**Request for Proposal**

**RFP Cover Sheet**

**Administrative Information**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **RFP Number** | RFP1421542086 | **Title of RFP** | | DNR Centralized Parks Reservation System  (Version 2) | | | | |
| **Agency** | Iowa Department of Natural Resources (DNR) | | | | | | | |
| **Number of years of the initial term of the contract** | | | | | 4 | **Number of possible annual extensions** | | 2 |
| **Available to other State agencies?** | | | Yes | | | | | |
| **Available to Political Subdivisions?** | | | Yes | | | | | |
| State Issuing Officer:  Randy Worstell  Phone: 515-443-3004  E-mail: randy.worstell@iowa.gov | | | | | | | | |
| **PROCUREMENT TIMETABLE—Event or Action** | | | | | | | **Date/Time (Central Time)** | |
| State Posts Notice of RFP on TSB website | | | | | | | October 4, 2021 | |
| State Issues RFP | | | | | | | October 6, 2021 | |
| Pre-Proposal Conference Location and Address:  DNR  Wallace Building, 3rd Floor Conference Room, 3 East/West  502 East Ninth Street  Des Moines, IA 50319  Is Pre-Proposal Conference mandatory? Yes  Potential bidders may participate by videoconferencing by making arrangement NO LATER THAN 4 days in advance with the Issuing Officer.  If a map is needed, contact the Issuing Officer.  Respondents must submit questions regarding the Pre-Proposal conference by: October 15, 2021  Questions and answers from Pre-Proposal Conference sent to Respondents by: November 5, 2021 | | | | | | | October 25, 2021/  9:00 to 10:30 A.M.  Central Time | |
| RFP written questions, requests for clarification, and suggested changes from Respondents due | | | | | | | November 15, 2021 | |
| Proposals Due | | | | | | | December 1, 2021/3:00 P.M. | |
| Anticipated Date to issue Notice of Intent to Award | | | | | | | January 14, 2022 | |
| Anticipated Date to execute contract | | | | | | | March 14, 2022 | |
| **Relevant Websites** | | | | | | |  | |
| Internet website where Addenda to this RFP will be posted <http://bidopportunities.iowa.gov> | | | | | | | | |
| Internet website where contract terms and conditions are posted <https://das.iowa.gov/sites/default/files/procurement/pdf/050116%20terms%20services.pdf> | | | | | | | | |
| **Firm Proposal Terms**  The minimum number of days following the deadline for submitting proposals that the Respondent guarantees all proposal terms, including price, will remain firm is 180 Days. | | | | | | | | |
|  | | | | | | | | |

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SECTION 1 INTRODUCTION

1. **Purpose**

The purpose of this Request for Proposals (RFP) is to solicit proposals from qualified service providers to provide a Centralized Parks Reservation System Version 2 (CPRSV2) for the Iowa Department of Natural Resources, as described in the RFP cover sheet and further described in Section 5 of this RFP to the Agency identified on the RFP cover sheet. The Agency intends to award a Contract(s) beginning and ending on the dates listed on the RFP cover sheet, and the Agency, in its sole discretion, may extend the Contract(s) for up to the number of annual extensions identified on the RFP cover sheet.

DNR seeks to acquire a web-based internet reservation application either through an off-the-shelf or existing product that can be customized to fit DNR’s needs, or through the development of a parks reservation system web application. The CPRSV2 shall consist, at a minimum, of (1) a web-based reservation system with a database housed at a central location in the continental United States, and (2) a Call Center run by the Vendor. The System shall contain a Public Access Component that will be utilized by members of the public to make, change and cancel reservations via the Internet and through a Vendor-operated parks reservation Call Center. The system also shall have an Administrative Function Component, which shall include, but not be limited to, administrative rights for DNR staff to generate reports and to make changes to data (including site attribute and inventory data), as necessary. The Administrative Function also shall allow DNR in-park staff and DNR central office staff to make, change and cancel reservations and to record registrations.

DNR anticipates that the Vendor providing the CPRSV2 shall host, maintain and modify, as necessary, the CPRSV2 for a contract period of four years.

It is the intent of the DNR that the CPRSV2 shall be made available for public use as soon as possible.

In addition to a Centralized Parks Reservation Components described above, DNR requests that prospective Vendors also address in their Proposals several Optional Scored Requirements that may be included as part of a Contract, in addition to the Components described above. DNR requests that Vendors provide information regarding the following Options:

• DNR would prefer that the Vendor provide at least three Call Center operators physically located in Iowa at least during and preceding peak season (March 1 through October 15), and DNR requests that prospective Vendors address the option of the above-mentioned Call Center operators dedicated only to the CPRSV2. (Further specifications of this Optional Scored Requirement are contained in Attachment #10.)

• DNR requests that prospective Vendors address the option of increased potential for interaction between DNR’s Parks Reservation System and other parks reservation and related databases. To that end, DNR wishes to provide for the possibility that any Contract awarded pursuant to this Request for Proposals may be amended to allow for the inclusion of parks reservation on behalf of other public entities in the State of Iowa. DNR also wishes to provide for the possibility that any Contract awarded pursuant to this Request for Proposals may be amended to allow the development of compatibility of the Centralized Parks Reservation System Version 2 with DNR’s current Electronic Licensing System of Iowa (ELSI3). (Further specifications of this Optional Scored Requirement are contained in Attachment #7).

• DNR requests that prospective Vendors address the option of assisting DNR with the development and implementation of a gift card program. (Further specifications of this Optional Scored Requirement are contained in Attachment #5.)

• The DNR shall reserve the opportunity to include group camps in the reservation System, as they are not currently included. The Vendor shall describe options for a group portfolio feature that park staff can use to manage facilities that would be independent of the online or Call Center sales channels. DNR requests that prospective Vendors address the option of using a third-party authentication identity provider employing the OpenID Connect or SAML (Security Assertion Markup Language) protocols. The vendor shall account for and describe whether that functionality currently exists in their proposed System and the nature of any current functionality, including any associations the vendor currently has with third-parties. The Vendor also shall account for and describe whether such functionality could be added. DNR wishes to provide for the possibility that any Contract awarded pursuant to this RFP may include or may be amended to integrate with the State’s Okta identity and access management portal at https://id.iowa.gov.DNR requests that prospective Vendors address the option of using the State of Iowa’s NIC Gov2Go payment processing System as the default or an option for customer payments. Contact Carmen Easley at Carmen.Easley@egov.com or 515-400-8527 to receive NIC payment API documentation and details (NIC requests vendors sign an NDA). Vendors should address how NIC’s $1.50 convenience fee would be handled with such an integration.

As a result of this RFP process, DNR particularly wishes to:

• Maintain reasonable reservation costs to DNR customers

• Maintain and improve reporting capabilities as necessary

• Increase fiscal accountability

• Increase access to park information

1. **Definitions**

The definitions contained in 571 Iowa Administrative Code section 61.2 are adopted here by this reference. Proposals submitted pursuant to this Request for Proposals shall use these terms consistently with the meaning stated here and with those terms and meanings identified in the current Business Rules document Attachment #13.

For the purposes of this RFP and the resulting contract, the following terms shall mean:

“Administrative Function Component” means the Component of the CPRSV2 for DNR system

administration that shall include, but not be limited to, administrative rights to DNR staff to

generate reports (including fiscal, statistical, management and ad hoc reports an agreed upon

tool), and to make changes to data (including site attribute and inventory data) as necessary. The

Administrative Function also shall allow DNR in-park staff and DNR central office staff to make,

change and cancel reservations and to record registrations.

“**Bid Proposal”** means the Vendor’s bid or proposal submitted in response to the RFP.

**“Business Rules”** means the DNR’s current Parks Reservation Business Rules described in section 4 of this RFP and attached hereto as Attachment 13. Business rules are the policies and procedures determined by DNR that are necessary to administer campground and rental facility reservations on a fair and equal basis for customers, and to provide direction to Vendor while conducting reservation business for DNR.

**“Buyer or Participating Agency”** means the Iowa Department of Natural Resources (DNR).

**“Agency”** means the agency identified on the RFP cover sheet that is issuing the RFP and any other agency that purchases from the Contract.

**“Call Center”** means a phone center where operators process all telephone reservations, reservation changes, and reservation cancellations for camping and rental facilities.

**“Centralized Parks Reservation System Version 2 or CPRSV2”** means the system that will be developed and deployed by DNR to replace its current parks reservation system.

**“Contract”** means the contract(s) entered into with the successful Respondent(s) as described in Section 7.1.

**“Contractor or Vendor”** means Vendors submitting Bid Proposals in response to the RFP or the provider of the goods and services under the Resulting Contract.

**“Customer”** means any person who uses the Iowa State Parks Reservation System to reserve and pay for the reservation of camping or facilities with the Iowa State Parks.

**“Department or DNR”** means the Iowa Department of Natural Resources, the Participating Agency in this RFP. Any resulting contract will be entered into between the Vendor and DNR.

**“Evaluation Committee”** means the group of individuals delegated by DNR to evaluate the Bid Proposals received from Vendors.

**“Electronic Funds Transfer (EFT)”** means a computer-based system used to perform financial transactions electronically. The Vendor shall supply the State of Iowa’s bank with required reports and transactions. The Vendor shall conduct the EFT and ensure the funds are deposited to the appropriate DNR account established by the State of Iowa’ bank.

**“ELSI 3”** means DNR’s current system for the sale of selected outdoor recreation and commercial privileges (such as hunting and fishing licenses) through an electronically integrated network of agents; a Vendor handling a web-based sales system and a telephone sales system; and DNR.

**“General Terms and Conditions**” means the General Terms and Conditions for Services Contracts as referenced on the RFP cover page.

**“In-Park reservations and registrations”** means any Centralized Parks Reservation System Version 2 function designed to facilitate a reservation and/or registration of park campsites/rental facilities at the park.

**“Internet reservation system or Public Access Component”** means the feature of the Centralized Parks Reservation System Version 2 that allows members of the public to reserve and pay for the campsites or facilities within the Iowa State Parks.

**“Participating Agency”** means the Iowa Department of Natural Resources, the Participating Agency in this RFP. Any resulting contract will be entered into between the Vendor and DNR.

**“Proposal”** means the Respondent’s proposal submitted in response to the RFP.

**“Rental Facilities”** means those facilities that may be rented on a daily or nightly basis and includes open shelters, open shelters with kitchenettes, beach house open shelters, day-use lodges, cabins, yurts, and group camps.

**“Reservations”** means the advance booking of an individual campsite or rental facility for a contiguous period of time and a commitment to hold the campsite or rental facility for a specified duration.

**“Respondent”** means a Vendor submitting a Proposal in response to this RFP.

**“Responsible Respondent”** means a Respondent that has the capability in all material respects to perform the scope of work and specifications of the Contract. In determining whether a Respondent is a Responsible Respondent, the Agency may consider various factors including, but not limited to, the Respondent’s competence and qualifications to provide the goods or services requested, the Respondent’s integrity and reliability, the past performance of the Respondent and the best interest of the Agency and the State.

**“Responsive Proposal”** means a Proposal that complies with the material provisions of this RFP.

**“RFP”** means this Request for Proposals and any attachments, exhibits, schedules or addenda hereto.

**“Sound Bite”** means a short-recorded telephone message that may be used to notify customers of a pending change in their reservation that must be approved by DNR.

**“State”** means the State of Iowa, the Agency identified on the Contract Declarations & Execution Page(s), and all state agencies, boards, and commissions, and any political subdivisions making purchases from the Contract as permitted by this RFP.

**“System Administration”** means the ability for designated individuals with DNR to have the capability of making changes in the data, or to various components of the System independently from the Vendor. Roles will be established for DNR staff and various individuals with different levels of authority. This may include park holds and other capabilities unique to the DNR. As an example, if the Call Center is operated by the Vendor, this shall include access by DNR assigned employees to facilitate the reservation process through the Call Center.

1. **Overview of the RFP Process**

This RFP is designed to provide Respondents with the information necessary for the preparation of competitive Proposals. The RFP process is for the Agency’s benefit and is intended to provide the Agency with competitive information to assist in the selection process. It is not intended to be comprehensive. Each Respondent is responsible for determining all factors necessary for submission of a comprehensive Proposal.

**Respondent should review Attachment 3, Form 22 Request for Confidentiality, for more information if its Proposal contains confidential information. Any Proposal marked “Confidential” or “Proprietary” on every page may be disqualified.**

It is the Agency’s intention to evaluate Proposals from all Respondents that submit timely Responsive Proposals, and award the Contract(s) in accordance with evaluation and selection criteria provided in this RFP.

1. **Background**

This RFP is designed to provide Vendors with information necessary for the preparation of competitive bid proposals. The RFP process is for the Lead Agency and the Participating Agency’s (DNR’s) benefit and is intended to provide the State of Iowa with competitive information to assist in the selection process. It is not intended to be comprehensive. Each Vendor is responsible for determining all factors necessary for submission of a comprehensive bid proposal.

Vendors should be aware of the limitations of the project scope, timeline and state resources participating when completing their proposal.

**Current Parks Reservation System Description, Overview and History:**

It is the responsibility of the DNR to manage “fish, wildlife, and land and water resources in this state.” Iowa Code section 455A.2 (2021). The DNR may provide and operate facilities for the proper public use of state parks. Iowa Code section 461A.3 (2021). The DNR also is authorized to “establish fees for camping and use of rental facilities and other special privileges at state parks and recreation areas under the jurisdiction of the department.” Iowa Code section 455A.14 (2021).

It is the responsibility of DNR to establish a centralized reservation system to accept and process reservations for camping and rental facilities in state parks, recreation areas and state forest campgrounds. 571 Iowa Administrative Code section 61.3.

Since 2006, DNR has had a web-based centralized reservation system. The current DNR web-based parks reservation system consists of custom-built software, and a Call Center that is operated by the current Vendor. In-park (walk-in) reservations are handled by DNR field staff (rangers, managers, and technicians).

**1.4.1 Iowa State Parks Summary**

Iowa’s State Park system is comprised of 68 state parks, recreation areas and state forest campgrounds, encompassing over 57,000 acres. Annual estimated visitation to Iowa’s state parks is over 16 million people. There are 77 campgrounds in 53 parks offering 4405 campsites: The breakdown of site types is as follows:

• 2,155 electric sites

• 34 electric with water sites

• 354 full hook-up sites

• 34 Walk-in/Hike-in 1,180 non-electric sites

• 195 equestrian electric sites

• 7 equestrian full hook-up sites

• 284 equestrian nonelectric sites

• 48 ADA sites

• 51 chaperoned organized youth group campsites

• 63 camp host sites (electric with water, non-electric, and full hook-up)

Iowa State Parks have a variety of rental cabins located in 19 parks and 1 state forest. These units range from simple camping cabins to multi-family-style cabins and yurts, both seasonal and year-round. There are 92 rental cabins and 2 yurts. In addition to the popular rental cabins, there are 29 day-use lodges and 1 open air auditorium, which offers a perfect venue for weddings, reunions and business meeting space. The day-use lodges are located in 26 different parks. Finally, there are 146 open picnic shelters available and 13 beach cabanas for day-use rental in 53 parks. State park staffing is minimal with each staff park having only one or two full-time employees and in only one location we have four full-time employees. Seasonal positions vary year to year, with some parks having only one seasonal position. The busiest parks have up to seven seasonal positions. There are no office positions, permanent or seasonal, at these parks. Two staff members are located in the DNR central office that works on the current parks reservation system, and these staff member are not solely dedicated to operating or managing the reservation system.

**1.4.2 Current Parks Reservation System Summary**

**1.4.2.1 History:** Iowa State Parks’ first centralized reservation system began in 2006. Prior to that time, reservations were taken for all cabins, lodges and shelters using a pen and paper method. All camping was on a first-come, first-serve basis. In January 2006, the centralized reservation system began accepting reservations for all rentals cabins. In February 2006, camping reservations were accepted. Lodges were added to the reservation system in December 2006 and shelters followed in the spring of 2007.

**Current:** Since the first centralized reservation system, the DNR State Parks Bureau is currently in a 6-year contract. The current contract expires on November 8, 2022. All of our facilities and campsites are on the current reservation system. There are two group camps (one is closed until further notice) that are currently not on the reservation system and those reservations are made through the park staff.

**1.4.2.2 Current web-based system status:** The current system is hosted in a PCI compliant secure environment in the State’s Department of Administrative Services, Information Technology Enterprise, in the Hoover Building located in Des Moines, Iowa.

DNR anticipates that the current system will continue to operate until the Centralized Parks Reservation System Version 2 is deployed. The current Vendor will cooperate with any future Vendor to make an orderly transition to a new system.

**1.4.2.3 Past Call Center status:**

The previous centralized reservation system allowed customers to make reservations online through the Internet site or by calling the DNR in-house reservation Call Center. The Call Center accessed the System through an interface on the web administrative tool. The past Call Center had a limited operation. From April to the end of September, two temporary employees were hired to take reservation calls. The DNR also had a small year-round Call Center that handled all calls for the entire agency including hunting/fishing, environmental issues, forestry, general park information, etc. There were two full-time employees and up to three back-up employees for this all-purpose year-round Call Center. Those five employees along with two parks central office staff provided back up during the main recreation season for the two temporary Call Center employees. From October to April, all calls went through the DNR’s year-round Call Center. Hours of operation for the temporary employees and permanent Call Center were Monday-Friday, 8:00 a.m. to 4:30 p.m. The Call Center was closed on state holidays and weekends.

**Current Call Center status:** The current centralized reservation system allows customers to make reservations online through the Internet site or by calling the Call Center operated by the current Vendor. Reservations can also be made by one staff member (now two as of January of 2021) in the central office that manages the reservation system. For the past two summers we have not hired any seasonal staff to serve as a Call Center in the central office or to assist with the daily management of the reservation system. The DNR currently depends on the Vendors Call Center. The hours of operation of the Call Center are Monday through Friday: 7:00 a.m. to 7:00 p.m. (CST), Saturday: 8:00 a.m. to 4:30 p.m. (CST) and Sunday: closed. The Call Center is closed New Year’s Day, Easter, Thanksgiving Day, and Christmas.

**1.4.2.4 Current in-park reservations status:**

Advanced reservations are not taken in the field. Park staff in the Des Moines Central Office have administrator rights to log in to the web administrative tool and use the operations manager function to make, cancel, and change reservations. Through that function and their login “access” level, central office park staff are also able to make adjustments to reservations as necessary, such as overriding cancellation/change fees and penalties, etc. Park field staff may log in to the web administrative tool as well and have the ability to use the field manager function because of their “login access level”. This interface, the web administrative tool, also houses the reports that field staff use (arrival, cancellation, use report) and provides DNR with search capabilities for reservations, payment processing of checks, processing refund checks, etc. Central office park staff are also able to modify site alerts and site attributes.

All parks are equipped with at least one computer in the park office. Computer standards for park computers are as follows:

**Desktop**

Windows 10 Pro

10th Generation Intel Core i5-0500 3.1Ghz to 4.5 Ghz

16 GB DDR4

256 GB Hard Drive

**Laptop**

Windows 10 Pro

11th Generation Intel Core i5-1135G7 8 M 2.4 Ghz

16 GB DDR4

256 GB Hard Drive

A breakdown of connectivity is available in Attachment #14.

**1.4.2.5 Reservation system limitations:** The current parks reservation system includes seventy-five percent of the sites are available in the Iowa State Parks. Exceptions to this is at Gull Point State Park where the sites are at 50% and Maquoketa Caves State Park which is at 100%. Currently, pursuant to 571 Iowa Administrative Code section 61.3(1), “no less than 50 percent and up to no more than 75 percent of the total number of campsites in each individual campground shall be designated as reservable sites on the reservation system.” However, this will be updated in mid-October of 2021 to allow DNR to determine the reservable percentage of a campground and the reservation window. The sites that are reservable on the reservation system include a balance of electric, nonelectric, and full hook-up sites, with a balance of site suitability ranging from less than desirable to most desirable. 571 Iowa Administrative Code section 61.3(1) also contains the provision that “[t]he department will review the percentage of reservable sites and usage on a biennial basis and determine whether the percentage of reservable campsites should be changed.”

**1.4.2.6 Reservation Statistics:** Since 2016, the reservation statistics are as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Year:** | **2016** | **2017** | **2018** | **2019** | **2020** |
| **ONLINE** |  |  |  |  |  |
| Cabins | 3,020 | 3,487 | 3,421 | 3,207 | 3,110 |
| Camping | 39,333 | 45,331 | 42,226 | 45,409 | 60,724 |
| Lodges | 1057 | 1095 | 1059 | 1013 | 580 |
| Shelters | 1324 | 1483 | 1474 | 1617 | 1,334 |
| Yurts | 81 | 86 | 84 | 82 | 92 |
| **ONLINE TOTAL** |  |  |  |  |  |
| **44,815** | **51,482** | **48,264** | **51,328** | **65,840** |
| **CALL CENTER** |  |  |  |  |  |
| Cabins | 336 | 356 | 312 | 328 | 156 |
| Camping | 3,102 | 3,110 | 2,527 | 2,554 | 1,564 |
| Lodges | 263 | 239 | 187 | 159 | 53 |
| Shelters | 315 | 260 | 247 | 240 | 80 |
| Yurts | 7 | 7 | 5 | 7 | 1 |
| **CALL CENTER TOTAL** |  |  |  |  |  |
| **4,023** | **3,972** | **3,278** | **3,288** | **1,854** |
| **TOTAL NEW RESV** |  |  |  |  |  |
| **48,838** | **55,454** | **51,542** | **54,616** | **67,694** |
| CHANGES | 939 | 861 | 886 | 1019 | 956 |
| CANCELLATIONS | 6,032 | 7,002 | 7,747 | 8,286 | 13,698 |
| **TOTAL CHANGE/CANCEL** |  |  |  |  |  |
| **6,971** | **7,863** | **8,633** | **9,305** | **14,654** |
| **TOTAL TRANSACTIONS** |  |  |  |  |  |
| **55,809** | **63,317** | **60,175** | **63,921** | **82,348** |

These numbers are provided solely for the purpose of assisting Vendors in preparing their Proposals. DNR does not represent or guarantee any minimum reservation volume or purchases.

**1.4.2.7 Amount of money that has gone through the current system by credit cards:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Year:** | **2016** | **2017** | **2018** | **2019** | **2020** |
| **$** | $ 3,024,575.43 | $ 3,454,087.45 | $ 3,383,372.62 | $ 3,447,909.93 | $ 4,077,160.71 |

These numbers are provided solely for the purpose of assisting Vendors in preparing their Proposals.

SECTION 2 ADMINISTRATIVE INFORMATION

* 1. **Issuing Officer**

The Issuing Officer identified in the RFP cover sheet is the sole point of contact regarding the RFP from the date of issuance until a Notice of Intent to Award the Contract is issued.

* 1. **Restriction on Communication**

From the issue date of this RFP until a Notice of Intent to Award the Contract is issued, Respondents may contact only the Issuing Officer. The Issuing Officer will respond only to written questions regarding the procurement process. Questions related to the interpretation of this RFP must be submitted as provided in Section 2. Oral questions related to the interpretation of this RFP will not be accepted. Respondents may be disqualified if they contact any State employee other than the Issuing Officer about the RFP except that Respondents may contact the State Targeted Small Business Office on issues related to the preference for Targeted Small Businesses.

This section shall not be construed as restricting communications related to the administration of any contract currently in effect between a Respondent and the State.

* 1. **Downloading the RFP from the Internet**

The RFP and any addenda to the RFP will be posted at <http://bidopportunities.iowa.gov/>. The Respondent is advised to check the website periodically for addenda to this RFP, particularly if the Respondent downloaded the RFP from the Internet as the Respondent may not automatically receive addenda. It is the Respondent's sole responsibility to check daily for addenda to posted documents.

* 1. **Procurement Timetable**

The dates provided in the procurement timetable on the RFP cover sheet are provided for informational and planning purposes. The Agency reserves the right to change the dates. If the Agency changes any of the deadlines for Respondent submissions, the Agency will issue an addendum to the RFP.

* 1. **Questions, Requests for Clarification, and Suggested Changes**

Respondents are invited to submit written questions and requests for clarifications regarding the RFP. Respondents may also submit suggestions for changes to the specifications of this RFP. The questions, requests for clarifications, or suggestions must be in writing and received by the Issuing Officer on or before the date and time listed on the RFP cover sheet. Oral questions will not be permitted. If the questions, requests for clarifications, or suggestions pertain to a specific section of the RFP, Respondent shall reference the page and section number(s). The Agency will post written responses to questions, requests for clarifications, or suggestions received from Respondents. The Agency’s written responses will become an addendum to the RFP. If the Agency decides to adopt a suggestion that modifies the RFP, the Agency will issue an addendum to the RFP.

The Agency assumes no responsibility for oral representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFP through an addendum.

* 1. **Pre-Proposal Conference**

If the RFP cover sheet indicates a pre-proposal conference will be held in conjunction with this RFP, it will be held at the date, time, and location listed on the RFP cover sheet. The purpose of the pre-proposal conference is to discuss with prospective Respondents the work to be performed and allow prospective Respondents an opportunity to ask questions regarding the RFP. Oral discussions at the pre-proposal conference shall not be considered part of the RFP unless confirmed in writing by the Agency and incorporated into this RFP. The conference may be recorded. Questions asked at the conference that cannot be adequately answered during the conference may be deferred. A copy of the questions and answers will be sent to Respondents who submit a letter of intent to propose and will be posted in the form of an addendum at: <http://bidopportunities.iowa.gov/>.

* 1. **Amendment to the RFP**

The Agency reserves the right to amend the RFP at any time using an addendum. The Respondent shall acknowledge receipt of all addenda in its Proposal. If the Agency issues an addendum after the due date for receipt of Proposals, the Agency may, in its sole discretion, allow Respondents to amend their Proposals in response to the addendum.

* 1. **Amendment and Withdrawal of Proposal**

The Respondent may amend or withdraw and resubmit its Proposal at any time before the Proposals are due. The amendment must be in writing, signed by the Respondent and received by the time set for the receipt of Proposals. Electronic mail and faxed amendments will not be accepted. Respondents must notify the Issuing Officer in writing prior to the due date for Proposals if they wish to completely withdraw their Proposals.

* 1. **Submission of Proposals**

Respondent must submit Proposal in the State’s Vendor Self Service portal before the “Proposals Due” date and time listed on the RFP cover sheet. **This is a mandatory specification and will not be waived by the Agency. Any Proposal received after this deadline will be rejected and returned unopened to the Respondent.** Respondents sending Proposals must allow ample upload time to ensure timely receipt of their Proposals. It is the Respondent’s responsibility to ensure that the Proposal is received prior to the deadline. Electronic mail and faxed Proposals will not be accepted. There is a 10MB per file size limitation, but no limit to number of files. Plan accordingly.

Respondents must furnish all information necessary to enable the Agency to evaluate the Proposal. Oral information provided by the Respondent will not be considered part of the Respondent's Proposal unless it is reduced to writing.

* 1. **Proposal Opening**

The Agency will open Proposals after the deadline for submission of Proposals has passed. The Proposals will remain confidential until the Agency has issued a Notice of Intent to Award a Contract. See *Iowa Code Section 72.3*. However, the names of Respondents who submitted timely Proposals will be publicly available after the Proposal opening. The announcement of Respondents who timely submitted Proposals does not mean that an individual Proposal has been deemed technically compliant or accepted for evaluation.

* 1. **Costs of Preparing the Proposal**

The costs of preparation and delivery of the Proposal are solely the responsibility of the Respondent.

* 1. **No Commitment to Contract**

The Agency reserves the right to reject any or all Proposals received in response to this RFP at any time prior to the execution of the Contract. Issuance of this RFP in no way constitutes a commitment by the Agency to award a contract.

* 1. **Rejection of Proposals**

The Agency may reject outright and not evaluate a Proposal for reasons including, without limitation:

* + 1. The Respondent fails to deliver the Cost Proposal as a separate file.
    2. The Respondent acknowledges that a mandatory specification of the RFP cannot be met.
    3. The Respondent's Proposal changes a material specification of the RFP or the Proposal is not compliant with the mandatory specification of the RFP.
    4. The Respondent’s Proposal limits the rights of the Agency.
    5. The Respondent fails to include information necessary to substantiate that it will be able to meet a specification of the RFP as provided in Section 4 of the RFP.
    6. The Respondent fails to timely respond to the Agency's request for information, documents, or references.
    7. The Respondent fails to include proposal security, if required.
    8. The Respondent fails to include any signature, certification, authorization, stipulation, disclosure or guarantee as provided in Section 4 of this RFP.
    9. The Respondent presents the information requested by this RFP in a format inconsistent with the instructions of the RFP or otherwise fails to comply with the specifications of this RFP.
    10. The Respondent initiates unauthorized contact regarding the RFP with a State employee other than the Issuing Officer.
    11. The Respondent provides misleading or inaccurate responses.
    12. The Respondent’s Proposal is materially unbalanced. A Proposal in which line item prices are structured so that it is possible that the Respondent who appears to be low will not end up having the lowest overall cost to the State, due to high prices on particular line items.
    13. There is insufficient evidence (including evidence submitted by the Respondent and evidence obtained by the Agency from other sources) to satisfy the Agency that the Respondent is a Responsible Respondent.
    14. The Respondent alters the language in Attachment 1, Certification Letter or Attachment 2, Authorization to Release Information letter.
    15. The Respondent is a “scrutinized company” included on a “scrutinized company list” created by a public fund pursuant to Iowa Code section 12J.3.
  1. **Nonmaterial Variances**

The Agency reserves the right to waive or permit cure of nonmaterial variances in the Proposal if, in the judgment of the Agency, it is in the State’s best interest to do so. Nonmaterial variances include but are not limited to, minor failures to comply that: do not affect overall responsiveness, are merely a matter of form or format, do not change the relative standing or otherwise prejudice other Respondents, do not change the meaning or scope of the RFP, or do not reflect a material change in the specifications of the RFP. In the event the Agency waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFP specifications or excuse the Respondent from full compliance with RFP specifications or other Contract specifications if the Respondent is awarded the Contract. The determination of materiality is in the sole discretion of the Agency.

* 1. **Reference Checks**

The Agency reserves the right to contact any reference to assist in the evaluation of the Proposal, to verify information contained in the Proposal and to discuss the Respondent’s qualifications and the qualifications of any subcontractor identified in the Proposal.

* 1. **Information from Other Sources**

The Agency reserves the right to obtain and consider information from other sources concerning a Respondent, such as the Respondent’s capability and performance under other contracts, the qualifications of any subcontractor identified in the Proposal, the Respondent’s financial stability, past or pending litigation, and other publicly available information.

* 1. **Verification of Proposal Contents**

The content of a Proposal submitted by a Respondent is subject to verification. If the Agency determines in its sole discretion that the content is in any way misleading or inaccurate, the Agency may reject the Proposal.

* 1. **Proposal Clarification Process**

The Agency reserves the right to contact a Respondent after the submission of Proposals for the purpose of clarifying a Proposal. This contact may include written questions, interviews, site visits, a review of past performance if the Respondent has provided goods and/or services to the State or any other political subdivision wherever located, or requests for corrective pages in the Respondent’s Proposal. The Agency will not consider information received from or through Respondent if the information materially alters the content of the Proposal or the type of goods and/or services the Respondent is offering to the Agency. An individual authorized to legally bind the Respondent shall sign responses to any request for clarification. Responses shall be submitted to the Agency within the time specified in the Agency's request. Failure to comply with requests for additional information may result in rejection of the Proposal.

* 1. **Disposition of Proposals**

All Proposals become the property of the State and shall not be returned to the Respondent. Once the Agency issues a Notice of Intent to Award the Contract, the contents of all Proposals will be public records and be available for inspection by interested parties, except for information for which Respondent properly requests confidential treatment according to exceptions provided in *Iowa Code Chapter 22* or other applicable law.

* 1. **Public Records and Requests for Confidential Treatment**

The Agency’s release of public records is governed by Iowa Code chapter 22. Respondents are encouraged to familiarize themselves with Chapter 22 before submitting a Proposal. The Agency will copy and produce public records upon request as required to comply with Chapter 22 and will treat all information submitted by a Respondent as non-confidential records unless Respondent requests specific parts of the Proposal be treated as confidential at the time of the submission as set forth herein **AND the information is confidential under Iowa or other applicable law.**

* 1. **Form 22 Request for Confidentiality**

***FORM 22 MUST BE COMPLETED AND INCLUDED WITH RESPONDENT’S PROPOSAL. COMPLETION AND SUBMITTAL OF FORM 22 IS REQUIRED WHETHER THE PROPOSAL DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE PROPOSAL BEING CONSIDERED NON-RESPONSIVE AND ELIMINATED FROM EVALUATION.***

* 1. **Copyright Permission**

By submitting a Proposal, the Respondent agrees that the Agency may copy the Proposal for purposes of facilitating the evaluation of the Proposal or to respond to requests for public records. By submitting a Proposal, the Respondent consents to such copying and warrants that such copying will not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in Proposals.

* 1. **Release of Claims**

By submitting a Proposal, the Respondent agrees that it will not bring any claim or cause of action against the Agency or the State based on Respondent’s misunderstanding concerning the information provided in the RFP or concerning the Agency's or the State’s failure, negligent or otherwise, to provide the Respondent with complete, pertinent, or accurate information in this RFP, or for any failure to provide information that any Respondent might consider relevant for purposes of making a decision to submit a Proposal or to enter into any Contract resulting from this RFP.

* 1. **Respondent Presentations**

Respondents may be required to make a presentation. The determination as to need for presentations, and the location, order, and schedule of the presentations is at the sole discretion of the Agency. The presentation may include slides, graphics and other media selected by the Respondent to illustrate the Respondent’s Proposal. The presentation shall not materially change the information contained in the Proposal.

* 1. **Evaluation of Proposals Submitted**

Proposals that are timely submitted and are not rejected will be reviewed in accordance with Section 5 of the RFP. The Agency will not necessarily award a Contract resulting from this RFP to the Respondent offering the lowest cost. Instead, the Agency will award the Contract(s) to the Responsible Respondent(s) whose Responsive Proposal the agency believes will provide the best value to the Agency and the State.

* 1. **Award Notice and Acceptance Period**

Notice of Intent to Award the Contract(s) will be sent to all Respondents submitting a timely Proposal and may be posted at the website shown on the RFP cover sheet. Negotiation and execution of the Contract(s) shall be completed no later than thirty (30) days from the date of the Notice of Intent to Award or such other time as designated by Agency. If the successful Respondent fails to negotiate and deliver an executed Contract by that date, the Agency, in its sole discretion, may cancel the award and award the Contract to the remaining Respondent the Agency believes will provide the best value to the State.

* 1. **No Contract Rights until Execution**

No Respondent shall acquire any legal or equitable rights regarding the Contract unless and until the Contract has been fully executed by the successful Respondent and the Agency.

* 1. **Choice of Law and Forum**

This RFP and the Contract shall be governed by the laws of the State of Iowa. Changes in applicable laws and rules may affect the award process or the Contract. Respondents are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFP shall be brought in the appropriate Iowa forum.

* 1. **Preference**

By virtue of statutory authority, a preference will be given to products and provisions grown and coal produced within the state of Iowa. Preference application: Tied responses to solicitations, regardless of the type of solicitation, are decided in favor of Iowa products and Iowa-based businesses per 11 IAC 117.5(1)-(2), 117.12(4).

* 1. **Restrictions on Gifts and Activities**

*Iowa Code Chapter 68B* restricts gifts which may be given or received by State employees and requires certain individuals to disclose information concerning their activities with State government. Respondents are responsible to determine the applicability of this Chapter 68B to their activities and to comply with its requirements. In addition, pursuant to *Iowa Code section 722.1*, it is a felony offense to bribe or attempt to bribe a public official.

* 1. **No Minimum Guaranteed**

The Agency does not guarantee any minimum level of purchases under the Contract.

* 1. **Post Solicitation Debriefing**

A debriefing is available to any Respondent who submitted a proposal in response to this RFP. ​Respondent shall submit a written request for a debriefing to the Issuing Officer via email or other delivery method. All Respondents will be accorded fair and equal treatment with respect to its opportunity for debriefing. The debriefing shall be scheduled by the Agency as soon as practicable after the receipt of debriefing request.

