



RFP Information

Friday, September 15, 2017

RFP# 7564489

TITLE: Rhode Island State Park Reservation System

Submission Deadline: Monday, October, 16, 2017 2:00 PM (Eastern Time)

PRE-BID/PROPOSAL CONFERENCE:

Yes ☐ No ☒

DATE: N/A

LOCATION: N/A

Questions concerning this RFP must be received by the Division of Purchases at doa.purbidinfo@purchasing.ri.gov no later than **Friday, September, 29, 2017 5:00 PM (EST)**. Questions should be submitted in a Microsoft Word attachment. Please reference RFP number **7564489** on all correspondence. Questions received, if any, will be posted on the Division or Purchases' website as an addendum to this RFP. It is the responsibility of all interested parties to download this information.

BID SURETY BOND REQUIRED: Yes ☒ No ☐

PAYMENT AND PERFORMANCE BOND REQUIRED: Yes ☒ No ☐

David A. Cadoret Chief Buyer

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Proposals received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM

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SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the **Department of Environmental Division of Parks and Recreation ("DPR")**, is soliciting proposals from qualified firms to provide **competitive proposals for a comprehensive campground and accounting system at various RI State Campgrounds that will provide its customers with real time campsite reservations, provide point of sale service and allow the public to make reservations via the internet, in person at the campgrounds and through a call center**, in accordance with the terms of this Request for Proposals ("RFP") and the State's General Conditions of Purchase, which may be obtained at the Division of Purchases' website at www.purchasing.ri.gov.

The initial contract period will begin approximately **January 1, 2018** for **five (5)** year(s). Contracts may be renewed for up to four additional 12-month periods based on Vendor performance and the availability of funds.

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

A. Instructions and Notifications to Offerors

1. Potential Vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFP are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP or for providing oral or written clarification of its content, shall be borne by the Vendor. The State assumes no responsibility for these costs even if the RFP is cancelled or continued.
4. Proposals are considered to be irrevocable for a period of not less than 180 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated in the proposal.
6. It is intended that an award pursuant to this RFP will be made to a prime Vendor, or prime Vendors in the various categories, who will assume responsibility for all aspects of the work. Subcontracts are permitted, provided that their use is clearly indicated in the Vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
7. The purchase of goods and/or services under an award made pursuant to this RFP will be contingent on the availability of appropriated funds.
8. Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as

defined in R. I. Gen. Laws § 38-2-1, et seq. and may be released for inspection upon request once an award has been made.

Any information submitted in response to this RFP that a Vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The Vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a Vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

9. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this RFP may be released in the form of an addendum to this RFP.
10. By submission of proposals in response to this RFP Vendors agree to comply with R. I. General Laws § 28-5.1-10 which mandates that contractors/subcontractors doing business with the State of Rhode Island exercise the same commitment to equal opportunity as prevails under Federal contracts controlled by Federal Executive Orders 11246, 11625 and 11375.

Vendors are required to ensure that they, and any subcontractors awarded a subcontract under this RFP, undertake or continue programs to ensure that minority group members, women, and persons with disabilities are afforded equal employment opportunities without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability.

Vendors and subcontractors who do more than \$10,000 in government business in one year are prohibited from engaging in employment discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, or disability, and are required to submit an "Affirmative Action Policy Statement."

Vendors with 50 or more employees and \$50,000 or more in government contracts must prepare a written "Affirmative Action Plan" prior to issuance of a purchase order.

- ii. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation.
- b. Vendors further agree, where applicable, to complete the "(Contract Compliance Report)", as well as the "Certificate of Compliance" "(Certificate of Compliance)", and submit both documents, along with their Affirmative Action Plan or an Affirmative Action Policy Statement, prior to issuance of a purchase order. For public works projects Vendors and all subcontractors must submit a "(Monthly Utilization Report)" to the ODEO/State Equal Opportunity Office, which identifies the workforce actually utilized on the project.

For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via e-mail at Krystal.Waters@doa.ri.gov.

11. In accordance with R. I. Gen. Laws § 7-1.2-1401 no foreign corporation has the right to transact business in Rhode Island until it has procured a certificate of authority so to do from the Secretary of State. This is a requirement only of the successful Vendor(s). For further information, contact the Secretary of State at (401-222-3040).
12. In accordance with R. I. Gen. Laws §§ 37-14.1-1 and 37-2.2-1 it is the policy of the State to support the fullest possible participation of firms owned and controlled by minorities (MBEs) and women (WBEs) and to support the fullest possible participation of small disadvantaged businesses owned and controlled by persons with disabilities (Disability Business Enterprises a/k/a "DisBE")(collectively, MBEs, WBEs, and DisBEs are referred to herein as ISBEs) in the performance of State procurements and projects. As part of the evaluation process, Vendors will be scored and receive points based upon their proposed ISBE utilization rate in accordance with 150-RICR-90-10-1, "Regulations Governing Participation by Small Business Enterprises in State Purchases of Goods and Services and Public Works Projects". As a condition of contract award Vendors shall agree to meet or exceed their proposed ISBE utilization rate and that the rate shall apply to the total contract price, inclusive of all modifications and amendments. Vendors shall submit their ISBE participation rate on the enclosed form entitled "MBE, WBE and/or DisBE Plan Form", which shall be submitted in a separate, sealed envelope as part of the proposal. ISBE participation credit will only be granted for ISBEs that are duly certified as MBEs or WBEs by the State of Rhode Island, Department of Administration, Office of Diversity, Equity and Opportunity or firms certified as DisBEs by the Governor's Commission on Disabilities.

The current directory of firms certified as MBEs or WBEs may be accessed at Office of Diversity, Equity & Opportunity. Information regarding DisBEs may be accessed at www.gcd.ri.gov.

For further information, visit the Office of Diversity, Equity & Opportunity's website, at <http://odeo.ri.gov/> and see R.I. Gen. Laws Ch. 37-14.1, R.I. Gen. Laws Ch. 37-2.2, and 150-RICR-90-10-1. The Office of Diversity, Equity & Opportunity may be contacted at, (401) 574-8670 or via email Dorinda.Keene@doa.ri.gov

13. Bid Surety Bond – Vendors responding to this RFP must furnish, with their bid proposals, either a bid bond from a surety licensed to conduct business in the State of Rhode Island or a certified check payable to the State of Rhode Island in the amount of five (5%) percent of the Vendor's cost proposal. (Vendors for Rhode Island Department of Transportation highway and bridge projects must furnish, with their bid proposals, a bid bond from a surety licensed to conduct business in the State of Rhode Island. Certified checks are not permitted for these projects.) An attorney-in-fact who executes a bond on behalf of the surety must provide a certified current copy of the power of attorney. A successful Vendor who fails to submit the additional documentation required by the tentative letter of award and/or fails to commence and pursue the work in accordance with the contract awarded pursuant to this RFP may forfeit, at the discretion of the State Purchasing Agent, the full amount of the bid surety as liquidated damages. The State will retain the bid surety of all Vendors until the earliest of: (i) the issuance of the Purchase Order; (ii) the 61st day following the proposal submission deadline; or (iii) the rejection of all proposals.
14. Payment and Performance Bond - The successful Vendor must furnish a 100% payment and performance bond from a surety licensed to conduct business in the

SECTION 2. BACKGROUND AND GOALS

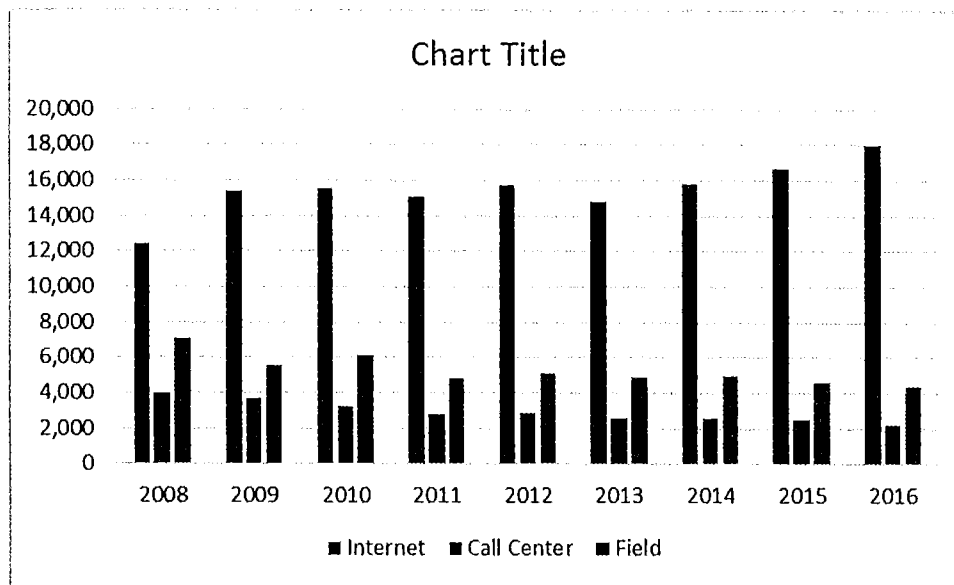
The Division of Parks and Recreation (DPR) is seeking a State Park Reservation System that accepts and processes reservations and registrations in real-time and provides cutting edge technology that is easy to understand and use for both DPR staff and the Parks' customers. The Reservation System should provide the means to reserve and track DPR properties and their use by the public.

The DPR operates thirteen (13) state parks, five (5) which have campgrounds. The campgrounds are located across the state and host approximately 80,000 campers per year. The campgrounds range from primitive tent only sites, self-contained RV sites to fully developed RV sites with electric, sewer and water.

The recreation season runs from April through October, with reservations beginning 12 months in advance of arrival date.

