



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Administration
DIVISION OF PURCHASES
One Capitol Hill
Providence, RI 02908-5855

Tel: (401) 574-8100
Fax: (401) 574-8387
Website: www.purchasing.ri.gov

October 3, 2017
ADDENDUM NUMBER ONE
RFP # 7564489

TITLE: RHODE ISLAND STATE PARK RESERVATION SYSTEM

Closing Date and Time: 10/16/17 AT 2:00PM

Per the issuance of this ADDENDUM #1 (6 pages and files in PDF FORMAT) the following is noted:

This addendum answers questions submitted on line and accepted until 9/29/17 at 5pm.

Could you please help me with the following questions:

Q. Whether companies from Outside USA can apply for this?
(like, from India or Canada)

A. Yes, they can. However, all companies bidding this project must adhere to the State of Rhode Island's terms and conditions found on the Division of Purchasing website, www.purchasing.ri.gov.

Q. Whether we need to come over there for meetings?

A. There is a strong possibility that the awarded vendor may be required to meet with the agency on site.

Q. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

A. That is up to the individual vendor bidding this project to determine if it can meet the requirements of this solicitation by performing outside of the USA.

Q. Can we submit the proposals via email?

A. No. See instructions included in bid specifications.

Q. Can the state provide an editable version of the RFP, either in Word or PDF? As of now, we would have to re-type all the requirements and forms since the PDF's are not editable.

A. No, the State will not be providing an editable form of the RFP. The only standard forms to be submitted specified in the RFP are the MBE form and Attachment A. Both require minimal entries. Any other documents required to be submitted are original documents supplied by the bidding vendor.



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Q. When do you plan to respond to questions?

A. This addendum answers all questions sent in on line.

Q. With regards to the previous two (2) questions, would Rhode Island consider postponing the submission deadline as retyping your requirements (in order to respond) may require more time than the remaining two weeks?

A. Original submission closing date and time will not be changed.

Q. For #3 in Section 7, did you want 2 original and 2 copies (4 total) or 1 Original and 1 Copy (2 Total) of the MBE, WBE, &/or Disability Business Enterprise Participation Plan?

A. 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

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.

- d. One (1) Electronic copy on a CD-R, marked "Cost Proposal -Original".
- e. One (1) printed paper copy, marked "Cost Proposal -Original" and signed.
- f. Four (4) printed paper copies

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.



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Q. If we are not an MBE, WBE nor Disabled Business Enterprise, can we bid? Can we complete the form to your satisfaction? I.e. what do we select on the form under Type of RI Certification?

A. Yes. It is the vendor's responsibility to utilize MBE, WBE or Disabled Business Enterprise vendors certified by the State of RI Office of Diversity, Equity and Opportunity (ODEO) to meet the goal of 10% minority participation. The form should be filled out to the best of the vendor's ability. In the event a vendor is going to self-perform the services required in the solicitation, with no subcontractors being used, that will be reviewed by the ODEO at the time of the tentative letter of award phase.

Q. In Section 3 Para P4C, Can you clarify that this should read twenty four (24) or two (2)?

A. Twenty-Four (24) Hours

Q. In Section 3 Para Q1, At what bank is your "designated State of Rhode Island bank account"?

A. Bank of America

Q. In Section 3 Para S2, What are the current makes and models of your listed hardware (tablet, credit card swipe, thermal printer, document printer, and cash drawer)?

A. Equipment required and provided by the Vendor must be compatible with (see attached brochure). Part of this addendum in PDF format.

Q. In Section 3 Para S2, If the current equipment is compatible and function, do you still plan to replace the equipment?

A. Yes. The equipment is the property of the current Reservation System Vendor.

Q. Will the state provide supplies for the equipment (paper, toner, ink, etc)?

A. Yes. The DPR will provide paper, toner and ink.



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Q. In Section 3 Para S2, If the current equipment is compatible and function, do you still plan to replace the equipment?

A. Yes. The equipment is the property of the current Reservation System Vendor.

Q. In Section 3 Para P, What is the current credit card rates

A. Rate information not available, however, credit card processing fees from January 1, 2017 to September 24, 2017 totaled approximately \$32k for current and future reservations.

Q. In Section 3 Para P, Are the credit card rates built into the current reservation fee?

A. No. Currently, the credit card processing fees are paid separately.

Q. In Section 3 Para P, What is the number of transactions processed by credit cards per year? If possible, please breakdown by month.

A. The chart below shows a breakdown of reservations through each Channel. Internet and Call Center are currently credit card only. Park Locations currently accept cash, check and credit card.

Year	Internet	Call Center	Park
2008	12,442	3,929	7,077
2009	15,396	3,681	5,516
2010	15,533	3,250	6,128
2011	15,116	2,826	4,811
2012	15,755	2,879	5,095
2013	14,813	2,619	4,916
2014	15,788	2,610	4,983
2015	16,702	2,491	4,578
2016	17,984	2,207	4,380



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Q. In Section 3 Para P, What is the average credit card transaction amount? If not known, please provide total credit card volume (in \$) for year?

A. From January 1, 2017 to September 24, 2017, credit card revenue through all Channels totaled approximately \$1.8 million for current and future reservations.

Q. In Section 3 Para Q2, What is the number of transactions processed by checks per year? If possible, please breakdown by month.

A. In the year 2016, approximately five (5) checks were submitted for payment at DPR Park Locations. Checks are accepted at Park Locations. Checks are not accepted online or through the call center. See Section 3 (Q).

Q. In Section 3 Para Q2, What is the average check transaction amount? If not known, please provide total check volume (in \$) for year?

A. In the year 2016, revenue derived from checks amounted to approximately \$200.00. Checks are accepted at Park Locations. Checks are not accepted online or through the call center. See Section 3 (Q).

Q. In Section 3 Para F, How many calls were made to the Call Center? If not known, do you have the conversion rate of calls to reservations (ie. every 2 calls results in a reservation)?

Year	Internet	Call Center	Park
2008	12,442	3,929	7,077
2009	15,396	3,681	5,516
2010	15,533	3,250	6,128
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Q. In Section 3 Para F, What is the Average Handle Time with the Call Center?

A. The average call time is approximately 7 minutes.

Q. In Attachment A, How much are the current fees in Attachment A?

CAMPING – DAILY RATE	RESIDENT	NON-RESIDENT
Tent (No Hookups / Per Site)	\$ 14.00	\$ 20.00
Water, Electric & Trailer / Per Site	\$ 18.00	\$ 25.00
Water, Electric, Sewer & Trailer / Per Site	\$ 20.00	\$ 35.00
Primitive Cabins (No Water, Electric / Per Site)	\$ 35.00	\$ 35.00
Visitors Pass / Per Vehicle	\$ 2.00	\$ 2.00
Second Car Pass / Per Vehicle	\$ 4.00	\$ 6.00
Septic Dump Station / Per Vehicle / Non-Camper	\$ 5.00	\$ 5.00
Showers	As Metered	As Metered

END OF QUESTIONS.