* 1. **Appeals**

A Respondent whose Proposal has been timely filed and who is aggrieved by the Notice of Intent to Award of the Department may appeal the decision by emailing a written notice of appeal (in accordance with 11—Chapter 117.20, Iowa Administrative Code) to the Director of the Department of Administrative Services and carbon copy to the Issuing Officer.  The notice must be filed within five (5) days of the date of the Notice of Intent to Award issued by the Department, exclusive of Saturdays, Sundays, and legal state holidays.  The written notice may be filed by fax transmission to 515.725.2064.  The notice of appeal must clearly and fully identify all issues being contested by reference to the page, section and line number(s) of the RFP and/or the Notice of Intent to Award.  A notice of appeal may not stay negotiations with the apparent successful Respondent.

SECTION 3 FORM AND CONTENT OF PROPOSALS

* 1. **Instructions**

These instructions describe and define the format and content of the Proposal. They are designed to facilitate a uniform review process. Failure to adhere to the Proposal format may result in the rejection of the Proposal.

* + 1. The Proposal shall be divided into two parts: (1) the Technical Proposal and (2) the Cost Proposal. The Technical Proposal and the Cost Proposal shall be labeled as such as separate files. The files shall be labeled with the following information:

**RFP1421542086 – Respondent Name – Technical Proposal**

**RFP1421542086 – Respondent Name – Cost Proposal**

* + 1. Files must be attached to Respondents submission in the State of Iowa – Vendor Self Service (VSS) portal. https://vss.iowa.gov/webapp/VSS\_ON/AltSelfService
    2. If the Respondent designates any information in its Proposal as confidential pursuant to Section 2, the Respondent must also submit public copy Proposal from which confidential information has been excised as provided in Section 2 and which is marked “Public Copy”.

**RFP1421542086 – Respondent Name – Public Copy**

* + 1. Proposals shall not contain promotional or display materials.
    2. Attachments shall be referenced in the Proposal.
    3. If a Respondent proposes more than one solution to the RFP specifications, each shall be labeled and submitted in a separate Proposal and each will be evaluated separately.
  1. **Technical Proposal**

Any information provided in the Technical Proposal is subject to consideration for consideration, evaluation, and scoring. The following documents and responses shall be included in the Technical Proposal in the order given below:

**Exhibit 1 - Transmittal Letter (Required)**

An individual authorized to legally bind the Respondent shall sign the transmittal letter. The letter shall include the Respondent’s mailing address, electronic mail address, fax number, and telephone number.

**Exhibit 2 - Executive Summary**

The Respondent shall prepare an executive summary and overview of the goods and/or services it is offering, including all of the following information:

* + - * Statements that demonstrate that the Respondent has read and understands the terms and conditions of the RFP including the Contract provisions in Section 6.
      * An overview of the Respondent’s plans for complying with the specifications of this RFP.
      * Any other summary information the Respondent deems to be pertinent.

**Exhibit 3 - Firm Proposal Terms**

The Respondent shall guarantee in writing the goods and/or services offered in the Proposal are currently available and that all Proposal terms, including price, will remain firm for the number days indicated on the RFP cover sheet following the deadline for submitting Proposals.

**Exhibit 4 - Respondent Background Information**

The Respondent shall provide the following general background information:

* + - * Does your state have a preference for instate Contractors? Yes or No. If yes, please include the details of the preference.
      * Name, address, telephone number, fax number and e-mail address of the Respondent including all d/b/a’s or assumed names or other operating names of the Respondent and any local addresses and phone numbers.
      * Form of business entity, e.g., corporation, partnership, proprietorship, or LLC.
      * Copy of W-9.
      * State of incorporation, state of formation, or state of organization.
      * The location(s) including address and telephone numbers of the offices and other facilities that relate to the Respondent’s performance under the terms of this RFP.
      * Number of employees.
      * Type of business.
      * Name, address and telephone number of the Respondent’s representative to contact regarding all contractual and technical matters concerning the Proposal.
      * Name, contact information and qualifications of any subcontractors who will be involved with this project the Respondent proposes to use and the nature of the goods and/or services the subcontractor would perform.
      * Respondent’s accounting firm.
      * Awarded Respondent will be required to register to do business in Iowa before payments can be made.
      * For Contractor registration documents, go to:

<https://das.iowa.gov/procurement/vendors/how-do-business>

**Exhibit 5 - Termination, Litigation, and Debarment**

The Respondent must provide the following information for the past five (5) years:

* + - * Has the Respondent had a contract for goods and/or services terminated for any reason? If so, provide full details regarding the termination.
      * Describe any damages or penalties assessed against or dispute resolution settlements entered into by Respondent under any existing or past contracts for goods and/or services. Provide full details regarding the circumstances, including dollar amount of damages, penalties and settlement payments.
      * Describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Respondent to engage in any business, practice or activity.
      * A list and summary of all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Respondent or its officers have been a party.
      * Any irregularities discovered in any of the accounts maintained by the Respondent on behalf of others. Describe the circumstances and disposition of the irregularities. Failure to disclose these matters may result in rejection of the Proposal or termination of any subsequent Contract. The above disclosures are a continuing requirement of the Respondent. Respondent shall provide written notification to the Agency of any such matter commencing or occurring after submission of a Proposal, and with respect to the successful Respondent, following execution of the Contract.

**Exhibit 6 - Acceptance of Terms and Conditions**

By submitting a Proposal, Respondent acknowledges its acceptance of the terms and conditions of the RFP and the General Terms and Conditions without change except as otherwise expressly stated in its Proposal. If the Respondent takes exception to a provision, it must identify it by page and section number, state the reason for the exception, and set forth in its Proposal the specific RFP or General Terms and Conditions language it proposes to include in place of the provision. If Respondent’s exceptions or responses materially alter the RFP, or if the Respondent submits its own terms and conditions or otherwise fails to follow the process described herein, the Agency may reject the Proposal, in its sole discretion.

**Exhibit 7 - Certification Letter**

The Respondent shall sign and submit with the Proposal, the document included as Attachment #1 (Certification Letter) in which the Respondent shall make the certifications included in Attachment #1.

**Exhibit 8 - Authorization to Release Information**

The Respondent shall sign and submit with the Proposal the document included as Attachment #2 (Authorization to Release Information Letter) in which the Respondent authorizes the release of information to the Agency.

**Exhibit 9 – Mandatory Specifications**

The Respondent shall answer whether or not it will comply with each specification in Section 4 of the RFP. Where the context requires more than a yes or no answer or the specific specifications so indicates, Respondent shall explain how it will comply with the specification. Merely repeating the Section 4 specifications may be considered non-responsive and result in the rejection of the Proposal. Proposals must identify any deviations from the specifications of the RFP or specifications the Respondent cannot satisfy. If the Respondent deviates from or cannot satisfy the specification(s) of this section, the Agency may reject the Proposal.

**Exhibit 10 –** **Equipment Description**

Respondents shall provide detailed list(s) of requirements and specifications for the hardware on which system will run.

**Exhibit 11 – Implementation Plan**

Describe recommended implementation strategy including on-site coordination and support services, best practice consulting options and professional services. Identify any third party Respondents involved in Respondent’s implementation strategy and describe these relationships. Describe the skills and time required by State of Iowa personnel for initial installation and implementation of the proposed system. Provide an estimate of State of Iowa staff time required to complete the installation. Describe the documentation provided with the product along with applicable costs for any additional documentation. Please describe Respondent’s experience with installations similar in size. Please provide an implementation schedule, based on weekly milestones (not dates).

**Exhibit 12 – Optional Features**

Provide detailed information for any optional items that may be available. (Include costs for these items in the Cost Proposal)

**Exhibit 13 – Service and Maintenance**

Provide detailed information on your customer service program and maintenance plans. Include response times and the access to and timeliness of service engineers.

**Exhibit 14 - Warranty**

Provide warranty documentation for your proposed solution. Describe your replacement parts program, costs, and turnaround time.

**Exhibit 15 - Addendums**

Provide signed copy of posted RFP addendums.

**Exhibit 16 - Request for Confidentiality**

The Respondent must sign and submit with the Proposal the document included as Attachment #3 Form 22 – Request for Confidentiality.

* 1. **Cost Proposal**

The Respondent shall provide its Cost Proposal in a separate file for the proposed goods and/or services. All prices are quoted pursuant to the terms and conditions of this RFP. Respondent’s Cost Proposal shall include an all-inclusive, itemized, total cost in U.S. Dollars (including all travel, expenses, etc. in prices) for the proposed services. All pricing to be FOB Destination, freight cost, and all expenses included; and based on Net 60 Days Payment Terms. Cost proposals must include the following:

* Provide any one time and recurring costs for system. Recurring costs are to be for a 6 year period to cover initial term and extensions to contract.
* Equipment costs.
* Any other costs associated with proposed system.
* Pricing for options.
  + 1. **Respondent Discounts**

Respondents shall state in their Cost Proposals whether they offer any payment discounts, including but not limited to:

* + - 1. **Prompt Payment Discount**

The State can agree to pay in less than sixty (60) days if an incentive for earlier payment is offered.

* + - 1. **Cash Discount**

The State may consider cash discounts when scoring Cost Proposals.

SECTION 4 SPECIFICATIONS

**Overview**

The successful Respondent shall provide the goods and/or services to the State in accordance with the specifications and technical specifications as provided in this Section. The Respondent shall address each specification in this Section and indicate whether or not it will comply with the specification. If the context requires more than a yes or no answer or the section specifically indicates, Respondent shall explain how it will comply with the specification. Proposals must address each specification. Merely repeating the specifications may be considered non-responsive and may disqualify the Respondent. Proposals must identify any deviations from the specifications of this RFP or specifications the Respondent cannot satisfy. If the Respondent deviates from or cannot satisfy the specification (s) of this section, the Agency may reject the Proposal.

All items listed in this section are Mandatory Specifications. Respondents must indicate either **“yes” or “no”** to each specification in their Proposals and provide an explanation as to how the specification is met. By indicating “yes” a Respondent agrees that it shall comply with that specification throughout the full term of the Contract, if the Respondent is successful. In addition, if specified by the specifications or if the context otherwise requires, the Respondent shall provide references and/or supportive materials to verify the Respondent’s compliance with the specification. The Agency shall have the right to determine whether the supportive information and materials submitted by the Respondent demonstrate that the Respondent will be able to comply with the Mandatory Specifications. If the Agency determines the responses and supportive materials do not demonstrate the Supplier will be able to comply with the Mandatory Specifications, the Agency may reject the Proposal.

* 1. **System Requirements**

his RFP details the Mandatory Pass/Fail Requirements, Mandatory Scored Requirements, and Optional Scored Requirements for Vendors proposing to provide a Centralized Parks Reservation System Version 2 (CPRSV2) for the Iowa Department of Natural Resources.

4.1.1 Mandatory Pass/Fail and Mandatory Scored Requirements

Proposals must meet the requirements described in this RFP as well as the Mandatory Pass/Fail and Mandatory Scored Requirements contained in the following Attachments:

• Attachment #5 – Technical Requirements

• Attachment #6 – Reporting Requirements

• Attachment #7 – Operations Requirements

• Attachment #9 – Performance Standards

• Attachment #10 – Vendor-operated Centralized Reservation Call Center

4.1.2 References – Mandatory Scored Requirements

Each Vendor must provide letters of reference from at least three (3) previous customers or clients knowledgeable of the Vendor’s performance in providing goods and/or services similar to the goods and/or services described in this RFP. Vendors should include a contact person name, telephone number, and e-mail address for each reference.

4.1.3. Experience – Mandatory Scored Requirements

Each Vendor must provide the following information regarding its experience:

4.1.3.1 Number of years in business;

4.1.3.2 Number of years of experience with providing the types of goods and services sought by the RFP;

4.1.3.3 A detailed description of the level of technical experience in providing the types of goods and services sought by the RFP;

4.1.3.4 A list all goods and services similar to those sought by this RFP that the Vendor has provided to other governmental entities, including a contact person name, telephone number, and e-mail address for each governmental entity.

4.1.3.5 A list of any previous government clients who have suspended use of the software product within the past five years, if any. The list shall include, for each previous government client, a contact person name, telephone number, and e-mail address.

The Vendor shall include similar information for any sub Vendors to be engaged in any projects under this contract.

4.2 Personnel – Mandatory Scored Requirements

This section describes Mandatory Scored Requirements for Personnel. Each Vendor shall provide a Personnel Plan, indicating whether the Vendor can meet the Personnel requirements stated below.

Each Vendor also shall provide résumés for all proposed key personnel who will be involved in providing the goods and/or services contemplated by this RFP. The following information must be included in the résumés:

• Full Name

• Education

• Years of experience and employment history, particularly as it relates to the requirements of the RFP, including experiences on similar projects

• Specific technical accomplishments, and hardware and software expertise

• Job description for purposes of this RFP

Each Vendor shall state the specific percentage of time that each of the following named positions will devote to the project. Also, each Vendor shall describe any planned staffing changes required for the contract effort. Each Vendor shall include similar information for sub Vendors to be engaged for any projects under this contract.

4.2.1 Personnel

Vendor’s regular employees shall perform all design, system development, testing, deployment and maintenance operations, including the implementation and operation of the website, and all Call Center Operations and help desk operations required to complete the Work.

Vendor shall detail the percentage of time each individual will devote to the contract effort; how key project persons will be replaced in the event of prolonged illness or termination of employment prior to completion of the contract effort; and each individual's specific responsibilities and, where applicable, supervisory roles. Vendor shall describe any planned staffing changes required for the contract effort.

Vendor shall employ the following staffing for this project at a minimum during the term of the contract.

4.2.1.1 Project Manager. The Project Manager shall be an employee of the Vendor. The Project Manager may not be substituted or replaced during the term of the Contract without approval from DNR

The Vendor shall propose only one candidate to be dedicated 100% to the Project, unless otherwise approved by DNR, for the position of Project Manager, and that candidate shall be identified by name. The Project Manager shall, on a full-time basis, manage the daily operations of the contract staff, work with state personnel and network Vendors, and be responsible for establishing and enforcing quality assurance standards for the Project. The Project Manager shall be the focal point for the coordination of Vendor’s and DNR’s responsibilities and assignments and shall provide a leadership role for all Vendor’s services. The Project Manager shall be responsible for all aspects of the system customization and implementation of the proposed CPRSV2, including resource planning, scheduling and status reports to DNR. The Project Manager shall be available for all project meetings and be available within 24 hours of notification by DNR. The Project Manager shall be available to DNR by telephone during regular business hours. The Project Manager must spend sufficient time in Iowa so that

the Project Manager understands the operations of DNR and the expectations for this Project. The Project Manager may also be named as the Operations Manager.

4.2.1.2 Account Manager. The Vendor shall propose only one (1) candidate for the position of Account Manager and that candidate shall be identified by name. The Account Manager shall be responsible for overseeing all financial aspects of the CPRSV2, including the collection of fees, maintenance of financial records and the transmittal of funds due to DNR.

4.2.1.3 Software Engineer. The Vendor shall propose only one (1) candidate for the position of Software Engineer and that candidate shall be identified by name. The Software Engineer shall be responsible for heading up the maintenance and development of all software programs for the CPRSV2.

4.2.1.4 Operations Manager. The Vendor shall employ a full-time Operations Manager during the term of the contract. The Operations Manager shall be dedicated 100% to the CPRSV2. The Operations Manager shall be responsible for overseeing the operation of the CPRSV2 and shall serve as the primary point of contact for the DNR Project team. Additionally, the Operations Manager shall be responsible for sending all required reports throughout Operations to the designated DNR Project team members. The Operations Manager shall participate in meetings between DNR and the Vendor. The Operations Manager shall be available to DNR by telephone during regular business hours. The Operations Manager shall also provide after-hours contact information to DNR in case of an emergency. The Operations Manager may also be named as the Project Manager.

4.2.1.5 Support Personnel. The Vendor shall maintain sufficient levels of support personnel, including supervisory and support staff with appropriate training, work experience, and expertise to perform all Contract requirements on an ongoing basis. Telephone and administrative personnel shall be familiar with services covered under this RFP. The Vendor’s support personnel shall also be responsible for handling ad hoc reporting requests and other data inquiries.

4.2.1.6 Call Center Supervisor (for Mandatory Call Center). The Vendor shall propose only one (1) candidate to be dedicated 100% of the time, throughout Operations, to the Work for the position of Call Center Supervisor and that candidate shall be identified by name. The Call Center Supervisor shall be responsible for overseeing all aspects of the Call Center operations, staff supervision, record keeping, trouble shooting and customer service.

4.3 Project Work Plan and Executive Summary - Mandatory Scored Requirements

This section describes the Mandatory Scored Requirements for a preliminary proposed Project Work Plan and an Executive Summary to be submitted by each Vendor, addressing the requirements contained in sections 4.3.1 and 4.3.2 below.

The tasks and deliverables in sections 4.3.1 and 4.3.2 do not necessarily represent a logical sequence for completion of the work to be performed.

4.3.1 Project Work Plan and Executive Summary

The Mandatory Scored Requirements include submission of a preliminary proposed Project Work Plan and an Executive Summary, addressing the requirements contained in sections 4.3.1 and 4.3.2.

The Executive Summary shall be approximately one page in length.

Executive Summary

The Vendor shall prepare an executive summary and overview of the goods and services it is offering, including all of the following information:

• Statements that demonstrate that the Vendor has read, understands and agrees with the terms and conditions of the RFP and the proposed contract.

• An overview of the Vendor’s plans for complying with the requirements of this RFP.

• Any other summary information the Vendor deems to be pertinent.

Project Work Plan

The Project Work Plan shall not exceed 35 pages and shall explain how the Vendor intends to complete all tasks and provide all deliverables listed in this RFP and obtain the DNR’s acceptance of the deliverables.

Each Vendor shall include a detailed schedule for completing each of the Project Tasks (See Section 4.3.2 Project Tasks) based on the number of hours, days and weeks required for completing each task, and specifying start and end dates for each task, and having final drafts of all Deliverables submitted to DNR for approval by specific dates.

The Work plan shall include, but is not limited to:

• A description of how the project shall be managed, prioritized, and controlled, including a description of project management structure and an organization chart.

• Vendor shall provide a proposed approach to coordinating the responsibilities of DNR staff with those of the Vendor to ensure overall project success and to ensure that knowledge transfer occurs.

• A Project Change Control process for controlling the project, documenting and prioritizing DNR and Vendor change requests.

• The schedule will include regular “coordination” meetings, at least weekly, with program, IT Bureau and user representatives.

• The schedule will include regular status report meetings.

• The plan should specify each person working toward the task. This shall include the involvement of DNR and other resources required at each stage.

• A plan for post-implementation support of DNR staff and customers.

• Vendor shall provide information to DNR about how Vendor proposes to provide appropriate documentation to DNR.

4.3.2 Project Tasks

4.3.2.1 Task 1: Project Management

Work Management: The State will provide oversight for the Work, but the Vendor shall provide overall Work management for the tasks under this Contract, including the day-to-day management of its staff. The Vendor also shall assist the DNR with coordinating assignments for DNR staff, if any, involved in the Work.

During the Contract period, Vendor shall provide a Project Implementation/Operations Team including its Call Center Supervisor, Account Manager to oversee all financial functions, and Software Engineer to oversee software/programming issues. Additionally, the Vendor shall provide all administrative support for its staff and activities. Throughout the Work effort, the Vendor shall employ ongoing management techniques to ensure a comprehensive Work Plan is developed, executed, monitored, reported on, and maintained.

Update Project Schedule. The Project schedule submitted with the Vendor’s proposal shall be updated and submitted in electronic and paper form to DNR for approval within seven (7) calendar days of the Kick Off meeting date. The revised Project schedule will become the Vendor’s master plan to fulfill the Contract. The Project schedule shall be formally updated in conjunction with the monthly reporting requirements throughout the Project.

4.3.2.2 Progress Reports and Meetings: The Vendor shall provide progress reports regarding the status of the CPRSV2, and shall attend meetings regarding the CPRSV2, according to the following specifications.

Kick-Off Meeting. The Vendor and DNR will conduct a Kick-Off meeting within 5 working days of the start date contained in the Contract.

Weekly Meetings. Commencing with beginning performance of this Contract and continuing throughout the Contract period, Vendor’s Project Implementation/Operations Team shall meet weekly with DNR personnel to discuss progress made by the Contractor during the performance of this Contract. The meetings shall occur, either in person, by telephone conference call, or video call at specific times that will be agreed between the parties.

Ad Hoc Meetings: Vendor’s Project Implementation/Operations Team shall participate in all Project-related meetings as requested. The Vendor may be required to prepare materials and make formal presentations at these meetings.

Weekly Status Reports: The Vendor shall provide written and electronic status reports on the Project, which are due to DNR at least 24 hours before each weekly meeting. In its proposal, Vendor shall propose a format and level of detail for the weekly status report. Weekly status reports shall contain the following items, at a minimum:

• An Executive Summary;

• Any issues encountered during the previous week and their current disposition;

• Any testing status and test results;

• A list of deadlines that were met and not met, and reasons for any missed deadlines;

• Any issues that need to be addressed before proceeding with an uncompleted task;

• Anticipated tasks to be completed in the next week;

• Tasks percentage completed between 0% and 100%;

• An analysis of risk anticipated, proposed mitigation strategies and resolved risks;

• Status of open issues;

• Identification of Vendor employees assigned to specific activities;

• Problems encountered, proposed resolutions and actual resolutions;

• Any updates required in the change management process; and

• Proposed changes to the Project schedule, if any.

At the next scheduled meeting after which any party has identified in writing a problem, the party responsible for resolving the problem shall provide a report setting forth activities undertaken, or to be undertaken, to resolve the problem, together with the anticipated completion dates of such activities. Any party may recommend alternative courses of action or changes that shall facilitate problem resolution.

Monthly Status Reports: The Vendor shall submit a hardcopy and electronic status report, which is due to DNR by the close of business, the second working day following the end of each month. In its proposal, Vendor shall propose a format and level of detail for the weekly status report. Monthly status reports shall contain, at a minimum, the following:

• A description of the overall completion status of the Project in terms of the approved Project schedule, including a summary of the Weekly Status Reports for the preceding month;

• The plans for activities scheduled for the next month;

• The Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks; and

• Identification of Vendor employees assigned to specific activities.

4.3.2.3 Task 2: Requirements Analysis

The Vendor shall perform a detailed review of the technical and functional requirements of the CPRSV2. The Vendor shall thoroughly review, confirm, and update if necessary, all the technical and functional requirements specified in this RFP. In addition, the Vendor shall work with DNR staff to fully understand the scope, purpose and implications of each requirement by holding joint application development sessions, site visits, or interviews with DNR personnel.

The Vendor shall perform a detailed analysis of the technical and functional requirements in the RFP and the Vendor’s proposed system, and develop the detailed specifications required to customize and implement the new CPRSV2. The Vendor shall provide the results of the analysis to DNR.

The Vendor shall develop a System Requirements Specifications Document. This System Requirements Specifications Document shall include functional and non-functional requirements (e.g., quality attributes, legal and regulatory requirements, standards, performance requirements and design constraints). The requirements covered in this RFP and any new requirements discovered as a result of the joint application development sessions and interviews shall be

included in the System Requirements Specifications Document. The specification for each requirement shall include a means of measuring that the requirement has been satisfied. This measurement shall be utilized to generate the necessary test cases for system and acceptance testing. All requirements must be further refined to arrive at the detailed design requirements and traced throughout the system development life cycle.

During this phase, the Vendor shall develop a Requirements Traceability Matrix to track all requirements specified in the system requirements specifications document. The Vendor shall track all requirements through each stage of the development life cycle from requirement specification through production deployment. The Vendor shall store the requirements in a requirements traceability repository that shall be accessible by the State. The requirements traceability matrix and the repository shall be used through the project to assure that the design, development, test and final production system meet all specified requirements.

The Vendor Deliverables for the Analysis Phase shall be: (1) an Analysis, (2) a System Requirements Specifications Document, and (3) a Requirements Traceability Matrix.

4.3.2.4 Task 3: Design

The Vendor shall develop a System Design Specification Document for the customization of the CPRSV2. The System Design Specification Document shall:

1. Address functional and technical requirements identified through GAP analysis

2. Include a high-level design for the required customizations

3. Include the external interfaces

4. Include design/implementation constraints for the required customizations

5. Contain all the information necessary for application customization

The Vendor shall thoroughly document and track each functional requirement from the System Requirements Specification Document to the System Design Specification Document. This documentation shall also include traceability from the specifications forward to the test cases developed for system testing.

The Vendor shall develop and provide a Detailed System Design Document for customization of the CPRSV2. The Detailed Design System Document must include:

1. Resource requirements that detail CPU, data storage, print, memory and time estimates for transaction and batch processes required for test, development and production

2. A detailed description and context diagram of the system architecture on how the components are integrated to detailed requirements

3. A flow diagram of each module and interface, identifying all major inputs, processes, and outputs

4. Final network configuration with graphic layout of all network lines, switches and all hardware/software detail

5. Entity relationship diagrams

6. A detailed comprehensive data element dictionary

7. A logical and physical data model

The Vendor Deliverables for the Design Phase shall be: (1) a System Design Specification Document, and (2) Detailed System Design Document.

4.3.2.5 Testing Workplan

Vendor shall provide a Testing Workplan that shall include a description of what methodology, tools, standards and procedures shall be used to obtain DNR acceptance of the work performed by the Vendor under the contract.

The DNR’s objective is to make transition from the current Centralized Parks Reservation System to the CPRSV2 as seamless as possible so that customers detect as little difference as possible between the systems, other than enhanced services. To accomplish this goal, all CPRSV2 functions must be fully tested, error free, and approved by DNR before it is released for public use. Both the web-based reservation system and the telephone Call Center sales system must be included in this process, including all the hardware, software, communications, and security devices necessary for them to operate correctly.

The Vendor shall customize the CPRSV2 software to meet the needs of DNR as defined in the completed system design specification document and detailed system design document. The Vendor shall be responsible for providing, maintaining and supporting the environments necessary to customize and test the system. The Vendor shall develop any bridges and integration code necessary for the CPRSV2 to interface with other third-party software and external systems.

The Vendor shall develop a Master Test Plan that addresses each of the following testing types: Unit, System and Integration, Regression, Load and Stress, and User Acceptance Testing. With the exception of User Acceptance testing, testing must be performed by the Vendor. The Vendor shall document and compare all results to the expected outcomes for each test. Test results must be provided to DNR through reports and meetings. At a minimum the Master Test Plan shall ensure:

1. Stability of the hardware and software

2. Capacity and scalability of the hardware and software

3. Functionality of the software

4. Reliability and correctness of the software

5. The accuracy of the input and output provided by the hardware and software

6. Confidentiality of customer information

7. Adherence to statewide security policies

8. Test data, test case scenarios and scripts that are thorough and complete

9. Secure transfer protocols for data exchange

10. Ability of the proposed solution to handle power outages or interruptions in service or other loss to the system including the ability to recover data

11. PCI and GAAP compliance

The Vendor shall execute the Master Test Plan and document the results in a Master Test Plan Results Document.

The Vendor shall track and correct any defects that arise during testing. The Vendor shall resolve all defects prior to system implementation and operation. All defects and their resolutions shall be documented and tracked in a Defects Tracking Log.

The Vendor shall perform testing activities that shall include:

1. Unit Test: The Vendor shall conduct unit testing of the CPRSV2. Unit testing shall include a description of the test procedure, expected results, and the actual results of each unit or module customized or built for the system.

2. System and Integration Test: The Vendor shall conduct system and integration testing of the CPRSV2. System and integration testing must ensure that the system functions as designed and exchanges data correctly. Additionally, integration testing shall verify that each software unit or module implemented will operate seamlessly as a part of the CPRSV2.

3. Regression Test: The Vendor shall conduct regression testing of the CPRSV2. Regression testing shall ensure that the system functions as designed and that any regression flaws are uncovered. The System shall continue to function as designed after any modifications have occurred

4. Load and Stress Test: The Vendor shall conduct load and stress testing to determine performance levels under expected system loading conditions with production-sized databases. Load and stress testing shall also be conducted to evaluate how the system performs under maximum stress conditions and to determine the maximum capacity within specified performance levels. The results of the load test may also result in re-work and System tuning if specified performance levels are not met.

5. User Acceptance Test (UAT): The UAT demonstrates that the Vendor is ready to provide the System to the DNR for testing. The primary purpose of UAT is to validate that the user requirements, as defined in the System Requirements Specification Document, are met. DNR staff will verify the operability of the system, all functional areas and output data. System performance will also be evaluated against the performance requirements specified in the System Requirements Specification Document. The entire system shall be tested before start of operations. Any modifications to the system shall be subject to approval by DNR prior to implementation. The Vendor shall support and assist DNR during execution of UAT.

6. Field Testing: The Vendor shall test the accessibility and functionality of the various reservation and registration screens and all report functions. Vendor shall allow a representative of DNR to be present at all field tests.

The Vendor shall update the Master Test Plan results document upon completion of each test described above.

The Vendor Deliverables for the Testing process shall be: (1) a Master Test Workplan, (2) Master Test Workplan Results, and (3) a Defects Tracking Log.

4.3.2.6 Task 5: Training

The Vendor shall be responsible for training DNR staff regarding all features of the CPRSV2 web application, both the Public Access Component and the Administrative Function Component. The Vendor also shall be responsible for training regarding the Call Center.

The Vendor shall be responsible for all expenses incurred while developing and disseminating the necessary training plans and materials, and for the actual expenses incurred by the Vendor during training. The Vendor shall be responsible for all supplies and locations required for training.

The Vendor shall create a Training Workplan. Prior to implementation, this Training Workplan shall be subject to approval by DNR.

At a minimum, the Training Workplan shall provide for the following:

4.3.2.6.1 Training Materials for DNR staff

Vendor shall develop training materials for DNR staff, including written manuals, which shall be provided to DNR staff in hardcopy and electronic format.

Training Materials for DNR personnel shall be based on job responsibilities, and shall include specific training materials for (1) field staff working in the campground, (2) central office staff overseeing the System, (3) DNR fiscal staff.

Training materials for field staff working in the campground and central office staff overseeing the system shall include: (1) the generation of both standard and ad hoc reports from the internet and Call Center portions of the CPRSV2; and (2) Administrative Function Component procedures, including but not limited to adjusting reservation fees, making changes to individual customer accounts for the purpose of changes and cancellations, and case-by-case adjustments.

Training materials for DNR fiscal staff shall include: (1) the generation of both standard and ad hoc reports from the internet and Call Center portions of the CPRSV2; and (2) EFT and fiscal procedures, including how the CPRSV2 will handle all monies, either user fees paid by the customer directly to the

Vendor, or reservation fees collected by the Vendor and transferred to DNR.

4.3.6.2.2 Training schedule for DNR staff

Vendor shall provide a training schedule for initial training, identifying the number of training sessions offered and the length of the training course. The training schedule shall include at least one train the trainer session. Initial training of DNR-designated DNR staff shall occur prior to deployment of the system. In order to provide adequate coverage for other DNR business functions, groupings of DNR personnel may not be able to be trained during the same time.

Vendor shall have an ongoing training responsibility to update DNR staff about changes to the CPRSV2 that occur during the life of the contract and any amendments to the contract. Training materials

shall be updated as necessary. Following initial training, Vendor shall provide DNR staff with a toll-free telephone number for DNR staff to contact the Vendor with any training and troubleshooting issues during the life of the contract and any amendments to the contract.

4.3.6.2.3 Location of Training for DNR staff

DNR personnel training shall occur at various locations, chosen by the Vendor, around the State of Iowa or virtual trainings if needed.

4.3.6.2.4 Capacity of Training Sessions for DNR staff

Training shall be provided by Vendor for 100-150 DNR employees in groups of 25 to 50.

4.3.6.2.5 Method of Training for DNR staff

The Vendor shall provide training that is hands-on and instructor led, which shall include demonstrations of the CPRSV2. Vendor shall provide to DNR a list of all hardware, software and supplies required by Vendor for the training environment.

4.3.6.2.6 Evaluations of training sessions for DNR staff

The Vendor shall provide for evaluation of training sessions, and shall provide the evaluation results to DNR.

The Vendor Deliverable for the Training process shall be a Training Workplan.

4.3.2.7 Task 6: Transition and Data Conversion Workplan

With respect to the web application of the CPRS, DNR anticipates that the current parks reservation system will continue to operate until the CPRSV2 is deployed. Pursuant to contract conditions with the current Vendor, the current Vendor will cooperate with any future Vendor to make an orderly transition to a new System.

Transition from the expiring contract to the new contract shall appear seamless to the general public. The Vendor shall complete the transition with minimal disruptions to DNR normal business functions during and after the transition time frame.

Vendor shall submit a proposed Transition and Data Conversion Workplan, including a timeline. Transition shall include installation of necessary hardware, and a plan for transitioning of current parks reservation system data from the existing parks reservation system to the CPRSV2.

DNR expects that data relating to reservations that have not yet taken place in the existing System shall be included in the

CPRSV2 application upon system deployment into production. This shall consist of a list of reservations current at the time, and campsite/rental facility description information, including maps if possible. Vendors shall submit a proposed transition plan that includes data conversion (migration), including a timeline.

The successful Vendor shall use the current DNR Parks Reservation System website, located at (https://iowastateparks.reserveamerica.com) as a model, in order to provide a transition to the new system with as little confusion as possible for DNR customers.

Prior to converting the data, the Vendor must provide a Data Conversion Workplan, which shall be approved by DNR prior to its implementation. DNR has determined that only “active” reservation information will be converted to the new CPRSV2. At a minimum, the Data Conversion Workplan shall:

• Include a process and strategy for converting active data from the current database into the new CPRSV2

• Establish rules to resolve data issues and create methods to correct erroneous data;

• The Vendor must perform a pre-conversion test designed to ensure that the data conversion process completely imports the active converted data.

• The Vendor must track pre-conversion test results. Once the Vendor certifies that the test is successful and DNR approves the test results, the Vendor may perform the full conversion.

• The Vendor must convert the active data to the new CPRSV2 and ensure minimal disruption to the work efforts of DNR. This conversion effort must verify that the data is imported completely and accurately reflects the source data.

The Vendor shall convert the active data from the current system electronically. Where current system data cannot be electronically converted, the Vendor must provide manual entry.

The Vendor shall execute the Conversion Workplan and perform all conversion activities prior to the system being ready for operation.

Additionally, the Vendor shall enter the current DNR fee structure, Iowa sales tax, current discount programs, park information and other required data into CPRSV2. Additionally, the DNR shall have the ability to enter and update the above-mentioned items.

The Vendor shall provide a Data Conversion Results Document that contains outcomes from converting the DNR active system

data. The format of this document must be mutually agreed upon by the Vendor and DNR during the data conversion planning effort.

The Vendor Deliverables for the Transition and Data Conversion process shall include, but not necessarily be limited to: (1) a Transition and Data Conversion Workplan, (2) a Pre-Conversion Test Results Document; and (3) a Data Conversion Results Document.

4.3.2.8 Task 7: Implementation

DNR and the selected Vendor will agree to a date for implementation and deployment of the CPRSV2. DNR will carefully consider the schedule for completion of the CPRSV2 proposed by each Vendor. It is DNR’s goal to move this project forward as soon as possible.

The Implementation Plan shall describe to DNR how the Vendor shall implement the CPRSV2. At a minimum, the plan shall detail the approach for coordinating the following:

1. Final testing, training and data conversion activities

2. Technical preparation and system changeover activities

3. Development of an implementation activities check list

4. Implementation schedule

5. The process for developing a contingency plan for identifying, communicating, and resolving risks during implementation

6. Activities required in order to effectively implement, operate and maintain the system

7. Documentation of resolution of issues and associated dates

The Vendor shall produce and update the Implementation Workplan as necessary to reflect all project changes that directly impact implementation. The most critical update to the CPRSV2 Project during this phase is the development of a contingency plan for mitigating and resolving those risks that have been identified as impacting implementation. It shall address the strategies for business and system continuity planning as a result of implementation issues. The contingency plan shall include one or more alternate solutions for each risk that is acceptable to the DNR. The Vendor shall execute the contingency plan as issues arise during implementation, upon approval of DNR. The Vendor, upon approval of DNR, shall implement the CPRS in accordance with the approved Implementation Plan.