1. Burlingame State Campground is located in Charlestown, RI and has approximately 710 campsites, 20 cabins and 1 shelter, with no utilities offered. The campground features a camp store, recreation center, basketball courts, Watchaug pond access, dump station, restroom and shower facilities.
2. Charlestown Breachway State Campground is located in Charlestown, RI and has 75 campsites. The campground is for self-contained camping units only and offers ocean swimming, salt water fishing and a boat launch.
3. East Beach State Campground is located in Charlestown, RI and has 20 campsites. The campground is for self-contained, 4-wheel drive camping units only and offers camping on a barrier beach, salt water fishing and ocean swimming.
4. Fishermen's Memorial State Campground is located in Narragansett, RI and has 182 campsites. The campground is divided into four (4) areas: RV only with electric, sewer and water, tent only with no amenities and a mix of tent and RV with electric and water. The campground is in close proximity of several beaches, the Block Island ferry and offers restroom and shower facilities, dump station, basketball and tennis courts.
5. George Washington State Campground is located in Chepachet, RI and has 76 campsites. The campground offers shower facilities and hiking trails.
6. Pulaski State Park is located in Chepachet, RI and has 2 day use shelters.

Reservation transactions over the last ten years have shifted from the call center to the web based Reservation System. In 2008, 17% of total reservation transactions were completed in the call center with 53% managed through the web based site. In 2016, 9% of the reservation transactions were completed in the call center and 73% were managed through the web based site. Reservations managed by DPR staff range between 18% - 21% of all transactions.



SECTION 3. SCOPE OF WORK AND REQUIREMENTS

The current DPR Reservations System is a web-based application with real-time updates to a centralized database. The system is available to the public and the DPR staff for searching and reserving available Inventory Items for overnight camping and for day use shelters.

The Vendor will be responsible for the implementation and maintenance of a statewide web based Reservation/Registration System and must, at a minimum, continue to provide the current services to customers and DPR staff as outlined within and improve on the current Reservation System to enhance productivity and efficiency.

The awarded Vendor will be responsible for converting the current DPR Reservation System to the Vendor's Reservation System prior to the go-live date. Data migration and testing of that process must be done in advance to ensure seamless transition for go-live. All components of the Reservation System must be installed and implemented for all DPR properties at the same time.

The DPR does not wish to procure a Reservation System still under development. The Reservation System furnished to the DPR will be operational (i.e., not under development) and in use by the due date of the Proposal.

The DPR requires a Vendor who will execute a transition-in plan and complete all transition activities prior to the opening of the camping season in April.

A. Reservation System Requirements

1. For all devices, the Vendor will provide a responsively designed website for customers and DPR staff to access the Reservation System and perform Reservation Transactions. The web based Reservation System website should include, but not limited to:
 - a. Links to tourism information so customers may be aware of activities in the region during the customer's stay.
 - b. Links to DPR calendar events.

- c. Capacity to link campground information to common mapping applications (e.g., Google maps).
 - d. The Vendor will ensure no broken links on any webpage or content managed by the Vendor.
2. The web based reservation system will operate with the following hardware and software and any versions released during the Contract term. Vendors should describe any known limitations associated with their proposed Reservation System. No customer software will be required to reside on the user's device. Describe support strategy for older technologies.
- a. Microsoft Windows PC's
 - b. Apple Computers
 - c. Tablets
 - d. Smartphones
 - e. Google Chrome
 - f. FireFox
 - g. Apple's Safari
3. The web based reservation system should include, through all Reservation Channels (i.e., Call Center, DPR Park Office, public website), but is not limited to:
- a. The ability to perform any of the following on any Inventory Item: make, cancel, transfer or change a reservation.
 - b. The Reservation System will be available for Reservation Transactions 7-days a week, 24-hours a day.
 - c. The web-based reservation system must display an Inventory Item's availability in a calendar-based visual format, which can be used to select a Reservation's date range. It must be possible to print any such information.
 - d. Display a calendar indicating Inventory Items meeting search criteria that are available for reservation.
 - e. Status indicators for the availability of each campsite shown in a minimum of a two-week availability increments.
 - f. Interactive maps showing the region and directions to the campgrounds.
 - i. Access to park and campsite photos furnished by the DPR.
 - ii. Accurate maps of the campgrounds and loops/areas featuring campsites and facility locations.
 - iii. A main campground map showing the entire campground.

- iv. An interactive map showing the location of the campground relative to nearby recreation attractions and public roadways.
 - v. A detailed, interactive map of the campground/campsite/cabin or other inventory item. Interaction with this map will show proximity to campground attributes including water, restrooms, playgrounds and any nearby attractions, entrance to campground and public roadways.
 - vi. Selecting an Inventory Item on the map will display information about the selected item. The DPR would like, but does not require, the ability to include digital images for each Inventory Item. Digital images would be furnished by the DPR.
 - g. The Vendor will provide the capability for the DPR to make updates, at any time, to the web based Reservation System homepage and individual park pages, including changing out the seasonal banner, seasonal photos, feature photos and update text and policies.
 - h. The Vendor will provide a separate Spanish and French button/area on the front page of the web-based Reservation System. This will allow the customer to link to information that will provide general instructions in Spanish, and also note Spanish speaking assistance is available by calling the toll free Call Center number.
4. For the DPR staff with the appropriate role profile, the current system allows a group event to be planned and reserved with the ability, but not limited to:
- a. Allows a group event to be planned and reserved, assigning a unique event number and a unique reservation number for each Inventory Item reserved, and allows flexibility in the enforcement of the DPR Reservation System Business Rules as outlined within this RFP (except the reservation fee and the one (1) year in advance reservation window, which are enforced for group events).
 - b. Allow an Inventory Item that is part of a Group Event to be separated from the Group Event and transferred to an individual reservation, and recalculate the Event's new balance.
 - c. Assign and track occupants of Inventory Items in a group reservation.
 - d. Allow DPR staff to add and drop Inventory Items or POS Items at any time during the planning of an event.

B. Reservation and Registration Module

The Reservation System must provide complete reservation/registration services. In addition, group event planning functions must be provided for DPR staff. Reservations are subject to the DPR Reservation System Business Rules. For group events, flexibility is allowed in the enforcement of the DPR Reservation System Business Rules.

- 1. All reservation channels (i.e., Call Center, DPR Park Office, public website) in the current system allow search for an available Inventory Item by:
 - a. Park Location/Region
 - b. Park Name

- c. Specific Date or Date Range
 - e. Map of the Campground
 - f. Any combination of the above
5. The Reservation, at a minimum, will include: date, time, Location, Inventory Type, unique Reservation identification number, multiple Reservation Transaction numbers, cost of Reservation, customer name.
 6. The current system uses a 15 minute "inventory hold" on the Internet to provide customers with ample time to book their reservation, while preventing other campers from booking the held site during that period.
 7. The ability for the customer to create or update their profile.
 8. The DPR would like, but does not require, the ability for a customer to indicate interest in an Inventory Item, or other element of the system, and have the system notify the customer when a change occurs that meets the customer's interest. For instance, a cancellation in a cabin rental results in availability at a particular campground on a particular date.
 9. Allow reservation of specific campsite(s) and assign a unique reservation number, while enforcing the DPR Reservation System Business Rules as outlined within this RFP.
 10. Ability for Call Center or DPR staff to add red flag alerts that can be viewed by staff when making a reservation and at check-in/check-out.
 11. Allow changes to, or cancellation of, an entire reservation, or part of a reservation, including group event reservations.
 12. The web based reservation system will accept payments appropriate to the Channel.
 13. Update Inventory Items as reserved when reservations are made.
 14. Retain historical information about reservations and profiles.
 15. At the Park office, allowed staff actions are based upon login role profiles.
 16. Allow for search, displaying, and printing, a specific confirmation letter.
 17. Allow payment at the time of reservation, invoicing at a later date (for a group event).
 18. At the Park office, the current system also:
 - a. Allows registration of walk-in customers for Inventory Items that are available.
 - b. Allows back dating of arrival date for walk-in customers who arrive after the park office is closed and register the following day.
 - c. Ability to search, create or update a customer or group profile. The Customer Profile is accessed through the Reservation menu, allowing Call Center and

DPR staff to create a new profile or change existing profile information. Several fields are available as search options to find an existing Customer Profile, including Last Name, Phone Number, and Email.

- d. Allows check-in of customers with reservations, including display, and modification when necessary, of reservation information, including account balance, and allows check-out of guests.

- 19. A separate History screen can be displayed and shows all possible adjustments managed through the System, including what was changed, where and by whom, timing in relationship to the stay dates, displaying reason notes, noting changes in the payment and refund history.

B. Customer Profiles

The current system allows customers to circumvent the DPR Reservation System Business Rules stay length requirements by allowing customers to create multiple profiles. If one field is different, the current system does not recognize it as the same user profile, when making multiple reservations.

The Vendor will be required to enforce and ensure enforcement of the DPR Reservation System stay length rules.

C. Registration Forms

- 1. The current system generates a customer registration form, which is used at the time of check-in for Inventory Items.
- 2. The area name and address of the park location which holds the reservation is printed on each registration form, as well as uniform text outlining the customer's responsibility and a brief list of campground rules.
- 3. The current system allows registrations to be printed at any time of day, any day of the week, and for any reservation date or reservation date range.

D. Confirmation and Notification

- 1. The current system generates and sends a confirmation for any reservation or reservation modifications or financial transactions to the customer (for an individual reservation) or to the group representative (for a group event) and includes, but not limited to:
 - a. Confirmation Number
 - b. Reservation Arrival Date and Departure Date
 - c. Check-In and Check-Out Times
 - d. Direction to the Campground
 - e. Important Information
 - f. Campground Rules
- 2. Confirmations are delivered to the customer via email or mail (if the customer is unable to receive electronic mail).

3. Send a confirmation to the primary occupant and/or the original customer who made the reservation.
4. Cancellation confirmations display the same information as the reservation confirmation and clearly indicate this is a cancellation notice.
5. The current system allows confirmations to be printed at the campground offices or at the call center at any time of day, any day of the week, and for any date or date range reflecting when the reservation was made.

E. Rhode Island Telephone Numbers

1. Reservation calls are accepted through a toll free number (1.877.RICAMP5) nationwide and from Canada. The telephone number is owned by the DPR and all costs associated with the service are paid for by the current Vendor.
2. The current Vendor provides this same access to reservations via a Telecommunication Device for the Deaf (TTY/TDD) toll free number.

