



**Solicitation Information**  
*10 April 07*

RFP# 7003474

**TITLE: Rhode Island State Camping Reservation System**

Submission Deadline: **11 May 07 @ 2:00 PM (Eastern Daylight Time)**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than 26 April 07 @ 12:00 Noon (EDT). **Questions** should be submitted in a *Microsoft Word attachment*. Please reference the RFQ # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

Jerome D. Moynihan, C.P.M., CPPO  
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

Note to Vendors:

**Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.**

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

## **INTRODUCTION**

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Environmental Management (DEM), is soliciting proposals from qualified firms to secure a state of the art, complete, and unified statewide camping reservation system as described elsewhere herein and in accordance with the terms of this Request and the State's General Conditions of Purchase which is available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

This is a Request for Proposals, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request other than to name those offerors who have submitted proposals.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

- Potential offerors are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. The official time clock is located in the reception area of the Division of Purchases, Department of Administration, One Capitol Hill, Providence, RI.

- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the selected service provider.*
- Proposals should include the offeror's FEIN or Social Security number as evidenced by a W9, downloadable from the Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
- Bidders are advised that all materials submitted to the State for consideration in response to this Request for Proposals will be considered to be public records, as defined in RIGL Title 38, Chapter 2, and will be released for inspection immediately upon request, once an award is made.
- It is intended that an award pursuant to this Request will be made to a prime Contractor who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted providing that their use is clearly indicated in the offeror's proposal and the proposed subcontractor(s) are identified in the proposal.
- The State of Rhode Island has a goal of ten percent (10%) participation by Minority Business Enterprises in all State procurements. For further information, visit the web site at [www.mbe.ri.gov](http://www.mbe.ri.gov). To speak with an MBE officer, please call (401) 574-8253.
- The purchase of services under an award made pursuant to this Request will be contingent on the availability of funds.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI
- **Equal Employment Opportunity (RIGL 28-5.1)**  
**§ 28-5.1-1 Declaration of policy.** – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090

## **RHODE ISLAND STATE CAMPING RESERVATION SYSTEM**

### **A. GENERAL PURPOSE AND SCOPE**

The purpose of this Request for Proposal (RFP) is to secure a state of the art, complete, and unified statewide camping reservation/registration service system to be known as the Rhode Island State Camping Reservation System ("System") for the campgrounds identified hereunder operated by the State of Rhode Island Department of Environmental Management (DEM)

Campgrounds operated by the RI DEM need an integrated reservation/registration system which gives campers a simple, user friendly, efficient, secure and effective means of reserving appropriate overnight accommodations to match their needs, while maximizing campsite usage and therefore revenue to the State. The system must minimize patron processing time and agency paperwork; provide full management, and financial accountability. It must provide efficient administration and generation of administrative and management reports.

The State is requesting proposals from qualified Vendors that possess the demonstrated ability to provide the System which is to include computer hardware, software and an established call center with adequately trained operators who are fully supported. The Vendor shall maintain and operate the System in an efficient, dependable manner so as to provide the highest level of service to the public.

The established call center must be capable of handling the expected annual volume of usage which may exceed 20,000 calls per year, with times of peak usage, both daily and seasonal.

The vendor shall demonstrate an ability and willingness to become familiar with Rhode Island's diverse campground facilities in order to enhance user satisfaction.

The system must be solely supported by fees generated by the users, and all revenues from the System, which will include all reservation fees, must be deposited into the appropriate State and concessionaire's account in a timely manner, as described in the specifications.

This RFP is intended to result in the award of a contract to a Vendor which will begin operating the System as of November 1, 2007. The Vendor must be prepared to demonstrate that the system, including all required components and personnel, will be capable of fully performing the required functions as of September 1, 2007.

While it is the intention of the State to award a contract for the entire system as described herein, it specifically reserves the right to award a contract based on providing a system which does not address every aspect of this RFP, or not to award a contract. If the State determines that this would be in its best interests, it may issue an addendum to this RFP, and allow adequate opportunity to all interested responders to revise their submission.

## **B. PROPOSALS**

This section of the RFP includes information on the State's facilities, specific criteria applicable to the reservation system requirements, and proposal submission requirements.

## **RHODE ISLAND CAMPGROUND BACKGROUND INFORMATION**

Rhode Island DEM operates **5 campgrounds** with a total of **1,052 individual campsites**. Most sites in the system have a table, fireplace, sanitary facilities, and water nearby and some sites at Fishermen's Campground have water, electric and sewer hook-ups. RI State park campsites have five [5] fees (\$14.00, \$18.00, \$20.00, 25.00. and \$35.00 along with second vehicles passes at \$4.00, \$6.00). Additional amenities may include: Hot showers, concession, dumping station.

*The following information on the RI State Campgrounds is provided for existing operational policies, procedures and business rules as they are operated today. As a result of the contract award the DEM will modify the business rules for each of the campgrounds in the system as deemed necessary.*

Currently reservations for campsites are accepted by mail only at Fishermen's Memorial State Park Campground, all other campgrounds; Burlingame, Charlestown Breachway, East Beach and George Washington are on a first come first serve basis, other then reservations for cabins and one yurt at Burlingame and shelters at George Washington. The **State intends to include its entire inventory of campsites in the new "Rhode Island Camping Reservation System"**.

At Fishermen's reservations are accepted and post marked no earlier then January 14 of each year through the US Postal Service. Permits are then returned to the customer by mail. Sites are reserved on a first come first served basis and the customer does not know if the site or dates that they requested are available until they receive a reply from the campground.

Enclosed with this RFP is Rhode Island's camping brochure with locations and descriptions of our facilities. Prospective vendors are encouraged to visit any areas and become familiar with our facilities. The DEM Division of Parks and Recreation presently has the following established policies for camping in RI State Park Campgrounds. The Division reserves the right to adjust these policies based on the award of this new contract and system.