During implementation, the Vendor shall establish a Help Desk and Call Center. During field testing, the Help Desk shall be available and staffed from 8:00 a.m. to 4:30 p.m. five (5) days a week, Monday through Friday, Central Standard Time (CST) and also available these same hours after the go live date.

The Help Desk shall respond to all System and user questions during implementation within four (4) business hours of notification of a problem. The Vendor shall maintain toll-free telephone access for both the Help Desk and Call Center. The Vendor shall provide the toll-free telephone for the Help Desk, and for the Call Center. Vendor shall pay all fees associated with use of all phone numbers.

The Vendor shall provide a signed implementation certification letter that certifies that the system is ready for production. The certification letter shall confirm at a minimum:

1. All training activities required have been completed

2. All transition activities have been completed

3. All data has been converted, cleaned and accepted

4. Help desk and Call Center are established

5. All user and System Supports are in place

The Vendor shall provide a user manual to DNR at the time the system is implemented; however, the user manual shall be updated through operations. The user manual shall describe all user functions for the CPRSV2.

An electronic copy of the final version of the CPRSV2’s user manual shall be provided to DNR. The Vendor shall supply additional copies of the CPRSV2’s user manual as requested by the DNR. The Vendor shall update the user manual when there is a change in the program that impacts the operation of the program in the field. The manuals shall become property of DNR and DNR shall have the ability to copy manuals as needed. The manuals shall be provided to the parks prior to implementation and operation of the CPRSV2.

The Vendor Deliverables for the Implementation portion of the project shall include, but not necessarily be limited to: (1) an Implementation Workplan, (2) a Signed Implementation Certification Letter, and (3) a User Manual. The end result of this portion of the project will result in the presentation of the Centralized Parks Reservation System Version 2 for Acceptance.

4.3.2.9 Task 8: Post Development and Deployment Support

Vendor shall provide a Post Development and Deployment Support Workplan, designed to support both DNR and its current and potential customers. Additionally, the Vendor shall make DNR aware of any active Vendor user community that may benefit DNR’s use of Vendor’s services.

The Vendor and DNR will assess the operational readiness of all required system components including interfaces and required communications links. This will result in the establishment of the operational production environment in which all reservations and

transactions will be accurately and reliably processed. Throughout operations, the Vendor shall ensure that the Centralized Parks Reservation System Version 2 (CPRSV2) is a reliable and dependable system that meets the needs of DNR and its stakeholders. The Vendor shall be responsible for providing, maintaining and supporting the environments necessary to operate the system. Vendor shall comply with the requirements of Attachment #7 – Operations.

In addition to the customizations needed to meet the requirements to develop and deploy the CPRSV2, the Vendor shall provide up to 2,500 hours of programming, at no additional cost to DNR, for additional customizations over the life of the contract. These hours shall be utilized to make customizations outside the requirements of this RFP that are requested by DNR to enhance the CPRSV2.

Over the life of the Contract, the Vendor also may be asked to provide additional services to DNR on an as needed basis, at no additional cost to DNR. Such services will be limited to customer notification work for such things as emergency closure of campgrounds, DNR initiated site changes or changes in fees for a facility.

The Vendor Deliverables for this phase of the project shall include, but not necessarily be limited to:

1. Performance Period Report

2. Business Resumption Plan

3. Server Logs (ongoing)

4. Performance Report (ongoing)

5. Detailed Escalation and Resolution Plan

6. Help Desk Log (ongoing)

7. Help Desk Procedure Manual

8. Help Desk Reports (ongoing)

9. Call Center Procedure Manual

10. Call Center Reports (ongoing)

4.3.2.10 Task 9: Documentation Vendor shall be responsible to provide to DNR documentation of all phases of the development and implementation of the CPRSV2, including schedules, personnel, completion of workplan tasks, fulfillment of technical and other requirements, and post-implementation maintenance of the CPRSV2.

4.4 Optional Scored Requirements

In addition to the Centralized Parks Reservation System Version 2 Components described above, DNR requests that prospective Vendors also address in their Proposals several Optional Scored Requirements that may be included as part of a Contract. The options listed below are to be answered by the Vendor within the Attachment # document listed for each bullet point.

• DNR requests that prospective Vendors address the option of the Vendor providing at least three Call Center operators physically located in Iowa during peak season (March 1 through October 15) and DNR requests that prospective Vendors address the option of the above-mentioned Call Center operators dedicated only to the CPRSV2. (Further specifications of this Optional Scored Requirement are contained in Attachment #10.)

• DNR requests that prospective Vendors address the option of increased potential for interaction between DNR’s Parks Reservation System and other parks reservation and related databases. To that end, DNR wishes to provide for the possibility that any Contract awarded pursuant to this Request for Proposals may be amended to allow for the inclusion of parks reservation on behalf of other public entities in the State of Iowa. DNR also wishes to provide for the possibility that any Contract awarded pursuant to this Request for Proposals may be amended to allow the development of compatibility of the Centralized Parks Reservation System with DNR’s current Electronic Licensing System of Iowa (ELSI3). (Further specifications of this Optional Scored Requirement are contained in Attachment #7.)

• DNR requests that prospective Vendors address the option of increased potential for future development of an in-park reservation system. To that end, DNR wishes to explore allowing both parks field sites and a Call Center access to a Central Parks Reservations System database, so that parks field sites may process customer registrations and conduct revenue reporting and specialized financial reporting. (Further specifications of this Optional Scored Requirement are contained in both Attachments #7 (parks field sites)

• DNR requests that prospective Vendors address the option of assisting DNR with the development and implementation of a gift card program. (Further specifications of this Optional Scored Requirement are contained in Attachment #5)

* The DNR shall reserve the opportunity to include group camps in the reservation system, as they are not currently included. The Vendor shall describe options for a group portfolio feature that park staff can use to manage facilities that would be independent of the online or Call Center sales channels.

• DNR requests that prospective Vendors address the option of using a third-party authentication identity provider employing the OpenID Connect or SAML (Security Assertion Markup Language) protocols. The vendor shall account for and describe whether that functionality currently exists in their proposed System and the nature of any current functionality, including any associations the vendor currently has with third-parties. The Vendor also shall account for and describe whether such functionality could be added. DNR wishes to provide for the possibility that any Contract awarded pursuant to this RFP may include or may be amended to integrate with the State’s Okta identity and access management portal at <https://id.iowa.gov>.

* DNR requests that prospective Vendors address the option of using the State of Iowa’s NIC Gov2Go payment processing System as the default or an option for customer payments. Contact Carmen Easley at Carmen.Easley@egov.com or 515-400-8527 to receive NIC payment API documentation and details (NIC requests vendors sign an NDA). Vendors should address how NIC’s $1.50 convenience fee would be handled with such an integration.

4.5 Parks Reservation System Essentials

DNR also operates its current parks reservation system pursuant to Business Rules, which are attached to this RFP as Attachment #13. DNR requests that potential Vendors respond regarding their ability to comply with the current Business Rules.

DNR will entertain Vendors’ specific comments regarding how changes to the statutes, administrative rules and/or business rules would assist them in providing DNR with a Centralized Parks Reservation System. Vendor shall specifically state what changes in the statutes, administrative rules or business rules are necessary or desirable and shall cite the specific sections thereof when making comments about changes. The Vendor should also make specific comments explaining the rationale for the suggested changes to each mentioned portion of the current statutes, rules and business rules. Comments regarding changes shall address all components of the CPRSV2, as appropriate. Changes to the statutes would require legislative action. Changes to the administrative rules would require the re-drafting of rules by DNR, followed by a public notice and comment period prior to final adoption of any changes. Each Vendor would be required to and should state their willingness to coordinate with DNR in efforts to change any statutes and rules to become compatible with a new planned system.

SECTION 5 EVALUATION AND SELECTION

**5.1 Introduction**

This section describes the evaluation process that will be used to determine which Proposal(s) provides the greatest value to the State. Agency will not necessarily award the Contract to the Respondent offering the lowest cost to the Agency. Instead, the Agency will award to the Respondent whose Responsive Proposal the Agency believes will provide the best value to the State.

* 1. **Evaluation Committee**

The Agency will use an evaluation committee to conduct a comprehensive, fair, and impartial evaluation of Technical Proposals received in response to this RFP. The evaluation committee will recommend an award based on the results of their evaluation to the Agency or to such other person or entity that must approve the recommendation.

* 1. **Technical Proposal Evaluation and Scoring**

All Technical Proposals will be evaluated to determine if they comply with the Mandatory Specifications. The evaluation committee will fully evaluate and score all Responsive Proposals submitted by Responsible Respondents in accordance with this Section. In addition to other RFP requirements, to be deemed a Responsive Proposal, the Technical Proposal must:

* Answer “Yes” to all parts of Section 4 and include supportive materials as required to demonstrate the Respondent will be able to comply with the Mandatory Specifications in that section and
* Obtain the minimum score for the Technical Proposal. If a Technical Proposal does not meet the minimum score, it will be rejected and the Respondent’s Cost Proposal will not be evaluated.

An addendum identifying the points assigned to the scoring criteria and identifying the minimum score for the Technical Proposal will be posted prior to the RFP closing.

* 1. **Cost Proposal Scoring**

After the Technical Proposals are evaluated and scored, the Cost Proposals will be opened and scored.

The Cost Proposals will remain sealed during the evaluation of the Technical Proposals and any demonstrations. Only prospective Respondents who obtain the minimum score for their Technical Proposal will be considered during the cost evaluation phase of the review process. When a Technical Proposal does not meet the minimum score, the associated Cost Proposal will remain unopened and will be returned to the Respondents upon request after the Lead State issues a Notice of Intent to Award the Contract. After the Technical Proposals are evaluated and scored, the Cost Proposals will be opened and scored.

To assist the Agency in evaluating, Cost Proposals may be evaluated and points awarded as follows:

1. The Cost Proposals will be ranked from least to most expensive.
2. The least expensive Cost Proposal shall receive the maximum number of points available.
3. To determine the number of points to be awarded to all other Cost Proposals, the least expensive Cost Proposal will be used in all cases as the numerator. Each of the other Cost Proposals will be used as the denominator per the example below.
4. The percentage will then be multiplied by the maximum number of available points and the resulting number will be the cost points awarded to other compliant Respondents. Percentages and points will be rounded to the nearest whole value.

Example:

Respondent A quotes $35,000; Respondent B quotes $45,000 and Respondent C quotes $65,000.

Respondent A: $35,000 = receives 100% of available points on cost.

$35,000

Respondent B: $35,000 = receives 78% of available points on cost.

$45,000

Respondent C: $35,000 = receives 54% of available points on cost.

$65,000

* 1. **Tied Score and Preferences**
     1. An award shall be determined by a drawing when responses are received that are equal in all respects and tied in price. Whenever it is practical to do so, the drawing will be held in the presence of the Respondents who are tied in price. Otherwise the drawing will be made in front of at least three non-interested parties. All drawings shall be documented.
     2. Notwithstanding the foregoing, if a tied score involves an Iowa-based Respondent or products produced within the State of Iowa and a Respondent based or products produced outside the State of Iowa, the Iowa Respondent will receive preference. If a tied score involves one or more Iowa Respondents and one or more Respondents outside the state of Iowa, a drawing will be held among the Iowa Respondents only.
     3. In the event of a tied score between Iowa Respondents, the Agency shall contact the Iowa Employer Support of the Guard and Reserve (ESGR) committee for confirmation and verification as to whether the Respondents have complied with ESGR standards. Preference, in the case of a tied score, shall be given to Iowa Respondents complying with ESGR standards.
     4. Second preference in tied scores will be given to Respondents based in the United States or products produced in the United States over Respondents based or products produced outside the United States.
     5. Preferences required by applicable statute or rule shall also be applied, where appropriate.

SECTION 6 CONTRACT TERMS AND CONDITIONS

1. 1. **Contract Terms and Conditions**

The Contract that the Agency expects to award as a result of this RFP shall comprise the specifications, terms and conditions of the RFP, written clarifications or changes made by the Agency to the RFP through an amendment to the RFP in accordance with the provisions of the RFP, the Terms and Conditions, the offer of the successful Respondent contained in its Proposal, and any other terms deemed necessary by the Agency. No objection or amendment by a Respondent to the provisions or terms and conditions of the RFP or the Terms and Conditions shall be incorporated into the Contract unless Agency has explicitly accepted the Respondent’s objection or amendment in writing.

The Contract terms and conditions in this Section 6, the General Terms and Conditionsto the extent referenced and linked to on the RFP cover page, and/or any Terms and Conditions attached to and accompanying this RFP as an attachment hereto, will be incorporated into the Contract. The Terms and Conditionsmay be supplemented at the time of contract execution and are provided to enable Respondents to better evaluate the costs associated with the RFP specifications and the Contract. All costs associated with complying with such Terms and Conditions should be included in any pricing quoted by the Respondent.

By submitting a Proposal, Respondent acknowledges its acceptance of the terms and conditions of the RFP and the Terms and Conditions without change except as otherwise expressly stated in its Proposal. If the Respondent takes exception to a provision, it must identify it by page and section number, state the reason for the exception, and set forth in its Proposal the specific RFP or Terms and Conditions language it proposes to include in place of the provision. If Respondent’s exceptions or proposed responses materially alter the RFP, or if the Respondent submits its own terms and conditions or otherwise fails to follow the process described herein, the Agency may reject the Proposal, in its sole discretion.

The Agency will evaluate all Proposals without regard to any proposed modifications to any terms and conditions of the RFP or Terms and Conditions by Contractor. Once a Proposal has been identified as the one for which an Award recommendation has been made, but prior to notifying Respondents of the decision, the Agency, in its sole discretion, may consider any proposed modifications to the terms and conditions of the RFP or Terms and Conditions identified in that Proposal. The Agency reserves the right to either award a Contract(s) without further negotiation with the successful Respondent or to negotiate Contract terms with the successful Respondent if the best interests of the State would be served. As such, if any proposed modifications are not determined to be in the best interests of the State, or appear to pose a substantial impediment to reaching agreement, the Agency may, in its sole discretion:

* + 1. Issue a Notice of Intent to Award in favor of the successful Respondent, but decline to agree to or further negotiate any proposed modifications to terms and conditions identified by the Respondent in its Proposal;
    2. Issue a Notice of Intent to Award in favor of the successful Respondent, and identify in the Notice proposed modifications to terms and conditions identified by the Respondent in its Proposal with which the agency will or will not agree or further negotiate;
    3. Enter open-ended negotiations with the successful Respondent; provided, that any such negotiations shall be limited to the proposed modifications to terms and conditions identified by Respondent in its Proposal;
    4. Change the Agency’s recommendation for Award and issue a Notice of Intent to Award to a Respondent whose proposal does not pose as great of a challenge to the Agency.

Any ambiguity, vagueness, inconsistency or conflict, either internal to such modification(s) or arising when read in conjunction with other portions of the Contract, shall be construed strictly in favor of the State. Only those proposed modifications identified in the Notice of Intent to Award issued by the Agency as terms and conditions with which the agency will or will not agree or further negotiate shall be part of the Contract, and the State may ignore all proposed modifications, accept one or more and ignore others, accept all or, through negotiations after an award, agree to compromise language concerning one or more proposed modifications to be incorporated into a final Contract between the parties. By executing and submitting its Proposal in response to this RFP, Respondent understands and agrees that the State may exercise its discretion not to consider any or all proposed modifications Respondent may request and may accept Respondent’s proposal under the terms and conditions of this RFP and the Terms and Conditions.

* 1. **Contractual Terms and Conditions – No Material Changes/Non-Negotiable**

Notwithstanding anything in this RFP to the contrary, Respondent may not take exception to or propose including language in any resulting contract that conflicts with or is otherwise inconsistent with the following:

* + 1. **Indemnification**

Without specific authority to do so, the State, or agencies, cannot enter into agreements indemnifying Respondents, or any other entity, against third-party claims. A clause that intends to seek indemnification from the State, whether or not the clause contains the words “indemnity” or “indemnify,” are not clauses to which the State may agree. The State will not agree to clause that includes the language “to the extent permitted by law” because, as explained, the State cannot indemnify Respondents to any extent.

* + 1. **Limitation of Liability**

Iowa Code section 8A.311(22) and 11 Iowa Admin. Code Chapter 120 establish the rules to allow for the State to agree to a contractual limitation of vendor liability clause in limited circumstances. Any request by Respondent for the State to limit damages not in accordance with Iowa law or administrative rules is a request with which the State cannot agree.

* + 1. **Jurisdiction and Venue**

Iowa Code chapter 13 establishes that the Iowa Attorney General is the State’s attorney for all purposes, including management of litigation and claims against the state. The State may not preempt the Attorney General’s authority by agreeing in advance to control the way litigation may be managed in the event of a dispute. Likewise, the State cannot agree to the jurisdiction or laws of another state or its courts, cannot agree to venue in another state, and cannot agree to participate in any form of alternative dispute resolution.

* + 1. **Confidentiality**

All Iowa state agencies are subject to Iowa public records laws. The State cannot agree to contractual terms that attempt to prevent it from disclosing or disseminating records that constitute public records under Iowa Code chapter 22.

* + 1. **Unliquidated Expenses (*i.e.*, Attorney Fees, Add-ons, or Cost Increases)**

The State may not agree to clauses which may obligate it to pay for claims that might exceed its current funding appropriation. The State may only obligate those funds that have been appropriated to it by the Iowa Legislative Assembly and may only obligate those funds for the purposes for which the funds were appropriated.

* 1. **Special Terms and Conditions** 
     1. **Term Length**

The Contract shall have an initial term of four (4) years, beginning on the date of contract execution (the **“Effective Date”**). At the end of the Contract’s initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to a total of one (1), not to exceed a total contract term of six (6) years] additional two-year terms. The State will give the Vendor written notice of its intent whether to exercise each option no later than sixty (60) days before the end of the Contract’s then-current term.

* + 1. **Payment Terms**
       1. **Payment Methods**

The State of Iowa, in its sole discretion, will determine the method of payment for goods and/or services as part of the Contract. The State Pcard and EAP are preferred payment methods, but payments may be made by any of the following methods: Pcard/EAP, EFT/ACH, or State Warrant. Respondents shall indicate in their Cost Proposals all of the payment methods they will accept. **This information will not be scored as part of the Cost Proposal or evaluated** **as part the Technical Proposal.**

* + - 1. **Electronic Funds Transfer (EFT) by Automated Clearing House (ACH)**

The State of Iowa may make payment by EFT by ACH. Payments are deposited into the financial institution of the claimant's choice three working days from the issue date of the direct deposit.

<https://das.iowa.gov/sites/default/files/acct_sae/man_for_ref/forms/eft_authorization_form.pdf>

* + - 1. **State Warrant**

The State of Iowa's warrant drawn on the Treasurer of State is used to pay claims against the departments of the State of Iowa. The warrant is issued upon receipt of proper documentation from the issuing department.

* + - 1. **Credit card or ePayables**

The State of Iowa’s Purchasing Cards (Pcards) and ePayable solution (EAP) are commercial payment methods utilizing the VISA credit card network. The State of Iowa will not accept price changes or pay additional fees if Respondent uses the Pcard or EAP payment methods. Pcard-accepting Respondents must abide by the State of Iowa’s Terms of Pcard Acceptance, as provided in Section 7.7 of the RFP. Respondents must provide a statement regarding their ability to meet the requirements I this subsection, as well as identifying their transaction reporting capabilities (Level I, II, or III).

* + - 1. **Terms and Conditions for State of Iowa Purchasing Cards**

The State of Iowa shall pay Contractor’s invoices using its Purchasing Card Program (Pcard) whenever possible. The Pcard is a VISA credit card issued by U.S. Bank to allow authorized employees to make purchases on behalf of the State. It is a faster, more convenient alternative to traditional invoicing and remittance processing, allowing US Bank to pay the Contractor directly, generally within 48 hours of the transaction. Contractor shall comply with security measures for Pcard payments including:

* + - * 1. Contractor shall comply with [Payment Card Industry Data Security Standard (PCI DSS)](https://www.pcisecuritystandards.org/security_standards/) to assure confidential card information is not compromised;
        2. Contractor shall adhere to [Fair and Accurate Credit Transactions Act](http://www.ftc.gov/os/statutes/fcrajump.shtm) requirements that limit the amount of consumer and account information shared for greater security protection;
        3. Contractor shall not write down card numbers or store card information. When accepting orders by phone, Contractor shall process the transaction during the call and send itemized receipts (excluding card numbers) to the cardholder by fax, email, or mail (with delivery);
        4. Contractor shall process payment for items when an order is placed only for items currently in stock and available for shipment, and only for services already rendered;
        5. Contractor shall confirm that the name of purchaser matches the name on the card;
        6. Contractor shall ensure Internet orders are processed via secure websites, featuring Verisign, TRUSTe, BBBOnline, or “https” in the web address;
        7. Contractor shall shred any documentation with credit card numbers.
      1. **Payment Terms**

Per Iowa Code 8A.514 the State of Iowa is allowed sixty (60) days to pay an invoice submitted by a Contractor.

* + - 1. **Respondent Discounts**

Respondents shall state in their Cost Proposals whether they offer any payment discounts.

* + - 1. **Prompt Payment Discount**

The State can agree to pay in less than sixty (60) days if an incentive for earlier payment is offered.

* + - 1. **Invoices**

Any invoices submitted must comply with applicable rules concerning payment of claims, including but not limited to those set forth at Iowa Administrative Code chapter 11—41.

* + 1. **Insurance**

The Contract will require the successful Respondent to maintain insurance coverage(s) in accordance with the insurance provisions of the General Terms and Conditions and of the type and in the minimum amounts set forth below, unless otherwise required by the Agency.

| Type of Insurance | Limit | Amount |
| --- | --- | --- |
| General Liability (including  contractual liability) written  on an occurrence basis | General Aggregate  Products –  Comp/Op  Aggregate  Personal injury  Each Occurrence | $2 million  $1 Million  $1 Million  $1 Million |
| Automobile Liability (including contractual liability) written on an occurrence basis | Combined single limit | $1 Million |
| Excess Liability, Umbrella Form | Each Occurrence  Aggregate | $1 Million  $1 Million |
| Errors and Omissions Insurance | Each Occurrence | $1 Million |
| Property Damage | Each Occurrence  Aggregate | $1 Million  $1 Million |
| Workers Compensation and Employer Liability | As Required by Iowa law | A required by Iowa law |

Acceptance of the insurance certificates by the Department shall not act to relieve Contractor of any obligation under this Contract.  It shall be the responsibility of Contractor to keep the respective insurance policies and coverages current and in force during the life of this Contract.  Contractor shall be responsible for all premiums, deductibles and for any inadequacy, absence or limitation of coverage, and the Contractor shall have no claim or other recourse against the State or the Department for any costs or loss attributable to any of the foregoing, all of which shall be borne solely by the Contractor.  Notwithstanding any other provision of this Contract, Contractor shall be fully responsible and liable for meeting and fulfilling all of its obligations under this section of the Contract.

* + 1. **Performance Security**

The Contract may require the Respondent to provide security for performance [e.g. performance bond, escrow, letter of credit, liquidated damages]. Agency shall retain ten percent (10%) of each payment due under the Contract. Agency shall pay the retained amount only after all Deliverables have been completed by Contractor and accepted by the Agency.

* + 1. **Administrative Fee**

Without affecting the approved Good or Service prices or discounts specified in the Master Agreement, the State of Iowa shall be entitled to receive a one percent (1.00%) administrative fee on all sales made within the State of Iowa against this agreement. The administration fee due to the State of Iowa shall be paid quarterly by Contractor directly to the State, made payable to the "Iowa Department of Administrative Services – Central Procurement."

* 1. **Order of Precedence**

If there is a conflict or inconsistency between any documents comprising the Terms and Conditions, such conflict or inconsistency shall be resolved according to the following priority, ranked in descending order: (1) any terms and conditions specifically set forth in this Section 6 (Contract Terms and Conditions & Administration) under a subsection with a heading entitled Special Terms & Conditions; (2) the General Terms and Conditions for Services Contracts or Goods Contracts to the extent referenced and linked to on the RFP cover page the Contract; (3) if neither the General Terms and Conditions for Service Contracts or Goods Contracts are linked to on the RFP cover page, any terms and conditions attached to and accompanying this RFP as attachment 5 (Terms and Conditions); and (4) any terms and conditions specifically set forth in this Section 6 (Contract Terms and Conditions & Administration) set forth under a subsection with a title other than Special Terms & Conditions.

**Attachment #1**

**Certification Letter**

(Date) \_\_\_\_\_\_\_\_\_\_

Randy Worstell, Issuing Officer

Iowa Department of Administrative Services  
Hoover State Office Building, Level 3  
1305 East Walnut Street  
Des Moines, IA 50319-0105

Re: RFP1421542086 - PROPOSAL CERTIFICATIONS

Dear Randy:

I certify that the contents of the Proposal submitted on behalf of (**Name of Respondent)** in response to **Iowa Department of Administrative Services** for RFP1421542086 for a Centralized Parks Reservation System are true and accurate. I also certify that Respondent has not knowingly made any false statements in its Proposal.

**Certification of Independence**

I certify that I am a representative of Respondent expressly authorized to make the following certifications on behalf of Respondent. By submitting a Proposal in response to the RFP, I certify on behalf of the Respondent the following:

1. The Proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the Agency or with any person serving as a member of the evaluation committee.

2. The Proposal has been developed independently, without consultation, communication or agreement with any other Respondent or parties for the purpose of restricting competition.

3. Unless otherwise required by law, the information found in the Proposal has not been and will not be knowingly disclosed, directly or indirectly prior to Agency’s issuance of the Notice of Intent to Award the contract.

4. No attempt has been made or will be made by Respondentto induce any other Respondent to submit or not to submit a Proposal for the purpose of restricting competition.

5. No relationship exists or will exist during the contract period between Respondent and the Agency or any other State agency that interferes with fair competition or constitutes a conflict of interest.

**Certification Regarding Debarment**

I certify that, to the best of my knowledge, neither Respondentnor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a five year period preceding this Proposal been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this Proposal had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Respondent knowingly rendered an erroneous certification, in addition to other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

**Certification Regarding Registration, Collection, and Remission of Sales and Use Tax**

Pursuant to *Iowa Code sections 423.2(10) and 423.5(8) (2016)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Respondents to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Proposal in response to the (RFP), the Respondent certifies the following: (check the applicable box)

* Respondent is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code chapter 423*; or
* Respondent is not a “retailer” or a “retailer maintaining a place of business in this state” as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

Respondent also acknowledges that the Agencymay declare the Respondent’s Proposal or resulting contract void if the above certification is false. The Respondentalso understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in additional to other remedies available to Agency.

Sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_

**Name and Title of Authorized Representative Date**

**Attachment #2**

**Authorization to Release Information Letter**

(Date) \_\_\_\_\_\_\_\_\_\_\_

Randy Worstell, Issuing Officer

Iowa Department of Administrative Services  
1305 East Walnut Street  
Des Moines, IA 50319-0105

Re: RFP1421542086 - AUTHORIZATION TO RELEASE INFORMATION

Dear Randy:

**(Name of Respondent)** hereby authorizes the **Iowa Department of Administrative Services** ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Respondent in response to RFP1421542086**.**

The Respondent acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Respondent acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Respondent is willing to take that risk.

The Respondent hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to the RFP.

The Respondent authorizes representatives of the Agency or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Respondent's Proposal submitted in response to RFP.

The Respondent further authorizes any and all persons, and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Respondent’s Proposal. The Respondent hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Respondent that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_

**Name and Title of Authorized Representative Date**

**Attachment #3**

**Form 22 – Request for Confidentiality**

***SUBMISSION OF THIS FORM 22 IS REQUIRED***

***This Form 22 (Form) must be completed and included with your PROPOSAL.*** ***ThIS Form 22 is required whether THE PROPOSAL does or does not contain information for which confidential treatment will be requested. Failure to submit a completed Form 22 WILL result in the Proposal TO BE considered non-responsive and eliminated from evaluation. Complete PART 1 of this form if no information PROPOSAL DOES NOT CONTAIN CONFIDENTIAL INFORMATION. Complete PART 2 of this form if THE PROPOSAL DOES CONTAIN CONFIDENTIAL INFORMATION.***

1. **Confidential Treatment Is Not Requested**

A Respondent not requesting confidential treatment of information contained in its Proposal shall complete Part 1 of Form 22 and submit a signed Form 22 Part 1 with the Proposal.

1. **Confidential Treatment of Information is Requested**

A Respondent requesting confidential treatment of specific information shall: (1) fully complete and sign Part 2 of Form 22, (2) conspicuously mark the outside of its Proposal as containing confidential information, (3) mark each page upon which the Respondent believes confidential information appears **and clearly identify each item for which confidential treatment is requested; MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a “Public Copy” from which the confidential information has been excised.

Form 22 will not be considered fully complete unless, for each confidentiality request, the Respondent: (1) enumerates the specific grounds in Iowa Code Chapter 22 or other applicable law that supports treatment of the information as confidential, (2) justifies why the information should be maintained in confidence, (3) explains why disclosure of the information would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by Respondent to respond to inquiries by the Agency concerning the confidential status of such information.

**The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFP.** The confidential information must be excised in such a way as to allow the public to determine the general nature of the information removed and to retain as much of the Proposal as possible.

**Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Respondents may not request confidential treatment with respect to pricing information and transmittal letters. A Respondent’s request for confidentiality that does not comply with this form or a Respondent’s request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting Respondent’s Proposal as non-responsive. Requests to maintain an entire Proposal as confidential will be rejected as non-responsive.**

If Agency receives a request for information that Respondent has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such information, Respondent shall, at its sole expense, appear in such action and defend its request for confidentiality. If Respondent fails to do so, Agency may release the information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Respondent fails to comply with the request process set forth herein, if Respondent’s request for confidentiality is unreasonable, or if Respondent rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

**Part 1 – No Confidential Information Provided**

**Confidential Treatment Is Not Requested**

Respondent acknowledges that proposal response contains no confidential, secret, privileged, or proprietary information. There is no request for confidential treatment of information contained in this proposal response.

This Form must be signed by the individual who signed the Respondent’s Proposal. The Respondent shall place this Form completed and signed in its Proposal.

* ***Fill in and sign the following if you have provided no confidential information. If signing this Part 1, do not complete Part 2.***

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company RFP Number RFP Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature (required) Title Date

*(Proceed to the next page only if Confidential Treatment is requested.)*

**Part 2 - Confidential Treatment is Requested**

***The below information is to be completed and signed ONLY if Respondent is requesting confidential treatment of any information submitted in its Proposal.***

**NOTE:**

* ***Completion of this Form is the sole means of requesting confidential treatment*.**
* ***A RESPONDENT MAY NOT REQUEST PRICING INFORMATION BE HELD IN CONFIDENCE.***

Completion of the Form and Agency’s acceptance of Respondent’s submission does not guarantee the agency will grant Respondent’s request for confidentiality. The Agency may reject Respondent’s Proposal entirely in the event Respondent requests confidentiality and does not submit a fully completed Form or requests confidentiality for portions of its Proposal that are improper under the RFP.

**Please provide the information in the table below. Respondent may add additional lines if necessary or add additional pages using the same format as the table below.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| RFP Section: | Respondent must cite the specific grounds in *Iowa Code Chapter 22* or other applicable law which supports treatment of the information as confidential. | Respondent must justify why the information should be kept in confidence. | Respondent must explain why disclosure of the information would not be in the best interest of the public. | Respondent must provide the name, address, telephone, and email for the person at Respondent’s organization authorized to respond to inquiries by the Agency concerning the status of confidential information. |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

This Form must be signed by the individual who signed the Respondent’s Proposal. The Respondent shall place this Form completed and signed in its Proposal. A copy of this document shall be placed in all Proposals submitted including the Public Copy.

* ***If confidentiality is requested, failure to provide the information required on this Form may result in rejection of Respondent’s submittal to request confidentiality or rejection of the Proposal as being non-responsive.***
* ***Please note that this Form is to be completed and signed only if you are submitting a request for confidential treatment of any information submitted in your Proposal. If signing this Part 2, do not complete Part 1.***

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company RFP Number RFP Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature (required) Title Date

**Attachment #4**

**Cost Proposal**

**(Please submit this Attachment separately as instructed in Section 3.1.1)**

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 and the amount of money that has gone through the System in Section 1.4.2.7 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.**

|  |  |  |
| --- | --- | --- |
|  | **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** |  |  |
| **Internet Change** |  |  |
| **Internet Cancellation** |  |  |
| **Call Center Reservation** |  |  |
| **Call Center Change** |  |  |
| **Call Center Cancellation** |  |  |

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. The DNR desires that cancellation fees should be higher than change fees. DNR also reserves the right to determine if a reservation fee will be charged for same day reservations.

|  |  |
| --- | --- |
| **Cost for Additional Features – Point of Sale. Cost will be per transaction.** |  |
| Non-Resident Permit |  |
| Wet and Dry Vessel Storage and Dock Management Areas |  |

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 455A.14, which allows 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:

|  |  |
| --- | --- |
| **Deliverable Item** | **Firm US**  **Dollars** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
| **TOTAL COST:** |  |

**ATTACHMENT #5**

**TECHNICAL REQUIREMENTS**

There are three types of requirements addressed in this Attachment: Mandatory Pass/Fail Requirements, Mandatory Scored Requirements, and Optional Scored Requirements. Vendors must respond to all the requirements, as stated below. All requirements are mandatory unless specifically designated as optional.

Submitted proposals that do not follow the format described below may be rejected without further review or will have significant points deducted.

**Mandatory Pass/Fail Requirements:**

Vendors must respond “Yes” or “No” to each of the Mandatory Pass/Fail Requirements. A successful Vendor must be able to satisfy all of the Mandatory Pass/Fail Requirements in order to be deemed a Responsible Contractor.

In the “Response” space provided, the Vendor shall describe how their proposed System meets the specifications outlined in each section of the Mandatory Pass/Fail Requirements.

**Mandatory Scored Requirements:**

Mandatory Scored Requirements also are designated in this Attachment. A successful Vendor must be able to provide all of the Mandatory Scored Requirements, and must describe the proposed solution and level of ability to satisfy. Vendors shall place a check mark in the “Comply”, “Partial”, “Exception”, or “To Be Developed”, along with providing a narrative response as to the Vendor’s ability to meet the specifications as outlined in each section below.

In the “Response” space provided, the Vendor shall describe how its System meets the specifications outlined in each section of the Mandatory Scored Requirements.

**Comply**

Vendors shall provide a narrative response on how their proposed System fully complies with the specification(s).

**Partial Compliance**

Vendors shall provide a narrative response on how their proposed System partially complies with the specification(s). The Vendor shall clearly identify what portion of the specification(s) is met and what portion is not met. If the Vendor’s System does not provide the indicated capability exactly as specified, but does provide an equivalent functionality, the Vendor shall provide this information in their response.

**Exception**

Vendors shall provide a narrative response on how their System takes exception to the specification(s) The Vendor shall clearly identify what portion of the specification(s) the exception is taken but if the Vendor’s System does provide an equivalent functionality, the Vendor shall provide this information in its response.

**To Be Developed**

If Vendors will develop the required capability within their firm/fixed proposed costs and implementation time periods, Vendors shall indicate that the required capability is To Be Developed and explain what is not currently compliant and how the required capability will be added and shall provide this information in their response.

**Optional Scored Requirements:**

In addition to a Centralized Parks Reservation Components described above, DNR requests that prospective Vendors also address in their Proposals several Optional Scored Requirements that, in DNR’s sole discretion, may be included as part of a Contract.