F. Call Center

The current Vendor provides a call center located within eight (8) hours of Rhode Island. The call center is available at the above 877 telephone number at the following days and times:

1. April 15th to Labor Day
 - a. Monday – Friday [8:00 AM to 8:00 PM]
 - b. Saturday – Sunday [9:00 AM to 3:00 PM]
2. Labor Day to April 14th
 - a. Monday – Friday [9:00 AM to 5:00 PM]
 - b. Saturday – Sunday [Closed]
3. Online reservations can be made 24 hours a day, 365 days a year.

In addition, Vendor Telephone Operators are also provided and are required to reside and operate in Rhode Island.

G. Customer Service

In addition to any specified service requirements contained within this RFP, the Vendor agrees and understands that satisfactory customer service is required. Vendor will develop or provide technology and business procedures designed to enhance the level of customer satisfaction and to provide the customer appropriate information given their situation. Vendor, its employees, Sub-Contractors, and agents must be accountable, responsive, reliable, patient, and have well-developed communication skills as set forth by the customer service industry's best practices and processes.

1. The DPR is very interested in being proactive and responsive to customer needs. As a result, the Vendor should expect to work with the DPR to tune scripts and review customer interactions.

2. The DPR reserves the right and will be entitled to “on site” monitoring of Call Center or Vendor Telephone Operators and online chat assistance operations.

H. Surveys and Market Research

An important part of this RFP is the Vendor’s ability to help DPR increase sales at its Park Locations through its marketing capabilities.

1. The Vendor will perform such marketing activity as to increase Reservations.
2. The Vendor will conduct surveys and support market research as follows:
 - a. Issue periodic e-mail surveys as requested by the DPR.
 - b. Provide periodic e-mail contact lists as requested by the DPR using available contacts at the Vendor’s disposal that may not be current customers.
 - c. Conduct 100% post-stay surveys to determine customer experience with the various Parks, subject to any opt-out preferences the customer may have set. Customers with no e-mail address shall be surveyed via telephone and results recorded as directed by the DPR System Manager. Customers with e-mail will be surveyed via e-mail. Surveys to be conducted no later than five (5) days following the customer’s actual Park experience.
 - d. All survey scripts and mailings shall be pre-approved by the DPR.
3. The Vendor will furnish report data such that it may be aggregated and disaggregated to allow for a range of market research, including at a minimum by Reservations, loops, cabins, parks, and State resident/non-resident status.
4. The ability to send blast emails of current availability for all Park Locations or those selected.

I. Training

The Vendor must create, maintain and update, as required, a Training Plan and develop and provide training materials for DPR staff and Call Center agents. Training must be coordinated with DPR to ensure that training meets the objectives. The Vendor must provide performance support once trainees complete training. At a minimum, the Training Plan must:

1. Contain an overview of the training methods used and identify the training sessions, including the format and content of all training materials.
2. Be tailored for DPR staff who are responsible for daily activities such as checking in campers, registering campers, processing point of sale transactions, cancelling reservations or refunding a customer.
3. The proposed web based Reservation System must include a test environment. The test environment will be available at all times for training purposes and is synchronized with the production database on a quarterly basis. The test environment is completely separate from the production environment.

J. User Manual

The Vendor must provide a User Manual to the DPR at the time the Reservation System is implemented and must be updated throughout the term of the Contract. The User Manual must describe all user functions for the Reservation and POS System. An electronic copy of

the User Manual must also be provided.

K. Reporting Module

All reports should be available for on-screen display, for formatted printing, and for export into Microsoft Excel and PDF worksheets. Data should be selectable by date and location parameters. Reports should be sortable. The DPR Reservation System should allow ad hoc reporting capability and disaggregation down to the camp loop level.

The Vendor will provide the ability for DPR staff the ability to generate reports showing data by calendar year or State fiscal year, as well as the ability to query reservation data/records with the flexibility to build design and create customized reports. Vendor will identify if customized reporting is an additional cost and will identify it as an option in the Proposal.

The Vendor will work with the DPR to develop other pertinent reports to show additional Occupancy and Financial Data reports, at no additional charge.

The Reporting Module should provide DPR staff and DPR System Managers an overview of a specific Park Location. The following are a summary of descriptions of typical reports provided from the current Reservation System:

1. Occupancy Report should include:
 - a. Percentage occupancy by month by campsite type for a specific campground.
 - b. The number of day's campsites are rented versus the number of possible rental days for each type of campsite in a campground, and displays the percentage of usage based on those numbers for a specified date range.
 - c. Campground totals. Graphs and charts illustrating occupancy data are required. Attendance
2. Customer Visitation Report should include:
 - a. A total visitation count for a specific date range. The report must include campsite type, campsite number, total number of customers, and number of paid nights. The report must display totals for each campsite type.
 - b. The number of visitors to a campground, based on the city in which they reside, for a selected campground, or region, or for all campgrounds. The city of residence and the date range can also be specified for the report.
 - c. List the city and state of residence of out-of-state customers.
3. Customer Check-In Report should include:
 - a. The campsite number, name of the customer who checked-in, reservation number, date checked-in, date due to check-out, and any comment(s).
4. Departure Report should include:
 - a. The reservations scheduled to leave on a particular date from a specific campground.
5. Daily Arrival Report should include:

- a. The reservations with an arrival date within a specified date range in specific campground(s). This report must be sortable by campsite type and number and must provide a summary by campsite type. When a range of dates is specified, the information must be grouped by arrival date. This report must include: campground location, arrival and departure dates, balance due, reservation number, customer name and phone number, and number of guests.
6. Reservations and Registrations Report should include:
 - a. The number of reservations at the various loops or areas within a campground for selected campground(s) and for a specified date range. Total reservation counts must be broken out by campsite type and number.
 - b. All reservations booked, by reservation origin, for a specified date range. Reservation information will include the number of guests, cost for the stay, and a subtotal for each reservation.
 - c. The number of reservations and registrations booked by Rhode Island residents and non-residents, including totals and percentage of the total for each category.
7. Cancellation Report should include:
 - a. All reservations cancelled for a specified campground during a specified date range. The report must include the campsite that was cancelled, the reservation number, the method of payment, and the name of the customer.
 - b. The names of customers whose reservations were cancelled due to nonpayment for a selected campground and a specified date range. Fields in this report must include: customer name, reservation number, reservation date, payment due by date, cancelled date, and ID of DPR staff who cancelled the reservation.
8. Overdue Payment Report should include:
 - a. A list of all of the reservations that are not paid in full and are past the due date for their payment. This report must include: reservation number, customer name, customer phone number, customer email address, reservation date, arrival date, and amount owed.
9. Campground Revenue Report should include:
 - a. The flexibility to be run for an individual campground or all campground for any specified date range. The report must include the name of the campground, the type of revenue, the account number and name (e.g., Campsite type, Cabin, Reservation Fee), and payment method.
 - b. The report must be formatted so that all data is sorted by campground and area within the campground, revenue type, and then account number and name, and must include the following columns: Master Card, Visa, cash, money order, personal check, gift card, and other, with the potential to add new columns for other payment types.
 - c. The report must provide summary and/or detailed information.
10. Closed Maintenance Report should include:

- a. A listing of closed campsites together with the date range of the closure, the reason for the closure, and the Park staff who closed it. Any Park staff should be able to view the reason for, and date range of, the closure.
11. Credit Card Payment Detail should include:
- a. A summary of the credit card payments and refunds at a Park for a specified date. The report must contain the batch number of the transaction, batch date, payment ID, transaction date and time, customer name, first 4 digits and last 4 digits of the card number, payment type, and amount.
12. Financial Reports should include:
- a. A detailed or summary of the payments, refunds, and adjustments processed at the campgrounds and show a total amount by payment type for the period of time from the opening to the closing of a drawer.
13. Refund Report should include:
- a. A list all refunds entered into the System for a specific reporting period. The report must include a refund ID, the refund status (pending, approved, or issued), the date of the refund request, refund amount, original order number (reservation or POS), refund method, original payment method, payment collection location, requesting location, approving location, issuing location, revenue location, customer information, and refund notes.
14. Sales Report should include:
- a. A list of sales for a specified campground or all campgrounds for a specified date range, categorized by the sales origin. The report must show gross sales by payment type, cancellations, voids, and adjustments to get to a net sales amount. The report should list sales from all locations types and POS items by campground.
15. Inventory On Hand should include:
- a. A report of all inventory on hand at a campground location. The report must allow Park staff to print a complete inventory or to select a particular inventory item category and run the report for only that category (campsites, cabins, picnic tables).
16. Deposit Report should include:
- a. The name of the campground and provide summary and/or detailed information that includes deposit information. Totals must include the number of transactions and total amount for cash and non-cash deposits (e.g., personal check, Travelers check).
 - b. The report can be run for an individual campground or all campgrounds for any specified date range.
17. Group Event Report should include:
- a. A list of groups by name, showing the size of the group, reservation(s) the group made, and the POS items the group purchased for a specified date range. A report for a week in the future, for example, would allow campground staff

to be aware of the number and size of group(s) expected and what campsites they have reserved.

- b. All groups that have an outstanding amount due on their reservation. Entries are listed by the number of days until their arrival and must allow negative values for events that have already occurred. The report lists the event number, the group name, and the amount due.

18. Gift Card Sales/Transaction Report:

- a. The report must track gift card purchases, voids and refunds issued to new or existing gift cards. The report must contain the Channel type, transaction date, customer information and order number associated with the transaction, payment type associated with the purchase of the gift card, gift certificate number and amount of the transaction.

19. Park Revenue Reports:

- a. This report must have the flexibility to be run for an individual Park Location or all Park Locations for any specified date range. The report should include a summary or detail option. The report must include the name of the Park Location, the type of revenue, the Inventory Type and payment method. The report must be formatted so that all data is sorted by Park Location.

20. Financial Session Reports:

- a. This report must provide a detail and summary option and should list all payments, refunds and adjustments processed at the Park Locations. The report should show the total amount by payment type for the period of time from opening to the closing of a drawer.

