



January 8, 2016

To: All Potential Bidders
From: Ken Discher, Issuing Officer
Subject: RFP1216542006 – Centralized Parks Reservation System

Amendment Two

Please amend the subject RFP to include answers to the following timely received questions. This Amendment shall supersede, modify and/or change all requirements to the contrary in the RFP and associated documents.

1. **Question 1 (Q1):** Concerning Attachment 5, Page 21, Item 72. So long as PCI standards are maintained can the State please clarify how credit card processing is to occur if this information cannot be entered either through manual entry for card not present or scanning in card present situations?
Answer 1 (A1): The State requests that bidders present solutions that are PCI compliant and compliant with all other requirements pertaining to credit card transactions as required by Visa, MasterCard, Discover, and other similar requirements. Question 72 of Attachment 5 is replaced with following language: “The vendor’s proposed solution shall be fully PCI (Payment Card Industry) compliant. The vendor shall articulate an understanding of, and demonstrate the ability to comply with, requirements pertaining to credit card transactions according to the PCI requirements. On at least a yearly basis, the vendor shall be required to attest that the vendor is PCI compliant and that the vendor has completed a PCI audit. The vendor shall be responsible for any data breach or PCI non-compliance that may occur. Credit card numbers shall not be entered, captured, processed, transmitted or stored in the proposed system without appropriate encryption and other measures taken to protect information as required for PCI compliance. Vendor shall also demonstrate the ability to comply with all other requirements pertaining to credit card transactions as required by Visa, MasterCard, Discover, etc.”
2. **Q2:** Concerning Attachment 5. Could you please detail what is supposed to go in the Section column of the response tables?
A2: Nothing is supposed to go in the Section column. That can be left blank.
3. **Q3:** Concerning RFP, Page 23, Section 3.2.5, Financial References. Could you please detail what type of financial references DNR is looking for? (e.g. bank letter, trade reference, credit reference, etc.)
A3: Yes, all of the above are acceptable.

4. **Q4:** If a customer makes a 10 night reservation which is charged \$164.00 (\$16/night + \$4.00 res fee) and this incurs a 2.8% credit card sales commission (\$4.59), how much money does the state expect to be deposited to the bank at the end of the day?

A4: \$164.00

5. **Q5:** If a customer makes a 10 night reservation which is charged \$164.00 (\$16/night + \$4.00 res fee) and during the transaction includes a \$100 donation, and this incurs a 2.8% credit card sales commission (\$7.39), how much money does the state expect to be deposited to the bank at the end of the day?

A5: \$264.00

6. **Q6:** Given that park camping fees have not increased in over 9 years, and the average campsite fee is now in some cases less than half the price of comparable campsite fees in neighboring states, how would the contractor be compensated for higher credit card costs in the event of a fee increase?

A6: The vendor should account for this scenario in the proposed fee structure.

7. **Q7:** Rather than attempting to estimate credit card fees potential total, would the State be open to allowing vendors to invoice those fees as a pass-through cost? This would eliminate risk for the vendor as well as the State.

A7: No.

8. **Q8:** Attachment #5 – Tech Requirements, pg 41. There are optional requirements specified in this section. How should the associated costs for these optional requirements be stated in the cost proposal?

A8: The costs for optional requirements for which the vendor chooses to make a proposal may be added as additional rows on the Cost Proposal table (Attachment #4), but MUST be labeled as "OPTIONAL" and must clearly state the option description and refer to the RFP location of the option description, including the Attachment and Item numbers.

9. **Q9:** Can the state provide MS Word versions of attachments 1, 2 and 3?

A9: Yes. The State has posted in Bid Opportunities the MS Word version of the RFP (containing Attachment #s 1, 2, and 3) as an attachment at the same time that this Amendment #2 has been posted.

10. **Q10:** In the existing field model, how does the state process a customer who wants to leave their campsite earlier than their original departure date or wishes to extend their stay?

A10: Currently, we do not use a field model to check customers in and out. We also do not use a field model where customers can pay for their reservation with a credit card. All reservations paid for out in the field are paid for by cash, check, or a camping coupon.

If a customer made an advanced reservation by booking online or through the call center and they would like to leave early they either 1) pay for the remaining nights or 2) if there are extenuating circumstances as to why they need to leave early (death in the family, illness, etc.) the customer can fill out a Refund Request Form that is provided by park staff. The Refund Request Form is found in Attachment #13 on page 53.

If a customer wishes to extend their stay they can pay on a night to night basis at the park (not through the current reservation system). There is a two night reservation window restriction so park staff can check the reservation system to determine when the next reservation is scheduled to arrive for the campsite that the customer would like to extend their stay.

11. **Q11:** In Attachment #5, Recommended Changes (item #s 126-137), how would the state like vendors to respond to the compliance sections?

A11: The vendor shall choose one of the four options (comply, partial, exception, or to be developed) for each of the items in 126-137. Then the vendor shall explain their recommendation to each item and provide a response on how they can meet this requirement.

12. **Q12:** Attachment 15, Section 7, please provide clarification on Total Amount of Contract. This section seems to be appropriate for a task-based contract with specific deliverables and costs, rather than a service-based contract with pay-back being realized over the life of the contract (Section 4).

a) (Section 7.2) Given that this is essentially a ‘fee-for-service’ contract, how will the “Not- to-exceed total” be determined for this contract?

b) (Section 7.3) Please clarify the hold-back provision. Does this apply to the fees paid by the end-user for transaction fees, and when will any hold-back amount be released?

c) (Section 7.4) Please clarify at what point in the process the state would expect to provide the Final Notice of Acceptance given that “deliverables” is defined to include all services provided under the contract.

A12: a) The purpose of this section is to provide an amount to the Natural Resource Commission regarding the most that DNR would expend regarding this contract. This amount will be determined by DNR and would include all expenditures by DNR.

b) The way this section is implemented will depend upon the structure of the proposal submitted by the successful vendor. The monies affected by this section would include at least all expenditures by DNR, but would not necessarily apply to the fees paid by the end-users. The State invites vendors to propose retainage scenarios, which may include retainage amounts prior to “go live” dates and following system implementation.

c) The way this section is implemented will depend upon the structure of the proposal submitted by the successful vendor.

13. **Q13:** Wondering if it is absolutely mandatory that we have a call center to answer your client/community calls and take reservations from them?

A13: Yes, it is mandatory to have a Call Center to make reservations and to answer basic questions that customers may have regarding the facilities that are on the reservation system. (ie - How many cabins are at the park, the amenities for the cabin, the length of the campsite, what campgrounds have full hook-up sites, etc). If there are more in depth questions about a specific park such as “are the fish biting” then we would expect the Call Center to tell the customer to call the park office.