**MANDATORY PASS/FAIL REQUIREMENTS**

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| **1**  The System shall be a Web-based reservation system with a database housed at a central location in the continental United States. | | |
| **COMPLIANCE** | | |
| ☐ **Yes** | | ☐ **No** |
| **Response:** |  | |

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| **2**  The System shall contain a Public Access Component that will be utilized by members of the public to make, change, and cancel reservations via the Internet and through a Vendor-operated parks reservation Call Center. Customers must have the ability to change reservations through the Internet such as change the site number, dates of arrival/departure and change overnight to overnight or day-use to day-use. Example: campsite to campsite (overnight) or shelter to shelter (day-use) | | |
| **COMPLIANCE** | | |
| ☐ **Yes** | | ☐ **No** |
| **Response:** |  | |

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| **3** The System shall have an Administrative Function Component, which shall include, at a minimum, administrative rights for DNR in-park staff and DNR central office staff to (1) generate reports; (2) make changes to data (including site attribute and inventory data), as necessary; (3) make, change, and cancel reservations, and (4) record registrations/walk-ins. | | |
| **COMPLIANCE** | | |
| ☐ **Yes** | | ☐ **No** |
| **Response:** |  | |

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| **4**  The Vendor shall be responsible for maintaining the System. | | |
| **COMPLIANCE** | | |
| ☐ **Yes** | | ☐ **No** |
| **Response:** |  | |

**MANDATORY SCORED REQUIREMENTS**

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| 1. System shall provide real-time access by the public, DNR staff (including park staff) and Call Center. System shall provide real-time availability tools by site and park, self-service access to bookings, changing and cancelling reservations. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall use real-time technology to transmit data between the parks, other DNR offices (such as central office accounting), Call Center and the public so that all users can see a continuously up to date inventory of available campsites, cabins, lodges, shelters and group camps. (Currently the group camps are not on the reservation system, but may be an addition in the future). | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall be structured to prevent any double bookings of new reservations and/or modified (changed) reservations for any campsite or rental facility. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall allow multiple users to use the System simultaneously. This shall include users trying to make a reservation for the same campsite or rental facility at the same time, without a double booking occurring. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall allow all users to make site specific reservations, meaning a specific campsite, cabin, lodge or shelter can be selected and reserved. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall have the ability to allow customers to view their reservation histories (current and past) on the Internet from the deployment of the CPRSV2 System in a timely manner. The history of reservations shall include park name, dates of visit, reservation ID number and campsite/cabin/lodge/shelter name or number. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall allow access by the public and the ability to make reservations at any time of day via the Internet, 24 hours a day, 7 days a week (24/7), including holidays. The System shall also allow for modifications (changes) and cancellations of existing reservations through the Internet 24/7. The customer shall have liberal access to Parks’ information. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall provide the ability to check on the status of any reservation at any time by DNR staff or Call Center Operators who are logged into the System. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. Any changes in a campsite, cabin, lodge, shelter or group camp status as a result of a new reservation, reservation cancellation or a reservation change shall be immediately available for the Call Center, DNR staff, and public to view. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The total fees for Internet-based reservations shall be displayed for the customer to review prior to proceeding to a check-out screen which includes a breakdown of the charges and associated tax(es). Customers making reservations through the Call Center shall be informed of the total cost of their reservation and asked to confirm that they want to continue with the reservation before being asked for payment. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall advise the Internet user (customer) who is unsuccessful in making a reservation, the reason why the reservation could not be completed (invalid credit card number, business rule violation, etc.). The Call Center operators shall have the ability to explain to a customer why a requested reservation cannot be completed per explanations from the System that can be understood in layman's terms. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall allow DNR staff to place any reservable campsites or rental facilities designated as on hold for administrative purposes. Campsites and rental facilities that are placed on hold shall be removed from the available campsite/rental facility inventory and shall not be subject to reservations during the hold period until released by DNR staff or the ending date has passed. The current System allows DNR to document the reason and have the ability to post that information to the Internet and Call Center components. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall be able to accommodate minimum and maximum seasonal stay limits according to the business rules.   **Camping Minimum Stay Requirements**  May 1 to October 15 – Minimum of two nights required for weekends. Two nights shall be designated as Friday and Saturday night stay.  Exceptions for holiday weekends when a 3-night stay is required.  October 16 to April 30 – No minimum stay  NOTE: Chaperoned organized youth group sites do not have a minimum stay requirement for weekends or weekdays any time of the year.  **Rental Facilities Minimum Stay Requirements**  Basic Family Cabins, Camping Cabins and Yurts – Minimum two night stay required year round  Deluxe, Modern and Studio Family Cabins – Minimum of one week (Friday to Friday) beginning the Memorial Day holiday weekend through Thursday after national Labor Day holiday. Minimum of two night stay required beginning the Friday after the national Labor Day holiday through the Thursday prior to the national Memorial Day holiday weekend.  Lodges/Shelters – No minimum stay requirement  **Maximum Stay Limitations**  Camping – 14 consecutive nights. Campers must vacate the park for three nights before returning to camp at that same park. Lake Manawa and Walnut Woods State Parks are exceptions, where campers may stay for 14 nights in any consecutive 30-day period  Rental Facilities – Two weeks | | | | |
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| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall meet DNR requirements for seasonal reservations. The System shall be flexible to meet any changes in seasons for any campsite/rental facility. Seasons are as follows:   **Camping** – Reservations are accepted for camping April 1 to October 31. DNR is exploring the idea of expanding the season in select parks.  Peak Season – May 1 to October 15  Off-Season – October 16 to April 30 (weather in April and October can vary and impact the availability of modern restrooms and showers and water.)  **Picnic Shelters and Beach Cabanas** – All reservable shelters and beach cabanas are seasonal and available for reservations for rentals occurring May 1 to September 30.  **Cabins/Yurts/Day-use Lodges** – Operating seasons vary for these facilities depending on park location, but most occur from April to October. Vendor shall verify seasons for each independent park and rental facility. Vendor shall obtain DNR staff approval prior to implementation. Some of the rental facilities are available year-round.  **Cabins/Yurts/Day-use Lodges** – Some facilities are available year-round | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall accommodate multiple site attributes. Vendor shall provide the following functionality for reservations for site attributes and site information including but not limited to:    * + 1. Campsite/Facility Type - such as non-electric campsite, non-electric ADA campsite, full hookup campsite, full hookup ADA campsite, electrical with water campsite, electrical campsite, electrical ADA campsite, hike-in campsite, buddy electric, buddy non-electric, chaperoned organized youth group campsite, equestrian campsites (non-electric, electric, full hook-up, buddy), cabin (deluxe family, modern family, studio family, camping cabin), yurt, group camp, day-use lodge, day-use picnic shelter (small and large), day-use beach cabanas or other types that may be designated by the DNR.        2. Standard fees – based on season and/or day and type of reservation        3. Campsite/Rental Facility Status – including reservable, closed, or held for administrative reasons        4. Site Photos - minimum of 6 photos for facility rentals        5. Wi-Fi accessibility, if applicable        6. Name of Park        7. Campground Loop – the name or number of campground loop within each park,        8. ADA sites/facilities shall be clearly identified and the customer must be able to verify that they qualify to occupy an ADA site.        9. Park maps showing cabins, yurts, day-use lodges and picnic shelters        10. Site restrictions- buddy campsites must be reserved and cancelled together; tent only; no tents; etc.        11. Site name - the number or name by which the public identifies a site        12. Maximum equipment allowed per campsite as established by DNR        13. Special Notes - Highway noises, jet airplane noises, etc.        14. Shade - Full, partial, none        15. Slope – None, Slight, Moderate, Steep        16. Vehicle pad length and width        17. Maximum vehicle length        18. Vehicle pad surface        19. Total campsite length and width        20. Adjacent to: restrooms, trail, highway, play area        21. Occupancy information for cabins, lodges, shelters (how many people allowed)        22. Cabin amenities (# of bedrooms, furniture, kitchen items, a/c, heat, etc.)        23. Lodge amenities (# of tables/chairs, kitchen amenities, a/c, heat, etc.)        24. Rules - Cabin and lodge use rules (general, park specific and clean-up)        25. Damage deposit        26. Shelter amenities (# tables, restrooms, etc.)        27. Any other items as deemed necessary by the DNR   DNR shall have the authority and the System shall have the capability to have the site attributes in an order that makes sense such as grouping bedroom and kitchen attributes together. DNR does not want attributes in a random order. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall have an availability grid that is available for Call Center, Internet users and DNR staff to view. Vendor shall explain what attributes that the System could provide for this requirement. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall have park maps on the website, Call Center and access from administrative function components that are user friendly and have a refresh rate of 10 seconds or under. At a minimum, the System shall display the following information:    * + 1. Main park map showing the overview of the entire park, cabin loops, campgrounds/camping loops, day-use lodges, picnic shelters and group camps.        2. An accurate, detailed colored map of the campgrounds and cabin areas. Currently, a separate campground map is available displaying all campsites in the campgrounds. For larger campgrounds, the information tends to get lost. Customers are able to enlarge certain areas within the campground. Parks will entertain a change in the map requirements if proven to be beneficial to the customer and Call Center operator.        3. Each map will have a north compass arrow, and all maps for a particular park will be oriented in the same direction, preferably north at the top. A legend shall be available.        4. Each campsite/rental facility on the map, at a minimum, will display campsite/facility name/number, type, size and status through symbols and/or alpha-numeric characters.        5. Each campsite/facility shall link to a site-data window, by clicking on the site on the map, which displays all site/facility attributes, special restrictions and photos.        6. Campsites/rental facilities shall be reservable directly from the map.        7. ADA accessible sites shall be easily identifiable by an icon, listing of parks and the ADA site numbers and ADA color usage (blue) for campsite/facility number.        8. The System shall have the ability to import GIS trail data for a park and display trail information with trail names, routes, and distances within the park map. The map shall have multiple view options such as aerial, terrain, and satellite. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall be able to accommodate and correctly calculate multiple fees and any associated taxes for all transactions. All calculations shall be automatically calculated electronically by the System and no manual calculations shall be necessary. Factors that impact calculations include:    * + 1. Campsite/facility type (ie: full hook-up, electric, family cabins, camping cabins, etc.)        2. Tax exemptions        3. Seasonal rates        4. Number of nights/days (applying minimum/maximum limits)        5. Minimum booking requirements for holiday weekends, Memorial Day, 4th of July, Labor Day        6. Identify and distinguish between all types of fees (reservation fees, campsite/rental facility use fees, taxes (sales/lodges including state and local), cancellation fees, change fees, forfeiture of camping/rental facility fees and taxes        7. Automatically apply state and local (if applicable) sales tax or hotel/motel tax to site use fee, as applicable depending on campsite/rental facility type and location.        8. Require recording of reason for refund or fee modification for financial auditing purposes.        9. The ability for approved DNR staff and Call Center operators to override site use fees and reservation transaction fees, provided that a mechanism is in place to record the reasons for the override for financial auditing purposes.        10. All functions are consistent with GAAP, FASB and GASB accounting standards. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall be able to accommodate payments and refunds related to reservation modifications (changes). All calculations shall be automatic and calculated correctly. The System shall have a process in place to prevent double charging credit/debit cards and e-checks.   Original payment – Credit Card – Refunds are immediately processed back to the credit cards. Additional monies to be collected should be collected on a credit card.  Original payment – Paper Check, Money Order– If the reservation arrival date is less than 21 days and the customer owes additional money, the customer must pay for changes using a credit card. If the arrival date is more than 21 days away, the customer could then pay for the change using a paper check or money order. If the change resulted in a refund, the customer will receive a refund via a State-issued warrant processed by the DNR. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall pay all fees associated with the processing of credit cards. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall be able to accommodate refunds related to reservation cancellations. All calculations shall be automatic and calculated correctly. Cancellation fees and forfeitures shall not exceed the campsite/facility fee paid (on hand). In other words, accounts receivable will not be established by cancelling a reservation.   All credit card payments will be refunded via credit card.  All e-check, paper check and money order payments will be refunded via State-issued warrant processed by the DNR. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System must advise an Internet user who is unsuccessful in making a reservation because of established parameters, such as a minimum stay requirement or the reservation window has closed. The site will need to direct the customer as to what needs to be modified in order to make a successful search for sites or a reservation transaction completed. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall allow for full payment prior to confirmation of a reservation. 2. Payment in full is required to confirm all reservations, whether made through the Call Center or Internet. 3. For Call Center reservations, if the customer pays by check/money, the reservation is considered “pending” until the check has been received. The check/money order shall be received within 10 days of the date the reservation was made or the reservation will be cancelled (currently done manually) and the System automatically sends a cancellation notice to the customer via e-mail (if customer has an e-mail address). If a customer does not have an e-mail address, the cancellation notice will be mailed. 4. Facility fees at the prevailing rates are collected from customers when reservations are made, not a check-in on arrival day. 5. If the payment is received after the 10th calendar day and the reservation has been cancelled, the check/money will be mailed back to the customer along with a notice of cancellation. Appropriate notes will be documented in the cancelled reservation. 6. Changes resulting in additional fees to be collected will be charged at the current fee/tax structure. 7. Cancellations or changes resulting in a refund to the customer shall be based on the original fee and tax collected. 8. Reservations where payment is by check or money order shall be made at least 21 days prior to arrival date. 9. Reservations where payment is made by e-check need to have parameters defined. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall not allow a customer to make consecutive or overlapping reservations for the same person in the same campground or cabin area. The DNR also desires to prohibit multiple bookings for the same customer on the same dates in different parks. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall be able to create and maintain reservations and provide the ability to query by a unique reservation identifier. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System shall be able to create and maintain customer profiles/records and provide the ability to query customer information online and in the form of reports.    * + 1. A customer record should include:        - Customer identification number        - Name        - Driver’s License Number        - Driver’s License State        - Address        - Telephone Number        - E-mail address        - Alternate phone number        - Notes section        1. DNR desires to have the System automatically convert all customer information to upper case.        2. DNR desires for the System to have the ability to accept a zip or postal code and automatically look up and load the city and state/province. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall be structured as to limit the possibilities that one individual has multiple customer records in the database. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall have the ability to periodically check the database for duplicate customer records for the same individual and provide reports to the DNR for review. Multiple records for the same customer shall be merged into a single record so that when a customer search is performed, the System only returns one record for the individual. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall allow customers and Call Center operators to update customer profile information such as address change, e-mail change, etc. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System must accommodate customer types including customers which are sales tax exempt. Currently the DNR does not have the specific customer types except those which are exempt from paying sales tax. Describe the capabilities of the System related to establishing various customer types including sales tax exempt customers. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall allow a customer to reserve multiple campsites and rental facilities in one cart to ensure they are able to get the number and location of the sites/facilities needed for a group in a specific park. Customers and Call Center operators are also able to “capture” multiple campsites/rental facilities in a park for a customer to ensure they get the number of sites/facilities for a stay without risking a site/facility being reserved out from under them. This is particularly critical for customers trying to reserve cabins for a family reunion. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. Each reservation shall have its own unique identification number and all financial transactions shall be tied to the particular reservation for which they apply. In addition, each campsite/rental facility reserved under a single reservation shall also have a unique identification number and each financial transaction shall have its own identification number.   Currently, a reservation number is assigned to each campsite or reservable unit. An invoice number ties together everything that is paid for at the same time if more than one site is reserved. The reservation number stays the same regardless of any changes made to the reservation. For example, if 5 campsites are reserved there would be 1 invoice number for the payment, 5 reservation numbers for each campsite. If changes are made, or a reservation is canceled, the reservation numbers remain the same. Transactional history for each reservation can be found using the “History” button on the reservation details tab. Payments for changes to an existing reservation would have a new invoice number and tied to the reservation number. Payments can be searched for in the Finance Manager User Interface. | | | | | |
| **COMPLIANCE** | | | | | |
| **Section** | **Comply** | | **Partial** | **Exception** | **To Be Developed** |
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| **Recommendations:** | |  | | | |
| **Response:** |  | | | | |

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| 1. The System shall be able to figure sales and lodging tax as applicable and also be able to exclude tax if the reservation is tax exempt. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall have the ability to generate notices and acknowledgements and confirmations (such as confirmation of reservation and registration, changes, cancellations or receipt of payment, etc.). All confirmations and notices for reservations, changes and cancellations with a customer e-mail address shall be generated and automatically sent in the form of an email. The System shall also have the ability to generate hard copy confirmations and notifications for the same transactions as well as those transactions without a customer email address. | | | | |
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| 1. Confirmation letters and cancellation notifications shall contain the following information:   Confirmation/Cancellation Delivery:  All Internet reservations which are made, cancelled or changed shall receive the confirmation letter via email. System shall automatically generate and send these letters. Park staff and Call Center staff shall have ability to access a copy of the original confirmation and resend electronically via e-mail or print off a copy for mailing.  Reservations made through the Call Center shall receive confirmation letters via e-mail if an email address is given. If a customer has no email address, then the confirmation shall be batched and easily printed off for mailing by the Call Center. Park staff and Call Center staff shall have the ability to access a copy of the original confirmation notices and resend them electronically or print off and mail.  Parks confirmation letters shall include the following information:   * Customer’s Name, Address, City, State, Zip, Phone # * Vehicle License Plate – this could be optional * Confirmation Number * Arrival and departure date * Name of Park * Park Phone # * Park Address, City, State, Zip * Campground Name (if applicable) * Campsite/Rental Facility Name/Number * Number of Occupants * Number of days/nights * Facility/camping fee * Taxes * Reservation transaction fees (new reservation, change, cancellation, forfeiture) * Total amount paid, due, refund owed * Transaction Date * Method of Payment/Refund * EAB/Firewood transportation warning * Cancellation policy * Change policy * Basic camping/rental facility rules * Cleaning rules for cabins, lodges, shelters * Damage deposit and key pick-up information for cabins, lodges, and shelters with kitchenettes * DNR website address * Notes and/or Alerts DNR wants included for important information for customers   Cancellation Letters of paid reservations shall be modified to show only the following information:   * Customer’s Name, Address, City, State, Zip, Phone # * Confirmation Number * Arrival and departure date * Name of Park * Park Phone # * Campground Name * Campsite/Rental Facility Name/Number * Number of Occupants * Number of days/nights * Facility/camping fee * Taxes * Reservation transaction fees * Total amount of refund * Transaction Date * Method of Payment/Refund   Customers who fail to pay for the reservation shall also receive a cancellation notice for lack of payment. Please describe what information the System would include in a cancellation notice for reservations which were not paid. | | | | |
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| 1. The System shall have the capability to print receipts for each reservation made. All receipts shall meet payment credit card industry (PCI) standards. If Vendor uses confirmation and cancellation letters as receipts, the confirmation and cancellation letters/notices shall meet PCI standards. | | | | |
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| 1. The current System is able to generate and print camping reservation labels to be placed on reservation registration cards. This allows DNR park staff to generate labels from the arrival report and print on label sheets (4 ¼ x 3 ½ self-adhesive labels). The DNR would also like the option of having the labels printed on 2” x 4” labels.  The System allows DNR staff to select where to start on a sheet of labels in order to maximize use of the label sheets.  However, the DNR would like the Vendor to develop a template that is compatible with the camping reservation cards to print the information directly onto the reservation cards in lieu of using self-adhesive labels.   Field staff must have the ability to generate arrival cards to place certain reservation information onto reservation cards which will be placed in campsite/facility markers. The following information should be printed on each label:   1. RESERVED (label title) 2. Reservation # 3. Occupant Name (Displays last name and first initial of the first name of the primary occupant. 4. Park Name 5. Campground Name 6. Site # 7. Arrival Date 8. Departure Date 9. # of Nights (or days for day-use facilities) 10. # Vehicles 11. Camping Unit Type (applies only to camping and should not appear on labels for other facility types)   (See also Attachment #6, Item #9) | | | | |
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| 1. The System shall have log-in security and the ability to track users in the System including, at a minimum, the identification of the person making the reservation, type of reservation (overnight or day-use), changes made, cancellations, and the time and date the activity takes place. | | | | |
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| 1. System shall be able to enforce the DNR Reservation System Business Rules for the System. | | | | |
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| 1. At a minimum, the System shall have the flexibility to easily meet the changing business rules, laws and policies for Iowa State Parks in a timely, effective and efficient manner.   Please describe the software’s robustness and flexibility in responding to changing agency business rules and policies in the following areas:   * + - 1. Fees, including discounts and promotions       2. Minimum and maximum length of stay       3. Cancellation and change cut-off dates       4. Closing sites and opening sites       5. Usable and non-usable sites       6. Refunds       7. Taxes       8. Multiple campsite/rental facility reservations made using one or more than one customer’s name       9. Customer type   Please describe any attributes of the software’s flexibility and robustness that makes it particularly user-friendly, efficient or otherwise advantageous. | | | | |
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| 1. The System shall capture customer acceptance of reservation and rental facility use policies. Vendor shall describe how the System captures customer acceptance and certification to ensure the customer has read, understands and agrees to the reservation and facility use policies for the reserved site/facility via the Internet and Call Center. | | | | |
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| 1. The System shall provide for customer notification of natural disasters. Vendor shall describe the capabilities of the System to notify customers if a disaster such as a tornado, flood, utility outages, storm damage, etc. has occurred and reservations cannot be honored. Include in the response the timeframes for notifications to customers, method of notification (i.e. telephone call, telephone answering machine, e-mail, etc.), and the number of attempts made per unique customer. Describe how the System will handle refunds to customers in the event of the disasters noted above. | | | | |
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| 1. The System shall have no advertising or images of other reservation systems, including but not limited to state or federal reservation systems or links to other web pages, unless authorized by DNR. With approval by DNR, the website shall appear to the public as being operated as a seamless part of the DNR, reflecting the style and layout of DNR Park’s website (<https://www.iowadnr.gov/Places-to-Go>). The System shall include links back to the DNR website and shall not charge for referrals. | | | | |
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| 1. The System shall include detailed documentation regarding any changes to customer records and those changes will include, at a minimum, the date and time the change was made, identification of who made the change and the reason for the change. | | | | |
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| 1. Vendor shall acknowledge in writing that the DNR has ownership rights to any content developed or used within the System (especially reservation data, maps, video or images) and that the content will not be used, sold, etc without DNR advanced approval. | | | | |
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| 1. The System shall provide enhanced administrative capabilities for DNR in-park and central office staff working with the website through an administrative functions component which shall be designed for ease of use by DNR staff. | | | | |
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| 1. The System shall provide the ability for Internet reservations to make a donation to Iowa State Parks. When a customer is finalizing their order during checkout they shall have the option of clicking on a “Make a Donation” tab to be able to donate to Iowa State Parks. They shall be able to choose from a defined amount determined by the DNR or they shall be able to choose the amount they want to donate. The donation amount shall be added to the checkout total. The DNR staff shall have access to all donations. | | | | |
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| 1. The System shall have instruction pages and prompts provided to customers to simplify the process for DNR customers. Help screens shall be developed for the public and internal DNR users to guide the user through the usage of certain fields and requirements of the website. | | | | |
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| 1. The Vendor shall provide Help Desk and Support Center functionality and dedicated customer service staff to support and assist DNR staff. The Vendor shall have a history of promptly resolving service tickets, and shall provide statistics from existing customers to demonstrate those results such as mean resolution time by severity, and number of outstanding tickets. Vendor shall describe the nature of their dedicated staff assignments and percent of time dedicated to working with DNR. | | | | |
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| 1. The System shall be able to be easily adjusted by DNR staff, independent of the Vendor, to reflect changes in tax rates and tax laws. Vendor shall describe the capabilities of the ystem to meet this requirement. | | | | |
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| 1. The reservation System shall allow for variations in the campsite/rental facility fees within the same park, between parks, and for certain days of the week and certain time periods during the calendar year. Vendor shall describe the process and System capabilities to meet this requirement. | | | | |
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| 1. The System shall capture all data related payments including transaction number, reservation number, name, date and location where the reservation is taken. | | | | |
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| 1. The System shall allow approved DNR staff to make appropriate and necessary price adjustments for customers due to extenuating circumstances and provide a data field that requires the approved DNR staff person to note why the adjustment was made. The date of the adjustment shall be included in the database and retrievable from the System upon demand. Vendor shall describe how it intends to meet this requirement. | | | | |
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| 1. The System shall be able to apply tax codes that are specific to a park, but can be altered by a DNR Admin. The Vendor shall describe whether the System is capable of this and how this will be accomplished independently of Vendor intervention. | | | | |
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| 1. The System shall contain a mechanism to be able to identify, record and report all funds due (including appropriate taxes) to the State of Iowa no later than the day following the transaction. The Vendor shall describe the method and timing of electronic fund transfers to the DNR’s account through the State’s financial institution, Wells Fargo. | | | | |
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| 1. The System shall accept multiple methods of payment (depending upon whether Call Center or Internet was used), including but not limited to credit cards (at a minimum Visa, Discover and MasterCard), debit cards backed by Visa, Discover or MasterCard, e-check, money order, and paper checks.   Currently, DNR accepts the following payment methods (based on how the reservation was made):   1. Call Center – Visa, MasterCard, and Discover credit cards; debit cards backed by Visa/MasterCard/Discover; Paper Checks, and Money Orders.   NOTE: Reservations which use checks and money orders must be made at least 21 days in advance of arrival AND payment shall be received within 10 days from the date the reservation was made. Vendor’s System shall comply with this process and ensure the cancellation of all such unpaid reservations within one business day after the payment deadline.  If Vendor has a mechanism for electronic check clearing, reservations which use e-checks shall be accepted for reservation transactions up until 14 days prior to arrival.   1. Internet Reservations – Visa, MasterCard, and Discover credit cards; debit cards backed by Visa/MasterCard/Discover.   DNR will entertain recommendations or changes regarding the use of paper checks and money orders as long as the benefit is a positive one for both DNR staff and the customer. Please include your recommendations in your response. | | | | |
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| 1. The Vendor shall include provisions for a payment engine and the use of credit card payments and e-check. Vendor shall utilize a tested and proven payment engine that allows customers to pay with either a credit card, debit card or electronic check (e-check). The Vendor must be operable on the major industry browsers and accept at least Visa, MasterCard, and Discover. Vendors allowing the use of a greater selection of credit cards and debit cards will receive extra consideration. | | | | |
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| 1. All customer payments made by credit cards and debit cards through the Internet (reservation website) and Call Center shall be processed through the Vendor’s credit card validation and processing system (payment engine), which shall adhere to Payment Card Industry (PCI) Standards and other pertinent security requirements. | | | | |
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| 1. The System shall have the following attributes for processing credit cards:    * + 1. Real-time, online verification to avoid customer callbacks        2. Payment may be made by Visa, MasterCard, Discover or bank debit cards (Visa and MasterCard are required at a minimum)        3. Vendor payment of any fees for the use of the cards, security and protection of customer personal information.        4. Integration of credit card transactions with reservation and transaction data. More specifically, if the processor declines a credit card transaction, the System shall require the user to choose another credit card number before allowing completion of reservation and provide a reason for the declined transaction        5. Guaranteed funds from credit card transactions transmitted directly through the Call Center        6. Encrypted credit/debit card numbers and expiration dates        7. Display of no more than the last four (4) digits of the credit card number on the transaction receipts with masked expiration dates according to the requirements of PCI (Payment Card Industry). | | | | |
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| 1. The System shall accept e-check for Internet reservation transactions for future utilization by the DNR. Currently, the DNR does not have this capability; however, it is exploring the possibility of the Vendor providing this function to process the receipt of the e-check payment through its System. Vendor shall describe the System capabilities of e-check processing via the Internet and the costs/transaction fees associated with e-checking. | | | | |
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| 1. All customer payments involving paper check and money orders shall be processed by the Vendor within one week after receiving the payment. All paper checks, and money order payments for transactions conducted through the Call Center shall be mailed to a postal address identified by DNR. Vendor shall describe operational procedures and its remittance requirements for use of a lockbox. Vendor shall also describe the process for posting a check or money order to the System including frequency of postings, etc. Currently, the DNR is receiving daily deposits to the lockbox.   The current address of the DNR lockbox is:  Iowa State Park Reservations  PO Box 310302  Des Moines, IA 50331-0302  \*The address will be changing to Minneapolis, MN in November of 2021 | | | | |
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| 1. The System and Vendor shall process and resolve situations where incorrect check payments are made. Vendor shall describe the capabilities of its System to process incorrect check payments and describe how the payments are reconciled in the System. Vendor shall indicate how associated park reservations are impacted/adjusted and the DNR is notified of such. In addition, Vendor shall ensure its System has the ability to flag individuals/groups that perpetually submit bad checks for park reservations. | | | | |
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| 1. The System shall be able to process NSF check payments. | | | | |
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| 1. The Vendor shall be responsible for any costs associated with a mailbox and lockbox service that will be used for reservations paid for via paper checks and money orders. | | | | |
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| 1. The System shall be able to allow authorized DNR staff to refund reservations and track the transaction through the System including how much was refunded, who allowed the refund and the date and time it was allowed. | | | | |
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| 1. The Vendor shall perform daily reconciliation of Call Center and Internet transactions.   Vendor shall reconcile transactions from Vendor’s System to credit card processor and lockbox processor (separately) on a daily basis or what is agreed upon between DNR and Vendor. Discrepancies shall be identified, corrected and recorded in a manner that meets Iowa State auditor and other state and federal mandates.  At a minimum, all discrepancies shall be identified and the details noted below for each error or correction. Discrepancy identification shall be included with the monthly reconciliation report submitted to DNR Central Office. See Reports Requirements for examples. For each error and correction, the following minimal requirements shall be reported:   * Date of error/discrepancy * Reservation or booking # * Park Name * Amount * Date correction and original error to be processed * Type of error | | | | |
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| 1. The Vendor shall promptly research and resolve in a timely manner any and all transaction and/or settlement discrepancies for all areas of the System including Call Center and Internet on a same-day basis or as jointly agreed upon by Vendor and DNR. | | | | |
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| 1. The System shall record and report specific revenue by source types by date or range of dates, by individual park and summarize revenue totals by all parks for the purpose of reconciliation to state accounting and audit requirements. DNR requires a breakdown or separation of product type or by specific revenue codes for camping, day-use lodges, cabins, shelters, transaction fees and other as specified by DNR. Reports shall be able to be viewed online. | | | | |
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| 1. The Vendor shall provide a detailed invoice including required backup documentation for any payments owed to Vendor from DNR. Backup documentation shall include, at a minimum, detailed transaction reports for Call Center and Internet transactions, monthly performance report, monthly Call Center telephone statistics. All payments between Vendor and DNR shall be made in US dollars. Vendor shall describe when, under the terms of its proposal, a transaction is billable for purposes of charging a reservation fee, change fee or cancellation fee. | | | | |
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| 1. The Vendor shall observe GAAP principles as well as other fiscal best practices to ensure the System maintains complete fiscal accountability. | | | | |
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| 1. 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. Credit card numbers shall not be entered, captured, processed, transmitted 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. On at least an annual basis, Vendor shall provide an Attestation of Compliance (AOC) including Qualified Security Assessor Company information, and Attestation of Scan Compliance, indicating that security for credit card transactions meets PCI security standards. Vendor shall be responsible for any data breach or PCI non-compliance that may occur. | | | | |
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| 1. Vendor shall outline the security aspects of the System, hosting environment and associated business continuity processes. The Vendor shall provide for regular nightly backup and off-site storage of database information from the Call Center, the web-application database and any component related to the operation of the CPRSV2. Vendor shall provide a description of the technical infrastructure to be employed to meet this requirement and the off-site storage location.    * + 1. The desire is that the System is housed in a secure environment hosted by the Vendor. Vendor shall describe the plan to host a secure System.        2. The Vendor proposed solution shall contain business continuity and disaster recovery plans including regular backups, offsite backup storage, and recovery drills. Vendor shall describe the mechanisms planned and tested for data backup, business continuity, and disaster recovery.        3. The successful Vendor shall review the Iowa Enterprise IT Standards and the DNR Security Policy and acknowledge it will abide by these guidelines or those that are more stringent in terms of interacting with State systems. The DNR Security Policy will be provided to the successful Vendor at the start of the project. Iowa Enterprise IT Standards may be reviewed at the following link: <https://ocio.iowa.gov/standards> | | | | |
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| 1. The System shall meet or exceed all enterprise (OCIO) and DNR standards, policies and procedures. It is critical that all transactions be tracked and reported on a line item basis by date, so that payment adjustments and refunds are handled according to DNR Budget and Finance, GAAP, GAX, and/or State Auditor requirements. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System shall have usage analytics. Describe what server log analytics will be provided to report useful online website use statistics and patterns. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall have end-to-end data security over the entire data path. Confidential data shall be encrypted in transit and at rest. Vendor shall describe how this network security requirement will be met for:    * + 1. Call Center and website        2. Call Center and banking system (e-payments)        3. Website and banking system (e-payments) | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The Vendor shall provide ongoing security patching and critical software updates and security for the System. Describe what methodology is utilized and how often this will be accomplished. Describe if and how the patching process will affect System availability. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The Vendor shall provide a written notice to the DNR when the System is down within four hours of the beginning of downtime. If the Vendor is aware that the System will experience downtime, then the Vendor shall provide written notice to DNR prior to the beginning of downtime. When the System is down the Vendor shall provide in writing an explanation as to why and an estimated time frame of when the System will be available. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The Vendor shall have established processes and procedures to address system crashes in a timely efficient manner at the website and Call Center. Vendor shall describe how it intends to meet this requirement and shall include in the response the following:    * + 1. Vendor’s range of experience with Call Center and Internet reservation website crashes.        2. Operational statistics in this regard.        3. Typical proactive scenarios Vendor envisions which ensure quick recovery from these events.        4. Vendor’s methodology for notifying customers that the website and or Call Center process is not available. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The Vendor shall describe its established procedures for monitoring the website. This includes what tools will be utilized to provide the DNR the ability to determine whether the website is functioning, the time it went down and is coming up, as well as the process for DNR notification. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System shall have login ID and separate hardened password for DNR staff and Call Center staff to access the System. Describe the ability of the System to lock a user out after a certain number of unsuccessful login attempts. Describe the capabilities of the System to force passwords to expire and require users to create a new password. Describe the capabilities of providing different levels of access and include a description of each layer of access authority. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System shall be able to support reservations from customers from outside the United States. | | | | |
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| 1. The Vendor shall provide prior notification and approval of software changes and upgrades. Describe the process and timeframes used to obtain DNR approval of changes in file structure and specifications, or computer system hardware or software upgrades; and to advise the DNR how these activities will be implemented and possible risks and duration of disruption in customer service. | | | | |
| **COMPLIANCE** | | | | |
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| 1. Vendor shall describe the common browser functionality associated with the System. At a minimum, the System shall be fully functional in all of the following browsers, current and previous versions:  * Microsoft Internet Explorer 11 * Microsoft Edge * Google Chrome * Mozilla Firefox * Safari | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System shall meet “Section 508” of the Rehabilitation Act of 1973, and Web Content Accessibility Guidelines (WCAG) 2.0 levels A and AA. The Vendor shall have an ongoing process to monitor and maintain an accessible system. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The Vendor shall provide database administration, hosting, maintenance and recovery services of the System. Vendor shall:    * + 1. Describe the abilities of the software to allow data fields to be designated as either mandatory or optional use by operators as determined by the DNR’s database and/or system administrator.        2. Describe the archival capability for all transaction records at the Call Center and website.        3. Describe the complete system backup and disaster recovery of data capabilities and processes, including recovery after a hard drive “crash” at the Call Center or website.        4. Describe how DNR will be notified in the event of a network failure.        5. Describe how the Vendor will rebuild financial history in the event of a system failure. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall be capable of generating both standard and ad hoc reports as an agreed upon reporting tool, as described in Attachment #6 Reporting Requirements. Proposals must meet the following minimum requirements regarding reports:    * + 1. The administrative function component of the website must allow DNR central office staff to generate the reports specified in Attachment #6 Reporting Requirements.        2. Standard Reports: The System must provide standardized accounting reports that conform to GAAP to document sales by type, funds generated and other accounting requirements identified by DNR in formats used by State of Iowa accountants and auditors.        3. In-park DNR staff shall have the ability to generate the reports specified for their use in Attachment #6 Reporting Requirements.        4. Ad Hoc Reports: The System shall allow DNR central office staff to develop ad hoc reports in a reasonably efficient and effective manner. Ad Hoc reports may include any information contained in the System database, including but not limited to, reports by sales type (financial, number, customers, time/day/date sold, etc.); reports by customer (individual identification, demographics, residency, type of purchase, etc.); and cross-tabulations of sales types by customer and time; and reports constructed from multiple years of information. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The Vendor shall report monthly to the Performance Standards (Attachment #9) and provide performance liquidated damage amount(s) on its monthly billing to the DNR. | | | | |
| **COMPLIANCE** | | | | |
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| 1. Vendor shall state whether the Vendor shall act as an agent for DNR for the CPRSV2, and will collect and remit any appropriate fees to DNR. The Vendor shall follow Electronic Funds Transfer (EFT) procedures. Whether the Vendor acts as an agent for DNR, the Vendor shall treat the State of Iowa and its designated bank as the “Bank” and shall deposit the appropriate fees from all electronic payments sales to the Bank. Electronic sales shall be reconciled weekly at a minimum. DNR shall not pay any “middleman” fees for electronic transactions. Further, the Vendor’s credit card processor must be compatible with the State of Iowa’s Bank. | | | | |
| **COMPLIANCE** | | | | |
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| 1. Vendor shall identify all resources required to implement, fully operate, and maintain the System (CPRSV2). | | | | |
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| 1. The website must be responsive and user friendly on mobile and touch screen devices. The website must be optimized for fast downloads and page display speeds. Text shall be legible, and input boxes and buttons shall be large enough to reliably be clicked on common mobile device sizes. Users shall be able to zoom in on images and maps that are relevant to their selection process. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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**Customer Reward Program**