21. Accrued Earned Income Report:

- a. This report must provide a breakdown of resident, non-resident reservation revenue and POS revenue realized during the actual reservation stay dates.

22. Distribution Reports:

- a. This report must provide information on all revenue collected through all Channels. All information must be broken down by Park Location and Channels.

L. Gift Cards

The Reservation System must be capable of issuing gift cards and E-Gift cards, which must be supplied and mailed/emailed to the customers by the Vendor. It is the responsibility of the Vendor to comply with any and all applicable Laws governing the issuance, use and acceptance of Gift Cards and E-Gift Cards (including all laws relating to purchase, service and dormancy fees, laws relating to expiration dates, and laws governing the treatment of unused or unclaimed funds or other property).

- 1. Gift Cards will be sold through the web based Reservation System, Call Center and at Park Locations.
- 2. The DPR requires the ability for customers to receive an Electronic Gift Card (E-Gift Card).

3. E-Gift Cards will be sold through the web based Reservation System.
4. Gift Cards and E-Gift Card payments must be “real –time” processing.
5. Gift Cards and E-Gift Cards must be accepted by the Reservation System for payment through all Channels.
6. Revenue from the sale of Gift Cards and E-Gift Cards must be recognized by the Reservation System when the Card is sold.
7. The Reservation System must be able to recognize and apply available balances remaining on the Cards.
8. Gift Cards are to include a scratch off pin number for security purposes. This pin number will a four digit number for use when applying the gift cards as a form of payment. The Park offices, the Call Center and the web based Reservation System must be able to input the number and verify it.
9. The DPR would like, but does not require, the ability to refund customers by issuing a Gift Card or E-Gift Card.
10. Gift Cards or E-Gift Cards will not be allowed as a payment option for POS items.

M. Point of Sale

The current system includes POS functionality and is integrated with the reservation/registration module that allows for selling second car passes, picnic tables, dump station permit and visitor passes. The system must have the following, but not limited to:

1. The ability to have certain items designated that are available in all parks and other items that are sold specifically at a particular park.
2. Pricing should be able to be a fixed price for some items while other items have a variable price.
3. To maintain an inventory of point of sale items, providing instant information for “Sold Out” items.
4. The capability to enter the item manually or through the use of bar code scanners.
5. To allow the potential to refund a portion of a POS item such as a security deposit when staff would like to return 75% of the fee.

N. Key Personnel

1. As part of the RFP process, the DPR and the Vendor will agree to designate specific members of the project team considered to be essential to the services provided as Key Personnel.
2. A Project Manager will be designated by the Vendor for the day-to-day authority and responsibility to assign tasks and work elements and will be ultimately responsible for the performance of the work described herein. The Project Manager should have:
 - a. At least five (5) years’ experience in areas related to the services requested in this RFP.

- b. Be a permanent staff employee of the Vendor and serve as a constant primary point of contact.
3. The Project Manager may not be removed by the Vendor from working under the Contract without the prior written approval of the DPR System Manager.
 - a. To replace any Key Personnel the Vendor is required to submit a substitution request to the DPR System Manager at least fifteen (15) days prior to the intended date of change. A substitution may not occur unless and until the DPR System Manager approves the substitution in writing.
 - b. The Vendor will replace Key Personnel whenever a vacancy occurs due to the sudden termination, resignation, Extraordinary Personnel Event, or death of such personnel within fifteen (15) days of the actual vacancy occurrence or from when Vendor first knew or should have known that the vacancy would be occurring, whichever is earlier.
 - c. The DPR System Manager may direct the Vendor to replace any Vendor Personnel who, in the sole discretion of the DPR System Manager, are perceived as being unqualified, non-productive, unable to fully perform the job duties, disruptive, or known, or reasonably believed, to have committed a major infraction(s) of law, Department policies, or Contract requirements. Normally, a directed personnel replacement will occur only after prior notification of problems with requested remediation.
4. The DPR prefers Key Personnel, such as but not necessarily limited to the Vendor Project Manager, to be available during the business hours of 8:30 AM to 4:30 PM EST, Monday – Friday during all phases of system implementation.

O. Administrative Functions

The current system supports various levels of role-based permissions. The DPR System Manager is able to set permission levels by assigning DPR staff to defined roles that allow access to certain menu options and screens and allow completion of certain actions.

1. All DPR staff who use the current system are required to have a secure login ID, which is associated with their role.
2. All such administrative changes are implemented immediately (in real-time) within the current system.
3. The current system retains a record of actions taken together with information to identify who implemented the action.
4. The DPR System Manager can set or modify business rules and other parameters, such as policies, prices and cut off dates for each of the Channels used to make or modify a reservation.
5. The Vendor will provide the capability for the DPR to add new types of fees. This may include seasonal pricing or discounts. The DPR will document in the Business Rules any such fees, features or discounts. The Vendor compensation for this Contract is not subject to increase or decrease as a result of these fees or discounts.

6. The Vendor will provide the capability for the DPR to add additional Park Locations. The Vendor compensation for this Contract may increase as a result of the addition of Park Locations.
7. The DPR may elect to waive fees for any Reservation at any time, including after the Reservation Dates.

P. Payment and Credit Card Processing

Any fees for the use of credit cards must be paid by the Vendor. No costs associated with credit card sales, nor liability for any sales by the Vendor through fraudulent credit cards accepted by the Vendor, will be borne by the DPR.

1. The current system accepts payment by cash, check, and money order, VISA, Master Card, Discover and American Express. The current system retains and displays payment method. Processing is compliant with Payment Card Industry's Data Security Standards (PCI).
 - a. The DPR requires the Reservation System to accept gift cards as a form of payment through all Channels. See Gift Cards within this RFP for further information.
2. All credit cards are processed in real time at the time of the transaction and instant notification of declines is provided, while the customer is still present/on the telephone/on the Internet. If the credit card is declined the customer is given the option to use a different form/method of payment. All credit card numbers are entered directly into the System, are encrypted and processed immediately.
3. The current system allows advance deposits for Group Events. Most Group Event Reservations are billed and paid for later. The current system automatically generates an itemized statement which reflects the advance deposit as well as the remaining amount due. After the Group's stay, a final itemized statement will be generated automatically, including all items that were charged to the event during the stay (e.g., second car pass, visitor's pass, picnic tables), and sent to the Group for final payment.
4. Payments made with a credit card must be refunded back to the credit card. The current system has a refund module to accomplish this requirement.
 - a. In the event the credit card is cancelled prior to a refund being issued, the Vendor will issue the refund to the customer via check.
 - b. Refunds are only processed if payment has previously been received.
 - c. The Vendor must process refunds within twenty-four (2) hours of the action initiating the refund.
5. The payment process should allow for using Multiple Payment Methods per shopping cart, such as two credit cards, two gift cards, or a gift and credit card for a single shopping cart.

Q. Revenue Management

The current revenue stream consists of revenue collected via several Channels: Internet (credit card only), Call Center (credit card only) and Park Locations (cash, check and credit card).

1. Credit card revenue for DPR Use Fees charged and collected on behalf of the DPR via all Channels are deposited into an escrow account held by the Vendor and distributed to the designated State of Rhode Island bank account the day following the distribution reporting of the credit card funds.
2. Park Revenue (cash or check only) for DPR Use Fees charged and collected directly at a Park Location are deposited directly into a State of Rhode Island bank account by DPR staff and transferred into the General Fund.
3. The Vendor will withhold the appropriate transaction fees from revenue collected before transferring the funds to the DPR.
4. All revenue collected, with the exception of the transaction fees due Vendor, will be electronically transferred to the designated State of RI bank account on the next business day after the funds are collected.
5. Detailed reports provide a breakdown of this revenue down to the Park Location and funds for distribution are marked for each facility.
 - a. Burlingame State Campground requires further disaggregation showing the DPR Use Fees collected and wired transferred to the State by current operation year and the year in advance reservations.
6. It is the responsibility of the Vendor to collect the appropriate DPR Use Fee and POS amounts as determined by the DPR Business Rules and governed by the Rhode Island State General Assembly.

R. Technical Support

1. The current Vendor provides technical support to resolve current system-related problems at no additional cost, with no limit on the number of calls that can be placed by DPR staff.
 - a. Technical support is available via an 800 telephone number, seven (7) days per week and 24 hours per day for reporting problems throughout the year.
 - b. Technical support functions to solve problems and maintains a log of all calls reporting problems or requesting assistance, documenting the problems and what actions were taken to correct the issues.
2. The Vendor will provide, at no additional cost, support to the DPR during situations that may require additional Vendor staff and/or DPR support, including but not limited to when there is an "act of God" emergency (e.g., hurricane, flood, snow storm) requiring notification and cancellations for customers.
 - a. The Vendor must provide an Emergency Problem Escalation Plan which will include the names, contact number (e.g., telephone, cell, pager, email, and fax) and contact time of individuals that may be contacted during emergency or extended unresolved issues. One or more emergency contacts should be available 24 hours a day/seven days a week. The Vendor must maintain this Plan to "current" during the life of the Contract.
3. The Vendor will coordinate with the DPR System Manager and must provide support operationally and systematically for any event resulting in multiple Inventory Item closures (e.g., a major weather event resulting in an evacuation).

The Vendor must describe in its Proposal how it will support such a closure. At a minimum, the Vendor:

- a. Must update its phone system to furnish an audio message regarding the closures.
- b. Must close the impacted Inventory Items.
- c. Send one or more recorded audio messages to impacted customers using State-approved language.
- d. Send one or more e-mails to impacted customers with State-approved language.

S. Technical

1. Servers:

The current system is web based and hosted by the current Vendor on an Oracle database and runs on multiple servers in order to provide minimal downtime. When one (1) server is down or experiencing problems, another mirrored server takes over processing.

