**Attachment #4 REVISED**

**BEST & FINAL OFFER (BAFO)**

**Cost Proposal**

Contractor’s Cost Proposal shall include an all-inclusive, itemized, total cost in U.S. Dollars (including all travel, expenses, etc. in prices). All pricing to be FOB Destination, freight cost and all expenses included; and based on Net 60 Days Payment Terms. The following template is required. This particular template’s information will be used to calculate the Vendor’s cost proposal points for purposes of scoring the RFP Cost Proposal. Please use additional pages to provide any additional narrative support for the costing information.

**Method of Compensation to Vendor**

DNR anticipates that the Contract payment method shall be a fixed price per Internet reservation transaction, paid by the customer directly to the Vendor; and a fixed price per Vendor-operated Call Center reservation transaction, paid by the customer directly to the Vendor.

Each Vendor shall propose Vendor Transaction Fees for making, changing and cancelling reservations. Based on the Reservation Statistics contained in Section 1.4.2.6 of this RFP, the Vendor shall propose alternate fee structures for the following scenarios. Clarification of Table: **Costs when Vendor handles both the Internet and Call Center Operations. DNR does not intend to operate a Call Center, however, the system shall be configured to allow up to three DNR central office staff to view the same software that is used by the Vendor’s Call Center staff.**

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| --- | --- | --- | --- |
|  | **When:**  **100% Rental Facilities and 50% Campsites are reservable** | **When:**  **100% Rental Facilities and 75% Campsites are reservable** | **When:**  **100% Rental Facilities and 100% Campsites are reservable** |
| **Costs when Vendor handles both the Internet and Call Center Operations. The system shall be configured to allow up to three DNR central office staff to view the same software that is used by the Vendor’s Call Center staff:** |  |  |  |
| **Internet Reservation** | $8.50 | $7.00 | $6.00 |
| **Internet Change** | $9.25 | $7.75 | $6.75 |
| **Internet Cancellation** | $9.25 | $7.75 | $6.75 |
| **Call Center Reservation** | $10.00 | $8.50 | $7.50 |
| **Call Center Change** | $10.75 | $9.25 | $8.25 |
| **Call Center Cancellation** | $10.75 | $9.25 | $8.25 |

The fees to make Call Center reservations, changes and cancellations shall be higher than the fees to make internet reservations, changes and cancellations, in order to encourage the use of the internet to make reservations. At some point in the future the DNR desires that cancellation fees should be higher than change fees, although current DNR rules set the cancellation and change fees to be equal.

Vendor shall include within the fees listed in the table above the cost of ongoing maintenance, annual license fees, and support fees, and any other costs, including but not limited to, implementation, installation, travel, etc. If the Vendor has different levels of support available, these shall be defined and the costs shall be specified within the fees listed in the table. (Should Vendor propose different support levels, Vendor must provide the differing support levels in separate tables and include an explanation.)

Please note that park rental fees have been set by the Natural Resources Commission by rule at 571 Iowa Administrative Code sections 61.4(1) and 61.5(1), pursuant to Iowa Code section 461A.47, which allowed the DNR to set park rental fees. The relevant portions of these Iowa statutes and rules are included in Attachment #11.

All fees shall include the costs of Proposal preparation, servicing of accounts, and complying with all contractual requirements. During the Contract period, Transaction Fees shall remain firm and fixed for the initial term of the contract. Contractor requests for adjustments in Transaction Fees if the Contract is extended beyond the original term of any Contract will be considered at the sole discretion of DNR.

DNR invites other vendor ideas for Vendor payment options, and asks that any such ideas include specific amounts of money to be charged to either DNR or members of the public for each option. The items in the table below are optional cost scenarios and will NOT be scored in RFP cost calculation. Any proposed method of payment to the Vendor other than the fees proposed in the above table(s) should be set out in their entirety in the following table. Any cost proposal, whether in the table(s) above or below, whether fee-based or otherwise, must include an all-inclusive, itemized, not-to-exceed total cost, to provide requested software and services that have been specified in this RFP. Costs for third party software and hardware shall be included in the fees or shall be specifically identified in the table below:

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| --- | --- |
| **Deliverable Item** | **Firm US**  **Dollars** |
| Optional Item #1 Gift Cards – DNR would be responsible for  purchasing the gift cards. Specific pricing will be dependent on  the final design; however, as a ballpark, ACTIVE has provided the  estimated cost based on other cards designed:  First time order including setup for 3,000 cards  Repeat orders for 3,000 cards | $1,500.00  $1,000.00 |
| Optional Item #2 group sites | Normal  transaction  fees would  apply |
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|  |  |
| **TOTAL COST:** | Varies  based on  quantity |