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| 1. The System must be able to accommodate multiple reservations made by one customer resulting in all points going to that particular customer and not be split between the occupants of the sites. | | | | |
| **COMPLIANCE** | | | | |
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| 1. Customers will be able to enroll in the Reward Card Program online, through the Call Center, or through DNR central office staff. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System must provide a cover letter and an email (if customer provides one) to all new customers enrolled in the Reward Program so that customers who enroll online or through the Call Center can be notified they are enrolled in the program. | | | | |
| **COMPLIANCE** | | | | |
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| 1. At certain milestone levels, the customer will be eligible for a promotional award, which will include free or discounted overnight stays, shelter, lodge, or cabin/yurt rentals. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The tracking must be done on a point-based system approved by the DNR. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System must maintain a cumulative record of each person’s account and those points will roll over from year to year. | | | | |
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| 1. The System must be able to automatically add points to a customer’s account for a reservation. Points for overnight and day-use stays must not be added to the account until after the departure date. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System must be able to deduct points when a customer redeems the award for which they are eligible. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System must list the reward discount on the confirmation letter or email to the customer when a reward has been used as the payment method. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The reward discount must be redeemable through online reservations, the Call Center, and DNR central office staff. | | | | |
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| 1. The System must be capable of adding “bonus points” to a customer’s account based on a specific behavior or transaction, such as reserving during a set time period or for a certain park. | | | | |
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| 1. The System must allow for the earning or redemption rates to be set at varying levels depending on the park and/or facility type. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System must be able to import all existing customer records relative to Reward Program account numbers and point balances. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System must allow customers with multiple Reward Cards to merge accounts, which will result in the balances on the two cards or more being merged. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System must provide for a way to manually adjust points, with the appropriate permission level, to account for errors in the system or for customer service issues.   a)Loyalty points will be a way to compensate a customer for a bad experience at the park, rather than refunding them an entire reservation fee. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System must have a way to connect the Reward Card to the customer by searching for the customer’s name, phone number, mailing address, or email address. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System must include the customer’s Reward Point balance on all email or reservation confirmation letters. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System must allow customers to check their point balance when signed into their account, when they call the Call Center, or call the DNR central office. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. At a minimum, the System must be able to support the ability of the DNR to specify and modify rewards that are earned.    * + 1. By Park (points earned at Park 1, 2, and 3, but not Park 4);        2. By Campground (points earned for camping in the south campground, but not the north campground);        3. By Facility Type (points earned for campsites, cabins, yurts, shelters, and lodges)’        4. By Date Range (points earned from October 1 through December 31) and        5. By Day of Week (points earned Tuesday through Thursday) | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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**Customer Feedback Surveys**

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| 1. The System must have a component to allow customers to complete an online satisfaction survey after their reservation or after any visit to an Iowa State Park. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System must have a component to allow customers to complete a customer satisfaction survey to rate their experience with the Call Center. | | | | |
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| 1. The contents of all surveys must be approved by DNR. The content of the surveys will vary by park depending on the services and amenities available at the park. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System must compile the responses by the park for all surveys completed so there is a composite survey results for each park. These results will be compiled in an electronic format approved by DNR and sent to the DNR Project Manager at the end of each month. | | | | |
| **COMPLIANCE** | | | | |
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| 1. Users with the appropriate permission levels must be able to view individual survey responses. | | | | |
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| 1. The System must allow users with the appropriate permission levels to respond to a survey via email. | | | | |
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| 1. The System must be able to generate an email with a link to the survey for a specific park after the departure date of a customer reservation. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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**Marketing**

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| 1. The System must support promotional offers by having the ability to process special discounts for a specified date range or arrival date. This would include promotions that have a specialized code or that have a unique code value for all transactions. All promotional codes must be approved by the DNR. The DNR will determine what the promotional codes will apply to and when.    * + 1. Describe how the System will accept pass numbers and incorporate verification into the reservations made.        2. Describe the ability of the System to capture DNR discount pass numbers on reservation records.        3. Describe how the System will monitor for customers using discount passes to book multiple reservations for the same dates, different parks, or same dates, same park | | | | |
| **COMPLIANCE** | | | | |
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| 1. The System must allow promotional offers to be used by customers making their reservations on the Internet, through the Call Center, or through DNR central office staff. | | | | |
| **COMPLIANCE** | | | | |
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| 1. Describe the flexibility in working with the Department of Tourism website and recreation.gov on the DNR reservations website. Also describe the willingness to provide a link to this website for park visitors to use when looking for other activities to do in the area. Explain both the short-term and long-term possibilities. | | | | |
| **COMPLIANCE** | | | | |
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| 1. The Vendor shall explain and provide examples of marketing techniques that the Vendor will use as part of the contract to meet the objectives of the DNR. Vendor should explain the short-term and long-term possibilities. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The System shall have the ability to post notices for the public and Call Center to see regarding various issues such as major construction projects, lake drawdowns, etc., without taking the campsites/rental facilities off the inventory. The current mechanism is called a “park alert” which allows DNR staff to post an alert with an ending date that will appear on all reservation information web pages for a particular park. This mechanism is very beneficial to provide up to date information to customers and Call Center operators regarding a park which could impact the decision as to whether or not the customer will reserve a campsite/rental facility in that park. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Recommendations:** |  | | | |
| **Response:** |  | | | |

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| 1. Equestrian Trail Policy and System Functionality. The current equestrian trail closure policy allows individuals who have a reservation arrival date the same date as the equestrian trail closure or the following day, to be able to change the reservation (requires breaking the change cut-off window) instead of suffering cancellation forfeitures. A reservation change fee does apply.   The current System has a mechanism which allows DNR staff to post an equestrian trail closure. A separate page is dedicated to trail closures. This page shows the status of equestrian trails in all parks which have equestrian camping. When the trails are closed, DNR staff can go in and change the status to closed along with posting the date and reason why the trails were closed. The System has the ability to search for any reservations in that campground with an arrival date the same date as the trail closure and the following day. The System has the ability to post a “closure bulletin” on the park reservation webpage and to the Call Center, which notifies customers and Call Center agents of the trail closure. The System also has the ability to send an e-mail to those reservations (with email addresses) letting them know about the closure and the policy. If any reservations did not have an e-mail address, the System would display a “call list” for park staff to use to contact the customer.  When customers are contacted via the Call Center notifying them of a trail closure a sound bite is sent to all reservations. The sound bite lets the customer know that the trails are closed and provides them with these options when the equestrian trails are closed:   * + - 1. Go ahead and camp       2. Cancel their reservation per the standard cancellation policy (including forfeiture of fees)       3. Change their reservation to a different park or arrival date and pay a $5 change fee   The DNR is currently receiving the sound bites that are being sent out by the Call Center, and these sounds bites need to be available to DNR.    Vendor shall describe how it proposes to enable this functionality in the System. | | | | |
| **COMPLIANCE** | | | | |
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| 1. Equestrian Campsite Bulletin. The System shall have a bulletin that is available for each equestrian campsite on the reservation system. The bulletin would contain the DNR equestrian trail closure policy so customers are aware what the DNR policy is when the trails close due to wet weather conditions. This bulletin would be seen by customers before completing their order.   The Vendor shall provide a bulletin for all equestrian campsites and shall propose how it will enable this into the System. | | | | |
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| 1. The System shall allow for adjustable reservation windows. (Please refer to definitions in the business rules document which is Attachment #13) Any referenced time is Central Standard Time (CST). 2. Reservation windows will vary for camping and rental facilities such as cabins, day-use lodges, and shelters. Reservation windows may vary from park to park as determined by DNR. 3. CAMPING:  * Maximum window to make a reservation: 3 calendar months in advance (Please note that this is not 90 days). * Minimum window to make a reservation: same day, 1 day or 2 calendar days prior to arrival date. * Minimum window to change a reservation: 4 calendar days prior to arrival date. * Minimum window to cancel a reservation: Before 4:30 p.m. of the first night. * Minimum window to cancel without heightened forfeitures is 2 days prior to arrival date.  1. **CABINS, DAY-USE LODGES, PICNIC SHELTERS, BEACH CABANAS (RENTAL FACILITIES):**  * Maximum window to make a reservation: 12 calendar months in advance. * Minimum window to make a reservation: 4 days for peak season stays. * Minimum window to make a reservation: 14 days for off-season stays. * Minimum window to change a reservation: 15 calendar days prior to arrival date. * Minimum window to cancel a reservation: Before 6:00p.m. on the first night/day of rental. * Minimum window to cancel without heightened forfeitures is 30 days prior to arrival date.  1. The maximum windows are consistently observed between the Call Center and website even though the Call Center and online system will have different hours of operation. DNR expects that the website will be available 24 hours a day, 7 days a week, while the Call Center will have limited hours. This will provide incentive for customers to use the online system. 2. Authorized park staff in the central office must have the ability to override reservation windows and other business rules directly in the System. | | | | | |
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| 1. The System shall allow all users to search multiple parks for available campsites/rental facilities based on a customer’s desired campsite/rental facility features or dates. Features shall include (but not be limited to) name of park, type of campsite/rental facility, year-round use, amenities such as electric (including amps), full hook-up, ADA site/rental facility, etc. | | | | | |
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| 1. The System shall accommodate buddy campsite reservability. Vendor shall provide a description of how the System shall accommodate buddy campsites reservability according to park business rules.   Buddy campsites are two campsites designated as buddy sites because they are in close proximity to one another, share a green and living space and are reserved by people who want to camp together. These campsites shall be reserved together. Buddy sites are to be reservable through the Call Center and the reservation website. Buddy site reservations made online or through the Call Center or changed through the Call Center shall have the same arrival and departure dates. If reservation for a buddy site is cancelled through the Call Center, then all reservations for the corresponding buddy site shall be cancelled, i.e. Site 45 and 46 are buddy sites. Both sites shall be booked with same arrival and departure dates. If a customer decides to cancel one site, both campsites shall be cancelled. The customer is not allowed to keep one of the multiple sites if the other site is cancelled.  Currently, the System charges one reservation transaction fee for both sites in a buddy campsite. The same logic shall also apply for change and cancellation fees. | | | | | |
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| 1. The Vendor shall provide a System that enables the ability to apply varied transaction fees charged to DNR customers. 2. Reservation fees are charged for both Call Center and website reservations. 3. Reservation transaction fees shall be paid when incurred. 4. Reservation fees shall be greater for reservations made through the Call Center. This requirement is to encourage customers to use the Internet and make online reservations. 5. A change fee shall be charged for any reservation change whether through the Internet reservation website or through the Call Center. 6. A cancellation fee shall be charged for any reservation cancellation whether through the reservation website or through the Call Center. 7. A cancellation fee is not applied when a reservation is cancelled due to lack of payment and Vendor does not receive compensation.   The System shall allow for changes in the fees charged independent of intervention by the Vendor. The following describes the various types of transaction fees and current charges for each:  Reservation Change Definition: A reservation change is defined as a change in the arrival date, change in the departure date, change in the dates of the whole trip/stay, a change to a different available campsite or rental facility, etc.  “New Reservation” fee through website--Current fee structure: $4  “New Reservation” fee through Call Center site—Current fee structure: $6   * New reservation fees are nonrefundable * New reservation fees are applied to each campsite or rental facility reserved regardless of the length of stay (ie: for each campsite, cabin, lodge, shelter reserved).   Change Reservation Fee—Current fee structure: $5   * Change fee is nonrefundable. * Change fee is per campsite or rental facility (campsite, cabin, lodge, shelter) that is changed. * Only one change fee applies if a customer changes more than one parameter of the reservation in a phone call or web session. * Change fee may be waived if DNR is unable to fulfill reservation. * Last day to change a camping reservation is 6:00 p.m. on the day of arrival. * Last day to change a cabin, day-use lodge or picnic shelter is 15 days prior to the arrival date.   Cancellation Fee—Current fee structure: $5 for Internet cancellations and $7 through the Call Center   * Cancellation fee is nonrefundable. * Cancellation fee is applied per campsite or rental facility cancelled. * Cancellation fee and forfeiture of fees may be waived if DNR is unable to fulfill reservation. * Any tax to be refunded shall be based on the original tax paid at the time the reservation was made or changed. Refund calculations shall not be based on the current tax rate. * Taxes of camping/rental fees are refundable when reservations are cancelled. However, if a portion of the camping/rental fee is forfeited, the tax paid on that forfeited amount is not refunded. * Camping Cancellation Policy:   + Last day to cancel a reservation and receive a refund of camping fees/tax less $5 cancellation fee is 2 days prior to arrival.   + If a customer cancels the day before the arrival date up to the arrival date (4:30 p.m.), the customer will receive a refund of camping fees/tax less $5 cancellation fee and forfeiture of one night’s camping.   + Note, if cancellation fee and forfeiture amount exceeds the original reservation fee/tax paid, no accounts receivable will be created. DNR will not pursue payment for the remaining amount.     - Cabin, Lodge, Shelter Cancellation Policy:   + Last day to cancel a reservation and receive a refund of rental fees/tax less $5 cancellation fee if done online and $7 cancellation fee if done through the Call Center is 30 days prior to arrival.   + If customer cancels 15-29 days prior to arrival date up to reservation arrival date, customer will receive a refund of rental fees/tax paid less $5 cancellation fee if done online and $7 cancellation fee if done through the Call Center and forfeiture of one day’s/night’s rental fee and tax.   + If a customer cancels less than 15 days prior to the reservation arrival date up to the arrival date will result in a refund of rental fees/tax less the cancellation fee and forfeiture of two days’/nights’ rental fee and tax.   + Note, if cancellation fee and forfeiture amount exceeds the original reservation fee/tax paid, no accounts receivable will be created. DNR will not pursue payment for the remaining amount. * No-show Reservation:   + Customer receives no refund of any fees paid.   Vendor will describe how the System is capable of meeting the requirement. | | | | | |
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| 1. The System shall have the ability to limit how many campsites a customer can reserve in one reservation either through the Call Center or through the Internet based on a season.   The current business rules restrict how many campsites a customer can reserve. Please describe any recommendations to the business rules to improve the business rules for this requirement. The current business rules contain the following limits (Please see Attachment #13 for the complete business rules):  Camping dates May 1 through October 15   * Camping days any day of the week– 5 CAMPSITES * Camping dates October 16 through April 30 – NO LIMIT regardless of day(s) of the week. | | | | | |
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| 1. The System shall accommodate multiple reservation transactions per phone call or web session. The current business rules allow customers to make reservations for an unlimited number of camping trips at one park or for multiple parks so long as all the camping trips lie within the designated window. Each camping trip is charged a separate reservation fee. In addition, customers are allowed to make reservations for an unlimited number of rental facility trips or facility rentals at one park or for multiple parks as long as all the trips and rentals lie within the designated window.   Please describe how the System can meet this requirement. | | | | | |
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| 1. The System shall provide for various levels of user authorities based on the functions each level is required to perform. Users in each level will have access only to certain components/menu items based on the rights assigned to that level. Vendor shall describe user authority built into the System and how it is updated and whether it can be done through system administrative functions through the DNR or if this must be done by the Vendor. The desire is for the System to be similar to that of the DNR’s current system (independent of Vendor intervention), which has the following user levels, but DNR will entertain alternative solutions with similar functionality:  * Call Center – Call Center operators * User – Call Center rights, seasonal park staff with limited access to reports * Power User – Call Center rights, user rights and additional rights/access to administer the reservation program including facility inventory information, authorization of park holds, etc. * Administrator – has all rights of Call Center, user, power user and the ability to access more reports, override many business rules, waive fees, cancel after the fact, etc. | | | | | |
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| 1. The current System does not have a good mechanism for “groups” such as organizations/associations (boy scouts, girl scouts, colleges, 4-H clubs, etc.) or government agencies to have a customer account. Generally, individuals create a personal account and use that account to make reservations. This becomes problematic if the organization/association is tax exempt and the transaction should not include tax. Please describe the capabilities of the System to accommodate reservations for organizations/associations/clubs and government agencies and how tax exemptions are handled in the System.   In the current System, all tax exempt customers make their reservations through a staff member in the DNR central office. DNR would like to see the option for customer accounts that are tax exempt to be able to make the reservation online. | | | | | |
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| 1. The Vendor understands that if awarded this Contract, the Vendor shall be subject to examinations by the State of Iowa and authorized representatives of the federal government, including but not limited to DNR, representatives of the Iowa Legislative Fiscal Bureau, and representatives of the Office of the State Auditor. The Vendor also may be required to arrange for additional annual independent audit procedures to be conducted in accordance with the Statement on Standards for Attestation Engagements (SSAE) No. 16, “Reporting on Controls at a Service Organization,” of the American Institute of Certified Public Accountants. | | | | |
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| 1. The Vendor acknowledges and agrees that DNR campsite/rental facility inventories could be affected by Acts of God, security/safety issues, or other unforeseen circumstances that cause unexpected closure of a facility/park area. The Vendor acknowledges and agrees that DNR shall in no way be penalized for lessened inventories beyond the control of DNR. | | | | |
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| 1. The Vendor understands and agrees that campsites may not be available for reservations during the months of November through March each year unless otherwise notified by DNR. During this time period winter temperatures fluctuate greatly. All shower houses and most dump stations are closed by mid-October to deter freezing of pipes. In addition, access to campgrounds and even to the park is limited due to DNR’s inability to remove snow from all its roadways. | | | | |
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| 1. The Vendor acknowledges and agrees that all DNR information and data shall be held confidential and shall not be sold or made available to a third party outside of this agreement without the prior written authorization of DNR. | | | | |
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| 1. The Vendor acknowledges and agrees that all DNR information and data contained in the database for the CPRSV2 (including historical data), except for confidential credit card information collected and gathered by the Vendor, is the sole property of DNR. See Attachment #8 Confidential Information, Security, and Intellectual Property. | | | | |
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| 1. The Vendor acknowledges and agrees that the System shall be accountable for all reservations processed until said reservation data is archived. | | | | |
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| 1. The Vendor shall be able to support and install the necessary software on smartphones and/or tablets for park staff in the field, if the DNR is able to incorporate this function into standard operations. | | | | |
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| 1. The System shall have an availability grid that is available for Call Center, Internet users and DNR staff to view. Vendor shall explain what attributes that the System could provide for this requirement. | | | | |
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| 1. The Vendor shall provide how the System will help verify whether a customer making a reservation for an ADA understands the intent of these sites. The following is an alert that is on the current reservation website for an ADA campsite:   **You are about to make a reservation for an ACCESSIBLE SITE.** This campsite is marked with the international symbol of accessibility and is intended to be used by persons with a disability. If no one in your party needs an accessible site, please select another site unless this is the only site of your desired type available at the time of your request.  The Vendor shall provide examples of how the System can try to eliminate the number of customers making reservations for an ADA campsite without meeting the requirements. The Vendor shall provide what a customer would need to fill out, such as check marking a box(es) to verify the type of site they are reserving. | | | | |
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| 1. The Vendor shall provide how the System will help verify whether a customer making a reservation online for a Youth Group Campsite qualifies to occupy that site type.   Youth Group Campsites are chaperoned, organized youth groups are defined as “a group of persons 17 year of age and under which is sponsored by and accompanied by adult representatives of a formal organization including but not limited to, Boy Scouts and Girl Scouts of America, churches etc.).  At a minimum, the System must have an acknowledgement feature so customers must agree or acknowledge what site they are reserving.  The Vendor shall provide examples of how the System can try to eliminate the number of customers making reservations for Youth Group Campsites that do not qualify to occupy that site type. The Vendor should provide examples of what a customer would need to fill out, such as check marking a box(es) to make the customer acknowledge they understand what site type they are making a reservation for. | | | | |
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| 1. The DNR would like the System to capture additional information from customers when making their reservations online for day-use facilities (Shelters and Lodges). Examples of additional information the DNR would like to capture, includes but is not limited to are the following:  * Party Type (Wedding, Class Reunion, Family Reunion, Graduation Party etc.) * Arrival Time * Departure Time * Will there be a Keg   Currently the reservation system captures the following fields for day-use facilities:  Number of Occupants, Primary Occupant (name, address, phone number, and an email address)  The Vendor shall provide examples of what the reservation system can provide for additional fillable fields when customers are making their reservations online or when making a reservation through the Call Center. | | | | |
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| 1. The Vendor shall provide how the services/amenities will be displayed for each park on the System. (What is available within the park, what is available greater than 1 mile of the park, or what is available within 10 miles of park).   The Vendor shall display how the services/amenities can be arranged and the flexibility that the System has on the arrangement and display of those items.  A few examples of services/amenities include but are not limited to are: fishing, hiking, picnicking, restrooms, kayaking, dump station, boating, cross country skiing etc. The DNR desires to have it clearly displayed on the System what is provided at the park and what is available as activities at the park that the customer must bring with them in order to participate in such activity.  For example, if kayaking is listed, there could be a misunderstanding that the DNR provides kayaks at the park to rent. Therefore, DNR would want to make it clear that people may bring kayaks to the park to use on the lake. | | | | |
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| 1. The DNR would like the System to be able to communicate with an automated gate located at the entrance of a campground. This would allow customers to receive an access code generated by the System, given to the customer at the time the reservation is made, and will allow them to enter and leave the campground during their stay. The Vendor shall explain how the System can accommodate this and what the requirements and capabilities are. | | | | |
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| 1. The DNR would like the ability to take credit cards in the field in order to take payment for reservations, point of sale, and damage deposits. Ideally the System would be a PCI-validated point-to-point encryption (P2PE) solution or will otherwise limit DNR’s PCI DSS scope. Describe the capability of the System to meet this requirement and what devices such as tablets, iPads, and credit card readers are compatible with the System. | | | | |
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| 1. The Vendor shall describe the ability of the System to implement arrival blockers for inventory in the System. | | | | |
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| 1. The Vendor shall describe if the System is capable of allowing customers to reserve certain time slots for facilities instead of the entire day. For example, Shelter A can have two reservations for the same day if DNR wanted the shelter to be reserved from 8 am to noon and then 1 pm to 5 pm for example. | | | | |
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| 1. The Vendor shall explain whether the System has a Point of Sale (POS) available for customers to purchase parking spaces or purchase tickets for certain time frames throughout one day. | | | | |
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| 1. The Vendor shall describe whether the System has notification features in order to let customers know whether a site becomes available. This feature shall be available on the public and private websites. Provide details on how this feature would work. | | | | |
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| 1. The Vendor shall describe whether the System has a way to post important information on individual park pages as a bulletin. This feature would allow DNR to post whether a park is closed. DNR would have the ability to create these bulletins without needing the Vendor. Describe the capabilities and options with creating bulletins. | | | | |
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| 1. The DNR shall be notified of new items or functionality that becomes developed and available to enhance the System after the contract is signed. The DNR reserves the ability to add new functionality in the System as it becomes available during the term of the contract. | | | | |
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**Non-Resident User Fee Permit/Point of Sale**

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| **154** The Vendor shall provide for the setup of a nonresident user fee permit by authorized users at the parks identified by DNR. Currently, this is implemented at Lake Manawa and Waubonsie state parks through a pilot program and could be expanded to more parks in the future. Alternatively, DNR may choose for this pilot to end June of 2022. | | | | |
| **COMPLIANCE** | | | | |
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| **155**  The Vendor shallallow DNR to set the validity period of the permits sold through the System (such as one year from date of issue, one year from the end of the month of the date of issue or valid for one calendar year). | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **156** The Vendor shall allow users to determine which location or locations where the permit is valid. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **157** The Vendor shall allow users to configure a secondary permit that is linked to an original permit.  Currently, the secondary permits are not able to be purchased online and must be obtained through the park office. DNR would like the option to allow customers to purchase the secondary permit online. Vendor shall explain the ability of the System to meet this need. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **158**  The Vendor shall allow DNR to sell and customers to buy annual permits through the CPRSV2. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **159**  The Vendor shallallow for DNR users to enter in the daily permits sold at the park through a park Point of Sale (POS) in order to track revenue and the number of daily permits sold. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **160**  The Vendor shall provide the ability for users and customers to search for permits that are available for sale and for all parks participating in the nonresident user fee permit requirement | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **161**  The Vendor shall provide for the sale of replacement passes that are linked to a valid original or secondary pass. DNR shall have the ability to make these adjustments as needed. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **162** The Vendor shall provide for invalidation of the appropriate original permit when a replacement permit is sold or issued. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **163**  The Vendor shall provide a mechanism for the System to track and be able to report each permit by customer name; type of permit; and permit number or vehicle license plate number. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **164** The Vendor shallprovide for users to refund or partially refund permits and invalidate permits that are refunded or partially refunded. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **165**  The Vendor shall provide for the online sale of annual permits on the DNR private label website, [https://iowastateparks.reserveamerica.com](https://iowastateparks.reserveamerica.com/welcome.do) and if the Vendor has a public website, it will be available on that platform as well. Vendor shall explain how this could be advertised on the website(s) to make it easy for customers to find. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **166**  The Vendor shall pay all credit card processing fees for non-resident permits purchased online. DNR will handle the fulfillment of all non-resident passes sold online through the Central Office. The Vendor shall not charge a convenience fee for annual or secondary permits sold through the Point of Sale (POS) in the CPRSV2. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **167** The Vendor shall explain how the System can have an acknowledgement feature available so customers purchasing a non-resident permit must agree that they understand what they are purchasing. This will be important since a non-resident permit is only currently implemented in two parks and might not be a state-wide requirement. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

**Damage Deposit Collection**

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| **168**  The DNR requires a damage deposit feature in the CPRSV2. Damage deposits are required for cabins, day-use lodges and shelters with kitchenettes. DNR requires the ability of the System to collect the damage deposit at the time a reservation is made for facilities that require a damage deposit. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **169** The Vendor shall create a liability account by assigning an accounting code determined by DNR in order to hold the money collected for damage deposits. The accounting code will also keep the damage deposits collected separate from user fees, transaction fees and taxes collected. This will keep damage deposits collected separate from any other accounting string. A 2nd accounting code will be required for all retained damage deposits. Vendor shall explain how this requirement can be set-up. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **170** The Vendor shall allow a mechanism for field staff to verify if the facility was left in satisfactory condition. The ability for field staff to process the damage deposit refund or retain the damage deposit will be available to DNR Central Office Admins and DNR field staff in the park. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **171** The Vendor shall provide reports that will provide a balance of damage deposits in order for DNR to track damage deposits collected, retained, and refunded. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

**Wet and Dry Vessel Storage and Dock Management Areas**

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| **172** The Vendor shall explain if the System is capable of using a marina feature for wet/dry storage vessels and Dock Management Areas (DMAS) in order to manage inventory, take/record payments, have a waiting list and transfer list feature and allows DNR to assign customers to the inventory. The list of parks and rates for the wet/dry storage vessels can be found here, [Locations and Rates](https://www.iowadnr.gov/Portals/idnr/uploads/parks/rates-wet-dry-storage.pdf). Additional details are also found in Administrative Rules, Chapter 61, Attachment #12. Dock Management Areas (DMAS) can be found in Docks and Other Structures on Public Waters, Chapter 16, Attachment #12. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **173** Vendor shall provide the flexibility for DNR to add new docks or remove existing docks that DNR determines as necessary. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **174** Annual payments will be taken through the web by using a credit card. Or payments can be taken through the park office by using a field application allowing park staff to enter the customers information into the System. Confirmation emails must be sent to customers who have finalized their payment. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **175** Vendor shall explain the System’s ability to allow customers to upload documents at the time or after a payment is submitted online. Vendor shall explain how DNR would access these documents once uploaded by the customer. Examples of documents DNR needs from the customer are proof of insurance and boat registration. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **176**  Vendor shall be able to maintain a list of docks, dock holders assigned a dock number, dock location and dock permit number. Dock holder information shall include customer name, address. phone number, boat make and boat registration number. The System shall allow park staff and Admin staff the flexibility to modify this information as needed. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **177** The System shall have reports available that provide information on which Wet/Dry Storage for Vessels or Dock Management Areas (DMAS) has been paid online or in the field. See Attachment 6, Reporting Requirements, item #19 | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **178**  The System shall allow for multiple boats to be assigned to a single dock as determined by DNR. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **179** The System shall allow for park staff to place holds on docks and slips for administrative purposes. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

**Mobile Application**

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| **180** The System shall provide for Mobile Application Electronic Self Registration which will allow customers to access park campgrounds and self-register then pay utilizing the existing reservation system in real time when traditional points of sale are closed or unavailable. This system is an alternative to self-pay and will allow a walk-in customer to book multiple nights as site availability allows. QR Codes (or equivalent) will be used at each campsite and at other specified locations within a park or other method where a mobile device can be directed to a landing page for a specific campsite registration in real time. The ability to use QR codes shall be obtained through the Vendor. The Vendor shall not use a 3rd party to distribute QR codes.  Vendor will build a landing site / page using their mobile app where once the customer scans a site and inputs the desired stay length, the press of one button will seamlessly complete the transaction. Based on the customer profile, fees will be based on the type of passes purchased such as annual camping or vehicle permits. This process will be inclusive of all applicable fees for the campsite. This process will remove the selected site from inventory in real time.  The Vendor mobile app will then generate a receipt (text, email) for the customer to provide to the camp host or ranger and a reporting mechanism where park employees can have instant verification using a mobile device.  Park entrance stations signage will be developed by DNR giving detailed instructions and a QR code link to a landing page with simple choices for site availability. Examples; site type, services provided, and desired length of stay. This process removes the site from inventory in real time. There will also be a QR code to download the Vendor’s mobile app. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **181** Vendor shall explain if electronic self-pay stations or electronic kiosks can be compatible with the CPRVS2. Response should include what Vendors or companies are compatible with the System. The System and the pay station must communicate in order to not have double bookings. The self-pay station could be used for customers to make same day reservations or buy point of sale items such as non-resident annual or daily permits. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

**OPTIONAL SCORED REQUIREMENTS**

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| --- | --- | --- | --- | --- |
| 1. The DNR shall reserve the opportunity to utilize a gift card program where the Vendor shall assist and implement the program if/when the DNR has this capability. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| 1. The DNR shall reserve the opportunity to include group camps in the reservation system, as they are not currently included. The Vendor shall describe options for a group portfolio feature that park staff can use to manage facilities that would be independent of the online or Call Center sales channels. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| 1. DNR requests that prospective Vendors address the option of using a third-party authentication identity provider employing the OpenID Connect or SAML (Security Assertion Markup Language) protocols. The Vendor shall account for and describe whether that functionality currently exists in their System and the nature of any current functionality, including any associations the Vendor currently has with third-parties. The Vendor also shall account for and describe whether such functionality could be added. DNR wishes to provide for the possibility that any Contract awarded pursuant to this RFP may include or may be amended to integrate with the State’s Okta identity and access management portal at <https://id.iowa.gov>. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| 1. DNR requests that prospective Vendors address the option of using the State of Iowa’s NIC Gov2Go payment processing system as the default or an option for customer payments. Contact Carmen Easley at [Carmen.Easley@egov.com](mailto:Carmen.Easley@egov.com) or 515-400-8527 to receive NIC payment API documentation and details (NIC requests vendors sign an NDA). Vendors should address how NIC’s $1.50 convenience fee would be handled with such an integration. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Recommendations:** |  | | | |
| **Response:** |  | | | |

**ATTACHMENT #6**

**REPORTING REQUIREMENTS**

There are three types of requirements addressed in this Attachment: Mandatory Pass/Fail Requirements, Mandatory Scored Requirements, and Optional Scored Requirements. Vendors must respond to all the requirements, as stated below. All requirements are mandatory unless specifically designated as optional.

Submitted proposals that do not follow the format described below may be rejected without further review or will have significant points deducted.

**Mandatory Pass/Fail Requirements:**

Vendors must respond “Yes” or “No” to each of the Mandatory Pass/Fail Requirements. A successful Vendor must be able to satisfy all of the Mandatory Pass/Fail Requirements in order to be deemed a Responsible Contractor.

In the “Response” space provided, the Vendor shall describe how their System meets the specifications outlined in each section of the Mandatory Pass/Fail Requirements.

**Mandatory Scored Requirements:**

Mandatory Scored Requirements also are designated in this Attachment. A successful Vendor must be able to provide all of the Mandatory Scored Requirements, and must describe the proposed solution and level of ability to satisfy. Vendors shall place a check mark in the “Comply”, “Partial”, “Exception”, or “To Be Developed”, along with providing a narrative response as to the Vendor’s ability to meet the specifications as outlined in each section below.

In the “Response” space provided, the Vendor shall describe how its System meets the specifications outlined in each section of the Mandatory Scored Requirements.

**Comply**

Vendors shall provide a narrative response on how their System fully complies with the specification(s).

**Partial Compliance**

Vendors shall provide a narrative response on how their System partially complies with the specification(s). The Vendor shall clearly identify what portion of the specification(s) is met and what portion is not met. If the Vendor’s System does not provide the indicated capability exactly as specified, but does provide an equivalent functionality, the Vendor shall provide this information in their response.

**Exception**

Vendor’s shall provide a narrative response on how their System takes exception to the specification(s) The Vendor shall clearly identify what portion of the specification(s) the exception is taken but if the Vendor’s System does provide an equivalent functionality, the Vendor shall provide this information in its response.

**To Be Developed**

If Vendors will develop the required capability within their firm/fixed proposed costs and implementation time periods, Vendors shall indicate that the required capability is To Be Developed and explain what is not currently compliant and how the required capability will be added and shall provide this information in their response.

**Optional Scored Requirements:**

DNR requests that prospective Vendors also address in their Proposals Optional Scored Requirements that, in DNR’s sole discretion, may be included as part of a Contract.