2. Hardware:

The DPR will supply personal computers for use for the web based Reservation System. The Vendor will be required to supply the following equipment needed to effectively manage and run the web based Reservation System and any additional equipment needed:

Specialized Hardware/Equipment Pricing	Burlingame	Charlestown Breachway	East Beach	Fishermen's Memorial	George Washington
Tablet	1	1	0	1	1
Credit Card Swipe	6	2	1	3	2
Thermal Receipt Printer	6	2	1	3	2
Document Printer	6	2	1	3	2
Cash Drawer	6	2	1	3	2

3. Internet Connectivity:

The DPR is responsible for internet connectivity at the Park offices, within the exception of Burlingame State Campground. This location is operated by a Private Vendor and is responsible for the internet connectivity.

The DPR has the ability to increase Internet Speed if necessary.

Location	Internet Service	Internet Speed
Burlingame	Metro Ethernet	3 Mbps
Charlestown Breachway	Metro Ethernet	2 Mbps
East Beach	Metro Ethernet	3 Mbps
Fishermen's Memorial	Metro Ethernet	3 Mbps
George Washington	Metro Ethernet	3 Mbps

4. Website:

- a. The DPR reservations webpage can be accessed directly by the public. The webpage is dedicated to the DPR and does not contain any non DPR advertising.
- b. Changes in the design of the web page receive prior DPR approval and coordinated through the DPR System Manager.
- c. The DPR System Manager has full access to override the DPR Business rules, adjust fees, add or delete campsites and the ability to make content changes.

5. Environments:

The current system includes a test environment, as well as a production environment. The test environment is available at all times for training purposes and is synchronized with the production database on a quarterly basis. The test environment is completely separate from the production environment.

6. Updates:

The current system is updated, enhanced and modified in response to technological advances and requests for additional features from DPR.

- b. The Vendor must have a plan for updating, enhancing and modifying their system in response to technological advances and the need for additional features to improve efficiency and ability to meet the public's and DPR demands.
- c. Normal and preventative maintenance will be performed at a time that will not adversely impact daily operations, with prior notification to DPR of the downtime.
- d. The Vendor will provide a list of all enhancements and changes to be made to the DPR Reservation System prior to the release.
- e. The Vendor will monitor availability of upgrades offered by their hardware and Third-party software Vendors and make timely installation of such changes when technically appropriate, at no additional cost to DPR.

7. Data Back Up and Disaster Recovery

- a. Unless specified otherwise in this RFP, the Vendor must maintain or cause to be maintained disaster avoidance procedures designed to safeguard DPR data and other confidential information, Vendor's processing capability and the availability of hosted services, in each case throughout the base period, and any option periods and at all times in connection with its required performance of those services. Any force majeure provisions of the awarded Contract do not limit the Vendor's obligations under this "Redundancy, Data Backup and Disaster Recovery" Contract provision.
- b. The Vendor must provide a primary site and a secondary site as bi-directional (or fail over ready) sites. Both facilities need to be classified as Tier IV under the guidelines set forth by the National Uptime Institute.
- c. Vendor will be required to create, document, and test quarterly the backup, failover, and disaster recovery procedures and provide a report of the results to the DPR.
- d. Separate telecommunication providers for Internet and Call Center.
- e. Under the current system, data is backed up nightly to digital tape in real time and production data backup tapes are stored in an offsite, secure location for disaster recovery.
- f. In the event of a "disaster", the current Vendor must notify the DPR within one (1) hour of the occurrence and must notify all DPR Park Locations.

8. Data Ownership and Storage, Replication and Backup

- a. All data must be migrated from the current Reservation System to the new Vendor's Reservation System prior to the go-live date. Testing of data migration must be done in advance to ensure data has not been lost or corrupted.
- b. The DPR is, and will remain, the owner of all data maintained on the database. The Vendor will be responsible for storing, and for the safe keeping of, all data on a central database and for maintaining a full backup copy of the production database. The Vendor will be responsible for maintaining and storing all data for seven (7) years from the time the reservation is made. All data must remain accessible to DPR.
- c. Data storage, replication, and backup services must be located in the United States and must use leading technologies. Vendor must provide a high-speed Storage Area Network (SAN) fabric that allows for fiber data transfer speeds for offsite replication of the State Park Reservation System's data. Vendor is responsible for having a data recovery plan emphasizing data and system recovery timeline.
- d. The contractor must provide a Secure File Transfer Protocol (SFTP) server as the means to upload and download data during scheduled exchanges of bulk information.
- e. A backup of all databases will be provided to DPR on at least a monthly basis, or as requested, to include a database mapping when the structure/fields of the database change(s).

T. Additional Services

In addition to the Reservation and POS functions that are part of the current and proposed Reservation System, it is the intent of the DPR to expand the size and functionality of the Reservation System. However, the DPR may delay or phase in implementation of some of these features, but the DPR would like to have all of them figured into the overall proposal.

1. **Park Day Use Reservations:** There are reservable picnic shelters, a wedding chapel and open fields. Currently, reservations can only be made by calling the particular Park or by walk-in. The DPR would like the ability to expand the Reservation System in the future, to include these Park Locations and the associated Inventory Items.

U. Transition-In Requirements

The conversion from the current web based Reservation System to the Vendor operated web based Reservation System is to be clearly defined in the proposal. Regardless of the solution, the customer will be shielded from this change over.

The Vendor must begin work within five (5) business days after the Division of Purchases issues a Purchase Order under the contract. If the Division of Purchases awards a Contract pursuant to this RFP and the Vendor is unable or unwilling to begin the work within the time specified above, the DPR may cancel the Contract, effective immediately on notice to the Vendor. The DPR may then return to the evaluation process under this RFP and resume the process without giving further consideration to the originally selected proposal.

1. The Vendor will meet with the Department within five (5) business days of the issuance of the Purchase Order for the Vendor's formal kick-off meeting. The kick-off meeting agenda will include discussion of the Vendor's and the DPR's contractual responsibilities. The Vendor's draft Transition-In Plan as presented in the Technical Proposal will be updated within three (3) business days of the kick-off meeting as the Final Transition Plan, using the information obtained during the kick-off meeting.
2. The Vendor will provide a Project Manager and transition team to ensure successful Transition-In. The Project Manager will perform hands-on management of all aspects of the Transition-In, and will be able to make decisions regarding the Vendor's responsibilities. The Project Manager will communicate weekly, and other times as needed, with the DPR System Manager throughout the Transition-In period. The Project Manager is required to have at least five (5) years of proven experience performing project transitions and the management of projects with similar size and complexity.
3. The Vendor will work with the DPR's System Manager and the incumbent Vendor to obtain and utilize the DPR's customer records and financial transactions applicable under this RFP, to include all customer records and associated Reservations, whether historical or future.
4. The Vendor's Transition-In will be completed no later than 120 days after the issuance of a Purchase Order by the Division of Purchasing.
5. The Vendor will be responsible for ensuring the accuracy of converting the existing Reservations and incumbent data/records for the accuracy of all transferred financial transactions and will provide for the transition to the Vendor's Reservation System in the time limits specified.

V. Transition-Out Requirements

It is imperative that the DPR Park Reservation System remain operational during the transition to a new Vendor upon termination or expiration of the awarded contract.

Upon termination or expiration of the awarded contract in accordance with its terms (including, if applicable, any renewal term).

The Vendor agrees to make an orderly transition of the services defined in this RFP and to perform any and all tasks in good faith that are necessary to preserve the integrity of the DPR Reservation System operations. The Vendor will make every reasonable effort to ensure that any such transition shall be performed in a professional and businesslike manner, and shall comply with the reasonable requests and requirements of the DPR, and any successor contractor, to accomplish a successful, seamless, and unhindered transfer of responsibilities.

1. The Vendor will, at the option of the DPR, continue to operate under the awarded contract in accordance with all terms and conditions of the contract entered into pursuant to this RFP, together with any amendments or modifications in existence at such time, for a period of up to 12 months from the time of expiration or notification of termination from the DPR to Vendor, whichever occurs earlier. The intent of this provision is to ensure continuation of operations while a successor Vendor is chosen and contracted.
2. The Vendor will cooperate in the orderly transition of services from it to a subsequent Vendor upon receipt of a Notice of Transition from the DPR. Transition will be provided in a prompt and timely manner, will proceed in accordance with the schedule provided to the Vendor by the DPR in the Notice of Transition, and will be for a period of at least ninety (90) days (Transition-Out period) prior to the end of the Contract term. Additional instructions regarding transition services may be provided in the Notice of Transition issued by the DPR.
3. The Vendor will be entitled to the same fee arrangement for those revenue generating services which the current Vendor continues to host and other services it performs during the transition period, as it is entitled to receive, whether hourly fees or reservation-related fees, under DPR agreements governing compensation under the current contract at the time of termination or expiration of the contract.
4. The Vendor will cease all new project design or development licensed under this contract during such transition period. Hourly fees for new project developments licensed under this contract completed by DPR or the successor contractor during the transition period shall be allocated to such parties at the sole discretion of the DPR.
5. The Vendor will lose any and all claim to further compensation upon the completion of the transition period.
6. The Vendor will provide a Transition-Out Plan documenting and demonstrating how all of the data/records (including voice records and any backups), and documentation will be transferred to the DPR or the DPR's designated entity. The Vendor will provide the DPR System Manager with a Transition-Out plan at least 120 days prior to the end of the Contract term.
7. In addition to this Transition-Out Plan, the Vendor will be required to document and provide to the DPR System Manager all current support which will include but not be limited to: hardware and software platforms (for compatibility), scripts, business processes, and databases, tools, etc., used in operations.

8. The Vendor will provide technical and business support to ensure a smooth, effective, and reliable transition.
9. The Vendor will provide to the DPR System Manager all updated materials pertaining to this RFP and awarded contract, including all current operating procedures and a list of any outstanding issues and risks associated with ongoing operations or the transition itself.

W. Vendor Compensation

The current system is supported solely by the Transaction Fees generated by the customers making, changing or cancelling a reservation.