**Fishermen's Memorial State Park** located in Narragansett, RI offers 182 campsites. The Official Season begins April 15th and ends October 31st. Month of November limited services, weather permitting.

LENGTH OF STAY: Length of stay will be limited to 14 consecutive days. Following each stay, regardless of duration, a seven day interim period is mandatory for all members of camping party and equipment.

From the third Monday in May through Labor Day, there is a five night minimum, 14 day maximum for all reservations. Reservations are limited to two [2] individual stays not to exceed fourteen [14] days.

TRANSFERRING CAMPSITES

Or subleasing campsites is strictly forbidden.

There are no restrictions on stays from opening day through the third Monday in May or after Labor Day.

In order to accommodate full length of stay requested, it may be necessary to move sites.

Deposit is not required with application. Notification of deposit will be forwarded after site has been issued.

**Fishermen's Continued**

FEES:

	Resident	Non-Resident
AREA I	\$20.00	\$35.00

Electric, Water & Sewer [Self contained units only no canvas].

AREA II, IV \$18.00\$25.00

Electric & Water

AREA III \$ 14.00 \$20.00

No hookups [canvas only]

2ND Car Pass \$4.00 \$6.00

Rates are subject to change. Visitor entrance fee \$2.00 per car from Memorial Day through Labor Day. Personal checks are accepted ONLY as payment on deposits. Check must be made payable to the Treasurer, State of Rhode Island. Cash and checks are accepted at the Park for campsite or balance due. Coin showers are available in Area's II, II and IV for twenty five cents.

CANCELLATIONS:

Deposits will not be refunded. Refunds cannot be given at the Park. They are attainable only if you have paid in full, and your written request has been reviewed and approved by the chief of the Division of Parks and Recreation. Dissatisfaction for reasons of weather, site conditions or natural phenomena are not considered sufficient cause for granting a refund. Nor may refunds be granted for any days which the site was occupied. In all instances a service charge consisting of the fee for two days will be deducted for each campsite reserved. For cancellations and refund requests call Fishermen's Memorial State Park at 401-789-8374.

**Fishermen's Continued**

GENERAL INFORMATION:

Violations of any rules are grounds for revocation of permits.

The camping day extends from 1:00 PM to 11:00 AM the following day.

Reservations take effect at 1:00 PM. Renewals must be obtained prior to 8:30 AM.

All unreserved sites are available on a first come first served basis after 8:30 AM.

Camping party is limited to six persons unless children who are members of the camping party exceed that number. No more than one camping unit per site, excluding tents. The person to whom the camping permit is granted shall present personal and vehicle[s] identification, be the occupant of the site and be responsible for compliance of the rules and regulations of the Department of Environmental

Management. Full names

of campers must be listed on the permit, and only those listed may use the site. Campsites MUST be occupied the first night of a reservation or the site will be sold at 8:30 AM the following day. Phone notification will hold the site if arrival is delayed. The site must be occupied at least four nights during each week of the camping period or the permit will be revoked. No refunds are allowed. Only one car parked at each site. Trailers and cars must be on the pad. All campers must check in upon arrival and surrender their permit at the end of the camping period.

Campsites must be left clean. All refuse must be placed in the area containers provided for that purpose. Refuse from campfires is not to be placed in these containers. No person shall wash, polish, clean, change oil or repair any motor vehicle, boat or motorcycle. Quiet Hours in Effect 10:00 PM to 7:00 AM

No person shall possess, drink or sell alcoholic beverages within a State Park. Fires are allowed only in designated areas. Fires must not be left unattended and must be kept to a reasonable size. Dishes are not to be washed in the restrooms. Grey water drains are provided for your use. No person shall cut, remove or damage any trees or shrubs within a State Park, nor shall they deface any public buildings. Motor vehicles and trailers shall be registered and equipped in accordance with the law. All provisions of laws, rules and regulations governing RI highways apply.

**Burlingame State Park** located in Charlestown, RI offers 730 campsites in a woodland setting on Watchaug Pond. The Official Season begins April 15th and ends October 31st.

Fees: Residents: \$14.00, Non-Residents: \$20.00 Second car pass residents: \$4.00  
Second car pass non residents: \$6.00 Visitors: \$2.00 per car

Camping permits shall be issued at the park on a "first-come, first serve" basis. Campers shall be ready to set up camp on date of issuance. Permits shall not be issued by phone. [8.2.2] Camping permits shall run from 1:00 PM on the date of permit to 11:00 AM at the end of the camping period as indicated on the permit. [8.2.3] Reservations shall be accepted for Burlingame State Park Cabins by mail ONLY from April 1, at Burlingame State Park, 1 Burlingame State Park, Charlestown, RI 02813 [8.2.4] The person to whom a camping permit is granted shall be 18 years of age or older shall be an occupant of the campsite, shall state the first and last names of members of the party, and shall be responsible for his or her party's

compliance with the rules and regulations of the Department of Environmental Management and all other applicable laws. Only those members listed shall use the campsite. Only one family [immediate family] is allowed per campsite. Non-family groups shall be limited to six persons per campsite. Any person or persons voided on a camping permit are not allowed to re-enter any camping area for the duration of the camping season. [7.3] All campground permit holders must be 18 years of age or older. No person shall occupy a campground for more than a continuous two-week period, with a seven-day minimum break prior to any re-occupancy. Permit renewals are limited to three within the two week maximum period and must be obtained prior to 8:30 AM on the date of permit expiration. Charlestown Breachway, Ninigret Conservation Area is exempted from this rule. [7.7] Per RI General Law 42-17.1-45: Dogs & Cats are allowed in the campground, [Fishermen's Burlingame, George Washington Only]. Please visit [www.riparks.com](http://www.riparks.com) for specific requirements and polices regarding pets. All visitors shall be out of the campsites by 10:00 PM each night. Campers shall be quiet between the hours of 10:00 PM and 7:00 AM. [7.6] each campsite must be occupied on the first night of the permit and must be occupied at least four [4] nights during each week of the camping period. [7.8] All persons failing to pay or evading payment of any user or admission fee shall be subject to the penalty provision of R.I.G.L. 1956 [1982 Re-enactment] 32-2-4, as Amended [30.2]

**East Beach** located in Charlestown, RI offers 20 campsites for self contained 4x4 camping vehicles only on a barrier beach between Ninigret Pond and Block Island Sound. The Official Season begins April 15th and ends October 31st.