**MANDATORY PASS/FAIL REQUIREMENTS**

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| **1.** As part of the Administrative Function Component of the System, the Vendor shall provide administrative rights for DNR staff to generate a variety of reports. | | |
| **COMPLIANCE** | | |
| **Yes** | | **No** |
| **Response:** |  | |

**MANDATORY SCORED REQUIREMENTS**

|  |  |  |  |  |
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| DNR requires the reports described in this Attachment. Give a general description of Vendor’s system’s reporting capabilities. Also, when addressing each of the report requirements below, please include a description of how the System can accommodate that reporting requirement. Provide examples of reports produced by the System that meet the requirements listed. If Vendor is unable to meet a specific reporting requirement, identify an alternative that would accomplish the same purpose as the report listed. Describe any recommended changes or additions to reports to improve the process and how the System can accommodate those improvements. The DNR is also interested in the Vendor providing examples of other reports that are available that are not listed within this attachment. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| Reports shall be generated daily, weekly, monthly, fiscal year end (July through June) and on demand (ad hoc). The user should have the ability to import the reports so all reports may be downloaded and searchable in the following formats: (1) Word document (not available for ad hoc report); (2) Excel Spreadsheet; and (3) PDF format. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Reports may be viewed internally be DNR personnel and external auditors. Some reports will be exclusively ad hoc. DNR shall be able to use or create ad hoc reports independent of Vendor involvement. Describe the capability of the System to meet this requirement. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| For each type of report, Vendor should describe the delivery method proposed. Delivery of reports will depend on how the report is downloaded and generated. Most reports will be delivered via email. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| DNR requires the following reports, described in **numbers 6 through 19**. Give a general description of the Vendor’s System’s reporting capabilities. Also, when addressing each of the report requirements below, please include a description of how the System can accommodate that reporting requirement. Provide examples of reports produced by the System that meet the requirements listed. If Vendor is unable to meet a specific reporting requirement, identify an alternative that would accomplish the same purpose as the report listed. Describe any recommended changes or additions to reports to improve the process and how the System can accommodate those improvements. The DNR is also interested in the Vendor providing examples of other reports that are available that are not listed within this attachment. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| **FIELD REPORTS –** The Vendor shall provide Field Reports, as described below in **numbers 7 through 14**. These reports are utilized out in the field by Park staff and by park staff in the central office. These reports generate information for field staff in order to manage campgrounds and rental facilities. Reports are generated on demand and currently are available through an administrative portal application where DNR can run the reports as needed. The expectation is that the following reports would not have to be modified by DNR park staff to get the fields/categories identified in the requirements. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| The **Reservation Arrival Report –** The reservation arrival report is the report that identifies all active reservations with an arrival date within a specified period of time and includes information pertaining to the reservations, occupant and group(s). The report shall be made available by park, and by individual facility (individual cabin, lodge, shelter, and campsite). It is a report that currently can be viewed online via the web administration tool or sent via email. This report is broken down by camping, cabin, lodge and shelter reservations.  Search criteria include:   * Park Name * Facility Type (camping, cabins, day-use lodges, shelters) * Start Date * End Date * Report format * Delivery method   The **Camping Arrival Report** shall include the following attributes:  1. Campground Name  2. Campsite number  3. Camping unit type  4. Reservation date(s) (arrival and departure)  5. Occupant Name  6. Occupant Mailing Address (address, city, state, zip)  7. Occupant phone number  8. # of people in party  9. Organization name (applies only to organized youth group campsites)  10. License plate  11. Reservation number  12. Customer Name (First and last name of customer who made the reservation)  The data shall be sorted/displayed based on reservation dates (arrival) and then by campsite number. If more than one campground is selected, the data shall be sorted by reservation arrival date, campsite number and then campground name (if necessary).  The **Cabin Arrival Report** shall include the following attributes:  1. Cabin Name/Number  2. Reservation date(s) (arrival and departure)  3. Occupant Name  4. Occupant Mailing Address (address, city, state, zip)  5. Occupant phone number  6. # of people in party  7. License plate  8. Reservation number  9. Customer Name (First and last name of customer who made the reservation)  The data shall be sorted displayed based on reservation date (arrival) and cabin number (then name/letter if necessary).  The **Lodge and Shelter Arrival Reports** shall include the following attributes:  1. Lodge or Shelter number/name  2. Reservation date(s) (arrival and departure)  3. Occupant Name  4. Occupant Mailing Address (address, city, state, zip)  5. Occupant phone number  6. Arrival Time  7. Departure time  8. Event Type  9. Party Size  10. Keg (Y or N)  11. Reservation Number  The data shall be sorted based on reservation date (arrival) and lodge/shelter name/number.  The report that is generated when a user selects “All Facilities” will use the following report formats above starting with cabins, camping, lodge, shelters. This “**All Facility” Report** will simply combine all of the “arrival reports” from the various facility types into one report but will have “separate” tables/sections for each of the facility types. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| **Arrival Roster Report -** The arrival roster is a report that can be generated by park staff that rearranges information found on the reservation arrival report. This report is posted for public viewing in the campground and does not contain all the field records in the arrival report. The public uses this to check on which sites have reservations and make sure their reservation is listed.  This report should display the following attributes:  1. Campsite #, Cabin/Lodge/Shelter Name/Number  2. Arrival Date  3. Departure Date  4. Reservation Number  5. Occupant Name –Please list last name and first name initial only  6. # in Party  7. Unit Type (applies to camping only and should not appear on rosters for other facility types) | | | | |
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| **Reservation Arrival Labels -** Field staff must have the ability to generate arrival labels to place certain reservation information onto reservation cards which will be placed in campsite/facility markers. The following information should be printed on each label:   1. RESERVED (label title) 2. Reservation # 3. Occupant Name (Displays last name and first initial of the first name of the primary occupant. 4. Park Name 5. Campground Name 6. Site # 7. Arrival Date 8. Departure Date 9. # of Nights (or days for day-use facilities) 10. # Vehicles 11. Camping Unit Type (applies only to camping and should not appear on labels for other facility types)   The labels should be able to be printed on a 2” x 4” or 4 ¼ x 3 1/2 self-adhesive labels. The DNR would like the Vendor to develop a template for this report that is compatible with the camping reservation cards to print the information directly onto the reservation cards in lieu of using self-adhesive labels. | | | | |
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| **Facility Use Report -** The Field Facility Use Report is the report that identifies all reservations that occurred within a specified period of time and includes occupancy and financial information pertaining to each reservation in the time period selected. The Parks staff in each specific park utilize this information for monthly reports and the central office park staff use the report to pay concessionaires percentages of rentals that the concessionaire manage.  The report shall correctly calculate and display total fees collected for each campsite/rental facility including a summary of totals by reservation type; total tax collected and total number of coupons received for each cabin/lodge/shelter/campsite (all reservations that occurred during the specified period of time).  In addition, the System shall be able to correctly calculate and display the total # of occupants, camping days/nights and camping guest days for each individual campsite/cabin/lodge/shelter. The System shall also calculate and display the total number of receipts (reservations) for each individual campsite, cabin, lodge, shelter.  The report shall be made available by park, and by individual facility (each cabin, lodge, and shelter). Report should also allow a park staff person to select a single campground. Report should also be available by total facility type (all cabins, all lodges, all shelters, all campgrounds) AND by all facilities.  The Field Use Report shall be able to be generated on demand and have the following format/fields.   1. Park Name; 2. Facility(ies) Selected; 3. Date Range; 4. Facility #/Name (cabin, campground, lodge, shelter); 5. Facility Type (modern, family cabin, etc.) 6. # Occupants; 7. # Days/Nights; 8. # Guest Days/Nights; 9. Rental Fees Paid; 10. Tax Paid; 11. # of Reservations; 12. Reservation #   There will be a totals summary that breaks down the data by facility type (all family modern cabins, electric sites, youth sites, etc.) and includes totals of information for the following fields:   1. # Occupants; 2. # Days/Nights; 3. # Guest Days/Nights; 4. Camping/Rental Fees Collected; 5. Tax Collected; 6. # of Reservations   Park staff shall be able to can choose to have one report list all facilities (camping, cabins, lodges, shelters). | | | | |
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| **Park Void/Cancellation Report -** This report identifies reservation cancellations with stays that were to occur within a specific date range. This helps park staff see what last minute cancellations have occurred for an upcoming weekend. The following should be available:   1. Agency (DNR) 2. District (District 1, 2, 3, 4, or 5) 3. Product Category (Site or All) 4. Sales Channel (Call Center, Online, Field, or All) 5. Transaction Group 6. State Date 7. End Date 8. Report Format (XLS) 9. Delivery Method (Email or Online) | | | | |
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| **Site Availability Report -** Park staff shall have the ability to generate a site availability report that identifies all reservable sites/facilities and identifies which sites/facilities are reserved, available, held, etc. The following fields should be available:   1. Park 2. Site Type (Dropdown of all site types available such as Cabin/Yurt, Shelter, Lodge, Non-electric, electric, full hook up, tent only, walk in etc.) 3. Facility Area/Loop Name 4. Start Date 5. End Date 6. Report Format (XLS) 7. Delivery Method (Email or Online) | | | | |
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| **Reservation Listing Report -** This report provides detailed information about all reservations for a selected facility (park) during a specified reporting period. This report is park specific. This report groups all reservations together by Site Type. The report can be run for a maximum of one year (365 days). The following fields criteria should be available:   1. Park 2. Date Type (Order Date, Arrival Date, Stay Dates) 3. Start Date 4. End Date 5. Include Reservation Notes (Yes or No) 6. Report Format (PDF and XLS) 7. Delivery Method (Email or Online)   Within the report there will be separate columns that display the following:   1. Loop 2. Site # 3. Site Type 4. Usage Type (Day-use or Overnight) 5. Reservation # 6. Arrival Date 7. Departure Date 8. Order Date 9. Order Status 10. Payment Status 11. Primary Occupant Last Name 12. Primary Occupant First Name 13. Address 14. City 15. Zip Code 16. State 17. Country 18. Email Address 19. Customer Last Name 20. Customer First Name 21. Phone 22. Number of People 23. Visitation (Number of People multiplied by the Nights/Days) 24. Equipment Type (Tent, Travel Trailer, Van, Motorhome, 5th Wheel) | | | | |
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| **Daily Facility Management Data Report -** This report provides bookings, payments, vehicles, and occupants information for reservations where the stay days are within a specified period of time for a park. This report is used to manage daily field activities and also assists field staff and central office staff with filling out monthly reports for reservations within each park. The following fields shall be available:   1. Facility Park Name (Drop down of all facilities based on the use permissions) 2. Loop Facility Name (Drop down list of all loops campgrounds, cabin loops, lodges, shelters available in the facility) 3. Start Date 4. End Date 5. Report Format (XLS) 6. Delivery Method (Email or Online)   Within the report there will be separate columns that display the following:   * 1. Loop/Facility Name   2. Reservation #   3. Arrival Date   4. Departure Date   5. Order Date   6. Reservation Status (Cancelled, Pre-Arrival, etc)   7. Price (Total Value of the reservation)   8. Paid (Total amount paid for the reservation)   9. Customer Last Name   10. Customer First Name   11. Customer Type   12. Phone #   13. Primary Occupant Last Name   14. Primary Occupant First Name   15. # of People (# of occupants recorded for the reservation, which includes the primary occupant   16. Vehicle Information (Displays the make of the vehicle)   17. Camping Unit (Tent, Travel Trailer, Van, Motorhome, 5th Wheel) | | | | |
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| **PARK MANAGEMENT REPORTS –** DNR is interested in the following Park Management Reports:  **1. Field Facility Use Revenue Summary –** This report shall summarize the revenue of all reservation stays that occurred during a specified period of time for all parks. The report will be organized by park and reservation facility type/campground. The revenue will be broken down by rental/camping fee, taxes paid (broken out by tax type), reservation fee paid, change fee paid.  **2. Field Facility Use Attendance Summary –** This report shall summarize the number of nights, number of guest and guest days for reservation stays that occurred during a specified period of time for all parks. The report shall be organized by park and by campground or facility type (cabin, lodge, shelter). The report shall also have grand totals for campgrounds, cabins, lodges, shelters.  **3. Monthly Revenue Report –** This report shall summarize reservation revenue received or paid out during a specified period of time for all parks. Report shall be able to be organized by Call Center vs. Internet and/or by payment method, park, cabin, camping, lodge, and shelter.  **4. Cancellation Activity Report –** A monthly report which summarizes the number of reservation cancellations for all parks and all campsites and facilities during a specified period of time.  **5. Change Activity Report –** This report shall summarize the number of reservation changes for all parks and all campsites, and rental facilities during a specified period of time.  **6. Void Activity Report -** This report would summarize all of the voids that took place during a specified period of time and would include information about the reservation and the person who made the void.  **7. Fee Adjustment Detail Report –** This report shall itemize all adjustments that were made to reservations (waiving fees, overriding rules, etc.) and identify the person who made the adjustment, the date and time of the adjustment and reason for the adjustment.  **8. Refunds Report –** This report shall detail the refunds paid out for a specified period of time for all parks. Data would include park, rental facility or campground/campsite, amount refunded and method of refund (cc, check).  **9. Pending Refunds Report –** This report shall detail what reservation cancellations still need to have a refund processed (check). Data shall include park, facility or campsite, customer name, refund amount, etc. Report shall be available on demand and available online and printable from online report.  **10. Pending Payments Report –** This report shall detail any pending reservations where a balance is due to DNR. Data would include date of initial reservation, customer name, confirmation number, facility/campsite, reservation arrival and departure date, amount due, payment deadline date. This report shall be available on demand and available online and printable from online report.  **11. Park Hold or Park Closure Report –** This is a monthly report that itemizes all park holds created during a specified period of time. The report will be available for all areas and shall be organized by park, and facility type (campground, cabin, lodge, shelter). The report shall identify the person who created the hold, the date the hold was created, the length of time for the hold, the explanation for the hold and whether or not the hold is active.  **12. Park Profile Report –** This report provides park details, season and closure summaries, services and amenities, site notes and alerts, site attributes, site fees, and business rules for each facility. This report will be park specific and shall have the option to choose from all the options listed above or to choose one at a time.    **13. Confirmation Letter Report –** This report provides the details and the billing information for a specific customer/reservation. This report also provides information about the current state of the reservation based on the transaction that triggered the letter to be sent to the customer (a change made to reservation or cancellation). This report will also include the previous reservation details if there was a change made (date change or change to another park, site etc.). The **Confirmation Letter Report** is important to validate reservation details for the Call Center operators and the DNR central office staff for supporting documentation to assist with refund requests. The following fields shall be available:   * Customer Information * Reservation Number * Reservation Details (Loop/Campground, Site, Site Type, Arrival Date, Departure Date, Primary Occupant, # of Occupants, Stay Length, Equipment, Payment Information, Policies, Notes/Alerts) * Start Date * End Date | | | | |
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| **STATISTICAL REPORTS –** DNR is interested in the following statistical reports and reporting formats:  **1. Occupancy Report, by Sites –** The occupancy report lists the number of days/nights rented versus the number of possible rental days/nights available for each type of campsite/rental facility in a park. It lists the percentage of the rentals based on those figures. (example: 99 days rented out of 312 = 31.73% rental percentage). It also has a total of the rentals, possible rental days/nights and percentage. The following fields should be available:   * Agency (DNR) * Site Type (Lists all site types available or can choose ALL) * Report Type (Yearly or Monthly) * State Date * End Date * Report Format (XLS) * Delivery Method (Email, Fax, and Online)     **2. Occupancy Detailed Report, By Site Type –** The occupancy detail report contains all the information of the occupancy report, along with a daily view of the number of rentals of each campsite/facility type (ie: deluxe cabins, family cabins, camping cabins, electric, youth, ADA, full hook-up, etc.). It will be viewed/used by park staff in the field and in the central office. The following fields should be available:   * Agency (DNR) * Report Type (Site Type or Park) * Include Sites (Electric, Non-Electric, Cabins, Lodges, and Shelters etc). * Group Area by Loop (Yes or No) * State Date * End Date * Report Format (XLS) * Delivery Method (Email or Online)   **3. Occupancy Forecast Report –** The report forecasts the occupancy of all sites in the System. It will be broken down by the type of site or by site type. This report must be able to exclude walk-in sites. The report shall be able to choose individual parks, include total available sites, % utilized, % occupied, # of nights, and # of people.  **4. Reservation, Change, Cancellation Statistics–** This report shall summarize the number of reservations made, changed and cancelled during a specified period of time. The report shall include all parks and be organized by online versus Call Center and further organized by park and reservation type (camping, cabin, lodge, shelter)  **5. Facility Utilization Report –** This report provides detailed utilization information for a facility within a park, such as the number of days that a site was available, closed, or occupied, the number of reservations for each sales channel, and how many reservations used a discounted pass. This report analyzes the usage for each site for a specific facility for a certain time period. This report can only be run for a maximum of one year at a time. This report will have the following information:   * Facility Area/Loop Name * Site Type * Reservable (Y or N) * Days Available * Days Closed * Days Occupied * Average Length of Stay * % Usage for Weekends * Total Percent Usage * Number of Visitors * Visitors Days Used * Call Center Reservations * Web Reservations * Field Walk-in Reservations * Total Reservations (combines Call Center, Web, and Walk-in Reservations) * Discounted Reservations * Discounted Recreation Use Fees * Total Recreation Use Fees     **6. Facility Utilization Summary Report –** This report provides utilization information about a facility, such as the number of sites, number of days available, number of days occupies, and the number of advanced reservations and the usage of discount passes. This report is used to analyze the usage of the facilities for a specific reporting time period. (Will list all parks). This report can be run for a maximum of one year at a time. This report will have the following information:   1. Organizational Level (List all parks) 2. Utilization Data (# of Sites, Actual Days Available, Days Occupied, Average Length of Stay, Total Percentage Usage) 3. Recreational Use Data (Number of Visitors and Visitor’s Days used) 4. Reservation Data (Advanced Reservations made through the Call Center, Web, or in the Field, Field Reservations – Walk-ins, Total Reservations (Advanced and Walk-ins), Average Advance Reservation/Reservable Site (Calculated as the total 5) 5) Advanced Reservations (Call Center, Web, and Field) divided by the # of Reservable Sites. 5. Discounted Passes (Discounted Days, Discounted Total Percent Usage)     **7. Visitor Demographics Report –** This report provides statistics by visitor’s residential locations (country, state/province, city, zip/postal code) for a specified period of time. The information will include the number of reservations, occupant count, average number of occupants, number of nights, and average number of nights. | | | | |
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| **CALL CENTER REPORTS -** DNR is interested in the following statistical reports and reporting formats. The purpose of these reports is to detail and summarize the activity of individual Call Center operators.  **1. Call Center Summary Report –** This report provides summary information about the breakdown of unsuccessful calls and the reason they were unsuccessful. A successful call is one that results in a reservation being made during the call. The following fields should be available:   * State Date * End Date * Report Format (PDF, XLS) * Delivery Method (Email and Online)   **2. Call Center Disposition by Operator Report –** This report provides detailed information about the breakdown of unsuccessful calls by call disposition and the reason for each Call Center operator/agent within the reporting date range. This report includes total successful call and unsuccessful calls per operator/agent. The following fields should be available:   * State Date * End Date * Report Format (XLS) * Delivery Method (Email)   **3. Business Rule Override Report –** This report provides details of reservations where the business rules were overridden when the reservation was made. This report analyzes which business rules are overridden and helps determine why they were overridden. The following fields should be available:   * Agency (DNR and Call Center) * Business Rule (Select from a dropdown menu of all business rules or can select All) * Sales Channel (All, Call Center, Field) * State Date * End Date * Report Format (PDF, XLS) * Delivery Method (Email or Online)   **4. Transactions by Operator Report –** This report provides detailed information about each transaction that is performed by each Call Center operator. The report shall display reservations, cancellations, and transfers made by the Call Center operators. The following fields shall be available:   * Operator ID * Operator Name * Transaction Type * Reservation Number * Customer Name * Phone # * Date/Time | | | | |
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| **FINANCIAL AND RECONCILIATION REPORTS –** DNR is interested in the following Financial and Statistical Reports. The purpose of these reports is to summarize and provide detail in regarding all revenue tied to reservations by park and statewide.  The reports will be used to reconcile payments received from the Vendor. These reports will be utilized to balance the daily sales with revenue deposits. Detailed reports will be utilized to balance and track the audit trail by the Iowa Auditor of State. These reports will be utilized to balance and remit the appropriate sales tax in each category to the Iowa Department of Revenue. The reports should also be able to track credit cards that shall be used reconcile payments and refunds. The reports shall also determine any outstanding balances that are owed the DNR.  **1. Revenue Distribution Summary Report –** This report summarizes distributed revenue defined by revenue location and revenue account, which does not include distributed fees by the Vendor. Use of this report is to examine distributed revenues at the account code level. The report can be run for a maximum of one year. The following fields should be available:   * Distribution Coverage Location * Report By (Location or Account) * Payment Group (All, Credit Card, Non-Credit Card) * Start Date * End Date * Report Format (XLS) * Delivery Method (Email, Fax, Online)   **2. Revenue Distribution Detail Report –** This report displays the distributed revenue by location, order, and revenue accounts (not including distributed fees by the Vendor). This report is used to examine distributed revenues at the order level. The report can be run for a maximum of one year. The following fields should be available:   * Distribution Coverage Location * Payment Group (All, Credit Card, Non-Credit Card) * Start Date * End Date * Report Format (XLS) * Delivery Method (Email or Online)   **3. Tax Detail Report –** This report displays revenue and the tax details related to reservations that have been charged. This report is generated for a specific facility and report time period. This report is used to determine the monthly tax amount for remittance to the tax authorities. The taxes shall be separated out for each facility type. The following fields should be available:   * Location (Provides a dropdown menu of all Parks available) * Type (Provides a dropdown menu of facility type: Lodge, Campsite, Shelter, Cabin etc.) * Start Date * End Date * Report Format (PDF and XLS) * Delivery Method (Email or Online)   **4. Tax Remittance Report –** This report summarizes the taxes collected during the specified period and reports them by tax name, account code, and schedule. The report can also include revenue collected and report it by fee type and account code. The taxes shall be separated out for each facility type. The following fields should be available:   * Agency (DNR) * District (1, 2, 3, 4, 5, or All) * Park (Provides a dropdown list of all available facilities) * Type (Provides a dropdown menu of facility type: Lodge, Campsite, Shelter, Cabins etc.) * Include Revenue (Yes or No) * Include Details (select whether or not to include tax and revenue. Can choose yes or no) * Start Date * End Date * Report Format (XLS) * Delivery Method (Email and Online)   **5. Tax Summary Report –** This report summarizes the taxes collected during the reporting time period by facilities, for a specific agency, park, and district. This report is used to determine the monthly the tax amount for remittance to tax authorities. This report will separate the revenue and the taxes associated with all reservations. The taxes shall be separated out for each facility type. The following fields should be available:   * + Agency (DNR)   + District (1, 2, 3, 4, 5, or All)   + Park (Provides a dropdown list of all available facilities)   + Type (Provides a dropdown menu of facility type: Lodge, Campsite, Shelter, Cabins etc.)   + Start Date   + End Date   + Report Format (XLS)   + Delivery Method (Email or Online)   **6. Invoice Remittance Report –** This report has a complete listing of reservation adjustments fees (RA) and RA fee reversals. This report shall be used as a billable invoice between the DNR and contractor. The following fields should be available:   * Invoice (dropdown of invoice identification number) * Invoice Coverage Location * Start Date * End Date * Include Detail On (Select whether the report will contain all transactions or only adjustments) * Report Format (XLS or PDF) * Delivery Method (Email or Online)   Within the report there will be separate columns that display the following:   * Sales channel (Call Center or Internet) * Category (camping, cabins etc) * Transaction Group (Reservation, Cancellation, Change etc) * Account (Revenue Account #) * Scheduled Price (RA fee) * Adjusted (Displays whether the fee was adjusted) * Reservation Adjustment Fee Quantity (Displays the count of each RA fee within the grouping) * Amount (Sum of the RA fee within the grouping) * Reference # (Assigned for each adjustment made)   **7. Invoice Summary Report –** This report summarizes the reservation adjustment fees (RA) and the RA fee reversals. This report is used to analyze generated fees. This may be used as a billable invoice between the DNR and the contractor. The following search fields are the same as above for the invoice remittance report. However, within the report there will be separate columns that display the following:   * Agency – Facility * Account # Associated with the RA fee * Account Name (specifies campsite, cabin, shelter, lodge etc) * Account Summary (Sum of the RA fee for each Park)   **8. Invoice Details Report –** This report provides details of the reservation adjustment fees (RA) and the RA fee reversals for a specific reporting period.  The following fields should be available:   * Invoice (Invoice ID # or Date Range) * Invoice Coverage Location (Iowa) * Start Date * End Date * Report Format (XLS) * Delivery Method (Email or Online)   Within the report there will be separate columns that display the following:   * Agency - Facility * Sales Channel * Transaction Group (camping, gift cards etc) * Account (Revenue Account #) * Reservation # * Customer (First and Last Name) * Transaction Type * Transaction Occurrence (Describes details of when transaction occurred) * RA Fee Schedule * Scheduled Price * Applied Price * RA Fee Quantity * RA Fee Amount * Adjusted (Displays the letter Y or N if fees were adjusted) * RA Fee Priced Date (Date the fees were adjusted)   **9. Transaction Fee Report –** This report identifies the transaction fees that have been waived for customers in a reporting period up to one month in length. This report is used to identify any transaction fees that should be removed. The following fields should be available:   * Agency/Park * Start Date * End Date * Exceptions (Include in report, choose yes or no. An exception is a transaction amount that is different from the transaction fee charged amount) * Report Form (XLS) * Delivery Method (Email or Online)   Within the report, which shall be divided into the Transaction Fee Section and the Reservation Adjustment Fee Section (RA), there will be separate columns that display the following:  **Transaction Fee Section**   * Location (District, Facility) * Reservation # * Customer Name * Transaction Type * Transaction Occurrence * Amount * Fee Date * Adjusted (Displays a Y if the fee was adjusted)   **Reservation Adjustment Fee Section (RA)**   * Transaction Type * Amount * Date * Adjustment (Displays a Y if the fee was adjusted) * Invoice # * Variance (shows the amount of variance between the RA fee and the transaction) | | | | |
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| **TRACKING REPORTS -** The Vendor shall provide how they can provide the reports listed below. However, DNR desires the CPRSV2 to generate reports that capture and contain the information outlined below:  **Reward Program Report –** This report would track the revenue and also the customers who enroll in the reward program. This report will be used by the DNR to track the success of the reward program. The following fields will be available in this report, but not limited to:   * Customer Name * Date of Enrollment * Current Point Total * What Park They Redeemed Points * What Park The Points Were Earned What Facility They Used (Campsite, Cabin/Yurt, Shelter, Lodge)   **Promo Codes/Discount Report –** This report provides a summary of discounts and revenue for all facilities. This report will track the revenue associated with all promo codes and discounts provided and approved by the DNR. It will also track the number of customers and reservations that were made for each promo code and discount that was offered. The following fields will be available in this report, but not limited to:   * Park * Customer Name * Discount Type * Promotional Code * Park Where the Customer Stayed * Facility the Customer Used * Arrival Date * Departure Date * Report Format (PDF and XLS) * Delivery Method (Email or Online)   **Donations Report –** This report would track the amount of donations that the CPRSV2 receives from reservations made through the Internet. The following fields shall be available in this report, but not limited to:   * Customer Name * Customer Email * Amount Donated * Date Donated   **Point of Sale (POS) Sold Detail Report –** This report will track point of sale items sold through the CPRSV2. The following fields shall be available in this report, but not limited to:   * Location * Product Sold * Revenue Account * Product Description * Serial Number * Date/Time item was sold * Order Number * Customer Name (First and Last) * Customer Address * Customer Email * Quantity * Price of item sold * Total Amount Paid   **Dock Management Area (DMA) and/or Wet/Dry Slip Report –** This report will provide the details of customers who are assigned to docks in the System, the dock name/# and the amount they have paid. The following fields shall be available in this report, but not limited to:   * Agency/Location * Dock/Area * Slip # * Slip Reservation # * Order Date * Order Status * Confirmation Status of the Order * Price * Amount Paid * Start and End Dates * Customer Name (First and Last) * Customer Address * Customer Email * Sales Channel (Online, Call Center or Field) * Revenue Account   **Damage Deposit Tracking Report-** This report will provide the details and status of damage deposits collected. This report will assist field staff to ensure damage deposit refunds processed and also provide tracking for deposits that were retained or refunded. The following fields shall be available in this report, but not limited to:   * Agency/Location * Site # * Site Type * Reservation # * Arrival and Departure * Order Date * Payment Status * Damage Deposit Collected * Damage Deposit Refunded * Damage Deposit Status (Collected, Refunded, or Retained) * Damage Deposit Review Status (Not reviewed or reviewed) * Customer Name (First, Last) * Customer Address * Customer Email | | | | |
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**OPTIONAL SCORED REQUIREMENTS**

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| 1. **GIFT CARD TRACKING REPORT -** DNR requests that Vendors address the option of the Vendor’s ability to provide a Gift Card Tracking Report to be used if DNR beings a gift card program in connection with the CPRSV2. | | | | |
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**ATTACHMENT #7**

**OPERATIONS REQUIREMENTS**

There are three types of requirements addressed in this Attachment: Mandatory Pass/Fail Requirements, Mandatory Scored Requirements, and Optional Scored Requirements. Vendors must respond to all the requirements, as stated below. All requirements are mandatory unless specifically designated as optional.

Submitted proposals that do not follow the format described below may be rejected without further review or will have significant points deducted.

**Mandatory Pass/Fail Requirements:**

Vendors must respond “Yes” or “No” to each of the Mandatory Pass/Fail Requirements. A successful Vendor must be able to satisfy all of the Mandatory Pass/Fail Requirements in order to be deemed a Responsible Contractor.

In the “Response” space provided, the Vendor shall describe how their System meets the specifications outlined in each section of the Mandatory Pass/Fail Requirements.

**Mandatory Scored Requirements:**

Mandatory Scored Requirements also are designated in this Attachment. A successful Vendor must be able to provide all of the Mandatory Scored Requirements, and must describe the proposed solution and level of ability to satisfy. Vendors shall place a check mark in the “Comply”, “Partial”, “Exception”, or “To Be Developed”, along with providing a narrative response as to the Vendor’s ability to meet the specifications as outlined in each section below:

In the “Response” space provided, the Vendor shall describe how its System meets the specifications outlined in each section of the Mandatory Scored Requirements.

**Comply**

Vendors shall provide a narrative response on how their System fully complies with the specification(s).

**Partial Compliance**

Vendors shall provide a narrative response on how their System partially complies with the specification(s). The Vendor shall clearly identify what portion of the specification(s) is met and what portion is not met. If the Vendor’s System does not provide the indicated capability exactly as specified, but does provide an equivalent functionality, the Vendor shall provide this information in their response.

**Exception**

Vendors shall provide a narrative response on how their System takes exception to the specification(s) The Vendor shall clearly identify what portion of the specification(s) the exception is taken but if the Vendor’s System does provide an equivalent functionality, the Vendor shall provide this information in its response.

**To Be Developed**

If Vendors will develop the required capability within their firm/fixed costs and implementation time periods, Vendors shall indicate that the required capability is To Be Developed and explain what is not currently compliant and how the required capability will be added and shall provide this information in their response.

**Optional Scored Requirements:**

DNR requests that prospective Vendors also address in their Proposals Optional Scored Requirements that, in DNR’s sole discretion, may be included as part of a Contract.

**MANDATORY PASS/FAIL REQUIREMENTS**

|  |  |  |
| --- | --- | --- |
| **1** The Vendor shall host and operate the System. The Vendor shall provide the facility, computer hardware, software, telecommunication equipment, Internet access and services required for the operation of the CPRSV2. | | |
| **COMPLIANCE** | | |
| ☐ **Yes** | | ☐ **No** |
| **Response:** |  | |

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| *2* The Vendor’s proposed solution shall be compatible with and fulfill the requirements of the current Iowa statutes and administrative rules concerning the parks reservation system. DNR’s current statutory and administrative rule requirements are listed within Attachments #11 and #12. | | |
| **COMPLIANCE** | | |
| ☐ **Yes** | | ☐ **No** |
| **Response:** |  | |