1. Currently, a Transaction Fee is not charged for Walk-In customers.
 - a. It is the intent of the DPR to continue to offer no charge for Walk-In Customers or minimize the Transaction Fee.
2. Neither the DPR nor the customer will be assessed any cancellation charges if the cancellation was the result of an "Act of God" occurrence (e.g., hurricane, flood, snow storm, derecho)
3. The Vendor does not receive compensation for Reservations where transaction fees have been waived.
4. The Vendor will not collect any change or cancellation fees when the DPR staff move a customer to a different Inventory Item within the Park Location or another Park Location.
5. No cancellation fee will be charged for a voided transaction. When a Reservation is voided, all collected funds are returned to the customer via the original payment mechanism. Neither the DPR nor the Vendor will receive funds for a voided transaction.
 - a. A voided Reservation will be retained in history for auditing purposes.

X. Contract

If this RFP results in a Contract award, the Contract will consist of this RFP, including all attachments, written amendments or addendums to this RFP, the Vendor's accepted Proposal and written authorize amendments to the Vendor's Proposal. It will also include any materials incorporated by reference in the above documents and any purchase orders and change orders issued under the Contract. The form of the Contract is included as a one-page attachment to this RFP, but it incorporates all the documents identified above. If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. This RFP, as amended.
2. The documents and materials incorporated by reference in the RFP.
3. The Vendor's Proposal, as amended, clarified and accepted by the DPR.
4. The documents and materials incorporated by reference in the Vendor's Proposal.

Y. Penalty

1. In the event there is an interruption in the DPR Reservation System, the Vendor will restore the functionality of the DPR Reservation within two (2) hours during peak usage periods and within three (3) hours during off peak periods. For more than two (2) occurrences of interruption of more than two (2) hours or a total of four (4) hours of interruption during peak usage periods in a calendar month, the penalty will be imposed beginning the first hour of the next interruption. For more than two (2) occurrences of interruption of more than three (3) hours or a total of six (6) hours of interruption during off peak usage periods in a calendar month, the penalty will be imposed beginning the first hour of the next interruption.
 - a. In the event the interruption of the DPR Reservation System is attributable to a defect due to the acts or omission or negligence of Vendor, Vendor will pay a penalty of two thousand dollars (\$2,000.00) per hour for each hour the DPR Reservation System is not fully functional after the time periods set out above; if, however, the DPR determines such non functionality is caused by reasons other than the acts or negligence of the Vendor, Vendor will not be subject to this penalty.
 - b. The DPR Reservation System must provide immediate response to user input. Continued delays in response time will be considered an interruption in service and subject to the penalty described above.
 - c. The determination of loss of functionality will be made by the DPR and such determination will be final.
2. In the event that the Vendor's Reservation System or Call Center agent's allow a reservation booking that violates the DPR's Business Rules at any Park Location, the Vendor will refund all fees and charges to the customers affected and return three (3) times this amount to the DPR.

Z. Taxes

The DPR, as part of a State agency, is exempt from Federal excise, state and local taxes and such taxes will not be included in prices quoted. Applicable tax exemption information will be furnished, if requested.

SECTION 4. PROPOSAL

A. Technical Proposal

Narrative and format: The proposal should address specifically each of the following elements:

1. BACKGROUND, EXPERIENCE AND REFERENCES
 - a. Vendors must have at least five (5) years of experience implementing and maintaining a web based Reservation System and all proposed technology must have been in use for at least one (1) year to be considered as relevant experience.
 - b. Vendors must provide a brief, descriptive statement detailing evidence that they have successfully provided the proposed web based Reservation System to businesses similar in size and scope to the DPR's operations as described within this RFP.

- c. Describe how the Vendor has supplied expertise and help desk support for similar operations.
- d. Vendors must provide a listing of key people who the Vendor will assign to meet the DPR's requirements under this RFP. The Vendor will describe how the proposed staff's experience and qualifications relate to their specific responsibilities.
- e. Vendors must provide contact information for at least three (3) references who are directly responsible for effectively using Vendor's web based Reservation System, including name, job title, mailing address, email address and phone number of contact person.

2. TECHNOLOGICAL QUALIFICATIONS AND EXPERIENCE

- a. Provide a narrative that illustrates the Vendor's understanding of the DPR's requirements and project schedule.
- b. Describe how the project will be managed to ensure completion of the scope of services and accomplish the required objectives within the DPR's project schedule.
- c. Describe on-site support services during the implementation of the web based Reservation System. Specifically, how support calls will be tracked to ensure all Parks receive support.
- d. State your procedures for providing the DPR a listing of open cases, the status of the calls and a listing of the closed calls.
- e. Explain your procedures for escalation of problems when they are reported.
- f. Define your overall approach for providing effective and timely service support. This should include, but is not limited to the following:
 - i. Your response time to telephone or email support
- g. Describe how the Vendor will provide continuous System support and sufficient maintenance of all System components provided by Vendor.
- h. Describe quality assurance procedures and policies as they relate to the Call Center and Customer Service operations.

3. PROPOSED WEB BASED RESERVATION SYSTEM

- a. Vendors must describe in detail how its proposed web based Reservation System meets the requirements of the DPR and as outlined within this RFP. The Vendor's proposal must specifically address how the Vendor's web based Reservation System meets both the technical and functional requirements.
- b. Vendors must provide a list of and describe in detail, hardware equipment that will be required by the web based Reservation System for each Park Location. Proposals must include cost for any hardware the Vendor will provide to the DPR.

- c. Describe in detail the web based Reservation System and mobile functionality. Include details pertaining to the POS System and Reporting and Revenue tracking.
- d. Provide an overview of the ad hoc reporting capability to be provided in the proposed web based Reservation System.

4. **TRANSITION-IN PLAN**

- a. The Vendor must provide a Transition-In Plan describing the conversion of the current web based Reservation System data to the Vendor operated web based Reservation System.
- b. Provide a risk analysis and a contingency plan for mitigating and resolving those risks that have been identified as impacting implantation.

B. Cost Proposal

See Attachment A for Cost Proposal Form.

C. ISBE Proposal

See Appendix A for information and the MBE, WBE, and/or Disability Business Enterprise Participation Plan form(s). Bidders are required to complete, sign and submit these forms with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the RFP.

SECTION 5. EVALUATION AND SELECTION

Proposals shall be reviewed by a technical evaluation committee ("TEC") comprised of staff from State agencies. The TEC first shall consider technical proposals.

Technical proposals must receive a minimum of 60 (85.7%) out of a maximum of 70 points to advance to the cost evaluation phase. Any technical proposals scoring less than 60 points shall not have the accompanying cost or ISBE participation proposals opened and evaluated. The proposal will be dropped from further consideration.

Technical proposals scoring 60 points or higher will have the cost proposals evaluated and assigned up to a maximum of 30 points in cost category bringing the total potential evaluation score to 100 points. After total possible evaluation points are determined ISBE proposals shall be evaluated and assigned up to 6 bonus points for ISBE participation.

The Division of Purchases reserves the right to select the Vendor(s) or firm(s) ("Vendor") that it deems to be most qualified to provide the goods and/or services as specified herein; and, conversely, reserves the right to cancel the RFP in its entirety in its sole discretion.

Proposals shall be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Background, Experience and References	20 Points
Technological Qualifications and Experience	20 Points

Proposed Web Based Reservation System	20 Points
Transition-In Plan	10 Points
Total Possible Technical Points	70 Points
Cost proposal*	30 Points
Total Possible Evaluation Points	100 Points
ISBE Participation**	6 Bonus Points
Total Possible Points	106 Points

A. Cost Proposal Evaluation:

The Vendor with the lowest cost proposal shall receive one hundred percent (100%) of the available points for cost. All other Vendors shall be awarded cost points based upon the following formula: (lowest cost proposal / Vendor's cost proposal) x available points:

For example: If the Vendor with the lowest cost proposal (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly costs and service fees and the total points available are thirty (30), Vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 \times 30 = 19.5$$

B. ISBE Participation Evaluation:

1. Calculation of ISBE Participation Rate

- a. ISBE Participation Rate for Non-ISBE Vendors. The ISBE participation rate for non-ISBE Vendors shall be expressed as a percentage and shall be calculated by dividing the amount of non-ISBE Vendor's total contract price that will be subcontracted to ISBEs by the non-ISBE Vendor's total contract price. For example if the non-ISBE's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs, the non-ISBE's ISBE participation rate would be 12%.
- b. ISBE Participation Rate for ISBE Vendors. The ISBE participation rate for ISBE Vendors shall be expressed as a percentage and shall be calculated by dividing the amount of the ISBE Vendor's total contract price that will be subcontracted to ISBEs and the amount that will be self-performed by the ISBE Vendor by the ISBE Vendor's total contract price. For example if the ISBE Vendor's total contract price is \$100,000.00 and it subcontracts a total of \$12,000.00 to ISBEs and will perform a total of \$8,000.00 of the work itself, the ISBE Vendor's ISBE participation rate would be 20%.

2. Points for ISBE Participation Rate:

- a. The Vendor with the highest ISBE participation rate shall receive the maximum ISBE participation points. All other Vendors shall receive ISBE participation points by applying the following formula:

$$(\text{Vendor's ISBE participation rate} \div \text{Highest ISBE participation rate} \\ \times \text{Maximum ISBE participation points})$$

For example, assuming the weight given by the RFP to ISBE participation is 6 points, if Vendor A has the highest ISBE participation rate at 20% and Vendor B's ISBE participation rate is 12%, Vendor A will receive the maximum 6 points and Vendor B will receive $(12\% \div 20\%) \times 6$ which equals 3.6 points.

C. General Evaluation:

Points shall be assigned based on the Vendor's clear demonstration of the ability to provide the requested goods and/or services. Vendors may be required to submit additional written information or be asked to make an oral presentation before the TEC to clarify statements made in the proposal.

