Request for Proposals

for

I.T. Consulting Services

Louisiana State Parks Reservation System

State of Louisiana

Department of Culture, Recreation and Tourism

Office of State Parks

Capitol Annex

1051 N. Third Street, 3rd Floor

Baton Rouge, LA 70802

P.O. Box 44426

Baton Rouge, LA 70804

(225) 342-8111

<http://www.crt.state.la.us/louisiana-state-parks/reservation-rfp>

<http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

Release Date: \_January 21, 2015\_\_\_\_\_\_\_\_\_

Proposals Due: \_February 23, 2015\_\_\_\_\_\_\_

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**Schedule of Events**

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| --- | --- | --- |
|  | **Activity** | **Date** |
| 1. | **General Release of RFP** | January 21, 2015 |
| 2. | **Deadline to submit written questions about the RFP** | February 9, 2015  (4:00 p.m. Central Time) |
| 3. | **State Posts Responses to Inquiries** Responses to be posted at <http://www.crt.state.la.us/louisiana-state-parks/reservation-rfp> and <http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm> | February 13, 2015 |
| 4. | **Deadline to Submit Proposals:** Proposals must be received at the Louisiana Office of State Parks, Capitol Annex Building, 3rd Floor, 1051 N. Third St., Baton Rouge, Louisiana 70802 by 2:00 pm CST | February 23, 2015 |
| 5. | **Proposal Evaluation** | March 3, 2015 |
| 6. | **Oral Presentations (if required)** | March 17, 2015 |
| 7. | **Final Evaluation; Notification** | March 23, 2015 |
| 8. | **Contract Negotiations; Target date to send contract to Selected Proposer** | March 30, 2015 |
| 9. | **Anticipated Contract start date** | July 1, 2015 |

The State reserves the right to modify the schedule of events (other than the deadline to receive proposals). Any modifications will be posted on the State’s website

<http://www.crt.state.la.us/louisiana-state-parks/reservation-rfp>

and at <http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

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**Part 1.** **General Information About this RFP**

1. **Purpose and Scope, including Contractor’s Responsibilities and Duration of Contract**

**a. Purpose.** Through this Request for Proposals (RFP), and as provided in further detail in the attached Sample Contract, the State of Louisiana, Office of State Parks (“State Parks” or “State” or “OSP”) seeks to identify a contractor to perform the following services (collectively, “System”) at no cost to the State:

1. Provide a centralized reservation system (“CRS”) that supports advance reservations made through the internet, call center and same-day reservations made at State Parks for overnight accommodations, that provides real-time tracking and reporting of revenue, occupancy, and visitation for the State, provides facility information for the public and a CRS-compatible Point of Sale (“POS”) software application, that includes a resale inventory tracking system, usable at Louisiana Recreational and State Historic Sites (collectively, “Parks”). The CRS must have the capability of generating transaction files that will be used to interface with the State’s Financial System. Contractor shall host the System and shall provide technical support, licenses, maintenance, training, and upgrades for the System.
2. Provide sufficient telephone reservations staff who are well trained and knowledgeable about Louisiana geography and State Parks, who will receive inbound toll free telephone calls from customers who wish to make reservations for State Parks campsites, cabins, group camps, pavilions, lodges, meeting rooms or any other mutually agreed upon reservable facilities within Parks. The Contractor must supply all required information systems and telecommunications to perform these operations.
3. Provide a fully integrated Golf Course Management System (“GCMS”) that includes tee sheet and event management software, point of sale with inventory management and an accounting and finance interface to be used at Black Bear Golf Course. The GCMS shall support advanced tee-time reservations over the internet as well as walk-ups, have real-time detailed revenue, tee-time reservation, statistical and POS reporting. Contractor shall host the GCMS and shall provide technical support, licenses, maintenance, training and upgrades for the GCMS.

Please refer to the Sample Contract (Attachment A) for a complete description of the proposed scope of services.

The current System contract expires June 30, 2015. The State intends to identify and select a Contractor that will be able to provide a complete or turnkey business solution meeting the State’s reservation and revenue tracking needs for a first day of operational use (“Go-Live Date”) of July 1, 2015. The selected Contractor must have experience in managing reservable inventory, tee-time reservations and be able to convert and import existing Park reservation and tee-time reservation data into the System, accurately and without losing data. The Contractor must be able to handle monetary transactions, reporting, and audit functions. The Contractor must be able to implement the System on time. The selected Contractor will receive and handle all telephone reservations. Therefore, the Contractor must be able to train its call center agents on the Louisiana State Parks System, its facilities, rules and regulations, fees, customer types, use patterns, Louisiana geography, and routes to Parks.

**b. Term**. If properly executed and approved, it is anticipated that the contract will begin on the date set forth in the Schedule of Events, subject to approval in accordance with La. R.S. 39:1502 et seq. It is anticipated that the term of the contract shall be limited to a maximum of three (3) years.

1. **Questions Regarding the RFP**

Questions regarding the RFP must be written and submitted directly to the Issuing Officer no later than the date and time noted in the Schedule of Events. All questions and official answers to questions received regarding the RFP will be posted to the State’s website [www.crt.state.la.us/parks/reservationRFP](http://www.crt.state.la.us/parks/reservationRFP) and <http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

on the date noted in the Schedule of Events.

1. **Response Deadline**

Proposals must be received by the Louisiana Office of State Parks, 1051 North Third Street, Capitol Annex, Third Floor, no later than 2:00 p.m. central standard time on the date specified in the Schedule of Events. Late proposals will not be evaluated.

1. **Standard Contract**

The State will enter into negotiations with the Proposer whose proposal is awarded the highest score by the Evaluation Committee. These negotiations will be directed toward a formal contract between the selected Proposer and the State.