**MANDATORY SCORED REQUIREMENTS**

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| 1. Vendor shall present the CPRSV2 System to DNR for final acceptance. The System shall account for all required functionality. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. During the performance period, the Vendor shall perform all application software, file structure, database and system software modifications necessary to ensure system performance reaches acceptable levels in the production environment. The Vendor shall provide a performance period report which documents performance monitoring results and documentation of all changes made to address system defects or system performance. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. Upon acceptance of the final CPRSV2, Vendor shall provide maintenance and support coverage for the System throughout the entire life of the contract. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall provide backup and recovery of the CPRSV2. Vendor shall make a backup of the CPRSV2. The Vendor shall provide storage of the data backup at a secure office location. The Vendor shall ensure that the system immediately recovers any data lost due to system or network failure. The Vendor shall notify DNR immediately in the event of data recovery. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall provide weekly data export files containing customer, reservation, transaction, campsite and other DNR data. Those exports shall be provided in a format acceptable to DNR and importable into a Microsoft SQL database. The Vendor shall provide an up-to-date database diagram and dictionary documenting table relationships and field definitions and usage. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. Within 30 days of notification of termination of the Contract, or an order under it, the Vendor shall provide the State with dedicated data files suitable for importation into a MS-SQL database. The dedicated data files shall be comprised of the State’s data. The structure of the relational database shall be specific to the State’s data and shall not be representative of the Vendor’s proprietary database. These files shall include, but not be limited to, campsite/rental facility photos, 360 tours, videos, maps, etc. At a minimum the data will need to be backed up weekly. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall have a Business Resumption Plan for the CPRSV2 describing how critical business operations will continue in the event of disruption or complete system failure. Vendor shall provide for reviewing, testing, and adjusting the plan on an annual basis. Vendor shall describe how their plans would address a ransomware incident on their systems. The Vendor shall test and update the IT disaster recovery portion of its business continuity plan at least annually. If requested, test results of the plan shall be made available to DNR. The business resumption plan shall meet the Disaster Recovery (DR) requirements of the State. The Vendor shall apply recognized industry standards governing disaster preparedness and recovery including the ability to continue processing in the event that the primary hosting facility is rendered inoperable. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The business resumption plan shall include, but not be limited to:  * Critical lines of business and supporting functions * A process for reporting system disruption/failure * Emergency procedures * Transition from failure to restart * A timeframe for updates to the plan | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The business resumption plan shall address procedures for response to emergencies and other business interruptions. The plan shall also address the rapid restoration, relocation, or replacement of resources associated with the State’s data in the case of a disaster or other business interruption including but not limited to a ransomware attack. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The Vendor’s business resumption plan shall address short and long-term restoration, relocation, or replacement of resources that will ensure the smooth continuation of operations related to the State’s data. Such resources may include, among others, communications, supplies, transportation, space, power and environmental controls, documentation, people, data, software, and hardware. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. Part of the business resumption plan shall address backing up and storing data at a location sufficiently remote from the facilities at which the Vendor maintains the State’s data in case of loss of that data at the primary site. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall be responsible for the creation of a Disaster Recovery environment such that the CPRSV2 operations can be seamlessly transferred to a separate hosting facility in a separate geographic location. This Disaster Recovery environment shall be activated upon complete failure of the primary system at the primary hosting facility due to disaster. This Disaster Recovery environment shall fully replicate the environment at the primary hosting facility. The Vendor shall notify DNR immediately in the event of system fail-over to the Disaster Recovery environment. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |
| 1. At any time as reasonably requested by DNR, the Vendor shall deliver to DNR in electronic form, the server logs of the CPRSV2 activity. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The user’s mean response time for all application responses to the CPRSV2 shall not exceed more than 5 seconds during any one hour. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The CPRSV2 bandwidth connection to the Internet shall not operate at a maximum capacity for a total time exceeding five (5) minutes in any 24-hour period. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The CPRSV2 shall handle a traffic level up to 500 users at one time. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The System shall be easily accessed by users utilizing commonly accepted browsers including, but not limited to, Microsoft Internet Explorer 11, Edge, Safari, Mozilla Firefox, and Google Chrome. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The Vendor shall not use for its benefit, or the benefit of any third party, the contents of any cookies collected via the CPRSV2. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. Upon DNR approval, the Vendor shall update, refresh and replace outdated or unsupported hardware and software throughout the life of the Contract. Additionally, if over the life of the contract, the vendor upgrades its base reservation system software, DNR may request the Vendor to upgrade to the new software at no additional charge. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The Vendor shall provide maintenance and support for the CPRSV2, which includes identifying and developing standard maintenance requirements; updates; patches and repairs; correction of application defects; system tuning; performing modifications; content changes; and on-site technical support. The Maintenance and Support shall be performed to achieve optimal system performance. The Vendor shall not supplement, modify or alter the CPRSV2, without DNR’s prior approval. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The Vendor shall correct any material programming errors that are attributable to the Vendor within 5 business days of notification. The DNR shall notify the Vendor, in writing of a problem with the software and provide sufficient information for the Vendor to identify the problem. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor's response to an application defect shall depend upon the severity of the problem. For programming errors that slow the processing of data by a small degree, render minor and non-mandatory functions of the System inoperable or unstable, or require users or administrators to employ workarounds to fully use the software, Vendor shall respond to the request for resolution within four business hours. Furthermore, the Vendor shall begin working on a proper solution for the problem within one business day, dedicating the resources required to fix the problem. For any defects with more significant consequences, including those that render key functions of the System inoperable or significantly slow processing of data, the Vendor shall respond within two business hours of notice. The Vendor also shall begin working on a proper solution for the problem immediately after responding and, if requested, provide on-site assistance and dedicate all available resources to resolving the problem. The Vendor shall provide DNR with updates on the progress of the solution and an estimated time when the problem will be resolved will be corrected. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The Vendor shall ensure, at a minimum, that the following metrics are included and documented in an Application Defects Report quarterly or as requested, for problems encountered during operations:  * Severity of problem; * Type of problem; * Number of problems; * Anticipated fix date; * Resolution; * Frequency of problem occurrence; and * Problem source(s).   The Vendor shall use criteria and thresholds based on the metrics described above, when assessing the stability of the CPRSV2. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall provide adequate staff to provide the maintenance required by the Contract. The Vendor shall also make provisions to support any planned special processing risk areas that occur during operations (for example, peak reservation periods). | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall adhere to the performance standards requirements provided. The Vendor shall document and provide all performance levels in a Performance Report monthly or as requested. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. Vendor shall comply with and adhere to all DNR and Iowa Enterprise IT Standards, including, without limitation, all technical and security standards, procedures and protocols, and provide training to Vendor’s employees and subcontractors concerning such standards, procedures and protocols. The Vendor shall follow all additional DAS standards that have been identified by the State of Iowa as necessary in a statement of work or purchase order. Current State of Iowa IT security standards and additional standards are accessible online at <https://ocio.iowa.gov/standards>. Vendor shall take all precautions and actions necessary to: (i) prevent unauthorized access to DNR’s and the State’s systems, networks, computers, property, records, data, and information; and (ii) ensure that all of the DNR’s and the State’s documentation, electronic files, data, and systems are developed, used, and maintained in a secure manner, protecting their confidentiality, integrity and availability. Vendor agrees that it will not copy, reproduce, transmit, or remove any DNR (or State) information or data without the prior written consent of the DNR. Vendor agrees that it shall be liable for any damages, losses, and expenses suffered or incurred by the DNR or the State as a result of: (a) any breach of this section, or (b) any breaches of security (including those described below) that are caused by any action or omission of Vendor or Vendor’s employees, agents and subcontractors. Breaches of security include, but are not limited to:  * Disclosure of confidential or sensitive information; * Unauthorized access to DNR or State systems; * Illegal technology transfer; * Sabotage or destruction of DNR or State information or information systems; * Compromise or denial of DNR or State information or information systems; * Damage to or loss of DNR or State information or information systems; and * Theft.   The Vendor shall immediately report to the DNR any such breach of security.  In the event of a breach of this section or any breach of security as described herein, the DNR may terminate this Agreement immediately without penalty or liability to the DNR and the State and without affording Vendor any opportunity to cure. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. As determined by the State to be appropriate, the following specific security measures shall be addressed:  * Computer hardware and software controls that ensure acceptance of data from authorized networks only; * Placement of software controls that establish separate files for lists of authorized user access and identification codes; * At DNR’s request, the Vendor shall also enact security access measures to prevent access to the CPRSV2 by parties identified by DNR; * Manual procedures that provide secure access to the system with minimal risk; and * Multi-character alphanumeric passwords, unique usernames, identification codes or other security procedures that shall be used by State agency or Vendor personnel. * DNR may require the Vendor to conduct security risk analyses and periodic license verification of all security software; results must be provided to the State as required. The Vendor shall immediately notify DNR of any known or possible security breaches within one hour of discovery, followed by written notice within one day. * Physical Security of Vendor’s Facility. The Vendor shall be responsible for controlling personnel access to the facility. Preventive measures against catastrophic damage (fire, flood, etc.) shall also be provided. Physical security for each facility shall include the lockable areas (gates, doorways, server racks, etc.) and other security measures as necessary. Staff and visitors shall be immediately discernible by identification badges. All visitors shall be required to sign in and out.   The Vendor shall adhere to all Statewide and DNR Website Policies, procedures and standards. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. In case of an actual security breach that may have compromised State data, including but not limited to loss or theft of devices or media, the Vendor shall notify the State in writing of the breach within 24 hours of the Vendor becoming aware of the breach, and fully cooperate with the State to mitigate the consequences of such a breach. This includes any use or disclosure of the State data that is inconsistent with the terms of this Contract and of which the Vendor becomes aware, including but not limited to, any discovery of a use or disclosure that is not consistent with this Contract by an employee, agent, or sub vendor of the Vendor. The Vendor shall give the State full access to the details of the breach and assist the State in making any notifications to potentially affected people and organizations that the State deems are necessary or appropriate. The Vendor shall document all such incidents, including its response to them, and make that documentation available to the State on request. In addition to any other liability under the Contract related to the Vendor’s improper disclosure of State data, and regardless of any limitation on liability of any kind in the Contract, the Vendor shall be responsible for acquiring one year’s identity theft protection service on behalf of any individual or entity whose personally identifiable information is compromised while it is in the Vendor’s possession. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall use due diligence to ensure computer and telecommunications systems and services involved in storing, using, or transmitting State data are secure and to protect that data from unauthorized disclosure, modification, or destruction. To accomplish this, the Vendor shall:  * Apply appropriate risk management techniques to ensure security for all sensitive data, including but not limited to any data identified as Confidential Information elsewhere in the Contract. * Ensure that its internal security policies, plans, and procedures address the basic security elements of confidentiality, integrity, and availability. * Maintain plans and policies that include methods to protect against security and integrity threats and vulnerabilities, as well as and detect and respond to those threats and vulnerabilities. * Maintain appropriate identification and authentication process for information systems and services associated with State data. * Maintain appropriate access control and authorization policies, plans, and procedures to protect system assets and other information resources associated with State data. * Implement and manage security audit logging on information systems, including computers and network devices. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall maintain a robust boundary security capacity that incorporates generally recognized system hardening techniques. This includes determining which ports and services are required to support access to systems that hold State data, limiting access to only these points, and disable all others. To do this, the Vendor shall use assets and techniques such as properly configured firewalls, a demilitarized zone for handling public traffic, host-to-host management, Internet protocol specification for source and destination, strong authentication, encryption, packet filtering, activity logging, and implementation of system security fixes and patches as they become available. The Vendor shall use two-factor authentication to limit access to systems that contain particularly sensitive State data, such as personally identifiable data. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. Unless the State instructs the Vendor otherwise in writing, the Vendor shall assume all State data is both confidential and critical for State operations, and the Vendor’s security policies, plans, and procedure for the handling, storage, backup, access, and, if appropriate, destruction of that data must be commensurate to this level of sensitivity. As part of the Vendor’s protection and control of access to and use of data, the Vendor shall employ appropriate intrusion and attack prevention and detection capabilities. Those capabilities must track unauthorized access and attempts to access the State’s data, as well as attacks on the Vendor’s infrastructure associated with the State’s data. Further, the Vendor shall monitor and appropriately address information from its system tools used to prevent and detect unauthorized access to and attacks on the infrastructure associated with the State’s data. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall use appropriate measures to ensure that State’s data is secure before transferring control of any systems or media on which State data is stored. The method of securing the data must be appropriate to the situation and may include erasure, destruction, or encryption of the data before transfer of control. The transfer of any such system or media must be reasonably necessary for the performance of the Vendor’s obligations under the Contract. The Vendor may not allow the State’s data to be loaded onto portable computing devices or portable storage components or media unless necessary to perform its obligations under the Contract properly. Even then, the Vendor may permit such only if adequate security measures are in place to ensure the integrity and security of the data. Those measures must include a policy on physical security for such devices to minimize the risks of theft and unauthorized access that includes a prohibition against viewing sensitive or confidential data in public or common areas. At a minimum, portable computing devices must have anti-virus software, personal firewalls, and system password protection. In addition, the State’s data must be encrypted when stored on any portable computing or storage device or media or when transmitted from them across any data network. The Vendor also shall maintain an accurate inventory of all such devices and the individuals to whom they are assigned. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall have reporting requirements for lost or stolen portable computing devices authorized for use with State data and must report any loss or theft of such to the State in writing as quickly as reasonably possible. The Vendor also shall maintain an incident response capability for all security breaches involving State data whether involving mobile devices or media or not. The Vendor shall detail this capability in a written policy that defines procedures for how the Vendor will detect, evaluate, and respond to adverse events that may indicate a breach or attempt to attack or access State data or the infrastructure associated with State data. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall document, prior to deployment, that the web application of the software and system meets PCI compliance standards. Part of this documentation shall include information that the web application has undergone vulnerability assessment, and also that any vulnerabilities that are discovered after implementation of the System shall be remedied within 30 days of discovery. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| 1. The Vendor shall provide DNR with a Detailed Escalation and Resolution Plan. The Vendor shall agree to notify DNR immediately upon identification of system-related problems, programming problems, data transfer problems or performance problems. The Vendor shall make every effort necessary to correct such problems, in order to minimize any negative impact on customers and stakeholders. The Vendor shall correct all application defects within 24 hours. If a problem cannot be fixed in this time frame, the Vendor shall provide DNR with an update on the progress of the correction and an estimated time when it will be corrected. The Vendor may be asked to exchange 24/7 “on-call” contact information (e.g. phone numbers, e-mail addresses, etc.) with DNR in order to facilitate timely resolutions. All resolutions shall be provided in writing to DNR. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **37** The Vendor shall equip, staff and operate a Help Desk to support system operations. The Help Desk shall respond to DNR questions and problems regarding system operations within two (2) business hours of notification of a problem. The Help Desk shall be available for at least the following hours:  8:00 a.m. to 4:30 p.m. (Central Standard Time) – Monday through Friday  Closed on State Holidays. | | | | |
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| **38** The Vendor shall keep a Help Desk Log of all calls to the Help Desk, which describes the time of the incoming call, a summary of the question or problem, how the problem was resolved and the time of resolution. The Vendor shall make available a copy of the Help Desk log to a designated DNR employee. The Vendor shall maintain telephone access to Help Desk Operations and supply all required information systems, telecommunications and personnel to perform these Help Desk operations. All Help Desk operations shall be located within the continental United States. | | | | |
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| 1. The Help Desk shall use help desk software for documenting and tracking all Help Desk inquiries. | | | | |
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| 1. The Vendor shall:  * Within eight business hours of notification, the Vendor shall provide the expected resolution date if the problem cannot be correct immediately; * Provide monthly reports on Help Desk activities. The Help Desk reports shall include performance statistics approved by the DNR Project Manager. | | | | |
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| 1. No later than two months prior to the launch date set by DNR, the System in User Acceptance Testing (UAT) shall be developed, fully operational, and tested. The current reservation system contract expires on November 8, 2022. | | | | |
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| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. By no later than one month prior to the scheduled launch date, the launch production site must be developed, fully operational and loaded with DNR current reservation inventory data, profile information, campground maps, and any other information necessary for the successful launch of the System. | | | | |
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| 1. The Vendor shall by no later than two months prior to the scheduled launch date secure and access the installation of all connectivity to ensure all connections are working properly between DNR property and the contractor’s web-based application. (Attachment #14 – Park Connectivity). | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. If software will need to be installed on state hardware in order for the System to function, the Vendor shall provide and install the necessary software no later than two weeks before the launch date. Any installation of software on state computers must go through the approval process through OCIO ISD (OCIO’s Information Security Division). | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| 1. The Vendor’s proposed solution shall be flexible to easily accommodate Iowa Code statute and Iowa Administrative Code rule changes that occur in the future affecting the Centralized Parks Reservation System. Should rule changes occur prior to implementation of the CPRSV2, the Vendor shall work with DNR and shall adjust its schedule to accommodate any changes in the statutes, administrative rules or business rules that may occur. The successful Vendor shall work together with DNR to ensure that any necessary DNR rule changes are made in a timeline compatible with the development and implementation of the CPRSV2. DNR shall have system administration capabilities in place that, to the extent possible, will enable DNR staff to implement changes to the CPRSV2 independent of assistance from the Vendor. The ideal design will enable changes to take effect almost immediately with little or no impact to other operations of the CPRSV2. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **46** DNR requests that prospective Vendors address the option of increased potential for future development of an in-park reservation system. To that end, DNR wishes to explore allowing parks field sites access to a Central Parks Reservations System database, so that parks field sites may process customer registrations and conduct revenue reporting and specialized financial reporting. (See Attachment #10, Mandatory Scored Requirement Item # 29.) | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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**OPTIONAL SCORED REQUIREMENTS**

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| 1. DNR requests that prospective Vendors address the option of increased potential for interaction between DNR’s Parks Reservation System and other parks reservation and related databases. DNR wishes to provide for the possibility that any Contract awarded pursuant to this RFP may be amended to allow for the inclusion of park reservations on behalf of other public entities in the State of Iowa. The Vendor shall account for and describe if that functionality currently exists or if it would have to be added to include potential interaction between DNR’s Parks Reservation System and other park reservation and related databases. Also, DNR wishes to provide for the possibility that any Contract awarded pursuant to this RFP may be amended to allow for the development of compatibility of the CPRSV2 with DNR’s current Electronic Licensing System of Iowa (ELSI3) or any successor. The Vendor shall account for and describe if that functionality currently exists or if it would have to be added to include potential interaction between DNR’s Parks Reservation System and DNR’s current Electronic Licensing System of Iowa or any successor system (ELSI3). | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

# ATTACHMENT #8

**CONFIDENTIAL INFORMATION, SECURITY, AND INTELLECTUAL**

**PROPERTY RIGHTS/GRANT OF LICENSE**

1. **Confidentiality**.
   1. No Publicity. During the Term of this Agreement and at all times after the termination or expiration of this Agreement, Vendor shall not make any media release or other public announcement relating to or referring to this Agreement without the State of Iowa’s prior written consent. Vendor shall acquire no right to use, and shall not use, without the State of Iowa’s prior written consent, the terms or existence of this Agreement or any Statement of Work, the names, trade names, trademarks, service marks, artwork, designs, or copyrighted materials of the State of Iowa or any Governmental Entity, its related entities, employees, assigns, successors or licensees:

(a) in any advertising, publicity, press release, the customer list, presentation or promotion; (b) to express or to imply any endorsement of Vendor or Vendor’s services; or (c) in any manner other than expressly in accordance with this Agreement.

* 1. Confidential Information. “**Confidential Information**” means, subject to any applicable State and federal laws and regulations, including but not limited to Iowa Code Chapter 22, any confidential or proprietary information or trade secrets disclosed by either party (a “**Disclosing Party**”) to the other party (a “**Receiving Party**”) that, at the time of disclosure, is designated as confidential (or like designation), is disclosed in circumstances of confidence, or would be understood by the Parties, exercising reasonable business judgment, to be confidential. In addition to the foregoing information and trade secrets disclosed by the State or any State User or Governmental Entity, the State of Iowa’s Confidential Information shall include State of Iowa Property, including, without limitation, State of Iowa Data and Personal Data (collectively referred to as “State of Iowa Confidential Information” or the “State of Iowa’s Confidential Information”).
  2. Exclusions. Confidential Information does not include any information that:

(a) was rightfully in the possession of the Receiving Party from a source other than the Disclosing Party prior to the time of disclosure of the information by the Disclosing Party to the Receiving Party; (b) was known to the Receiving Party prior to the disclosure of the information by the Disclosing Party only if evidenced by written records kept in the ordinary course of business or by proof of actual use by the Receiving Party; (c) was disclosed to the Receiving Party without restriction by an independent third party having a legal right to disclose the information; (d) is in the public domain or shall have become publicly available other than as a result of disclosure by the Receiving Party in violation of this Agreement or in breach of any other agreement with the Disclosing Party; (e) is independently developed by the Receiving Party without any reliance on Confidential Information disclosed by the Disclosing Party; (f) is disclosed or is required or authorized to be disclosed pursuant to law, rule, regulation, subpoena, summons, or the order of a court, lawful custodian, governmental agency or regulatory authority, or by applicable regulatory or professional standards; or (g) is disclosed by the Receiving Party with the written consent of the Disclosing Party. It will be presumed that anyConfidential Information in a Receiving Party’s possession is not within exceptions (a), (b), (c), or (e) above, and the burden will be upon the Receiving Party to prove otherwise by records and documentation.

* 1. Vendor’s Treatment of Confidential Information. Vendor and its employees, agents, approved contractors and subcontractors may have access to State of Iowa Confidential Information to the extent necessary to carry out its responsibilities under the Agreement. State of Iowa Confidential Information shall at all times remain the property of the State of Iowa. Vendor shall hold any and all State of Iowa Confidential Information in strictest confidence and will use and permit use of State of Iowa Confidential Information solely for the purposes of this Agreement. Without limiting the foregoing, Vendor shall use at least the same degree of care, but no less than reasonable care, to avoid disclosure or use of State of Iowa Confidential Information as the State of Iowa employs with respect to its own confidential information and data of a like importance. Vendor may disclose or provide access to its responsible employees who have a need to know and may make copies of State of Iowa Confidential Information only to the extent reasonably necessary to carry out its obligations hereunder. Vendor will designate one individual who shall remain the responsible authority in charge of all State of Iowa Property collected, used, or disseminated by Vendor in connection with the performance of this Agreement. Vendor shall accept responsibility for providing adequate supervision and training to its agents, employees and any approved contractors and subcontractors to ensure compliance with the terms of this Agreement. Vendor and its employees, agents, and any approved contractors or subcontractors must execute confidentiality or non-disclosure agreements to obtain access to certain State of Iowa Confidential Information. Vendor and its employees, agents, approved contractors and subcontractors shall not disclose, publish, reproduce, disseminate or otherwise use any State of Iowa Confidential Information received, collected, maintained, or used in the course of performance of the Agreement except as permitted by the State of Iowa to enable Vendor to perform its obligations under this Agreement and except as required by applicable laws, rules or regulations, either during the term of this Agreement or thereafter. In the event that Vendor receives a request for access to any State of Iowa Confidential Information, Vendor shall immediately communicate such request to the State of Iowa for consideration and handling.
  2. The State of Iowa’s Treatment of Confidential Information. Except as provided or contemplated herein, and subject to applicable state, federal, and/or international laws, rules or regulations (including, without limitation, Iowa Code Chapter 22, 11 Iowa Admin. Code 4, and any administrative rules adopted by the State of Iowa), the State of Iowa shall not intentionally disclose Vendor’s Confidential Information to a third party (excluding State Users, Governmental Entities and Authorized Contractors) without the prior written consent of Vendor. Notwithstanding the foregoing, the State of Iowa may disclose Vendor’s Confidential Information: (a) pursuant to any legal, judicial, regulatory, or administrative proceedings, subpoena, summons, deposition, interrogatory, requests for documents, order, ruling, civil investigative demand, or other legal, administrative or regulatory processes; (b) pursuant to any applicable laws, rules, or regulations; (c) if the State of Iowa determines that such information is not a confidential record pursuant to Iowa Code Section 22.7 or other applicable laws, rules and regulations; or (iv) if the State of Iowa determines that Vendor has not provided or is unwilling to provide facts sufficient to enable the State of Iowa to make a determination whether such information constitutes a confidential record under Iowa Code Section 22.7 or other applicable laws, rules and regulations. In such event, the State of Iowa shall provide prompt notice to Vendor of the circumstances giving rise to the State of Iowa’s disclosure. Vendor acknowledges that the State of Iowa is subject to and required to comply with Iowa Code Chapter 22 and other laws, rules and regulations governing public records. If a request is made to view or otherwise access Vendor’s Confidential Information pursuant to such laws, rules or regulations, the State of Iowa will promptly notify Vendor of the request.
  3. Personal Data. In connection with this Agreement and performance of the Services, Vendor may be provided, have access to, or otherwise obtain Personal Data from or on behalf of the State of Iowa, Governmental Entities, Users or otherwise, including but not limited to Personal Data pertaining to the State of Iowa’s or Governmental Entities’ current and prospective personnel, officers, board members, agents, officials, subcontractors, and Users and may need to Process such Personal Data and/or transfer it, all subject to the restrictions set forth in this Agreement and otherwise in compliance with all applicable state and federal laws, rules and regulations for the sole purpose of performing the Services.
  4. Treatment of Personal Data. Without limiting any other warranty or obligation specified in this Agreement, and in particular the confidentiality provisions of this Section 1 (Confidentiality), during the Term and thereafter in perpetuity, Vendor will not gather, store, log, archive, use or otherwise retain any Personal Data in any manner and will not disclose, distribute, sell, share, rent or otherwise transfer any Personal Data to any third party, except as expressly required to perform its obligations in this Agreement or as Vendor may be expressly directed in advance in writing by the State of Iowa. Vendor represents and warrants that Vendor will use Personal Data only in compliance with (a) this Agreement, (b) the State of Iowa’s then-current applicable privacy notice, and (c) all applicable local, state, and federal laws and regulations, and all other current and future laws and regulations relating to spamming, privacy, and consumer protection).
  5. Retention of Personal Data. Vendor will not retain any Personal Data for any period longer than necessary for Vendor to fulfill its obligations under this Agreement. As soon as Vendor no longer needs to retain such Personal Data in order to perform its duties under this Agreement, Vendor will, at the State of Iowa’s request, promptly return or destroy or erase all originals and copies of such Personal Data.
  6. Compelled Disclosures. To the extent required by applicable law or by lawful order or requirement of a court or governmental authority having competent jurisdiction over the Vendor, the Vendor may disclose State of Iowa Confidential Information in accordance with such law or order or requirement, subject to the following conditions: as soon as possible after becoming aware of such law, order or requirement and prior to disclosing such Confidential Information pursuant thereto, the Vendor will so notify the State of Iowa in writing and, if possible, the Vendor will provide the State of Iowa notice not less than five (5) business days prior to the required disclosure. The Vendor will use reasonable efforts not to release State of Iowa Confidential Information pending the outcome of any measures taken by the State of Iowa to contest, otherwise oppose or seek to limit such disclosure by the Vendor and any subsequent disclosure or use of State of Iowa Confidential Information that may result from such disclosure. The Vendor will cooperate with and provide assistance to the State of Iowa regarding such measures. Notwithstanding any such compelled disclosure by the Vendor, such compelled disclosure will not otherwise affect the Vendor’s obligations hereunder with respect to State of Iowa Confidential Information so disclosed.
  7. Return of Confidential Information. On the State of Iowa’s written request or upon expiration or termination of this Agreement for any reason, the Vendor will promptly: (a) return or destroy, at the State of Iowa’s option, all State of Iowa Confidential Information, including without limitation, all originals and copies of all documents and materials it has received containing the State of Iowa’s Confidential Information; and (b) deliver or destroy, at the State of Iowa’s option, all originals and copies of all summaries, records, descriptions, modifications, negatives, drawings, adoptions and other documents or materials, whether in writing or in machine-readable form, prepared by Vendor, prepared under its direction, or at its request from the documents and materials referred to in subparagraph (a), and provide a notarized written statement to the State of Iowa certifying that all documents and materials referred to in subparagraphs (a) and (b) have been delivered to the State of Iowa or destroyed, as requested by the State of Iowa. On termination or expiration of this Agreement, the State of Iowa shall, except to the extent otherwise required by applicable laws, rules, procedures or State record retention requirements, return or destroy all Vendor Confidential Information (excluding items subject to any continuing licenses to the State of Iowa hereunder or that are required for use of the Deliverables), at Vendor’s option.
  8. Ownership of Confidential Information. All of the State of Iowa’s Confidential Information shall be and remain the property of the State of Iowa, and the State of Iowa shall retain exclusive rights and ownership thereto. The State of Iowa’s Confidential Information shall not be used by Vendor for any purpose other than as required for Vendor to perform its obligations under this Agreement, nor shall such information or any part of such information be disclosed, sold, assigned, leased, or otherwise disposed of, to third-parties by Vendor or commercially exploited or otherwise used by or on behalf of Vendor. Vendor shall not remove from the State of Iowa’s facilities or retain a copy of any of the State of Iowa’s Confidential Information obtained from, or as a result of access to, the State of Iowa’s systems unless that removal or retention is reasonably necessary to perform the Services or is otherwise approved in writing by the State of Iowa.
  9. Open Records and Electronic Discovery Requests and Record Retention. Vendor will, upon the State of Iowa’s request and within any time period specified by the State of Iowa, take all actions requested by State of Iowa to assist the State of Iowa in complying timely with any request for records, data, or information or materials of any kind that may be made by any person or entity in accordance with applicable public or open records laws (including, without limitation, Iowa Code Chapter 22) or in connection with any subpoena, court order, discovery request, regulatory or criminal investigation or proceeding, or any other matter that may require the State of Iowa to produce or provide data, records, or information of any kind to a third party. Vendor will produce and provide all data, records, information or materials of any kind within the time period set forth in State of Iowa’s written request. Vendor will take all steps necessary to ensure that all data and records will be stored and maintained in their original state so as to not create any spoliation, evidentiary, or electronic discovery issues. In addition, Vendor will, upon State of Iowa’s request, take all actions requested by State of Iowa to assist the State of Iowa in complying with any state or federal record retention requirements, policies, procedures or any requirements of any United States Governmental Entities.
  10. Discovery Requests and Court Orders. In the event that either party or its service providers or contractors or subcontractors receive a request to disclose all or any part of the State of Iowa’s Confidential Information under the terms of a subpoena or order or demand issued by a court or a Governmental Entity, the relevant or receiving party agrees: (i) to notify the other party immediately of the existence, terms, and circumstances surrounding such request, (ii) to consult with the other party on the advisability of taking legally-available steps to resist or narrow such request and to cooperate with the other party in relation to any such steps, and (iii) to furnish only such portion of State of Iowa’s Confidential Information or information as it is legally compelled to disclose and to exercise reasonable best efforts to obtain an order or other reliable assurance that confidential treatment will be accorded to State of Iowa’s Confidential Information.
  11. Non-Exclusive Equitable Remedy. Each Party acknowledges and agrees that due to the unique nature of Confidential Information there can be no adequate remedy at law for any breach of its obligations hereunder, that any such breach or threatened breach may allow a Party or third parties to unfairly compete with the other Party resulting in irreparable harm to such Party, and therefore, that upon any such breach or any threat thereof, each Party will be entitled to appropriate equitable remedies, and may seek injunctive relief from a court of competent jurisdiction without the necessity of proving actual loss, in addition to whatever remedies either of them might have at law or equity. Any breach of this Section [1](#_heading=h.gjdgxs) (Confidentiality) will constitute a material breach of this Agreement and be grounds for immediate termination of this Agreement in the exclusive discretion of the non-breaching Party.
  12. Non-disclosure and Separation of Duties. The Vendor shall diligently monitor and enforce separation of job duties, require best effort non-disclosure agreements, and limit staff knowledge of State of Iowa Confidential Information to that which is absolutely necessary to perform job duties.

# Security/Handling of the State’s Data.

* 1. Compliance. Vendor represents, warrants, and covenants that Vendor and Vendor’s subcontractors shall comply with state and federal data security and privacy statutes, regulations, rules, and other laws relating to data security and privacy. Vendor further represents, warrants, and covenants that Vendor and its personnel and subcontractors will ensure that the Services will at all times comply with all applicable state and federal IT standards, policies and guidelines, including, but not limited to

those relating to security, internet and the web, data backup, the State of Iowa’s Information Security Policy, and the standards and controls provided at:

* <https://ocio.iowa.gov/standards>
* NIST 800-53, Revision 45 Controls - 5 - <https://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-53r5.pdf>
* ISO/IEC 27001:2013 - <https://www.iso.org/standard/54534.html>
* <https://iso.iowa.gov/laws-rules-standards>

Vendor acknowledges and agrees that it will be subject to and bound by all of the terms and provisions set forth in this Section and shall require and cause any subcontractor used by Vendor in connection with this Agreement to agree to be subject to and bound by all of the foregoing. In addition, Vendor and its personnel and subcontractors will ensure that all networks, servers, computer systems, hardware, IT infrastructure and other hardware on which the Services are hosted, installed, operated, processed, stored or otherwise located, comply with all such State of Iowa and federal IT laws, rules, regulations, standards, policies and guidelines.

Annually throughout the term of this Agreement, Vendor shall provide the State with the following, at no additional cost: a) a third party certificate of audit, that, among other things, independently certifies such compliance with NIST 800-53, Revision 4 controls; (b) test or assessment results of an independent third party assessment of application scans using the Open Web Application Security Project (OWASP) Top Ten List; c) test results of a penetration test conducted by an independent third party firm; and d) a Vendor produced remediation plan resulting from items a through c, inclusive.

* 1. Reporting. Vendor will notify the State of Iowa within two (2) hours of Vendor’s discovery of any actual or suspected breach of confidentiality, privacy or security with regard to any State of Iowa Confidential Information, and/or any breach of Vendor’s or the State of Iowa’s data security procedures, which includes, but is not limited to, instances in which internal personnel access systems in excess of their user rights or use the systems inappropriately, and any Breach of Security as defined in Iowa Code Chapter 715C. Notification must be given in the most expedient time possible and without unreasonable delay. Written confirmation must be sent within forty-eight (48) hours of discovery or notification of the breach or suspected breach.
  2. Investigations and Remedies. In addition to Vendor’s other obligations under this Agreement, or under any law or regulation, Vendor agrees, at its sole expense, to take all steps necessary to promptly remedy any breach described in Section 2.2 and to fully cooperate with the State of Iowa in resolving such breach and mitigating any damage from such breach at Vendor’s cost. At no additional cost, Vendor will fully cooperate with the State of Iowa in investigating the breach, including, but not limited to, the provision of system, application, and access logs, conducting forensics reviews of relevant systems, imaging relevant media, and making personnel available for interview. On notice of any actual or suspected breach, Vendor will immediately institute appropriate controls to maintain and preserve all electronic evidence relating to the breach in accordance with industry best practices. Vendor will deliver to the State of Iowa a root cause assessment and future incident mitigation plan with regard to any breach of security or unauthorized access affecting the Confidential Information. Vendor will deliver a preliminary assessment and plan as soon as practical, and regularly maintain and update these during the investigation. Vendor agrees not to notify any regulatory authority or any User, on behalf of the State of Iowa unless the State of Iowa specifically requests in writing that Vendor do so. Vendor and the State of Iowa will work together to formulate a plan to rectify all security breaches.
  3. Additional Procedures in the Event of Security Breach. Upon the State of Iowa’s determination that a breach of security (including any Breach of Security as defined in Iowa Code Chapter 715C) involving or relating to any State of Iowa Confidential Information has occurred or is reasonably possible, Vendor shall fully cooperate with the State of Iowa in rectifying any breach or misuse, including notifying all of the State of Iowa’s affected Users. The State of Iowa shall determine, in its sole discretion, the content and means of delivery of the User notice. Notwithstanding any provision in this Agreement to the contrary, Vendor will be solely responsible and liable for all costs, expense, damages, fines, penalties, legal fees, claims, service fees and all other amounts related to, arising from or incurred by or on behalf of the State of Iowa as a result of, any security breach caused directly or indirectly by Vendor, its affiliates, employees, or subcontractors, including, but not limited to, the costs of notifications of affected individuals and businesses and any applicable regulators or governmental entities (including, preparation, printing, mailing and delivery); the cost of opening and closing accounts, printing new checks, embossing new cards; the costs of forensic and other audits, investigations, public relations services, call center services, websites and toll-free numbers for affected individuals; the costs of obtain credit monitoring services and identity theft insurance for any person or entity whose Personal Data has or may have been acquired or compromised; and all other costs associated with corrective or other actions that are taken to mitigate or address the security breach. Vendor will reimburse or pay to the State of Iowa all such expenses, fees, damages and all other amounts within fifteen (15) business days of the date of any written demand or request delivered by the State of Iowa to Vendor.
  4. Security Audits by the State of Iowa. During the Term, the State of Iowa or its third party designee may, but is not obligated to, perform audits of Vendor’s environment, including unannounced penetration and security tests, as it relates to the receipt, maintenance, use or retention of the State of Iowa’s Confidential Information. Any of the State of Iowa’s regulators (and any federal agencies providing grant funds used to pay for Services, in whole or in part) shall have the same right upon request. Vendor agrees to comply with all reasonable recommendations that result from such inspections, tests, and audits within reasonable timeframes.
  5. Security Testing; Compliance Audits. Vendor will periodically test its systems for potential areas where security could be breached. During the Term, to the extent Vendor engages a third-party auditor to perform an SSAE 16 of Vendor’s operations, information security program, and/or disaster recovery/business continuity plan, Vendor shall promptly furnish a copy of the test report or audit report to the State of Iowa.
  6. Data Protection. Protection of personal privacy and data shall be an integral part of the business activities of the Vendor to ensure there is no inappropriate or unauthorized use of the State of Iowa’s Confidential Information at any time. To this end, the Vendor shall safeguard the confidentiality, integrity and availability of the State of Iowa’s Confidential Information and comply with the following conditions:

1. The Vendor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of State of Iowa Confidential Information. Such security measures shall be in accordance with recognized industry practice (including, the NIST 800-53 Revision 4 and ISO27001:2013 standards and controls) and not less stringent than the measures the Vendor applies to its own personal data and non-public data of similar kind.
2. All data and State of Iowa Confidential Information obtained by the Vendor in the performance of this Agreement shall become and remain the property of the State of Iowa.
3. All State of Iowa Confidential Information shall be encrypted at rest and in transit with controlled access. Unless otherwise expressly provided herein, the Vendor is responsible for encryption of all State of Iowa Confidential Information.
4. At no time shall any State of Iowa Confidential Information be copied, disclosed or retained by the Vendor, any subcontractor, or any party related to the Vendor for subsequent use in any transaction that does not include the State of Iowa.
5. The Vendor shall not use any State of Iowa Confidential Information collected, processed, stored or transmitted in connection with the Services provided under this Agreement for any purpose other than fulfilling Vendor’s express obligations and duties under this Agreement.
   1. Data Location. The Vendor shall provide Services to the State of Iowa, Governmental Entities, and Users solely from data centers located in the continental United States of America. Storage of State of Iowa Confidential Information at rest and all backups shall be located solely in data centers located in the continental United States of America. The Vendor shall not allow its personnel or subcontractors to store State of Iowa Confidential Information or any data on any portable devices, including personal computers, tablets, or cell phones, except for devices that are used and permanently stored at all times only at its continental United States of America data centers. The Vendor shall permit its personnel and subcontractors to access State of Iowa Confidential Information remotely only as required to provide technical support. The Vendor may not provide technical user support on a 24/7 basis using a Follow the Sun model.
   2. Background Checks. The Vendor shall conduct nationwide criminal background checks and not utilize any staff, including subcontractors, to fulfill the obligations of this Agreement who have been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or misdemeanor offense for which incarceration for up to 1 year is an authorized penalty. The Vendor shall promote and maintain an awareness of the importance of securing the State of Iowa Confidential Information among the Vendor’s employees, affiliates, subcontractors, and agents.
   3. Access to Security Logs and Reports: The Vendor shall provide security logs and reports to the State of Iowa in a mutually agreeable format. Reports shall include at least latency statistics, user access, user access IP address, user access history and security logs for all State of Iowa files related to this contract.

# Disaster Recovery/Business Continuity.

* 1. Creation, Maintenance and Testing. Vendor shall maintain a Business Continuity and Disaster Recovery Plan for the Services (the “**Plan**”), and implement such plan in the event of any unplanned interruption of the Services. On or before the Effective Date, Vendor shall provide the State of Iowa with a copy of Vendor’s current Plan, revision history, and any reports or summaries relating to past testing of the Plan. Vendor shall actively test, review, and update the Plan on at least an annual basis using American Institute of Certified Public Accountants standards and other industry best practices as guidance. Vendor shall promptly provide the State of Iowa with copies of all reports and/or summaries resulting from any testing of the Plan and with copies of all such updates to the Plan. All updates shall be subject to the requirements of Section 3 (Disaster Recovery/Business Continuity). In any event, any future updates or revisions to the Plan shall be no less protective than the plan in effect as of the Effective Date. Throughout the Term, Vendor shall maintain disaster avoidance procedures designed to safeguard the State of Iowa's Confidential Information and the data processing capability and availability of the Services. Additional disaster recovery/business continuity requirements may be set forth in the individual Statement(s) of Work.
  2. Activation of Plan. Vendor shall immediately notify the State of Iowa of any disaster or other event in which the Plan is activated. If Vendor fails to reinstate the Services within the periods of time set forth in the Plan, the State of Iowa may in addition to any other remedies available hereunder, in its sole discretion, immediately terminate this Agreement as a non-curable default under any Sections relating to default. Without limiting Vendor’s obligations under this Agreement, whenever a disaster causes Vendor to allocate limited resources between or among Vendor’s customers, the State of Iowa shall receive at least the same treatment as comparable Vendor customers with respect to such limited resources. The provisions of any force majeure clause shall not limit Vendor’s obligations under this Section 3 (Disaster Recovery/Business Continuity).