SECTION 6. QUESTIONS

Questions concerning this RFP must be e-mailed to the Division of Purchases at doa.purbidinfo@purchasing.ri.gov no later than the date and time indicated on page one of this RFP. No other contact with State parties is permitted. Please reference RFP# **7564489** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this RFP. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

SECTION 7. PROPOSAL CONTENTS

A. Proposals shall include the following:

1. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at www.purchasing.ri.gov. *Do not include any copies in the Technical or Cost proposals.*
2. One completed and signed Rhode Island W-9 (included in the original copy only) downloaded from the Division of Purchases website at <http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf>. *Do not include any copies in the Technical or Cost proposals.*
3. Two (2) completed original and copy versions, signed and sealed Appendix A. MBE, WBE, and/or Disability Business Enterprise Participation Plan. Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the RFP. *Do not include any copies in the Technical or Cost proposals.*
4. Technical Proposal - describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this RFP. The technical proposal is limited to ten (10) pages (this excludes any appendices and as appropriate, resumes of key staff that will provide services covered by this request).
 - a. One (1) Electronic copy on a CD-R, marked "Technical Proposal - Original".
 - b. One (1) printed paper copy, marked "Technical Proposal -Original" and signed.
 - c. Four (4) printed paper copies

5. Cost Proposal - A separate, signed and sealed cost proposal reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
 - a. One (1) Electronic copy on a CD-R, marked "Cost Proposal -Original".
 - b. One (1) printed paper copy, marked "Cost Proposal -Original" and signed.
 - c. Four (4) printed paper copies

B. Formatting of proposal response contents should consist of the following:

1. Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
 - a. Vendor's name
 - b. RFP #
 - c. RFP Title
 - d. Proposal type (e.g., technical proposal or cost proposal)
 - e. If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of '1 of 3' on first CD-R, '2 of 3' on second CD-R, '3 of 3' on third CD-R).

Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase's inability to open or read a CD-R may be grounds for rejection of a Vendor's proposal. All files should be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it "non-responsive". USB Drives or any other electronic media shall not be accepted. Please note that CD-Rs submitted, shall not be returned.

C. Formatting of written documents and printed copies:

1. For clarity, the technical proposal shall be typed. These documents shall be single-spaced with 1" margins on white 8.5"x 11" paper using a font of 12 point Calibri or 12 point Times New Roman.
2. All pages on the technical proposal are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor's name should appear on every page, including attachments. Each attachment should be referenced appropriately within the proposal section and the attachment title should reference the proposal section it is applicable to.
3. The cost proposal shall be typed using the formatting provided on the provided template.
4. Printed copies are to be only bound with removable binder clips.

SECTION 8. PROPOSAL SUBMISSION

Interested Vendors must submit proposals to provide the goods and/or services covered by this RFP on or before the date and time listed on the cover page of this RFP. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases, shall not be accepted.

Proposals should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7564489**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time shall not be accepted. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time shall be determined to be late and shall not be accepted. Proposals faxed, or emailed, to the Division of Purchases shall not be accepted. The official time clock is in the reception area of the Division of Purchases.

SECTION 9. CONCLUDING STATEMENTS

Notwithstanding the above, the Division of Purchases reserves the right to award on the basis of cost alone, to accept or reject any or all proposals, and to award in the State’s best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

If a Vendor is selected for an award, no work is to commence until a purchase order is issued by the Division of Purchases.

The State’s General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded for this RFP. The State’s General Conditions of Purchases can be found at the following URL:
<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>.

APPENDIX A. PROPOSER ISBE RESPONSIBILITIES AND MBE, WBE, AND/OR DISABILITY BUSINESS ENTERPRISE PARTICIPATION FORM

A. Proposer's ISBE Responsibilities (From 150-RICR-90-10-1.7.E)

1. Proposal of ISBE Participation Rate. Unless otherwise indicated in the RFP, a Proposer must submit its proposed ISBE Participation Rate in a sealed envelope or via sealed electronic submission at the time it submits its proposed total contract price. The Proposer shall be responsible for completing and submitting all standard forms adopted pursuant to 105-RICR-90-10-1.9 and submitting all substantiating documentation as reasonably requested by either the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to the names and contact information of all proposed subcontractors and the dollar amounts that correspond with each proposed subcontract.
2. Failure to Submit ISBE Participation Rate. Any Proposer that fails to submit a proposed ISBE Participation Rate or any requested substantiating documentation in a timely manner shall receive zero (0) ISBE participation points.
3. Execution of Proposed ISBE Participation Rate. Proposers shall be evaluated and scored based on the amounts and rates submitted in their proposals. If awarded the contract, Proposers shall be required to achieve their proposed ISBE Participation Rates. During the life of the contract, the Proposer shall be responsible for submitting all substantiating documentation as reasonably requested by the Using Agency's MBE/WBE Coordinator, Division, ODEO, or Governor's Commission on Disabilities including but not limited to copies of purchase orders, subcontracts, and cancelled checks.
4. Change Orders. If during the life of the contract, a change order is issued by the Division, the Proposer shall notify the ODEO of the change as soon as reasonably possible. Proposers are required to achieve their proposed ISBE Participation Rates on any change order amounts.
5. Notice of Change to Proposed ISBE Participation Rate. If during the life of the contract, the Proposer becomes aware that it will be unable to achieve its proposed ISBE Participation Rate, it must notify the Division and ODEO as soon as reasonably possible. The Division, in consultation with ODEO and Governor's Commission on Disabilities, and the Proposer may agree to a modified ISBE Participation Rate provided that the change in circumstances was beyond the control of the Proposer or the direct result of an unanticipated reduction in the overall total project cost.

B. MBE, WBE, AND/OR Disability Business Enterprise Participation Plan Form:

Attached is the MBE, WBE, and/or Disability Business Enterprise Participation Plan form. Bidders are required to complete, sign and submit with their overall proposal in a sealed envelope. Please complete separate forms for each MBE, WBE and/or Disability Business Enterprise subcontractor/supplier to be utilized on the RFP.



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
DEPARTMENT OF ADMINISTRATION
ONE CAPITOL HILL
PROVIDENCE, RHODE ISLAND 02908

MBE, WBE, and/or DISABILITY BUSINESS ENTERPRISE PARTICIPATION PLAN

Bidder's Name:

Bidder's Address:

Point of Contact:

Telephone:

Email:

RFP No.:

Project Name:

This form is intended to capture commitments between the prime contractor/Vendor and MBE/WBE and/or Disability Business Enterprise subcontractors and suppliers, including a description of the work to be performed and the percentage of the work as submitted to the prime contractor/Vendor. Please note that all MBE/WBE subcontractors/suppliers must be certified by the Office of Diversity, Equity and Opportunity MBE Compliance Office and all Disability Business Enterprises must be certified by the Governor's Commission on Disabilities at time of bid, and that MBE/WBE and Disability Business Enterprise subcontractors must self-perform 100% of the work or subcontract to another RI certified MBE in order to receive participation credit. Vendors may count 60% of expenditures for materials and supplies obtained from an MBE certified as a regular dealer/supplier, and 100% of such expenditures obtained from an MBE certified as a manufacturer. This form must be completed in its entirety and submitted at time of bid. **Please complete separate forms for each MBE/WBE or Disability Business Enterprise subcontractor/supplier to be utilized on the RFP.**

Name of Subcontractor/Supplier:

Type of RI Certification: ☐ MBE ☐ WBE ☐ Disability Business Enterprise

Address:

Point of Contact:

Telephone:

Email:

Detailed Description of Work To Be Performed by Subcontractor or Materials to be Supplied by Supplier:

Total Contract Value (\$):

Subcontract
Value (\$):

ISBE Participation
Rate (%):

Anticipated Date of Performance:

I certify under penalty of perjury that the forgoing statements are true and correct.

Prime Contractor/Vendor Signature

Title

Date

Subcontractor/Supplier Signature

Title

Date

APPENDIX B. ABBREVIATIONS AND DEFINITIONS

Term	Definition
Bidder	A Vendor who submits an offer bid in response to a written RFP.
Business Rules	The policies and procedures determined by the DPR that are necessary to administer reservations on a fair and equal basis for guests and to provide direction to the Vendor while conducting reservation business for the DPR. Business rules are subject to change at the discretion of the DPR to enhance the administrations of a centralized reservation system.
Channel	Method used to make a Reservation. One of: Call Center, web based reservations or DPR staff.
Contract	The contract awarded to the successful bidder pursuant to this RFP.
DPR System Manager	The DPR representative who will act as liaison between the Vendor and DPR staff on issues related to the DPR Reservation System and is primarily responsible for Contract administration functions, including issuing written direction, monitoring the Contract to ensure compliance with the terms and conditions of the Contract and managing the Reservation System functions.
DEM	Department of Environmental Management. A department within the State.
DPR	Division of Park and Recreation. A division within the DEM, issuing the RFP.
DPR Use Fee	A fee determined by the State and collected as payment for purchase or use of an Inventory Item or POS.
E-Gift Card	Electronic Gift Card
Park Location	A State park, campground or other State property that may contain one or more reservable Inventory Items.
Inventory Item	The products available to be reserved. Each Inventory Item has a calendar of availability.
Point of Sale (POS)	Items available for purchase or use at a park location that is not a reservable unit. POS items include, but not limited to, extra picnic tables, second car passes, visitor passes, dump station use, firewood.

Reservation	<p>An Inventory Item assigned to a customer for a specific, contiguous time period for a fee. Contains all nights that have been reserved. A reservation will have a unique identification number.</p> <p>A reservation can be made, changed or cancelled. Make, change or cancelling a Reservation are the actions for which the Vendor will be compensated under the Contract.</p>
Reservation Cancellation Fee	Fee charged to cancel an entire Reservation.
Reservation Change Fee	Fee charged to the customer when a customer contacts the Call Center, uses the web based Reservation System, goes to the Park office, to change the date of a Reservation (except if the change occurs within 24 hours of Booking Date).
Reservation Fee	Fee charged to make a Reservation.
State	The State of Rhode Island
Transaction Fee	Fees charged to make, change or cancel a Reservation.
Walk-In	A customer that engages DPR staff to perform a Reservation, typically on the day the Reservation begins.
Vendor Telephone Operators	Telephone operators working from home, on equipment supplied by the Telephone Operator.

APPENDIX C. RESERVATION SYSTEM BUSINESS RULES

These are examples of current business rules for the DPR. The Reservation System must be configurable to the DPR's business rules and procedures.