The contract will contain an “Entire Agreement Clause,” which provides that:

“This contract, together with the RFP and addenda issued thereto by the State, the proposal submitted by the Contractor in response to the RFP, and any exhibits specifically incorporated herein by reference, constitute the entire agreement between the parties with respect to the subject matter.”

The contract will also contain an “Order of Precedence Clause,” which provides that:

“In the event of any inconsistent or incompatible provisions, this signed agreement (excluding the RFP and Contractor’s proposal) shall take precedence, followed by the provisions of the RFP, and then by the terms of the Contractor’s proposal.”

A Sample Contract, containing the proposed scope of services, is provided as Attachment A. A Proposer may request an exception to a “shall, must, or will” requirement in the Sample Contract. If the Proposer takes exception to any terms of the attached Sample Contract, the Proposer should include that information in its proposal, by adding a separate section titled, “Exceptions to the Response,” for discussion and negotiation upon notification of award. However, please be advised that:

1. Many of the terms contained in the Sample Contract are mandated under state law and therefore cannot be amended. Proposers may wish to familiarize themselves with Louisiana law generally and Louisiana state contract law in particular to know which clauses are not negotiable. The website for the Louisiana Office of Contractual Review is a good resource. <http://www.doa.louisiana.gov/ocr/index.htm>.
2. Many of the contract requirements labeled as “shall”, “must” or “will” are critical or necessary for purposes of this contract. To alter said requirements from mandatory to permissive may result in a proposal that is determined to be non-responsive. Non-responsive proposals will not be evaluated. Therefore, it is recommended that Proposers submit a proposal that adheres to all requirements as written, assuming all requirements labeled with “shall, must, or will” are non-negotiable.

If contract negotiations with the selected Proposer cannot be concluded within 30 days following selection, State may, at its discretion, immediately discontinue negotiations with the selected Proposer and may commence negotiations with the next highest scored Proposer.

1. **Incurring Costs**

The State is not liable for any cost or expense an individual or business entity may incur while reviewing this RFP, conducting research regarding this RFP, in preparing a proposal in response to this RFP or for travel, food, lodging or any other expenses incurred during proposal presentations (if required) in Baton Rouge, Louisiana.

1. **Disclosure of Proposal Contents**

The information provided in the proposals shall be held in confidence until a contract is executed and approved, as per the Louisiana Public Records Act, La. R.S. 44:1 et seq. The winning proposal will become a part of the executed contract. Proposers are encouraged to familiarize themselves with the Louisiana Public Records Act.

Pursuant to La. R.S. 44:3.2 of the Louisiana Public Records Act, any request for confidential treatment of any part of a proposal shall contain a cover sheet that provides in bold type “**DOCUMENT CONTAINS CONFIDENTIAL PROPRIETARY OR TRADE SECRET INFORMATION.”** Each instance of information considered proprietary or trade secret must be clearly marked and provide the specific legal basis supporting the request, as well as an explanation why disclosure is not in the best interest of the public pursuant to La. R.S. 44:3.2. However, the determination of whether such information is proprietary shall be made by the custodian within thirty days of submission. Any proposal marked as confidential in its entirety may be rejected without further consideration.

1. **Addenda/Changes**

Should it be necessary to correct, amend, or revise any part of this RFP, addenda will be posted on the State’s website (<http://www.crt.state.la.us/louisiana-state-parks/reservation-rfp>

and <http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

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Any changes will be technical in nature or will provide a clarification of terms and requirements. Substantive changes will necessitate reissuance of this RFP.

1. **News Releases**

No news releases regarding this RFP or the selection procedure may be made without express written approval from the Issuing Officer.

1. **Right to Reject All Proposals**

State reserves the right to reject any and all proposals.

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##### 10. Withdrawal of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the Issuing Officer.

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##### 11. Ownership of Proposal

All materials submitted in response to this request become the property of State. Selection or rejection of a proposal does not affect this right.

##### 12. Errors and Omissions in Proposal

The State will not be liable for any errors in proposals. The State, at its option, has the right to request clarification or additional information from the proposers.

13. Initial Offer

The State reserves the right to enter into a Contract without further discussion of the proposal submitted based on the initial offer received. The State reserves the right to contract for all or a partial list of services offered in the proposal.

**14. Code of Ethics**

Proposers are responsible for determining that there will be no conflict or violation of the Louisiana Code of Governmental Ethics if their company is awarded the contract. Ethics issues are interpreted by the Louisiana Board of Ethics.

**15. Definitions**

**Shall, Must, or Will** - Denotes **mandatory** language; a requirement that must be met without alteration. **Should, Can, or May** - Denotes desirable, **non-mandatory language**.

**Part 2. General Information about the Issuing Agency**

**1. Contact Information**

The Issuing Officer for this RFP is Reginald L. Dumas, Reservation Center Director, Louisiana Office of State Parks. All communication with regard to this RFP and the resulting contract will be coordinated through the Issuing Officer. All correspondence should reference “RFP- State Parks Reservation System” in the subject line.

Reginald L. Dumas, Reservation Center Director

Louisiana Office of State Parks

1051 N. Third Street, Room 310

P.O. Box 44426

Baton Rouge, LA 70804-4426

(225) 342-8111

rdumas@crt.state.la.us

**2. Department Organization**

The Louisiana Department of Culture, Recreation and Tourism (“DCRT”) is one of twenty departments in the executive branch of Louisiana state government. The commissioner of DCRT is the Lieutenant Governor, who also serves as Secretary of the department. . The DCRT consists of several agencies including the Office of Tourism, Office of Cultural Development, Office of State Museum, Office of State Library, Office of Management and Finance, and Office of State Parks. For more information about the DCRT, visit <http://www.crt.state.la.us/parks/>.