Fees: Residents: \$14.00, Non-Residents: \$20.00

Driving on Barrier Beaches in Rhode Island requires a Barrier Beach Permit; permits may be obtained from Burlingame State Park Campground during the summer season or from the Coastal Resources Management Council office located on Tower Hill Road, Wakefield, RI 02879

No Animals are allowed from April 1 through September 30 each year.  
All DEM rules and regulations at Burlingame State Park apply to the operation of East

Beach along with the same restrictions on length of stay.

**Charlestown Breachway** located in Charlestown, RI offers 75 campsites for self contained camping vehicles only on a barrier beach between Ninigret Pond and Block Island Sound. The Official Season begins April 15th and ends October 31st.

Fees: Residents: \$14.00, Non-Residents: \$20.00

Second car pass residents: \$4.00 Second car pass non residents: \$6.00

No Animals are allowed from April 1 through September 30 each year.

All DEM rules and regulations at Burlingame State Park apply to the operation of Charlestown Breachway along with the same restrictions on length of stay.

**George Washington Campground:** located in Chepachet, RI offers 45 primitive campsites in a woodland setting on the shores of Bowdish Reservoir. The Official Season begins Friday of the weekend of Opening Day for Trout Season [second Saturday of April] until the Monday of Columbus Day weekend.

Rhode Island Residents Fees:

Campsite - \$14/night

Shelter - \$35/night

Second vehicle - \$4

Visitors - \$2/vehicle

Non-residents Fees:

Campsite - \$20/night

Shelter - \$35/night

Second vehicle - \$6

Visitors - \$2/vehicle

Reservations: Campsites are available on a first come, first served basis.  
Reservations are not accepted.

Reservations are accepted and required for use of the Shelters I and II, and are accepted on a first come, first served basis, beginning in mid-March.

Twenty five [25] person maximum per shelter

[Call for specific date] Cost - \$35/day.

Facilities: Bathrooms, pit toilets, hiking, cycling, fishing, & swimming and boat ramp.

The RI Department of Environmental Management urges all visitors to RI Campgrounds and Parks to help **STOP THE SPREAD** of nonnative insects and diseases. Transporting firewood can also transport a number of insects and diseases that threaten the health of our forests. Gypsy moth, emerald ash borer, and beech bark disease are just a few of the growing number of firewood hitchhikers that can kill large numbers of trees.

### **General Policies and Business Rule Considerations**

DEM is considering the implementation of a 12 month reservation window starting November 1, 2007. No reservations will be allowed to be made less than 24 hours in advance. From the third Monday in May through Labor Day there is a five [5] night minimum and two week maximum reservation.

Patron access to field office computers will not be made available for internet reservations.

The DEM has no statistical background data to forecast reservations versus walk-ins at Burlingame, Charlestown Breachway, East Beach and George Washington Campgrounds for the RI State Camping Reservation System. It is the intent of the DEM to minimize if not avoid entirely a service fee for walk-ins. Proposers are to provide costs estimates based on a "per reservation fee" through the call center and internet and a minimal "walk in transaction fee" if absolutely required.

The DEM is requesting that access to patrons for the RI Camping Reservation System reside on the [www.riparks.com](http://www.riparks.com) web site. All reservation pages for the RI Camping Reservation System to match DEM templates.

The DEM is requesting a 1-800 phone number outlined as part of the requirements be installed as: 1-800-ICAMPRI; 1-800-422-6774 and owned by the RI DEM

### **C. SUBMISSION REQUIREMENTS**

The State invites submission of written proposals in response to the general purposes, scope, and rationale defined in this RFP. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted providing their use is clearly indicated in the offeror's proposal and the proposed sub-contractor[s] is identified in the proposal. However, the proposal must designate one entity which will retain full and complete responsibility for all negotiations and performance of any resulting contract.

The proposal shall address all issues involved with delivery of the System, including but not limited to, required investments, payment schedules, maintenance and operation of the System, operator and State employee training, and any other relevant commitments as may be necessary to successfully provide the State with a state of the art System providing efficiency and accountability to the State of Rhode Island and customer satisfaction.

Proposals shall specifically address the requirements of the System as detailed in the technical specifications and contract requirements, including the capital investment deemed necessary by the Vendor to develop, operate, and maintain the System at the optimal level. Vendor is to provide projection of costs, income and related performance as stipulated below.

#### **D. INCOME**

Vendor shall provide a schedule of proposed user fees which may include: reservation fee, cancellation fee, site change fee, and walk-up registration fee. Vendor must also provide pro-forma projections of income based on anticipated reservations, walk-up registrations, cancellations, and any other sources of system income for the (5) year period November 1, 2007 – October 31, 2012 and for the extended five (5) year November 1, 2012 – October 31, 2017.

In addition, financial statements for the Vendor should be submitted, demonstrating the economic viability of the vendor to commence operations for the State DEM and the vendors other contractual operations. At a minimum, the bidder must submit its annual financial statements for the most current five years in business, or an equivalent. In addition, capability to provide adequate financial assurances must be demonstrated.