1. **INTELLECTUAL PROPERTY RIGHTS/GRANT OF LICENSE** Definitions:
   1. Definitions:
      1. “**Application Services**” means the hosted applications as specified in Exhibit A.
      2. “**Services**” means and includes Application Services, support Services, maintenance customization, data conversion, deployment, implementation, and training services, as further described in this Agreement.
      3. “**Third Party Intellectual Property**” shall mean intellectual property, including software, licensed, made, conceived, or developed by a third party and provided by Vendor in connection with or embedded in the Application Services.
   2. Services Defined. In connection with this Agreement, Vendor will provide the State of Iowa with access to and use of the Application Services and furnish the Services, all as more particularly described herein.
   3. Application Services. Subject to the terms and conditions of this Agreement, Vendor grants to the State of Iowa a non-exclusive, non-assignable, limited license to access and use the Application Services identified in Exhibit A (Services; Fees) and Documentation for its business purposes, including the provision of services to Users in the ordinary course of its business, during the Term.
   4. Third Party Intellectual Property. The State of Iowa shall not be bound by any terms and conditions relating to the Third-Party Intellectual Property unless such terms and conditions are expressly identified by Vendor in and attached to Exhibit A (Services; Fees).
   5. Ownership. This is not a work made-for-hire agreement (as that term is defined in Section 101 of Title 17 of the United States Code) with regard to either Party. Except for express licenses granted in this Agreement, neither Party is granting nor assigning to the other Party any right, title, or interest, express or implied, in or to the other Party’s intellectual property. Each Party reserves all rights in such property. To the extent Vendor provides any intellectual property to the State of Iowa in connection with the Services, the intellectual property shall be deemed part of and included in the definition of “Services” hereunder and, among other things, subject to the license granted in Section 3.2—3.4 (Services, Application Services, and Intellectual property). Vendor or its licensor retains all right, title, and interest, in the software, Documentation, Services, and Work Product. Vendor shall grant to the State of Iowa a non-exclusive, non-transferable license to use Work Product only for the State of Iowa’s own internal purposes in connection with the Services.
   6. Import and Export of Data. The State of Iowa shall have the ability to import or export data and information (including State of Iowa Confidential Information) in whole or in part at its discretion without interference from the Vendor. This includes the ability for the State of Iowa to import or export such information and data to/from other contractors (including Authorized Contractors).
   7. Vendor Cooperation/Transition Services. Vendor agrees that in connection with the termination or expiration of this Agreement, Vendor will continue to perform such services under this Agreement as the State may request for a transition period up to 365 days from the effective date of termination or expiration of this Agreement (after considering any Renewal Terms). As part of the State’s request, the State will inform the Vendor of the number of days during which the Vendor will continue to host and provide access to the system and State of Iowa Confidential Information, and perform transition services under this Section 3.7 (the “Transition Period”). During the Transition Period specified by State, Vendor will take all actions as may be necessary or requested by State to accomplish a complete and timely transition of the system (including, without limitation, the full functional, operational and transactional capabilities of the system) and migration of State of Iowa Confidential Information from the Vendor to the State and/or to any Authorized Contractor hired or utilized by the State to provide any services related to the system (the “New Contractor”). Vendor will use its best efforts to cooperate with State and any New Contractor, and to fully comply with all requests of the State to affect a smooth and timely transition and to ensure there will be no interruption of any Services, information or transactions provided or conducted through the Application Services and System. Vendor agrees that it will perform all transition services in good faith and in a professional and businesslike manner, and shall comply with all requests of the State and any New Contractor to assist in the effort to accomplish a successful, seamless and unhindered transition of the Application Services, migration of State of Iowa Confidential Information, and transfer of Vendor’s responsibilities under this Agreement. Vendor will perform all transition services on an expedited basis, as determined by the State. At the State’s request, Vendor shall, subject to the terms of any third-party contracts, procure for the State any third-party authorizations or licenses necessary to grant the State and any New Contractor the use and benefit of any contracts between Vendor and Third-Parties and any Third-Party intellectual property, such as software, used by or on behalf of Vendor to host the Application Services and System and provide all other services under this Agreement. During the Transition Period, the State agrees to pay to Vendor any fees to which Vendor would be entitled under this Agreement for services performed during such period; provided this Agreement was not terminated for default or for lack of funds or change in law, and Vendor continues to be in full compliance with all terms, conditions, provisions and requirements of this Agreement. In the event the State’s request for transition assistance does not require Vendor to continue providing all of the services under this Agreement or any Statement of Work, the parties shall negotiate in good faith an equitable adjustment in the fees which are otherwise payable to Vendor for such services.

**ATTACHMENT #9**

**PERFORMANCE STANDARDS**

**MANDATORY SCORED REQUIREMENTS**

**The Vendor shall certify whether it is capable of complying and willing to comply**

**with the Performance Standards listed below.**

The DNR shall at its discretion, access the following liquidated damages if the Vendor fails to perform at the state performance standard levels. Any liquidated damages assessed by the DNR will be deducted from fees earned by the Vendor. Standards shall be measured and paid monthly.

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| **#** | **Standard** | **Performance** | **Liquidated Damages** | **Comply?**  **YES or NO** |
| 1 | Computer System Downtime | Computer system downtime, which prevents the ability to complete reservations (at the Call Center, online and through the DNR), shall not total more than 60 minutes per calendar month. Mutually agreed upon time for scheduled maintenance is excluded from this standard. Exceptions are made for natural disasters or other acts out of the control of the Vendor. | $10 per minute in excess of the 60 minutes. |  |
| 2 | Data Migration | The Vendor must ensure that, in converting data from the existing System to a new system, that no data, including but not limited to, reservations or customer data will be lost. For any errors in data migration, the Contractor must refund all fees to customers affected. | $25 per error if the error does not require a customer refund.  The data layout will be provided to the successful Vendor. |  |
| 3 | Internet Downtime | Internet Downtime shall occur no more than a total of 8 hours of during a calendar month. Mutually agreed upon times for scheduled maintenance is excluded from the time standard. | $300 per hour in excess of 8 hours. |  |
| 4 | Reservation Double Bookings | No reservation double-booking of any facility or campsite shall occur. This includes more than one reservation for a specific facility with overlapping stays whether or not the reservations were made at the Call Center, on the Internet site or through the DNR. | Refund all fees to customers affected and return triple this refund amount to DNR. |  |
| 5 | Missing Reservation | There shall be no missing reservations. This includes any reservations that could not be found in the System at least by arrival day and can be substantiated by evidence such as a confirmation or reservation number and looked at by DNR Project Manager and Vendor. | Refund all fees to guests affected and return triple this refund amount to DNR. |  |
| 6 | Delivery of Revenue to DNR | The Vendor must ensure that there are no late deposits to DNR each calendar month. Vendor shall provide weekly reconciliation of Call Center and Internet transactions, reconcile transactions from the Vendor’s System to the credit card processor and record discrepancies in a manner that meets Iowa State auditor and other state and federal mandates; and have all monies from the settlement of credit card transactions, including the associated transaction fees, posted to the State of Iowa’s bank account during standard business banking hours and state working days. If delivery of revenue falls on a Saturday or Sunday or a state holiday the revenue will be delivered to the DNR the following business day. | $500 per day for any failure to comply with Performance Standard |  |
| 7 | Data Security | The Vendor must ensure that there are no breaches of security that result in personal information of customers being shared with any entity other than DNR or those approved by DNR. | $5,000 to DNR per incident plus any costs associated with recovering the data and/or protecting the individuals who are at risk from having personal information disseminated without permission. |  |
| 8 | Problem Resolution/Escalation Process | For any defects with significant consequences that render key functions of the system inoperable or significantly slow processing of data, the Vendor shall resolve all system problem occurrences (ie: system performance issues impacting transactions) within 24 hours of the Vendor’s knowledge of the system issue. System issues that require more than 24 hours to correct, regardless of time or date, will be considered a breach of this performance standard.  Measurement shall include problems on the primary system that are temporarily resolved by the Vendor’s back up system. | $5,000 per occurrence if the problem is not resolved within the specified time. |  |
| 9 | Help Desk Hours | Help Desk shall be available during the hours required in the RFP. | $10 for each minute that the standard is not met. |  |
| 10 | On-Time Project Implementation | Vendor shall guarantee an on-time implementation of the Centralized Parks Reservation System Version 2. If Vendor fails to meet the implementation timelines, liquidated damages shall be assessed. | 50 additional hours of programming services for improvements and enhancements to the system outside the scope of the contract for each day after the start of system operations date until fully implemented. If the Contractor fails to meet the implementation timelines, liquidated damages of $1,000 per day after the production deployment until the System is fully implemented may be assessed. |  |
| 11 | Adding New Inventory | Vendor will add new inventory as requested by DNR and make sure that the maps for each park are accurate. Adding new inventory shall be completed within 60 days after being submitted from the DNR to the Vendor. | $100 per day after the standard is not met. |  |
| 12 | Resolving Issues/Cases with the System | Vendor will resolve any issues/cases that are submitted by DNR within 60 days. If the 60 day requirement cannot be met, this must be communicated with the DNR and the reasons must be provided in writing when such issues/cases will be resolved. | $100 per day after the standard is not met. |  |

**CALL CENTER OPERATION**

**PERFORMANCE STANDARDS**

The DNR shall at its discretion, access the following liquidated damages if the Vendor fails to perform at the state performance standard levels. Any liquidated damages assessed by the DNR will be deducted from fees earned by the Vendor. Standards shall be measured and paid monthly.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Standard** | **Performance** | **Liquidated Damages** | **Comply?**  **YES or NO** |
| 1 | Busy-Outs | No more than 5% of calls received by the Call Center result in the caller receiving a busy signal, a busy-out. The busy-out percentage must be calculated as a ratio of the number of unique callers (identified by telephone number) subject to a busy-out, in relationship to the number of all unique callers. | Damages equal to the percentage of busy-outs calls in excess of 5% applied to all fees earned by the Vendor to make, change or cancel reservations during the month. |  |
| 2 | Hold Time-In Queue | No more than 5% of callers to the Call Center be held in queue more than 5 minutes measured over a calendar month. Time held in queue does not include time using the automated voice response system as measured at the call center phone switch. | Damages equal to the percentage of calls in excess of % held in queue more than 5 minutes applied to all fees earned by the Vendor to make, change or cancel reservations during the month. |  |
| 3 | Abandon Rate | No more than 10% of calls to the Call Center be abandoned as measured at the Call Center phone switch and measured over a calendar month. | Damages equal to the percentage of calls abandoned in excess of the standard applied to all fees earned by the Vendor to make, change or cancel a reservation during the month. |  |
| 4 | Call Center Operation Hours | Call Center must operate at least the required days each year from 8:00 a.m. to 4:30 p.m. daily. Mutually agreed upon time for scheduled maintenance is excluded from this time standard. | $60 for each hour or partial hour that the standard is not met. |  |
| 5 | Sending Confirmations | All mailed reservation confirmations must be sent within 48 hours for the time of reservation. All email confirmations must be sent within 1 hour of the time of when a reservation is made. Reservations made 10 days or less from the arrival date does not require a mailed confirmation. | $50 for each required confirmation letter and/or e-mail that is not sent within the required time frame. |  |
| 6 | After-Hours Message | A message shall be available for all customers after Call Center operation hours. | $10 for each hour or partial hour that the standard is not met. |  |
| 7 | Call Center Phone Switch Downtime | Call Center phone switch downtime shall not total more than 60 minutes per calendar month. | $10 per minute that the standard is not met. |  |
| 8 | Reservation Quality | Documented and verified agent errors of omission, misinformation, inappropriate reservations and data entry must not occur more than 2 times per 1,000 reservations each calendar month. Verification will be completed through investigation of customer complaints and/or specific discovery during period monitoring by DNR. | $10 per error in excess of the total allowed by the standard. |  |
| 9 | Overriding Business Rules | The Call Center shall not override DNR business rules that are provided by the DNR. (Attachment #13) | $50 per 10 reservations that business rules were overridden. |  |
| 10 | Recording Calls That Result in a Transaction | Call Center shall record all calls that last over 90 seconds and that result in a transaction. These recorded calls will be saved for a minimum of 6 months and will be available to DNR upon request. | $10 per each call that is not recorded. |  |
| 11 | Call Center Operators in Iowa  **(Optional)** | Three Call Center Operators shall be located in Iowa. | $10 for each week that 3 agents are not located in Iowa and answering incoming calls. |  |

**ATTACHMENT #10**

**VENDOR OPERATED CALL CENTER**

There are three types of requirements addressed in this Attachment: Mandatory Pass/Fail Requirements, Mandatory Scored Requirements, and Optional Scored Requirements. Vendors must respond to all the requirements, as stated below. All requirements are mandatory unless specifically designated as optional.

Submitted proposals that do not follow the format described below may be rejected without further review or will have significant points deducted.

**Mandatory Pass/Fail Requirements:**

Vendors must respond “Yes” or “No” to each of the Mandatory Pass/Fail Requirements. A successful Vendor must be able to satisfy all of the Mandatory Pass/Fail Requirements in order to be deemed a Responsible Contractor.

In the “Response” space provided, the Vendor shall describe how their System meets the specifications outlined in each section of the Mandatory Pass/Fail Requirements.

**Mandatory Scored Requirements:**

Mandatory Scored Requirements also are designated in this Attachment. A successful Vendor must be able to provide all of the Mandatory Scored Requirements, and must describe the proposed solution and level of ability to satisfy. Vendors shall place a check mark in the “Comply”, “Partial”, “Exception”, or “To Be Developed”, along with providing a narrative response as to the Vendor’s ability to meet the specifications as outlined in each section below.

In the “Response” space provided, the Vendor shall describe how System meets the specifications outlined in each section of the Mandatory Scored Requirements.

**Comply**

Vendors shall provide a narrative response on how their proposed System fully complies with the specification(s).

**Partial Compliance**

Vendors shall provide a narrative response on how their System partially complies with the specification(s). The Vendor shall clearly identify what portion of the specification(s) is met and what portion is not met. If the Vendor’s System does not provide the indicated capability exactly as specified, but does provide an equivalent functionality, the Vendor shall provide this information in their response.

**Exception**

Vendor’s shall provide a narrative response on how their System takes exception to the specification(s) The Vendor shall clearly identify what portion of the specification(s) the exception is taken but if the Vendor’s System does provide an equivalent functionality, the Vendor shall provide this information in its response.

**To Be Developed**

If Vendors will develop the required capability within their firm/fixed proposed costs and implementation time periods, Vendors shall indicate that the required capability is To Be Developed and explain what is not currently compliant and how the required capability will be added and shall provide this information in their response.

**Optional Scored Requirements:**

DNR requests that prospective Vendors also address in their Proposals Optional Scored Requirements that, in DNR’s sole discretion, may be included as part of a Contract.

**MANDATORY PASS/FAIL REQUIREMENTS**

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| **1.** The Vendor shall include a Vendor-operated Call Center. When bidding on the Vendor Operated Iowa State Park Centralized Reservation System Call Center, the Vendor shall provide a description of its Centralized Reservation Call Center, hereinafter referred to as Call Center. | | |
| **COMPLIANCE** | | |
| **Yes** | | **No** |
| **Response:** |  | |

**MANDATORY SCORED REQUIREMENTS**

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| The Call Center shall utilize a toll free 800 telephone number. The number should be specific to the DNR. DNR prefers to keep the existing toll-free number 877-427-2757 (IAPARKS). If it is not possible to keep the current toll-free number, then the new number will need to be approved by the DNR. The Vendor must assume all financial responsibility for the toll-free number used for public calls to the Call Center in the United States. The Call Center shall be responsible for handling State Park reservations for campsites (could include same day reservations), cabins, day use lodges, and picnic shelters, collecting damage deposits, and group camps (future element). The Call Center staff will be responsible for providing general park information via telephone and answering customer questions and complaints. The Call Center must appear to customers as being operated exclusively for Iowa State Parks. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| Minimum hours of operation shall be 8:00 a.m., CST until 7:00 p.m. CST, Monday through Friday, and 8:00 a.m., CST until 4:30 pm. CST, Saturdays and Sundays year-round and closed on state holidays. DNR will entertain expansion of operating hours/days if cost-effective and will also entertain reduced hours in the off season.  The current Call Center hours are as follows:  Monday through Friday: 7:00 am to 7:00 pm (CST) Saturday: 8:00 am to 4:30 pm (CST) Sunday: Closed  Closed New Year’s Day, Easter, Thanksgiving Day and Christmas | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Vendor shall supply all required information systems and telecommunications to perform the Call Center operations. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Vendor shall begin full operation of Call Center services at the implementation date, with no disruption to the existing level of service. The Call Center shall be located within the continental United States. During operation of Call Center services, the Vendor shall adjust to any reasonable changes which may be brought about due to changes in state of Iowa law, policy, fees, DNR operations, etc. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Vendor shall provide a plan for transitioning of the current parks reservation system data from the existing parks reservation system Call Center to the CPRSV2. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Call Center operation shall meet acceptable performance levels defined in performance standards, Attachment #9. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| Vendor shall provide daily, weekly and monthly reporting on Call Center activities. The Call Center reports shall include performance statistics as approved by DNR project manager and in accordance with the performance standards and liquidated damages section (Attachment #9). | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| All check or money order payments for transactions conducted through the Call Center must be mailed to a postal address provided by DNR. Additionally, Vendor shall be responsible for mailing out reservation confirmation and cancellation letters for transactions processed through the Call Center when an email address is not provided by the customer. The letters shall be in such a format that is approved by DNR that all information, with the exception of the customer’s name and address, is not visible to the general public. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Vendor’s System shall include remote access to allow DNR staff to view reservation activity on Vendor’s Call Center computer and to monitor live phone conversations between Call Center operators and reservation customers. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| Call Center shall be staffed by full-trained professional operators knowledgeable of state parks and facilities, rules and policies, fees, customer types, use patterns and Iowa state geography, place names, routes and means of transportation. All Call Center operators shall be trained appropriately and shall perform in a consistently competent manner. Vendor shall describe its operator training and maintenance program addressing at a minimum the following three areas:  Core competency requirements  Method of operator supervision, evaluation and quality control  Assurance that Call Center operators are always up to date, aware and knowledgeable of DNR’s specific policies, rules, requirements, standards, etc.  Vendor shall describe the core competencies it expects in their Call Center operators including:   * Keyboarding * Online use * Customer service skills * Recognizing cultural differences when dealing with customers * Problem solving * Telephone operations   At a minimum, Vendor shall describe method of ensuring operators are trained and knowledgeable in the following areas regarding the DNR:   * Policies and procedures * Fee structure * Billing questions * State geography for cross-selling purposes * Distance and directions to park * Park facilities and amenities * Facility types | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| The Call Center operators shall be able to explain DNR policies to the customer. Call Center operators shall also provide an accurate summary of the transaction to the customer prior to payment and completion of the transaction. Vendor shall describe prior experience with Call Center operations, including the industry or government entity supported and the length of time supported. References shall be provided for the DNR to contact at least three of those entities for which Call Center support was provided. Vendor shall describe the standards adhered to in hiring and retaining capable staff. Vendor shall describe how problems perceived by the DNR will be resolved timely to the DNR’s satisfaction. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| All Vendor Call Center operators handling payments shall pass annual background checks and be bonded. Describe the process used to accomplish the background checks. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Customer confidential information shall be safe guarded according to PCI requirements, federal and state mandates as well as DNR and State of Iowa security policies. Customers’ information shall not be revealed for any purpose without DNR approval. Vendor shall describe its policy and procedures to ensure the safe guarding of customer’s confidential information, including credit card numbers, address, phone number, reserved dates, etc. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| The Call Center shall accept credit cards and debit cards backed by Visa, Discover or MasterCard (at a minimum), paper checks, money orders, as payment for any reservations made through the Call Center. Vendor shall provide recommendations regarding accepting paper check and money orders through the Call Center if e-check is an acceptable form of payment for Internet reservations. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| DNR staff, may place calls to evaluate the content of responses to questions and to test the System’s performance. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Call Center staff shall verify the identity of callers wishing to inquire about, change or cancel a reservation. Vendor shall describe procedures used by the Call Center to ensure the identity of reservation holders or credit card holders wishing to inquire about, change or cancel a reservation. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Call Center staff shall follow the DNR policies and management directives provided to the successful Vendor awarded this contract. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
|  |  |  |  |  |
| **Response:** |  | | | |

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| The Vendor shall receive, track and resolve external customer complaints. The number of complaints will be identified and reports made available to the DNR. Vendor shall clearly identify in its proposal the type of complaints handled by the Vendor and the type that would be escalated to the DNR. Vendor shall identify and document the efforts made to resolve the issue prior to escalating to DNR. Escalation shall take place in a timely manner as determined by the DNR. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| System shall include built-in reservation business rules and policies in the form of help topics, which will assist the Call Center staff when making reservations and prevent them from making business policy errors. Call Center staff shall not override the business rules unless approved by the DNR. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| Vendor shall produce and update as necessary a Call Center Procedure Manual that may be used to address all customer calls. DNR will assist with developing materials for the Call Center operators (providing specific park information and general information about Iowa State Parks). DNR may provide additional input to the content of the Call Center Procedure Manual. The procedures shall include protocols for managing and responding to incoming calls, etc. The Vendor shall make the Call Center procedure manual available for review by DNR prior to use. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

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| If at home agents are utilized by the Vendor, the System must capture statistical data for at-home agents. The statistics must show the call volume compared to Iowa at-home agents, non-Iowa at-home agents, and Call Center operators. | | | | |
| **COMPLIANCE** | | | | |
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| The Vendor shall pay for all fees associated with the processing of credit cards for the Call Center and the Internet transactions for all reservations. | | | | |
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| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| All payments received in the lockbox shall be closed out by the Vendor and Vendor shall put those reservations paid in full status. | | | | |
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| The System must allow for comments to be added to a reservation by Call Center agents and by the central office staff with DNR. | | | | |
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| The Vendor shall address all the functional System components, e.g. hardware, database, applications, communications, and personnel. The Vendor shall provide a Business Continuity Plan. | | | | |
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| The Vendor shall work with DNR so that the DNR Project Manager can annually train the Vendor’s supervisory, key personnel, and agents staffed at the Vendor’s Call Center facility on program policies and the handling of other inquiries related to the CPRSV2. | | | | |
| **COMPLIANCE** | | | | |
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| The Vendor shall be responsible for the continuous training of its own staff due to turnover and updates to the program and/or policy changes. The Vendor shall train its Call Center staff and update manuals in a timely manner so that staff remains competent and knowledgeable, therefore providing a high-quality service to the DNR and its’ Customers. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| The Vendor shall provide written narratives addressing the items below:  Vendor shall describe how the Vendor’s operation will meet the requirements and processes listed below as well as any additional guidelines and operational measures that permit first class customer service to both the internal and external users of the reservation program.  **a.** Detail the Call Center organization and operation, including the following:   * + - * 1. Typical duties for each staff position. Indicate if the staff person(s) will work on multiple Call Center accounts. Describe the percentage of time the operator(s) will be devoted to the DNR CPRSV2 support.         2. The process for acquiring, training, monitoring and developing its supervisory staff.         3. Forecasting staffing needs and managing the scheduling of Call Center staff.         4. Capability to handle future growth.       1. Detail the strategies the Vendor currently employs to minimize Call Center customer busy-outs and waits-in-queue.       2. Identify the location or locations of Vendor’s Call Center, the physical characteristics of each Call Center, and if more than one (1) Call Center, the nature of the interaction between locations, including the following:          1. If Vendor has only one (1) Call Center, provide the size and nature of the facility.          2. If Vendor has more than one (1) Call Center, identify the primary Call Center and the addresses of all other Call Centers. Provide the size and nature of each of the facilities Vendor intends to use to provide support to the DNR CPRSV2.          3. List the nature, history and volume of business now being conducted by the primary Call Center, including how many operator seats the Vendor now has, and how many additional seats will be needed in the Call Center to accommodate this new contract.          4. If more than one (1) Call Center will be involved, indicate how the Vendor intends to distribute calls, plus the approximate percentage of the DNR reservations that will be handled at each Call Center on an annual basis. Detail how Vendor will assure quality and consistency is achieved for all Call Centers involved.          5. Vendor will list other reservation system contracts the Call Center handles on a daily basis, if applicable.       3. Explain Vendor’s plan for maintaining an open line during power outages or System down times. If remaining open is not feasible, Vendor shall describe the typical downtime when the System has experienced a failure in the past       4. Vendor shall describe how the Call Center will carry out the following tasks:          1. Receiving, routing and handling each customer call.          2. Operating in a manner so callers routinely believe that the Call Center is serving only the DNR CPRSV2 System.          3. Responding to problems with existing reservations, reservation changes or reservation cancellations.          4. Responding to customer questions about processing of reservations, or questions and requests for assistance regarding use of the Internet site.          5. Handling price (rate) quotations, adjustment of fee errors, and requests for special treatment of refunds.          6. Documenting problems and solving complaints.          7. Communicating and reporting issues to the DNR in a timely manner.          8. The process for developing and deploying a Call Center operator script specific to the DNR.          9. The process Vendor’s Call Center operators will use to effectively refer customers to other Iowa State Parks and increase park utilization and revenues.          10. The manner Vendor intends to use to handle outbound calls for survey purposes and/or special projects.       5. The Vendor shall describe the process the Vendor will utilize to train its Call Center staff so that staff remains competent and knowledgeable, therefore providing a high-quality service to the DNR and its’ Customers. Include the method Vendor plans to use to update manuals and the timeframe in which the updated manuals will be distributed.       6. Vendor shall describe how it will develop a Call Center operator script specific to the DNR. Provide an example of a typical script used in your Call Center for campsite reservations if available. Address the following items:          1. How will the Call Center handle issues that are beyond the normal scope of the operator duties? This includes researching issues and following up to be sure the issue has been resolved. At what point would the DNR be informed and/or involved by the Call Center?          2. How will operators quickly convert information from a call for a reservation, or refer the customer to the DNR’s phone center?          3. How will operators increase park occupancy and revenue by cross-selling to other DNR parks?          4. How will the Call Center treat a reservation that has NSF check returned prior to the minimum window?          5. How does the Call Center handle reservation awaiting check payment when the check hasn’t arrived within the number of days allowed?   h. In the Call Center system every transaction, comment, and activity for each reservation must be linked to the authorized user completing the action and easily viewable by all authorized users. The comments entered must be easily understood for Call Center operators and the DNR. | | | | |
| **COMPLIANCE** | | | | |
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| **29.** The Vendor shall have the option of an increased potential for future development of an in-park reservation system. To that end, DNR wants to allow Call Center access to the Central Parks Reservations System database, so that parks field sites may process customer registrations and conduct revenue reporting and specialized financial reporting. (See also Attachment #7, Mandatory Scored Requirement Item #46.) | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **30.** The Vendor shall have the ability to record all calls received by the Vendor-operated Call Center that last over 90 seconds and that result in a transaction. The DNR anticipates that these recorded calls would be saved for a minimum of 6 months from the call date and would be available to the DNR Project Manager upon request. | | | | |
| **COMPLIANCE** | | | | |
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**OPTIONAL SCORED REQUIREMENTS**

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| **1.** DNR requests that the Vendor address the option providing at least three Call Center operators physically located in Iowa at least during and preceding peak season (March 1 through October 15), and DNR requests that prospective Vendors address the option of the above-mentioned Call Center operators dedicated only to the CPRSV2. If dedicated agents are provided, the System must have a mechanism to direct incoming calls for the CPRSV2 contract to the dedicated Iowa operators first, with rollover to multi-allocated agents as needed. | | | | |
| **COMPLIANCE** | | | | |
| **Section** | **Comply** | **Partial** | **Exception** | **To Be Developed** |
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| **Response:** |  | | | |

# Attachment #11

**Relevant current Iowa Code statutory sections**

*Please note that this is not a complete list of all statutes that govern camping in the State of Iowa. Rather, it is a listing of statutory provisions that are relevant to assist the Vendor in determining how to proceed. This Attachment should not be substituted for the Iowa Code.*

# Iowa Code section 461A.46 CLOSING TIME.

Except by arrangement or permission granted by the director or the director’s authorized representative, all persons shall vacate state parks and preserves before 10:30 p.m. Areas may be closed at an earlier or later hour, of which notice shall be given by proper signs or instructions. The provisions of this section shall not apply to authorized camping in areas provided for that purpose.

# Iowa Code section 455A.14 CAMPING AND RENTAL FACILITIES AND OTHER PRIVILEGES -- FEES.

1. Notwithstanding any provision of law to the contrary, the department is authorized to establish fees for camping and use of rental facilities and other special privileges at state parks and recreation areas under the jurisdiction of the department.

2. The fees established by the department pursuant to this section shall be in such amounts as may be determined by the department to be reasonably competitive with fees established in other public parks or recreation areas that provide the same or similar privileges and are located within sixty miles of the perimeter of the state park or recreation area for which the department is establishing fees. Such fees may be increased, reduced, or waived by the department on a statewide basis or on the basis of an individual state park or recreation area for special promotional events or efforts or on the basis of special seasonal or holiday rates.

3. Fees established pursuant to this section shall be considered a specification of prices to be charged for goods or services as provided in section 17A.2, subsection 11, paragraph “g”.

4. The department shall adopt rules pursuant to chapter 17A for the purpose of setting forth the methodology to be used in establishing fees pursuant to this section.

5. The department shall prepare an annual report reviewing the fees established pursuant to this section. The report shall include information about fees and occupancy rates at each camping and rental facility in the state under the jurisdiction of the department, special promotional events or holiday rates for which fees were increased, reduced, or waived at those camping and rental facilities, and any recommendations for changes in fees or rules adopted pursuant to this section. The report shall be submitted to the senate standing committee on natural resources and environment and the house standing committee on natural resources by December 31 of each year.

# Iowa Code section 461A.48 CAMPING AREAS.

No person shall camp in any portion of a state park or preserve except in portions prescribed or designated by the commission.

# Iowa Code section 461A.49 TIME LIMIT.

No camping unit shall be permitted to camp for a period longer than that designated by the commission for the specific state park or preserve, and in no event longer than for a period of two weeks.

# Iowa Code section 461A.50 REGISTERING -- VACATING.

Any person who camps in any state park or preserve shall register the person’s name and address with the park custodian and advise the custodian when the camp is vacated.

# Iowa Code section 461A.51 CAMPING REFUSED.

Custodians are given authority to refuse camping privileges and to rescind any and all camping permits for cause.

**Attachment 12**

**Current Administrative Rules,**

**Chapter 61 and 16.**

See separate PDF file: RFP1421542086 – Attachment\_12-Admininstrative\_Rules\_61and16

**Attachment 13**

**Centralized Reservation System Business Rules**

See separate PDF file: RFP1421542086 – Attachment\_13-Contract\_Business\_Rules

**ATTACHMENT #14**

**PARK CONNECTIVITY**

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| **PARK** | **CONNECTIVITY** | **AVERAGE BANDWIDTH**  **Download and Upload Speed as of July 2021** |
| Spirit Lake Office | T-1 | DW: 97.7 Mbps | UP: 13.57 Mbps |
| SW District Office | Fiber optic | DW: 123.81 Mbps | UP: 91.83 Mbps |
| SE District Office | T-1 | DW: 8 Mbps | UP: 4 Mbps |
| Cedar Rock | Fiber | DW: 50 Mbps | UP: 50 Mbps |
| Backbone | Satellite | DW: 43.52 Mbps | UP: 5.16 Mbps |
| Bellevue | DSL | DW: .77 Mbps | UP: .53 Mbps |
| Big Creek | Wireless-US Cellular | DW: 5.96 Mbps | UP: 1.40 Mbps |
| Black Hawk | Wireless-Corn Belt telephone | DW: 30.64 Mbps | UP: 3.29 Mbps |
| Beeds Lake | Wireless – Verizon | DW: 22.46 Mbps | UP: 10.41 Mbps |
| Brushy Creek | Fiber | DW: 94.55 Mbps | UP: 19.69 Mbps |
| Clear Lake | Verizon-Wireless | DW: 48 Mbps | UP: 47.81 Mbps |
| Dolliver | Fiber | DW: 101.36 Mbps | UP: 48.93 Mbps |
| Elk Rock | DSL | DW: 1.15 Mbps | UP: 0.64 Mbps |
| Geode | DSL | DW: 1.10 Mbps | UP: 1.03 Mbps |
| George Wyth | DSL | DW: 24.23 Mbps | UP: 4.76 Mbps |
| Green Valley | Wireless -Verizon | DW: 4.73 Mbps | UP: 2.01 Mbps |
| Gull Point Complex | Cable | DW: 69.02 Mbps | UP: 9.72 Mbps |
| Honey Creek | Cable | DW: .24 Mbps | UP: .21 Mbps |
| Lacey-Keosauqua | Cable | DW: 11.92 Mbps | UP: 1.96 Mbps |
| Lake Ahquabi | Verizon | DW: 2.16 Mbps | UP .32 Mbps |
| Lake Anita | Fiber | DW: 72.44 Mbps | UP: 69.99 Mbps |
| Lake Darling | DSL | DW: 8 Mbps | UP: 4 Mbps |
| Lake Keomah | Verizon | DW: 24.45 Mbps | UP: 2.23 Mbps |
| Lake MacBride | DSL North  Fiber South (no computer or service set-up) | DW: 10.02 Mbps | UP: 0.52 Mbps |
| Lake Manawa | Verizon - Wireless | DW: 6.74 Mbps | UP: 1.97 Mbps |
| Lake of Three Fires | Fiber | DW: 40.43 Mbps | UP: 9.79 Mbps |
| Lake Wapello | Fiber | DW: 50.64 Mbps | UP: 47.93 Mbps |
| Ledges | Fiber | DW: 115.61 Mbps | UP: 96.45 Mbps |
| Lewis & Clark | Wireless- Verizon | DW: 20.99 Mbps | UP: .12 Mbps |
| Maquoketa Caves | Fiber | DW: 100 Mbps | UP: 80 Mbps |
| McIntosh Woods | Wireless-ClTel | DW: 51.20 Mbps | UP: 46.36 Mbps |
| Mines of Spain | DSL | DW: 72.44 Mbps | UP: 39.56 Mbps |
| Nine Eagles | Fiber | DW: 72.47 Mbps | UP: 89.94 Mbps |
| Palisades-Kepler | Wireless | DW: 2.54 Mbps | UP: 1.06 Mbps |
| Pikes Peak | Fiber | DW: 49.47 Mbps | UP: 9.44 Mbps |
| Pilot Knob | DSL | DW: 15.4 Mbps | UP: 14.7 Mbps |
| Pine Lake | Fiber Optic | DW: 100.86 Mbps | UP: 52.69 Mbps |
| Pleasant Creek | DSL | DW: 94 Mbps | UP: 94 Mbps |
| Prairie Rose | Fiber Optics | DW: 20 Mbps | UP: 2 Mbps |
| Red Haw/Stephens  Forest | Windstream DSL | DW: 1.34 Mbps | UP: 0.29 Mbps |
| Rock Creek | Windstream | DW: 28 Mbps | UP: 4 Mbps |
| Shimek Forest | Windstream | DW: 10.12 Mbps | UP: 0.86 Mbps |
| Springbrook | Fiber | DW: 6.8 Mbps | UP: 1.38 Mbps |
| Stone | Verizon | DW: 23.83 Mbps | UP: 7.69 Mbps |
| Union Grove | Fiber optic | DW: 94.6 Mbps | UP: 53.9 Mbps |
| Viking Lake | Fiber optic | DW: 82.73 Mbps | UP: 16.29 Mbps |
| Volga River | Satellite | DW: 28.25 Mbps | UP: 4.40 Mbps |
| Walnut Woods | DSL | DW:1.36 Mbps | UP:.83 Mbps |
| Wapsipinicon | DSL | DW: 5 Mbps | UP: .75 Mbps |
| Waubonsie | Satellite | DL: 3.34 Mbps | UP: 3.33 Mbps |
| Wildcat Den/Fairport | Fiber | DW:101.36 Mbps | UP:10.34 Mbps |
| Wilson Island | Wireless- Verizon | DW: 3.46 Mbps | UP: .47 Mbps |
| Yellow River Forest | DSL | DW: .24 Mbps | UP: .22 Mbps |

The central office is located in the Wallace State Office Building in Des Moines, Iowa. The Wallace Building has a gigabit connection to the state of Iowa Fiber optic backbone.

**Attachment 15**

**Special and General Conditions**

See separate PDF file: RFP1421542086 – Attachment\_15-Special\_&\_General\_Conditions