**3. Agency Organization**

The Louisiana Department of Culture, Recreation and Tourism, Office of State Parks (“OSP”), is responsible for the management and operation of 38 Parks, located across the state and consisting of 42,526 acres. The OSP offers numerous recreational opportunities ranging from hiking to boating to camping. There are approximately 2 million visitors to OSP facilities annually.

Within OSP, there are four (4) Districts containing a total of 21 Recreational Sites with State-operated campgrounds, consisting of 1,898 campsites. These sites include non-electric, electric (20, 30 and 50 amp), and full hook-up (electric, water and sewer) sites. The types of sites vary by individual location.

Situated within most of the OSP Recreational Sites are additional lodging options for those who do not have a tent or RV. These options include Cabins, Group Camps and Lodges. There are a total of 249 of these lodging options available for overnight rentals to customers.

Located throughout the State Parks system, there are 49 pavilions and 13 meeting rooms available for the public to reserve. All Recreational Sites have picnic shelters that are utilized on a first come first serve basis and these picnic shelters are not available for reservations.

Several Parks and Black Bear Golf Course operate small gift shops and OSP has two medium sized retail stores with several hundred retail items in each. The OSP retail operations offer a variety of items for sale to the general public including candy and snacks, souvenirs, park apparel and camping equipment.

Additionally, OSP operates a Marina with 56 boat slips, a Wave Pool that is open from Memorial Day to Labor Day and an 18-hole golf course.

During the contract term, it is anticipated that the number of OSP facilities will fluctuate, as facilities may be constructed, closed due to damage or renovations, or added or taken offline for other reasons.

In order to best serve customers and to provide real-time data to park management and staff, OSP requires a Central Reservation and Point of Sale System (POS) that combines and integrates reservation, point of sale and resale inventory management tracking functionality. OSP is seeking an integrated System that provides the existing functionality provided by the current System.

1. **Reservation System History**
2. In 1999, pursuant to a Request for Proposals, State Parks executed a contract with a contractor to design and install a centralized, automated reservation and revenue tracking, handling, and reporting System that tracks visitation and inquiry data. Over the years, the System was upgraded to also allow for web-based reservations, deposit reconciliation, point of sale transactions, tracking of POS inventory, sale of gift cards, reservation verification/history, and site inventory management.
3. In February 2008 State Parks moved from a reservation System hosted by the State to a web-based reservation System hosted by the current contractor. Prior to the switch, the System had become unstable and the current contractor and State Parks had limited staff with the knowledge required to support the System. The State was unable to balance revenue reported in the old System with the State Treasury’s revenue system and that resulted in an audit finding.
4. OSP operated its own reservation call center until August 2009 when the State transferred that responsibility to the CRS contractor at that time due to state budget cuts.
5. In June 2013 State Parks entered into a one (1) year emergency contract with the current CRS contractor.

**Part 3. Instructions for Responding to RFP**

**1. How to Submit the Proposal**

All proposals must be received in the Office of State Parks Administrative Office in Baton Rouge by 2:00 p.m. CT on the date specified in the Schedule of Events. Proposals may be mailed, shipped or hand-delivered to:

UPS, FedEx or other couriers

State of Louisiana

Office of State Parks

Attn: Reginald L. Dumas

Capitol Annex, Third Floor

1051 N. Third Street

Baton Rouge, LA 70802

US Mail

State of Louisiana

Office of State Parks

Attn: Reginald L. Dumas

P.O. Box 44426

Baton Rouge, LA 70804-4426

The package should be sealed and labeled as “Response to RFP – State Parks Reservation System.” Proposers should submit one (1) proposal with an original signature and five (5) duplicate copies of the proposal, including all attachments proposers may choose to include to support their proposal. Please respond to all questions and provide all information in the order requested.

**2. Proposal Contents**

1. **Proposal Summary.** Every proposal should include a typed summary which provides the following information, in the following order:
   * 1. Proposer’s Name (including the proposer’s legal name and any other name under which it conducts business and the type of business entity)
     2. Chief Executive Officer
     3. Account Manager, if different
     4. Representative of the proposer to whom any further or additional correspondence regarding this RFP may be directed, if different
     5. Address
     6. Email address
     7. Phone number
     8. Fax number
     9. Tax I.D. number
     10. Signature of an official authorized to bind the Proposer to its provisions (only one original signature is necessary)
2. **Items to be Submitted for Evaluation**

1. Experience

1. Proposers shall submit a detailed narrative describing their relevant corporate experience, including the experience of any proposed subcontractors. The documentation should thoroughly describe how the Proposer has supplied expertise and help desk support for similar contracts and projects. Proposers may include any supporting documentation they feel will support their descriptive narrative.
2. Include a client list of three (3) clients for those with whom you have provided a similar System. Do not include Louisiana State Parks if you have provided these services for the State.
   1. Briefly describe the services provided.
   2. Include a contact name, address, email address, and phone number for each.
3. Include a client list of no more than three (3) clients for those with whom you provide reservations call center services. Do not include Louisiana State Parks if you have provided these services for the State.
   1. Briefly describe the services provided.
   2. Include a contact name, address, email address, and phone number for each.

2. Personnel

Personnel and staffing proposed.

1. Please provide the names and professional titles of all key employees and indicate those who would work directly on this project and his/her role. Include each employee’s professional background, including education and relevant experience and the geographic location of each key employee (i.e., in what city is that employee based?)

Please note that the selected Contractor will be required to secure prior written approval for changes of key personnel assigned to the account. State will not unreasonably deny approval of changes.