In order to demonstrate relevant experience, the proposal must include a list of clients. There should be a description of each element of the service, including, but not limited to, software, hardware, and call center, the extent and nature of the Vendor's involvement in each and the size of the operation. Provide the names, addresses, and current phone numbers of references for each.

## **Monetary Transactions and Revenue Management**

Reservations will be accepted by telephone, Internet. Reservations will be accepted by telephone and secure Internet connections if payment is by credit card or by instant check debit. The successful Vendor will be responsible for processing all monetary transactions (with the exception of walk-ins) for reservations obtained by using the system. This includes collecting accommodations charges, reservations cost and any applicable Rhode Island state and local sales and usage taxes, as well as processing cancellations, changes, refunds and confirmations. The reservations cost will be that part of the customer transaction included in the fee charged for the services provided by the central reservation system. The balance of the transaction will constitute accommodations charges due to DEM.

The successful Vendor will collect all applicable charges when a reservation is made. Customers will be allowed to make payment by certified or personal check (at park locations only), money order, VISA, Master Card, and Discover credit cards and any Gift Certificates issued by the DEM. Only credit cards types approved by DEM will be used for transactions. All credit card transactions will be securely processed through the system and all will undergo on-line verification prior to reservation confirmation. Customers paying by credit card must be informed that their credit card account is being charged the applicable fee at the time the reservation is made. Reservations made by credit card will be confirmed at the time the reservation is made. No costs associated with credit card sales, nor liability for any sales by the proposer through fraudulent credit cards or dishonored checks accepted by the Vendor, shall be borne by the State.

The Vendor is responsible for notifying customers for any credit card declines and mailing a non-confirmation letter to the customer. Transactions made by credit card must be refunded by credit card transaction. *DEM reserves the right to add or delete credit card Vendors with thirty (30) days notice.*

All transaction revenue will be deposited daily to specified DEM Rhode Island State accounts and for "Burlingame Campground Only" the operating concessionaire account. The successful Vendor will tender reconciliation reports and periodic invoicing for payment. Individual monetary transactions must be sufficiently traceable from beginning to end to satisfy State audit requirements. DEM will require database access for running independent queries by qualified agency personnel.

DEM is seeking a PC-oriented Point of Sale that consolidates revenue collection, inventory management and financial tracking at the park via an integrated computer software application utilizing some form of cash-box sales and printed receipts.

## E. SYSTEM REQUIREMENTS

### Equipment

- Vendor to supply and install ten [10] Personal Computer Work Stations, nine [9] cash drawers, [9] credit swipe devices, [10] receipt printers and [6] HP Business Inkjet 1200 report printers configured to minimum standards as listed below, for the operation of vendor's software. All computers that are utilized and installed in the field offices are required to be checked and set up by DEM IT personnel.

Base Unit:	OptiPlex GX620 Small Form Factor,Pentium 4 640/3.2GHz 2M,800FSB,HyperThreading Technology (221-9582)
Processor:	NTFS File System,Factory Install (420-3699)
Memory:	1.0GB,Non-ECC,533MHz DDR2 2x512,OptiPlex GX620 or 520 (311-5021)
Keyboard:	Dell USB Keyboard,No Hot Keys Optiplex (310-5247)
Monitor:	Dell UltraSharp 1707FP Flat Panel with Height Adjustable Stand,17.0 Inch VIS,OptiPlex and Latitude (320-4565)
Video Card:	Integrated Video,GMA950 Dell OptiPlex GX620 (320-4269)
Hard Drive:	160GB SATA 3.0Gb/s and 8MB Data Burst Cache,Dell OptiPlexGX620 or GX520 (341-2248)
Floppy Disk Drive:	3.5 inch, 1.44MB, Slimline Floppy Drive,OptiPlex GX620 orGX520 (341-2267)
Operating System:	Windows XP Professional with Media,Dell OptiPlex English,Factory Install (420-5436)
Mouse:	Dell USB 2-Button Entry Mouse with Scroll,Dell OptiPlex (310-6610)
CD-ROM or DVD-ROM Drive:	24X CDRW/DVD Combo,Slimline with Cyberlink PowerDVD,Dell OptiPlex GX620 or GX520 Small Form Factor (313-3326)
Sound Card:	Integrated AC97 Audio,OptiPlex (313-8170)
Speakers:	Dell A225 two piece stereo Speakers (Black),Dell OptiplexPrecision and Latitude (313-4298)
Documentation Diskette:	Resource CD contains Diagnostics and Drivers for Dell OptiPlex GX620 X64 Factory Tied (420-5438)
Factory Installed Software:	Energy Star Labeling for OptiPlex (if applicable) (310-4721)

HP Business Inkjet 1200 Printer used as report printer

Backup UPS (Uninterruptible Power Supply) to protect the equipment from power fluctuations and outages for a short period of time.

Surge protector  
PC anywhere Host.

- The State of Rhode Island will be responsible for the provision of consumables and supplies required for the equipment provided to the campgrounds by the Vendor.
- Vendor will be responsible for ensuring delivery, installation, maintenance and support of all hardware and/or software which it has identified as being provided to Rhode Island as part of any agreement.

**Fishermen's Memorial State Park:** Presently has four Dell Optiplex GX620 computers purchased in January 2006 and never used. These computers will be made available for the reservation system. Vendor to include in price continued warranty and operation of these four computers with software for the life of the contract, one additional work station personal computer with software as specified. Two cash drawers are required to be installed by the vendor to operate with two of the five computers, two credit card swipe devices, two receipt printers and one report printer.

**Charlestown Breachway:** Vendor to supply one complete computer system including software, cash drawer, credit card swipe device, one receipt printer and one report printer as specified above.