A. Reservation Window/Hours

1. Reservations are accepted one (1) year in advance of arrival.
2. Monday through Friday, one (1) year window reservations begin at 8:00 AM (EST), by telephone, in person and Internet.
3. Saturday and Sunday, one (1) year window reservations begin at 9:00 AM (EST), by telephone, in person and Internet.
4. Reservations for a stay with an arrival date less than one (1) year in advance can be made 24/7 over the Internet and can be made at the Park office and the Call Center during regular operating hours.
5. Reservations are accepted up to a maximum of (12) months in advance of the current date.
6. The minimum reservation window for all Park Locations is same day by 12:00 PM.
7. Customers that wish to reserve a campsite on the day of arrival must reserve the campsite directly at the campground on a first come, first serve basis.
8. A maximum of three (3) reservations, with the same dates and the same customer name, may be made at one time. However, there must be a different Primary Occupant listed for each reservation. See Primary Occupant for additional information.

B. Registration

1. A per night DPR Use Fee will be charged to customers reserving an Inventory Item in a Park Location.
2. Check-in time is 1:00 PM
3. Check-out time is 11:00 AM
4. Occupancy of the campsite is required on the first night of the reservation. A campsite unoccupied during this initial period is declared a no show and will be reassigned with all payment forfeited. Please call the campground if you are going to be late arriving for your reservation.
5. Delayed Arrivals: In the case of a delayed arrival the Call Center or the Park Office must be notified in advance to avoid being classified a No Show. A Note must be added to the customer's profile.

C. Fees

1. Reservation Fee: applies to each Inventory Item reserved, whether for one (1) day or any number of days and is non-refundable.
2. Change Fee applies to changes that involve changing dates, Inventory Item, Park Location or shortening the stay. If the customer wants to add nights on to an existing reservation there will be no change fee.

- a. Customers can change their reservation, within 24 hours of making the reservation, once for no charge.
3. Cancellation Fee applies to cancellations made prior to the customer's arrival date. Cancellation by the customer must be made by 8:00 PM the night before arrival. Customers are allowed to cancel on the day of arrival; however, no cancellation fee will be charged and the customer will not receive a refund.
 - a. Changing the primary occupant on the reservation is considered a cancellation.

D. Internet Customers

All reservation policies and restrictions apply to Internet customers. Prior to finishing a reservation transaction, the Internet customer is asked to "agree" to all the terms given. Refunds are not available for misunderstanding of terms.

E. Occupancy

1. Occupancy of the campsite is required on the first night of the reservation. A campsite unoccupied during this initial period is declared a No Show with all payment forfeited. Please call the campground if you are going to be late arriving for your reservation.
2. The Primary Occupant must be present to check-in and register for a campsite and must be eighteen (18) years of age or older.
 - a. Refer to Primary Occupant for further requirements.
3. Only one family (immediate family) is allowed per campsite.
4. Non-family groups shall be limited to six (6) persons per campsite.
5. Any person voided on a camping permit is not allowed to reenter any camping area for the duration of the camping season.

F. Primary Occupant

1. Must be present to check in and register for the campsite and must be 18 years of age or older.
2. Must present valid government issued photo identification and a valid vehicle registration and if necessary the camper registration.
3. Must list the first and last names of camping party as only the names listed are allowed to occupy the campsite.
4. Responsible for compliance of the rules and regulations of the RI DEM.

G. Season Dates

1. Peak Season runs from the fourth Friday in May to the last Sunday before Labor Day weekend.
 - a. Reservations made one (1) year in advance, for stays during Peak Season, are subject to a four (4) night minimum stay.
 - b. Exception: Reservations made at George Washington require a three (3) night minimum stay during Peak Season.

2. Non-Peak Season is in effect all other times and requires a one (1) night minimum stay.

H. Minimum Stay Policy

1. A minimum stay of four (4) nights is required during the Peak Season.
 - a. Exception: George Washington State Campground is a minimum three (3) night stay during Peak Season. Only walk-ins will be allowed to stay for less than the minimum requirement during Peak Season.
2. Any campsite that has not been reserved will be released on June 1 of the current calendar year and may be reserved for a one (1) night minimum stay.
 - a. Exception: George Washington State Campground, only walk-ins will be allowed to stay for a minimum of one (1) night.
3. A minimum of one (1) night is required during the Off-Peak Season.

I. Maximum Stay Policy

1. A maximum stay of fourteen (14) nights is allowed during the Peak Season.
 - a. Exception: A maximum stay of seven (7) nights is allowed during the Peak Season at Charlestown Breachway State Campground and East Beach State Campground.
2. A maximum stay of twenty-one (21) nights is allowed during the Off-Peak Season.

J. Stay Length

1. A camping party, defined as the Primary Occupant listed on the reservation, any member of the party and/or any of the equipment used by the party, stay is limited to:
 - a. A maximum stay, at one Park, of fourteen (14) reservable nights during the Peak Season and twenty-one reservable nights during Off-Peak Season.
 - i. Exception: A maximum stay of seven (7) nights is allowed during the Peak Season at Charlestown Breachway State Campground and East Beach State Campground.
2. Circumventing the policies by combing multiple reservations that exceed the maximum allowable stay could result in a mandatory reduction of the combined stay with all fees forfeited.
3. Following maximum allowable stay, the camping party must leave the campground for a minimum of seven (7) days. This leave policy is mandatory.
4. All camping equipment must be removed from the campground at the end of each stay.
5. Subletting of campsites or cabins is prohibited.
6. If a member of a camping party attempts to violate the mandatory leave policy by making multiple reservations with a different Primary Occupant and utilizing the

same camping equipment they will not be allowed to check into the reserved campsite, the reservation will be canceled and all fees will be forfeited.

K. Refund Guidelines

Refunds will not be issued for weather, site conditions, no-shows, change of plans, cancellations or early departures on or after the arrival date.

1. Routine Cancellations:
 - a. Cancellations made by 8:00 PM the night prior to arrival will result in a refund equal to the amount already paid minus the non-refundable reservation fee and cancellation fee.
 - i. Failure to cancel or change the reservation by this deadline will result in forfeiture of your entire payment.
2. Early Departures:
 - a. Early Departures occur when a camper leaves the campground prior to the end of the reservation period.
 - i. If a customer checks out early, the unused portion of the customer's payment will be forfeited.
 - b. Refunds for Early Departures are only granted to campers who provide documentation of an emergency situation which required them to leave early.
 - i. Campers who wish to check out early must notify the campground clerks and complete an Early Departure Form.
 - ii. Campers who do not notify the campground and do not complete an Early Departure Form will not be eligible for a refund regardless of extenuating circumstances as all Early Departures must be noted in the system.
 - c. Regardless of the emergency, a full refund will NOT be issued. Problems within the campground that would prevent a camper from utilizing the campsite, such as flooding may result in a full refund.

L. Collection of Rate Increases

1. Normally, all fee increases approved by the RI General Assembly go into effect July 1st. Fee increases are collected as follows:
 - a. All reservations made prior to July 1st are honored at the old rate at check-in.
 - b. All changes to an existing reservation's arrival date will be charged the difference of the rate increase. DPR will collect the rate increase for each night the Inventory Item is reserved.
 - c. Example: If a guest wants to change their existing arrival date to a new arrival date, the State Park Reservation System should alert the customer or DPR staff there has been a rate increase and the guest will be charged for the difference if the guest makes the change, requiring verification that the guest understands there will be an additional charge before making the change. The Reservation System must add the fee increase to this reservation and request payment for the additional fee per night. If a customer made a reservation in July 2017,

for a July 1, 2018 arrival and now wants to change the arrival date to August 1, 2018, the Reservation System must request collection of the price increase.

- d. Customers who wish to add nights to their stay (in the new rate period but reserved and paid for at the old rate) are not charged the rate difference for nights reserved prior to the rate increase; however, they will be charged the new rate for any new additional night(s).

ATTACHMENT A. PROPOSAL

The DPR, for the purposes of figuring cost, will use the quantities shown below, based on reservation data from 2016, in order to equitably compare pricing. The Vendor will receive compensation for transaction fees paid by the customers, for the actual number of reservations, changes and cancellations for each term of the contract period. No other form of compensation to the Vendor will occur.

Vendors will provide their proposed transaction fees below. Low transaction fees to the citizens of Rhode Island is of importance to the DPR. Transaction fees must cover all costs to the DPR including, but not limited to: Transaction Fees, Licensing (if needed), Maintenance, Hosting, Support/Help Desk, Training, Credit Card Fees and Equipment.

The DPR will consider one of the two (2) Pricing models to fund the Reservation System.

1. Model 1: Reservation System is funded in its entirety from Transaction Fees and the Vendor is responsible for the payment of Credit Card Processing Fees.
2. Model 2: Reservation System is funded in its entirety from Transaction Fees and the DPR is responsible for the payment of Credit Card Processing Fees.

A. Model 1:

Reservation/Change/Cancel Transaction Type	Estimated Transactions Per Year	Transaction Fee Charged
Make a Reservation (Call Center)	2,000	\$
Make a Reservation (Internet)	18,000	\$
Make a Reservation (Park Office)*	4,200	\$
Make a Change	1,000	\$
Cancel a Reservation	2,500	\$
Gift Card/E-Gift Card Processing Fee	No Data	\$

B. Model 2

Reservation/Change/Cancel Transaction Type	Estimated Transactions Per Year	Transaction Fee Charged
Make a Reservation (Call Center)	2,000	\$
Make a Reservation (Internet)	18,000	\$
Make a Reservation (Park Office)*	4,200	\$
Make a Change	1,000	\$
Cancel a Reservation	2,500	\$
Gift Card/E-Gift Card Processing Fee	No Data	\$

NOTES:

1. Figures for Transactions are for the period of April 2016 through October 2016.
2. The DPR makes no guarantees that the numbers used above will be consistent over the term of the awarded contract. Actual figures may vary either up or down.

It is the intent of the DPR to continue to offer no charge for Walk-In Customers or minimize the Transaction Fee.