1. Call center and customer service personnel.
   * Describe your initial and recurring training programs for call center and customer service agents.
   * What is the employment turnover rate for call center and customer service agents?
   * What is the average tenure for your call center and customer service agents?
   * What are the pay ranges for, and the current distribution of, your call center and customer service agents?
   * What is the ratio of supervisors to call center and customer service agents?
   * Describe your quality assurance procedures and policies as they relate to the call center and customer service operations.
   * What is the minimum call center and customer service staffing your company would dedicate to the Louisiana State Parks’ Centralized Reservation System (CRS)?

3. Cost

System cost shall be based on a per reservation transaction in the CRS and a per tee-time per person reservation transaction in the GCMS (collectively “Transaction Fee” or “Transaction Fees”). Transaction Fees are paid by the Parks and golf course patrons. No other form of compensation to the Contractor shall occur. Reservations include internet/web reservations, call center reservations and field reservations (i.e., same-day reservations made at the Parks or golf course). The Contractor will not be permitted to impose its own transfer fee(s) (transfer means date, site and/or park changes), cancellation fee(s) or any additional fee(s). Therefore, Proposers should consider and include the cost of performing reservation modifications in their proposed reservation Transaction Fees. Submit information on the document titled “Form A. Pricing Data.”

Proposers should use the following estimated figures when preparing their pricing. The following figures are not meant to be guaranteed minimums by the State.

|  |  |  |
| --- | --- | --- |
| Sales Channel | Estimated Number of Reservations | Estimated Percent of Total Reservations |
| CRS Phone Reservations | 30,385 | 34% |
| CRS Internet/Web Reservations | 22,236 | 25% |
| CRS Field Walk-in Reservations | 20,794 | 24% |
| GCMS Tee Time Reservations | 15,000 | 17% |

The State at its discretion may assess liquidated damages if the Contractor fails to perform at the stated service levels within this RFP. Any liquidated damages assessed by the State will be deducted from fees earned and invoiced by the Contractor.

4. Determination of Responsibility

a. Company Background and Financial Stability

1. Please submit a letter of good standing from the proposer’s bank and two credit references
2. Please complete and submit the Company Background Information Sheet (Form C)

b. Before entering into the contract let under this RFP, the State will be required to certify that it has determined the selected Contractor to be responsible, according to the following factors as they relate to the purpose and scope of this RFP:

* Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
* Has the necessary experience, organization, technical qualifications, skills, and facilities, or has the ability to obtain them (including probable subcontractor arrangements, if applicable);
* Is able to comply with the proposed or required time of delivery or performance schedule;
* Has a satisfactory record of integrity, judgment, and performance; and
* Is otherwise qualified and eligible to receive an award under applicable laws and regulations.

Proposers should ensure that their proposals contain sufficient information for the State to make its determination by presenting acceptable evidence of the above to perform the services called for by the contract. That is, a separate submission is not required for this subsection if the proposer has determined that the proposer has already supplied the State sufficient information to make this determination. Should the Proposer determine additional information is required, please limit to one (1) page.

5. Proposed System Solution

The Proposer must describe in detail how its proposed System meets the Functional and Technical Requirements of State Parks. It is not acceptable to simply state that the proposed System will meet or exceed the specified System requirements. A narrative must be written describing the functionality and security of the proposed System. This section of the Proposer’s proposal must specifically address how the Proposer’s solutions meet both the technical and functional requirements of the System and address the following:

1. System Risk Factors
   1. The Proposer must identify any software or hardware risks to the System that would cause the System to become inoperable.
   2. The Proposer must provide Disaster and Database Recovery Plans in their response addressing all System components (hardware, database, applications, communications, and personnel).
   3. The Proposer must discuss sensitive or confidential information encryption and protection.
2. Data Exchange; Communications and Connectivity
   * 1. Describe any OSP-initiated reservation data exchange from the centralized database to the OSP registration sub-systems.
     2. Describe the registration data exchange from the OSP data storage to the central database.
     3. What types of quality control measures are used to ensure the accuracy of the database reconciliation in light of the upload or download cycles?
     4. The Proposer must describe how the OSP and any other wide area communications users will be provided with anytime/real-time data access and exchange services and how reservations data exchange with the OSP and registration data exchange with the central database will be accomplished.
     5. Temporary database access interruptions must not prevent OSP from capturing POS transactions. Discuss how the System will achieve this.
     6. Provide Minimum Performance Standards that describe how the System will allow OSP administrators to interact with the database including management and financial information, for purposes of assessing contract performance and financial audits.
3. Data and Database Management
   * 1. Describe the Proposer’s understanding of the role of the Proposer’s data manager as it relates to the System database.
     2. Describe the potential for database growth and existing or potential future use.
4. System Performance Standards
   * 1. The Proposer must provide thorough and detailed performance goals and standards for ensuring quality service. These must, at a minimum, include those required in Attachment A. The Evaluators will evaluate the proposed standards for reasonableness and ease of monitoring by the State.
     2. The Proposer shall discuss how it will ensure compliance with all OSP performance standards, as outlined in Attachment A, which will be assessed and monitored routinely for meeting the terms of the contract and for determining a basis for any renewal of the original contract term.
     3. The Proposer must provide clear and useful standards for any additional performance criteria needed to evaluate System operations.
5. Customer Service and Call Center
   * 1. Provide a schematic and accompanying description of your call center(s). Include call center statistics (e.g., calls per day and per year, peak and non-peaks seasons and hours, average transaction processing time, queue length and control, number of active operators, back-up during peak hours and cross training).
     2. Project any changes in call center or agent operations due to the increase or decrease of business (e.g. personnel requirements, hardware and software improvements).
     3. Describe the proposed procedure(s) for handling customer complaints, concerns, suggestions and general inquiries.
6. Parks and Black Bear Golf Course Training and Help Desk Support
   * 1. Describe the Proposer’s training strategies for Parks, Black Bear Golf Course, District and administrative staff (e.g., who, what, when, where and how much).
     2. What conventions and strategies does the Proposer employ to facilitate “change management” for the benefit of the end user?
     3. What types of quality control measures does the Proposer employ to ensure a successful training experience for clients?
     4. Does the Proposer offer “Train the Trainer” programs as part of the training solution?
     5. Does the Proposer offer “Help Desk” training as part of the training solution? Explain fully.

g. System Functional Requirement

i. Please complete and submit as part of your proposal Attachment VIII of the Sample Contract “System Functional Requirements”.