**Burlingame DEM Office:** Vendor to supply one complete computer system including software, one cash drawer, one credit card swipe device, one receipt printer and one report printer as specified above.

**Burlingame State Park Concession Office:** Vendor to supply four complete computer systems including software, three cash drawers, three credit card swipe devices, three receipt printers and one report printer as specified above.

**George Washington Campground:** Vendor to supply two complete computer system including software, one cash drawer, one credit card swipe device, two receipt printers and one report printer as specified above.

**Parks and Recreation Headquarters Office in Johnston:** Vendor to supply software for two existing computer systems to provide high speed access to the reservation center for reporting, monitoring and administrative purposes.

**Division of Forest Environment, George Washington Headquarters Office:** Vendor to supply one complete computer system including software, one cash drawer, one credit card swipe device, one receipt printer and one report printer as specified above.

**Division of Forest Environment Headquarters in Situate:** Vendor to supply software for one existing computer system to provide high speed access to the reservation center for reporting, monitoring and administrative purposes.

### Computer Equipment Requirements Summary Chart

	PC Work Stations	Reservation Software	Cash Drawer	Credit Card Device	Receipt Printer	Report Printers
Fishermen's	1	5	2	2	2	1
Charlestown Breachway	1	1	1	1	1	1
Burlingame DEM Office	1	1	1	1	1	1
Burlingame Concession	4	4	3	3	3	1
George Washington Campground	2	2	1	1	2	1
Parks Headquarters		2			0	0
George Washington Headquarters	1	1	1	1	1	1
Forest Environment Headquarters		1			0	0
<b>TOTALS</b>	<b>10</b>	<b>17</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>6</b>

## Software

- The vendor must use software that they have developed specifically for a networked campground reservation system. It must be capable of making reservations, registering campers on site and supplying reports as needed. Comprehensive technical support for the call center software must be available 24 hours/day year round. Software must have been in use for a minimum of 5 years by a campground system generating at least 20,000 reservation transactions annually. All customizing necessary for the Rhode Island campground reservation system shall be included at no cost to the State. All upgrades to be provided at no cost to the State.
- Vendor will have a separate data back up off site.
- Vendor will provide support and maintenance that will ensure that all software problems reported by Rhode Island State Parks will receive a response from vendors technical support staff. If the reported problem is a “bug” in the software, it will be fixed at no charge to the State. If the reported problem is not a “bug” in the software, a determination will be made, in conjunction with the State, whether a solution will be a chargeable enhancement or a contractually required feature.
- The software must be able to provide the following generic reports at any terminal connected to the central call center. These reports are a minimum requirement and may be amended as needed.

### For Each Facility

1. Daily reservation/cancellation reports
2. Daily, weekly, monthly revenue and attendance reports
3. On demand summary of campsite availability for specified future periods of time.
4. Summary of number of days reserved by site for each month of the season
5. Demographic summary of campers by facility and statewide
6. Ability to produce percentage of occupancy reports for specified periods of time
7. Ability to generate reports comparing revenue/attendance between selected time periods in different years
8. Ability to run a report of reservations due in at each facility for selected time periods in different years
9. Number of sites occupied daily
10. Number of sites occupied by reservation as compared to number of sites occupied by walk-ins

### For Revenue Accountability - DEM and other State Agencies

1. Daily, Weekly and Monthly gross receipts/cancellations by facility on a July 1 - June 30 fiscal year

### General

1. Monthly summary report on call center operations: total calls per day, how many of each type of call, average length of call, average length of time caller was on hold, average number of "busy outs", etc.
2. Annual summary of reservation related activity.

3. Ability for agency to manipulate and generate reports utilizing available data in the system.

#### **F. CALL CENTER**

In order to facilitate the administration of the contract, increased phone operator familiarity with the area and thereby increase the efficiency and efficacy of service to the customers of the camping system; enable a more rapid response to reservation system emergencies, enhance public understanding of the general area and provide a training and demonstration center for State employees who administer and access the reservation system, the bidder is required to operate an established call center within eight hours driving time from Rhode Island. This facility, though it need not be the main call center for the reservation system, would be available to the contractor and the State as a demonstration, training, and reservation center capable of addressing the technical and public relations issues arising from this service.

Hours\_\_\_\_\_ Staff\_\_\_\_\_

- Call center must specialize in camping reservations and provide full services 12 months year. Calls must be accepted from at least 8:00 am to 8:00 pm EST, weekdays and 9:00 am to 3:00 pm EST on weekends from April 15 to Labor Day. From Labor Day to April, calls must be accepted between 9:00 am to 5:00 pm EST, weekdays. The Center must be capable of processing a minimum of 20,000 RI campground reservation/recreation related calls annually in addition to any other business being transacted. The system and staff must have the capability to process up to 100% of reservations requests as "site specific". All calls must be handled by the designated primary call center.

[Spikes, busy outs, time on hold, etc. must be specified for RFP]

- Toll-free "800" number for reservation access - vendor must provide and pay all expenses for an 800 number that will be the property of the State of Rhode

Island at the end or termination of contract. 1-800-ICAMPRI; 1-800-422-6774 or 1-888-9CAMPRI, 1-888-922-6774 approved by DEM.

- Center must have been in operation and providing full campground reservation services for a minimum of one year handling at least 20,000 calls annually.
- Center must provide a TTDY telephone service for the hearing impaired.
- The Vendor must have System features that would be used in the event of a failure to ensure immediate resumption of operations. This should include a Disaster Recovery Plan (DRP) for the facilities and the Vendor data center. The DRP must include the ability to shift reservation operations to an alternate, existing call center. For purposes of a DRP, the alternate center does not have to be within eight hours of Rhode Island.
- The Center and software operating system must fully support real time integration with the Internet, allowing potential campers to access a center provided web site, check on the availability of sites at any campground in the system through the call center data base, and make reservations on the web site.

