5.1.2.186 – Pg. 60 Will the Vendor be required to hire a photographer on behalf of the park for these photos or are these existing? Will each site need a new photo?

ADCNR is responsible for providing photos. We have photos of all sites but wish to add additional ones and/or upgrade the existing ones. If a vendor has the capability to provide these services, vendor should acknowledge same.

Section 5.1.2.187 – Pgs. 60-61 (a, c, & d) How many sites will require each type of kiosk? How many of each type of kiosk is needed per site?

ADCNR does not currently have kiosks in operation. We have not ascertained locations or quantities of kiosks; this will depend largely upon the capability and functionality of the proposed product.

Section 5.1.2.187 – Pgs. 60-61 (e) Is the Fast Pass lane that Alabama requires similar to a freeway Fast Pass lane that uses RFID technology?

Yes, RFID or similar/compatible technology.

5.1.2.10 Pg. 35 References section 5.3.16 - this section is not in the RFP

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

5.1.2.19 – Pg. 36 Re: Self-service kiosks - Q: How many kiosks are required across all locations?

This has not been determined.

Q: Are there any kiosks in place today that need to be supported – quantity, make, model?

We do not have any kiosks in use at this time.

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 5.1.2.70 – 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. 43 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.

5.1.2.94 – Pg. 45 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 & 5.2.1.98 Pg. 45 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.

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

No.

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. 48 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.

5.1.2.152 – Pg. 53 Re: Ad hoc reports – Q1: How many users need “read-only” access to reports and dashboards? Q2: How many users require the ability to create ad hoc reports and dashboards?

1. Up to 100 users; 2. Less than 30 users; 3. To be determined.

5.1.2.159 – Pg. 54 Re: Authorized users - Q: Excluding POS, what is the total number of named users needing access to the system?

Approximately 250.

5.1.2.160 – Pg. 55 Re: Internet connectivity - Q: Please provide details regarding the connectivity that will be available. If it varies by location, please provide the details for each location.

Specific location information is not available; however, each location will have sufficient internet connectivity to operate the system prior to installation.

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. 56 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. 58 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.

5.1.2.176 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. 59 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. 60-61 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?

1) ADCNR currently uses Megasys Hospitality Solutions for 6.1, 6.6, 6.7, and point of sale. 2) 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.

5.1.2.187.n – pg. 61 n. The System shall include a module for Housekeeping Management and Property Maintenance. At a minimum, the Housekeeping Management functionality shall include management of room status, maid assignment for room cleaning based on a block or floor location, keeping lists of tasks for housekeepers, etc. At a minimum, the Property Maintenance functionality shall record hotel disruptions and repairs with the further assignment to park staff who will address the problem. This requirement does not appear to be relevant for the Campground RFP (CRS419) rather this seems to be a holdover from the Lodge RFP (LRS419).

As written, this is a mandatory requirement for the Campground RFP as well as the Lodge RFP. Should this be rewritten from “shall include” to “may include” for requirement 5.1.2.187.n in CRS419?

This requirement is correct. Several of our non-lodge parks have cabins and cottages which require housekeeping and maintenance services, and campsites require maintenance services. We apologize for the confusion; within the context of this line item, “room” and “hotel” refer to cabin, cottage, unit, or site.

Section 5.1.2.187.n – pg. 61 “Additional capabilities of the new System shall include, but are not limited to: ...n. The System shall include a module for Housekeeping Management and Property Maintenance. At a minimum, the Housekeeping Management functionality shall include management of room status, maid assignment for room cleaning based on a block or floor location, keeping lists of tasks for housekeepers, etc. At a minimum, the Property Maintenance functionality shall record hotel disruptions and repairs with the further assignment to park staff who will address the problem.” Please confirm whether this requirement is intended to be included in the campground, cabins and Day-Use Facilities Online Reservations and Point of Sale System.

This requirement is correct. Several of our non-lodge parks have cabins and cottages which require housekeeping and maintenance services, and campsites require maintenance services. We apologize for the confusion; within the context of this line item, “room” and “hotel” refer to cabin, cottage, unit, or site.

5.1.2.187 – Pg. 61 - Items L, M, and N appear to be PMS requirements from Lodge, Hotels, Cottages & Day-Use Online Reservations and Point of Sale System RFP - Alabama State Parks RFP #LRS419. Please confirm and/or clarify.

Yes, this is correct/confirmed.

LIST OF ADCNR PARKS (end of Section 5):

Per the list of ADCNR parks which will implement new System for Campgrounds, Cabins, and Day-Use Facilities at the end of **Section 5** (pg. 62 & 63), can the state provide the quantity of each type of unit as defined in section 9.10 (pg. 69)?

Number of rentable day-use facilities, no. For the quantities of campsites and cabins at each park, see:

<https://www.alapark.com/sites/alapark.com/files/parkoverviewchartwithparkclosures.pdf>

Per the list of ADCNR parks which will implement new System for Campgrounds, Cabins, and Day-Use Facilities at the end of **Section 5** (pg. 62 & 63), does each of the 17 locations listed have reliable Internet connectivity?

Each location will have sufficient internet connectivity to operate the system prior to installation.

List of ADCNR parks which will implement new System for Lodge Operations and Point of Sale System – Pg. 62 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.

SECTION 6:

6 - Pg. 64 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?

1) ADCNR currently uses Megasys Hospitality Solutions for 6.1, 6.6, 6.7, and point of sale. 2) Interfacing: see 1.7.11 Subcontracts on page 8.

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 7.5:

7.5 – Pg. 66 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.

Per section 7.5, previous years approximate revenue for campgrounds, cabins, and day use facilities is stated at \$23,030,000. Can the state provide an approximate breakdown of total number of reservations by inventory type?

No, we are not able to provide that information.

GENERAL:

Whether companies from Outside USA can apply for this? (like, from India or Canada)

ADCNR may not enter into contracts with companies located outside the United States.

Whether we need to come over there for meetings?

Yes, you would.

Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Tasks related to the *preparation* of the RFP may be performed outside the USA.

Can we submit the proposals via email?

No. Refer to Section 3 Proposal Format and Content, beginning on page 21.

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.

General – Pg. 20 Contract Start – TBD - What is the anticipated timeframe for selection of and contracting with a new provider?

July - August 2019.

N/A What is the total number of campsites managed by Alabama State Parks?

For the quantities of campsites and cabins at each park, see:

<https://www.alapark.com/sites/alapark.com/files/parkoverviewchartwithparkclosures.pdf>

N/A What is the statewide annual occupancy rate of the campsites managed by Alabama State Parks?

40.8%.