1. Work Plan

The State encourages responses that demonstrate a thorough understanding of the nature of the Work and what the Contractor must do to get the Work done properly. To this end, the Proposer must submit a Work Plan that the Proposer will use to create a consistent and coherent management plan for the Work. The Work Plan must include detail sufficient to give the State an understanding of how the Proposer’s knowledge and approach will:

* + Manage the Work;
  + Guide Work execution;
  + Document planning assumptions and decisions;
  + Facilitate communication among stakeholders; and
  + Define key management review as to content, scope, and schedule.

Additionally, the Proposer must describe in a detailed narrative how it will accomplish each task and deliverable described in the Statement of Work, Attachment I. The Proposer must provide a schedule that indicates the timeframes for completing the implementation of the System according to RFP requirements and the deadline of June 30, 2015 for a Go-Live Date of July 1, 2015.

1. Oral Presentation

Finalists may be required to present their proposals and answer questions for the Evaluation Committee at an oral presentation held in Baton Rouge, LA on the date indicated in the Schedule of Events.

1. **Veteran and Hudson Initiatives**

## The State of Louisiana Veteran and Hudson Initiatives are designed to provide additional opportunities for Louisiana-based small entrepreneurships (sometimes referred to as LaVet's and SE's respectively) to participate in contracting and procurement with the state. A certified Veteran-Owned and Service-Connected Disabled Veteran-Owned small entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) small entrepreneurship are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available at <https://smallbiz.louisianaeconomicdevelopment.com/index_2.asp>.

Ten percent (10%) of the total evaluation points on this RFP are reserved for proposers who are themselves a certified Veteran or Hudson Initiative small entrepreneurship or who will engage the participation of one or more certified Veteran or Hudson Initiatives small entrepreneurships as subcontractors. Reserved points shall be added to the applicable proposers’ evaluation score as follows:

Proposer Status and Reserved Points

* Proposer is a certified small entrepreneurship: Full amount of the reserved points
* Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurships to participate as subcontractors or distributors. Points will be allocated based on the following criteria:

-the number of certified small entrepreneurships to be utilized

-the experience and qualifications of the certified small entrepreneurship(s)

-the anticipated earnings to accrue to the certified small entrepreneurship(s)

If a proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), proposer shall include in its proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract.

During the term of the contract and at expiration, the Contractor will also be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.

The statutes (R.S 39:2171 *et. seq.)* concerning the Veteran Initiative may be viewed at <http://legis.la.gov/lss/lss.asp?doc=671504>; and the statutes (R.S 39:2001 *et. seq.)* concerning the Hudson Initiative may be viewed [http:/legis.la.gov/lss/lss.asp?doc=96265](http://legis.la.gov/lss/lss.asp?doc=96265). The rules for the Veteran Initiative (LAC 19:VII. Chapters 11 and 15) and for the Hudson Initiative (LAC 19:VIII Chapters 11 and 13) may be viewed at http://www.doa.louisiana.gov/osp/se/se.htm.

A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurships may be obtained from the Louisiana Economic Development Certification System at <https://smallbiz.louisianaeconomicdevelopment.com/index_2.asp>. Additionally, a list of Hudson and Veteran Initiative small entrepreneurships, which have been certified by the Louisiana Department of Economic Development and who have opted to register in the State of Louisiana LaGov Supplier Portal <https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?guest_user=self_reg> may be accessed from the State of Louisiana Procurement and Contract (LaPAC) Network http://wwwprd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm. When using this site, determine the search criteria (e.g. alphabetized list of all certified vendors, by commodities, etc.) and select SmallE, VSE, or DVSE.

**Form A. Pricing Data**

The RFP process is designed to help the State identify a contractor that can provide a System of the highest quality for State Parks, at the lowest possible cost to the Parks and Golf Course patrons. The System must be self-sustaining, i.e. the Contractor must be able to provide all services at no net cost to the State. However, the State also seeks to keep Transaction Fees as low as possible for Parks and Golf Course patrons.

Proposers are required to propose a transaction fee that will be applied to each reservation, regardless of sales channel (call center, internet/web, and park).

|  |  |
| --- | --- |
| Central Reservation System | Transaction Fee |
| Cost per reservation regardless of sales channel (call center, internet/web, and park) |  |

|  |  |
| --- | --- |
| Golf Course Management System | Transaction Fee |
| Cost per tee-time reservation per person regardless of sales channel (internet/web and golf course) |  |

(Proposed CRS Transaction fee times 83%) + (Proposed GCMS Transaction Fee times 17%) = Proposed Average Transaction Fee.

###### Note: As described in the solicitation, a response recommended for award is subject to further negotiation by the State.

###### Part 4. Selection Procedure and Evaluation Criteria

1. Selection Procedure

All proposals received by the deadline will be reviewed first for substantial compliance with this RFP and for fulfillment of the mandatory requirements. Proposals that are late, not substantially compliant, or fail to meet the minimum mandatory requirement, will not be evaluated.