## **G. CONTRACT DEFINITIONS AND TERMS**

1. **CAMPING USE FEE** - determined by the State and paid by the customer for the privilege of occupying a State campsite
2. **CONTRACTOR RESERVATION FEE** - paid by customer in addition to the applicable camping fee in exchange for making a campsite reservation.
3. **CANCELLATION FEE** - paid by customer for cancellation of all or a portion of a reservation. It may be deducted from the refund of use fees due the customer requesting cancellation.
4. **RESERVATION CHANGE** - occurs when a customer wishes to modify any portion of any existing reservation transaction.
5. **RESERVATION VALIDATION NUMBER (RVN)** - a unique number assigned by the System to each reservation or registration made using the System.
6. **CUSTOMER ACCOUNT NUMBER** - a number assigned by the System to each customer for future reservations or when making inquires about existing reservations
7. **FACILITY** - any campground operated by RI State Parks.

## **H. CONTRACT TERMS**

The following is provided for informational purposes. It is not intended to be an exhaustive description of the contract terms. All Vendors should be aware that there are mandatory contract terms.

Upon selection of a Vendor, the State and the selected Vendor shall enter into an agreement providing for the continued development, operation, and maintenance of the System. The contract becomes a valid and binding agreement with the State only after review by relevant State Agencies.

The specific terms of the agreement to be negotiated shall reflect mutually agreed upon levels and schedules of investments and such other relevant commitments made by both the Vendor and the State which will assure continued high quality service and patron satisfaction.

Among the specific items to be contained in the contract are

1. Term of agreement - an initial term of 5 years which may be extended for a maximum contract term of 10 years
2. Financial investment to be made by the Contractor, fees to be charged to the users and monetary return to the State.
3. Equipment to be provided by the Contractor at locations specified by the State at no cost to the State.
4. Personnel and staffing requirements and responsibilities of the contractor with respect thereto.
5. Training and support for State staff and Contractor supplied operators at Contractor cost.
6. Provisions of other services by the contractor.

7. Responsibility of Contractor to obtain all necessary licenses, permits, and a toll free reservation service number for reservations which will be assigned to State of Rhode Island for use in the United States and Canada.
8. Performance guarantee to be provided by Contractor in the minimum amount of One Million (\$1,000,000) Dollars in a form acceptable to the State designated to ensure the continuation of the System in the event of default by the Contractor.
9. Vendor insurance requirements as necessary.
10. All reservation/registration data collected by the Contractor and mailing lists of facility users to be the property of the State and maintained in a usable form, and except for meeting operational needs of the Contractor hereunder, for exclusive State use, to be made available to the State at no cost, upon request.
11. Necessary correspondence between the Contractor and users to be addressed to the "Rhode Island State Camping Reservation System" with the Contractors address.
12. Information distributed to users shall carry only the name and logo of the State of Rhode Island, Department of Environmental Management. All text must receive prior State approval. The State reserves the right to use all available space on such documents for its own purposes, including sale to advertisers. Contractor is representing the State.
13. Strong provisions addressing contractor default, liquidated damages, to ensure continuing user and administrative satisfaction and other terms to be negotiated including default of equipment and software.

## **I. TRAINING**

The implementation of a central reservation system will call for the re-design of current work patterns in parks, training is crucial to the success of this project. The successful Vendor will be responsible for technical and end user training to DEM and concession employees located in the parks including DEM Parks and Recreation management staff located in Johnston, RI and DEM Forest Environment Staff located in Scituate.

Park end users must be trained in the operation of all system components before the system is in production. Training must be designed, prepared, and presented to address issues and topics relating to:

- “Train the Trainer” continuing education
- Help Desk protocols
- A general overview of the proposed system, its functions, capabilities, limitations, components, physical layout.
- Usage, operation and preventative maintenance of system hardware, software and all communications components: system logon/logoff, menus and applications processing, data input/output, storage and backup, system priorities and user overrides.
- An overview of the design, usage and care of all software applications.
- Walk-through of common field-oriented processes (e.g. reservations processing and cancellations, walk-in registrations, site changes, early departure, extending stays)
- Report generation and distribution
- Troubleshooting and problem resolution procedures, error messages, help features and inquiry functions.
- Annual refresher training for new employees

The successful Vendor must provide written operation manuals to be used by DEM and concession employees and must construct and prepare all training courses, material, and aids to a level and format appropriate to the following groups:

- End user, including Welcome Center staff, park staff, park managers, DEM management staff.
- Hardware and software maintenance and support personnel
- Data management and support personnel
- Communications network and systems management personnel

The successful Vendor must provide initial training for qualified DEM and concession personnel in those aspects of the system software that relate to query language and database maintenance. Participants must be able to create, modify, store, retrieve and print a simple query as well as standard reservation and accounting subsystem reports.

## **J. HELP DESK**

Successful Vendor must provide a toll-free help desk telephone number along knowledgeable help desk staff able to resolve system related problems, including, but not limited to, application usage, data exchange and communications assistance, data queries, reservation problem resolution and financial/management/audit reporting support for any SCPRT personnel. Help desk must be available at all times during park operating hours and at times necessary for system maintenance without limit to either the number of people or the number of calls that can be placed to the help desk. The help desk will function to solve problems not just log problem calls.

## **K. END USER SYSTEM DOCUMENTATION**

Successful Vendor must provide DEM with user and procedure manuals in printed format as well as in an electronic format (and periodic supplements as changes are made) addressing all elements of the system concerning the parks end users. The manuals will be approved by DEM and will contain, at a minimum, procedures for handling all end user operations, data exchange, system transactions, and problem resolution. Manuals will be available to all end users prior to staff training.