Proposals that are timely, substantially compliant, and meet the minimum mandatory requirement will be reviewed by the Evaluation Committee selected by the State. The State reserves the right to invite other personnel to sit in on oral presentations and review the proposals. However, only members of the Evaluation Committee will grade the written proposals and oral presentations.

The written proposals will be evaluated and graded in accordance with the Evaluation Criteria listed on the Sample Grading Sheet (Form B). The proposers whose proposals are determined to be reasonably susceptible of being selected may be invited to make an oral presentation.

The purpose of the oral presentation is to allow the Evaluation Committee to learn more about the information contained in the written proposal. No additional material need be prepared or submitted. Equipped with more complete information, the Evaluation Committee will then grade each proposer according to the same criteria listed on the Sample Grading Sheet. The proposers’ grades awarded after the oral presentations are the final grades. The oral presentation grades will not be averaged or combined in any way with the grades initially awarded by the Evaluation Committee.

Proposers will be ranked according to the scores received. The Proposers lowest and highest scores will be discarded and the remaining will be averaged to obtain the Proposer’s final score. The proposer with the highest-ranking proposal will be notified of the outcome, as will the other proposers, on the date set forth in the Schedule of Events.

**Form B. Grading Sheet**

PROPOSER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Material Graded (Check one): Proposal \_\_\_ Oral Presentation \_\_\_

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Maximum Possible Points** | **Total Points** |
| 1. Experience | 10 |  |
| 1. Personnel | 10 |  |
| 1. Pricing Data (Form A) | 25 |  |
| 1. Proposed System Solution | 25 |  |
| 1. Work Plan | 20 |  |
| 1. Veteran and Hudson Initiatives | 10 |  |
| Total | 100 |  |

(Proposed CRS Transaction fee times 83%) + (Proposed GCMS Transaction Fee times 17%) = Proposed Average Transaction Fee.

Relative Cost of Services is calculated using this formula, taking into account the Proposer’s Average Transaction Fee

Lowest Proposed Average Transaction Fee

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ x 25 = **Score**

Proposer’s Average Transaction Fee

EVALUATION COMMITTEE MEMBER:Print Name

Signature

Date

**Attachment A**

**The Sample Contract**

## STATE OF LOUISIANA

Contract Number \_\_\_\_\_\_\_\_\_\_\_\_

DATA PROCESSING CONSULTING CONTRACT

**STATE OF LOUISIANA**

BE IT KNOWN that on the dates and at the places listed below, the Louisiana Department of Culture, Recreation and Tourism, Office of State Parks, hereinafter sometimes referred to as the “State” or “OSP”, and\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name of Contractor), \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (address of Contractor), hereinafter sometimes referred to as the “Contractor,” do hereby enter into a contract under the following terms and conditions.

BACKGROUND

1. SCOPE OF SERVICES

Contractor hereby agrees to furnish services to the State as specified in Section 3.0 of this Sample Contract and the Statement of Work (Attachment I) at no cost to the State.

1.1 CONCISE DESCRIPTION OF SERVICES

Contractor shall provide the following services (collectively, “System”):

* A centralized reservation system (“CRS”) that supports advance reservations made through the internet, call center and same-day reservations made at Parks for overnight accommodations, that provides real-time tracking and reporting of revenue, occupancy, and visitation for the State, and provides facility information for the public.
* A CRS-compatible Point of Sale (“POS”) software application, that includes a resale inventory tracking system, usable at Louisiana Recreational and State Historic Sites (collectively, “Parks”).
* A fully integrated Golf Course Management System (“GCMS”) that includes tee sheet and event management software, point of sale with inventory management and an accounting and finance interface to be used at Black Bear Golf Course. The GCMS shall support advanced tee-time reservations over the internet as well as walk-ups, have real-time detailed revenue, tee-time reservation, statistical and POS reporting.

Contractor shall host the System and shall provide technical support, licenses, maintenance, training, and upgrades for the System. Contractor will provide sufficient telephone reservations staff who are well trained and knowledgeable about Louisiana geography and State Parks, who will receive inbound toll free telephone calls from customers who wish to make reservations for State Parks campsites, cabins, group camps, pavilions, lodges, meeting rooms or any other mutually agreed upon reservable facilities within State Parks. The Contractor must supply all required information systems and telecommunications to perform these operations.

1.2 COMPLETE DESCRIPTION OF SERVICES

A full description of the scope of services is contained in the attachments as listed below, which is by this reference incorporated herein:

Attachment I – Statement of Work

Attachment II – Hardware/Software Environment

Attachment III – Contractor Personnel and Other Resources

Attachment IV – State Furnished Resources

Attachment V – Cost Data

Attachment VI – Insurance Requirements for Contractors

Attachment VII – Liquidated Damages

Attachment VIII – System Functional Requirements

1.3 NETWORK CONNECTIONS

Any Contractor-provided workstations or devices to be connected to the State’s network, must comply with State network and security standards. Contractor must provide the hardware components, operating System, and software licenses necessary to function as part of the State network. All hardware and software must be reviewed before it is used on the Local Area Network, and may be made operable on the Local Area Network with written approval of the State.

2.0 ADMINISTRATIVE REQUIREMENTS

2.1 TERM OF CONTRACT

This contract shall begin on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and shall terminate on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

2.2 WARRANTIES

Contractor shall indemnify State against any loss or expense arising out of any breach of any specified Warranty.

1. *Period of Coverage.* The warranty period for software System components covered under this Contract will begin on the date of acceptance or date of first productive use, whichever occurs later, and will terminate six (6) months after the contract termination date. Any problems identified by the State or Contractor must be appropriately addressed within 24 hours by the Contractor under its duty to provide technical support and System maintenance during the term of this Agreement.
2. *Free from Defects.* Contractor warrants that the System shall be free from defect in design and implementation and will continue to meet the specifications agreed to during System design and Contractor will, without additional charge to the State, correct any such defect and make such additions, modifications, or adjustments to the System as may be necessary to operate as specified in the Technical Deliverables accepted by the State.
3. *Software Standards Compliance.* Contractor warrants that all software and other products delivered hereunder will comply with State standards and/or guidelines for resource names, programming languages, and documentation as referenced in Attachment II.
4. *Software Performance.* Contractor warrants specific operating performance characteristics of the software developed and/or installed hereunder as stated in Attachment I.
5. *Original Development.* Contractor acknowledges that some products supplied under this contract have been developed by third parties. Any costs associated with such products and the rights to use them are included in the maximum cost and shall be paid by Contractor to the third parties (see Cost Data, Attachment V). Contractor shall inform the State when Contractor elects to use or incorporate materials and products from already existing Systems. After the State conducts whatever investigation it may elect to make, the State may direct the Contractor not to use or incorporate such components into the System. Contractor in accordance with the terms in the Cost Data information may incorporate the cost of approved components into the transaction fees. In all events, Contractor shall furnish written consent of the party owning the components to the State. Such components shall be warranted as set forth herein (except for originality) by the Contractor, and Contractor will arrange to transfer title for the use of such components (or, to the extent that Contractor does not have full title to any such components, transfer Contractor’s license to use such components, which may or may not be perpetual) to the State for purposes of this contract.
6. *No Surreptitious Code Warranty.* Contractor warrants that software provided hereunder and owned and developed by Contractor will be free from any “Self-Help Code.” To the extent that Contractor has any actual knowledge that any Third Party Software includes any “Self-Help Code,” Contractor shall give State prior written notice thereof. “Third Party Software” means any software provided by Contractor hereunder that is not owned and developed by Contractor. “Self-Help Code” means any back door, time bomb, or drop-dead device or other routine designed to disable a computer program with the passage of time or under the positive control of a person or party other than the State. Excluded from this prohibition are identified and State authorized features designed for purposes of maintenance or technical support. “Unauthorized Code” means any virus, Trojan horse, worm or other software routine or component designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data, or to perform any other such actions. “Unauthorized Code” does not include “Self-Help Code.”

2.3 INDEMNIFICATION AND LIMITATION OF LIABILITY

Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under Contract.

*Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the State and its Authorized Users from suits, actions, damages and costs of every name and description relating to personal injury and damage to real or personal tangible property caused by Contractor, its agents, employees, partners or subcontractors, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the State.* If applicable, Contractor will indemnify, defend and hold the State and its Authorized Users harmless, without limitation, from and against any and all damages, expenses (including reasonable attorneys' fees), claims, judgments, liabilities and costs which may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the Products furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the State shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the State or its Authorized Users may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of Administration shall require.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: i) Authorized User's unauthorized modification or alteration of a Product, Material or Service; ii) Authorized User's use of the Product in combination with other products not furnished by Contractor; iii) Authorized User's use in other than the specified operating conditions and environment.

In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the Authorized User's exclusive remedy to take action in the following order of precedence: (i) to procure for the State the right to continue using such item(s) or part (s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the State up to the dollar amount of the Contract.

For all other claims against the Contractor where liability is not otherwise set forth in the Contract as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability for direct damages, shall be the greater of $100,000, the dollar amount of the Contract, or two (2) times the charges rendered by the Contractor under the Contract.  Unless otherwise specifically enumerated herein or in the work order mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.

The State and Authorized User may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

2.4 STAFF INSURANCE

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The Contractor shall be solely responsible for the cost of obtaining such insurance. For insurance requirements, refer to Attachment VI.

2.5 LICENSES AND PERMITS

Contractor shall secure and maintain all licenses and permits, and pay inspection fees required to do the work required to complete this contract.

2.6 SECURITY

Contractor’s personnel will always comply with all security regulations in effect at the State’s premises, and externally for materials belonging to the State or to the project. Contractor is responsible for reporting any breach of security to the State promptly.

2.7 TAXES

Contractor is responsible for payment of all applicable taxes from the funds to be received under this contract. Contractor’s federal tax identification number is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

2.8 CONFIDENTIALITY

All financial, statistical, personal, technical and other data and information relating to the State’s operations which are designated confidential by the State and made available to the Contractor in order to carry out this contract, or which becomes available to the Contractor in carrying out this contract, shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. Contractor shall not be required to keep confidential any data or information that is or becomes publicly available, is already rightfully in the Contractor’s possession, is independently developed by the Contractor outside the scope of this contract, or is rightfully obtained from third parties.

2.9 TECHNICAL REQUIREMENTS

3.0 STATEMENT OF WORK

Contractor will perform services according to the terms of this contract and according to the Statement of Work (SOW) in Attachment I.

3.1 CONFIGURATION REQUIREMENTS

The software System being installed shall be designed and configured by the Contractor to operate within the State’s hardware, software, and networking environments as specified in Attachment II and agreed to by the parties.

3.2 PROJECT MANAGEMENT

  Contractor shall provide, at a minimum, the following project management functions:

A. *Provide Project Management -* Contractor will provide day-to-day project management using best management practices for all tasks and activities necessary to complete the Statement of Work.

B *Provide Project Work Plan* - Contractor shall develop and maintain a Project Work Plan which breaks down the work to be performed into manageable phases, activities and tasks as appropriate. The Project Work Plan will identify: activities/tasks to be performed, project personnel requirements (both State and Contractor), estimated workdays/personnel hours to complete, expected start and completion dates. Scheduled completion dates for each deliverable shall specifically be included. Written concurrence of both parties will be required to amend the Project Work Plan. The Project Work Plan shall be approved by the State before project payments are made.