## **L. RHODE ISLAND CAMPGROUND COMMUNICATIONS SERVICE**

The State of Rhode Island will be responsible to provide high speed internet connections to each of its camping facilities.

Fishermen's Memorial State Park: **384 K from Cox Communications**

Burlingame State Park: **Verizon T-1**

Charlestown Breachway: **384 K from Cox Communications**

East Beach: **384 K from Cox Communications**

George Washington Campground:

## **M. Publications and Signage**

The vendor will be responsible to provide no later than June 1, 2007, 20,000 brochures and [36] thirty six signs; 24" x 18 exterior weather proof [fiberglass or aluminum] signs outlining the new RI State Camping Reservation System. Signs and brochures for text, color and graphics must be approved by DEM prior to publication. Brochure, sign design and software to be the property of DEM for future publications.

## **N. Response Time**

The Vendor agrees to take appropriate actions as outlined in the following "Response Time".

*Emergency:* anything that prevents the reservation or registration of a camper. For emergency situations the Vendor is required to provide a notification of status by a process to be agreed upon by DEM and the Vendor, every two hours until the problem has been resolved.

*Non-Emergency:* anything in the system that does not function properly but falls outside the definition of an emergency. For non-emergency situations the Vendor is required to provide a notification of status by a process to be agreed upon by DEM and the vendor, every week until the problem has been resolved.

## **O. Liquidated Damages**

In the event that the Vendor fails to maintain continuous services during normal hours of operations due to the fault of the Vendor, the Vendor shall pay to DEM as liquidated damages of \$\_\_\_\_\_ per minute until the system is operational. The vendor shall pay any liquidated damages within 30 days from receipt of notice.

The Vendor agrees to be responsible for full risk of loss for any funds received as payments on behalf of the State of Rhode Island, DEM or private concessionaire at Burlingame until remitted to the specified State account or private account. Vendor agrees to supply proof of insurance from the Vendor's insurance carrier documenting an extent of liability coverage [performance bond] of \$100,000 at a minimum. Such coverage must remain in effect throughout the term of the contract. This requirement will be reviewed no less than annually to ensure adequate protection of state and private funds. The Vendor must agree to be contractually responsible for full risk of loss for any funds received for reservation on behalf of the state or private concessionaire until remitted to the State of Rhode Island account or private concession account.

## **P. OPERATING QUESTIONS TO BE INCORPORATED IN PROPOSAL**

1. Provide examples of how the reservation system will enforce and ensure fair and equal access of reservable park inventory to the general public. Provide examples of how current agency clients are using the reservation system's policy enforcement to provide equal access through all channels: Field, Call Center and Internet.
2. Describe how your system tracks all user activity in the system and provides for transparency to oversight bodies within the agency. Provide screenshots of relevant system screens and workflows.
3. Provide examples and measures of your proven ability to increase the occupancy of your clients' parks? Provide specific examples and the descriptions of the programs you have provided that lead to these gains.
4. Provide examples of policy that, as configured and enforced by the system, can provide for increased utilization of Rhode Island facilities during times of greater vacancy in the parks such as shoulder seasons or mid week.
5. Describe and provide examples of your proven ability to increase out of state visitation to Rhode Island state facilities. Where possible, provide current breakdown of in-state/out-state visitor ratios for client states you represent?
6. What is the annual dollar value of marketing initiatives available to the state to employ (at no cost to the state). Describe the marketing initiatives you would propose to the state that make up this dollar value.
7. Describe how the service you will provide will reduce time spent managing the current in-park advanced reservation process.
8. Describe the system's capabilities for managing standard field transactions including check-ins, check-outs, walk-ins (registrations), cancellations, no shows, and in-park site transfers.

9. Describe the day-to-day operational reports available to park staff for managing the facility.
- 10.** Provide samples of documents produced by the system for such things as site permits and vehicle tags.
11. Describe in detail the options your system provides for in-park close out and reconciliation of park collected funds at the end of the day. Describe in detail the options your system provides to create a deposit for each facility to be taken to the bank at the end of the day.
12. Describe in detail the options your system or service can provide to report on funds collected through the reservation system. Provide examples of reports available to the state for reporting revenue.
13. Describe in detail the system's real-time credit card process. Describe in detail from collecting credit card information and processing through to reconciling credit payments reported in the system against credit card funds reported through the credit card processor.
- 14.** Describe the various audit trails available through the system for review by the state fiscal staff.
15. Provide examples of visitation patterns gathered from the reservation system.
16. Provide examples of booking patterns.
17. Provide samples of occupation, visitation and utilization reports available to the state to request through the system.
- 18.** Describe how the state can be provided with ongoing and up-to-date data for the state's purpose of mining their own information as required from time to time by the state.
19. Provide examples of documents provided to visitors upon booking a reservation stay through the system.

20. Describe how the system will provide the state with customer information for state communication and marketing plans such as a state run email campaign.
21. Describe how your service would manage an event such as a summer Hurricane or natural disaster where your main data center is down due to power failure or other system failure, to avoid any interruption to service.
22. Provide a detailed description of the systems and technology used to maintain the service.
23. Provide the monthly uptime statistics for you consumer Internet site for the past 3 years.
24. Provide charts of the traffic volume for a minimum of three years handled through your consumer internet site.
25. Describe the system's security framework and how access to the system's functionality may be limited to authorized users within the agency. Describe typical example security groups/roles and the level of access these roles would have to the system.
26. Have you ever had double bookings on the system platform you are proposing for this service?
27. Describe how ongoing system improvements and the introduction of new functionality will be made available to the state over time. Please specify if enhancements developed for the reservation system for one client will be immediately available to the state if so requested.
28. Describe your process for handling ongoing state requested system changes to the reservation system once the service has been put into production for the state.

29. A park is closed temporarily, or facilities within a park are temporarily or permanently deactivated. Describe how customers will be notified of reservation cancellations and assisted in finding alternate state park accommodations. Describe how the system will stop taking reservations/registrations for the park or park sites during the service interruption.
30. Responses to the RFP must include provisions for on-site support services during the implementation of the system, specifically, the proposer must discuss how local user support during installation, testing, and training at each state park installation will be accomplished.
31. Explain in detail your company's ability to provide connectivity to call center location to view/hear reservations established on the call center and to monitor live phone conversations between call center operators and reservation customers.
32. Describe in detail the level of reporting you will provide for comparison questions as it relates to our in-state out of state camping usage within each facility and system wide.
33. What is your typical response time for software changes requested by the DEM?
34. What is your response time for customer complaints and refunds; who responds and will information be provided to the DEM for documentation review and for quality and service control?
35. Provide a brief summary explaining why your company is qualified and should be chosen to implement the new" Rhode Island State Camping Reservation System.

## **Q. RFP PROCESS**

The RFP process is a two-stage process. In the **first stage**, the Vendor is to submit a written proposal which identifies its qualifications and expertise and a plan which can be used to determine the feasibility and acceptability of its operation. This will be a detailed submittal which will describe all aspects of the System, including the fees to be charged to the public.

The submittal must also identify the Vendor's qualifications; provide information as to its experience in providing similar Systems, and a statement of financial interest.

In its review of the submittal in Stage One, the State will convene a panel which will rank, based on the scoring sheet on page 39 each proposal to determine whether it represents a viable system capable of meeting the standards set forth in this RFP, whether the Vendor is capable of performing to the State's satisfaction, and whether the financial condition of the vendor is adequate to fully support performance. In undertaking this review, the panel may consider information available from sources other than the RFP, to the extent such is relevant, and may consult with other States, State agencies and employees on technical or operational issues. The panel will consider the enumerated criteria as more fully set forth herein, and make its recommendation based on providing the best value to the State and its customers in terms of delivery of required services.

The panel reserves the right to discuss and negotiate the proposal with the Vendor, and will allow revision to the extent such will result in better meeting the needs of the State and its customers.

At the completion of Stage One, all proposals will be numerically ranked, with the score of 170, out of a maximum 240 points, determining a finding of “qualified.” Only those Vendors deemed qualified will be eligible for stage two. Of those qualified vendors, the three highest scored proposals will be included in the second stage of the process.

In **Stage Two** the state will schedule a one day period to conduct a presentation and interview session which each of the vendors at DEM Headquarters, 235 Promenade Street, Providence, RI 02908. Each vendor will be provided two hours to make a presentation highlighting the vendor’s resources and capabilities of meeting the standards set forth in this RFP. If deemed necessary the panel or a designated representative will visit the Vendor’s call center within a two week time frame of the presentations. The panel will rank each Vendor based on the scoring associated with Stage Two. This ranking will be independent of stage one. *Recommendation for award will be based exclusively on the Stage Two evaluation criteria.*

The State will negotiate a contract with the top ranked vendor and if a satisfactory agreement cannot be reached, negotiations with the next ranked vendor will ensue until agreement is reached.

## R. EVALUATION AND SELECTION

**In Stage One** the panel will rank the vendor on the following written proposals:

Quality of proposal and ability to provide service	0-20 points
Capability, Capacity and Qualification of the Vendor	0- 15 points
Staff Qualifications, Including Subcontractors	0- 10 Points
Call Center operation qualifications	0- 10 Points
Software design and ease of use	0- 10 points
Questions 1-35	0-5 point
<b>TOTAL Maximum</b>	<b>240 Points</b>

**In Stage Two** the panel will rank the vendor on the following combination of the oral presentations and review of the written material:

Presentation and Interview	0-30 Points
Quality of proposal and ability to provide service	0-20 Points
Capability, Capacity and Qualification of the Vendor	0-20 Points
Staff Qualifications, Including Subcontractors	0-10 Points
Call Center operation qualifications	0-10 Points
Software design and ease of use	0-10 points
<b>TOTAL Maximum</b>	<b>100 Points</b>

A Selection Committee will evaluate submitted proposals on the basis of the above criteria items. Consultant Teams may be invited to appear before the Committee for in-person presentations. The Committee will then make a qualifications based recommendation for final selection to the Rhode Island State Division of Purchases A/E/SC Selection Committee. That committee will forward a recommendation (s) to the Director of Administration who will make the final award decision.

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all responses, and to award in its best interest.

Responses found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. The State reserves the right to reject any or all responses submitted and to waive any informalities in any vendor's submission

## **S. PRE-PROPOSAL QUESTIONS AND SUBMISSION**

Questions concerning this solicitation may be e-mailed to the Division of Purchases at [questions@purchasing.state.ri.us](mailto:questions@purchasing.state.ri.us) no later than the date & time listed on the cover page of this solicitation. Please reference the LOI # on all correspondence. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

When an award decision has been reached, notification will be posted on the Division of Purchases website.

Proposals (an original plus 6 of copies) should be mailed or hand-delivered in a sealed envelope marked "RFP 7003474: "Rhode Island State Camping Reservation System" to:

RI Department of Administration  
Division of Purchases, 2<sup>nd</sup> Floor One Capitol Hill  
Providence, RI 02908-5855

**NOTE: Proposals received after the due date and time may not be considered. Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. The official time clock is located in the reception area of the Division of Purchases, One Capitol Hill, Providence, RI. Proposals faxed, or emailed, to the Division of Purchases will not be considered.**

**END**