C. *Provide Project Progress Reports* - Contractor shall submit monthly progress reports signed by the Contractor's Project Manager to the State, no later than 10 days after the close of each calendar month. Each progress report shall describe the status of the Contractor's performance since the preceding report, including the products delivered, descriptions of problems encountered with a plan for resolving them, the work to be accomplished in the coming reporting period, and identifying issues requiring management attention, particularly those which may affect the scope of services, the project budget, or the deliverables to be provided by the Contractor. Each report shall identify activities by reference to the Project Work Plan.

D. *Provide Issue Control.* Contractor will develop and implement with State approval, procedures and forms to monitor the identification and resolution of key project issues and problems.

* 1. QUALITY ASSURANCE REVIEWS

State reserves the right to conduct Quality Assurance Reviews at appropriate checkpoints throughout the term of this contract. Contractor will facilitate the review process by making staff and information available as requested by the reviewers at no additional cost to the State.

* 1. CONTRACTOR RESOURCES

Contractor agrees to provide the following contract-related resources:

1. *Project Manager.* Contractor shall provide a Project Manager to provide day-to-day management of project tasks and activities, coordination of Contractor support and administrative activities, and for supervision of Contractor’s employees. The Project Manager shall possess the technical and functional skills and knowledge to direct all aspects of the project.
2. *Key Personnel.* Contractor shall assign staff members who possess the knowledge, skills, and abilities to successfully perform assigned tasks. Individuals to be assigned by the Contractor are listed in Attachment III. In the case of development and implementation of upgrades to the System or when dealing with emergency situations as defined by the State, the Contractor shall be required to provide additional upper level and highly experienced staff when requested by the State.
3. *Personnel Changes.* Contractor’s Project Manager and other key personnel assigned to this Contract may not be replaced without the written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an adequately qualified replacement is offered. In the event that any State or Contractor personnel become unavailable due to resignation, illness or other factors outside of the State’s or Contractor’s reasonable control, excluding assignment to a project outside this contract, the State or the Contractor, as the case may be, shall be responsible for providing an adequately qualified replacement in time to avoid delays to the Project Work Plan.
4. *Training Resources.* Contractor will provide an online training database accessible by State users for ongoing training purposes for the duration of this contract.
5. *Other Resources.* Contractor will provide other resources as specified in Attachment III.
   1. STATE PROJECT DIRECTOR

State shall appoint a Project Director for this contract who will provide oversight of the activities conducted hereunder. The Project Director is Reginald L. Dumas, Reservation Center Director. Notwithstanding the Contractor’s responsibility for total management during the performance of this contract, the assigned State Project Director shall be the principal point of contact on behalf of the State and will be the principal point of contact for Contractor concerning Contractor’s performance under this contract.

* 1. STATE FURNISHED RESOURCES

State will make available to the Contractor for use in fulfillment of this contract those resources described in Attachment IV.

* 1. STATE STANDARDS AND GUIDELINES

Contractor shall comply with State standards and guidelines related to Systems development, installation, software distribution, security, networking, and usage of State resources described in Attachment II.

* 1. ELECTRONICALLY FORMATTED INFORMATION

Where applicable, the Contractor shall provide the State all documents in electronic format, as well as hard copy. Electronic media prepared by the Contractor for use by the State will be compatible with the State’s comparable desktop applications (e.g., spreadsheets, word processing documents). Conversion of files, if necessary, will be Contractor’s responsibility. Conversely, as required, Contractor must accept and be able to process electronic documents and files created by the State’s current desktop applications as described in Attachment II.

4.0 ACCEPTANCE OF DELIVERABLES

Contract deliverables will be submitted, reviewed, and accepted according to the following procedure:

A. *General.* Except where this contract provides different criteria, work will be accepted if it has been performed in accordance with the applicable specifications for Contractor's work in the Statement of Work, the Request for Proposals, the Contractor's Proposal, and/or as subsequently modified in State-approved design documents developed within this project, and in the accepted final documentation.

B. *Submittal and Initial Review*. Upon written notification by Contractor that a Deliverable is completed and available for review and acceptance, the State Project Director will use best efforts to review the Deliverable within five (5) business days after the Deliverable is presented to the State Project Director, but in no event later than ten (10) business days after the Deliverable is presented to the State Project Director. Within the applicable period, the State Project Director will direct the appropriate review process; coordinate any review outside the project team, and present results to any user committees and/or Steering Committee for approval, as needed. The initial review process will be comprehensive with a view toward identifying all items which must be modified or added to enable a Deliverable to be approved. A failure to deliver all or any essential part of a Deliverable shall be cause for non-acceptance.

C. *Notification of Acceptance or Rejection*. If no notification is delivered to Contractor within the applicable period, the Deliverable will be considered approved. If State disapproves a Deliverable, State will notify Contractor in writing of such disapproval, and will specify those items which, if modified or added, will cause the Deliverable to be approved.

D. *Resubmitting Corrected Deliverables*. With respect to such Deliverables, Contractor will resubmit the Deliverable with requested modifications and the State Project Director will review such modifications within five (5) business days. If no notification is delivered to Contractor within those five (5) business days, the Deliverable is considered approved. If the State disapproves that Deliverable, the State will notify Contractor in writing of any additional deficiencies which result from such modifications and Contractor will resubmit the Deliverable with the requested modifications. The parties agree to repeat this process as required until all such identified deficiencies are corrected or a determination of breach or default is made. The payment by the State for each activity is contingent upon correction of all such deficiencies and acceptance by the State.

1. COMPENSATION AND MAXIMUM AMOUNT OF CONTRACT

The Services provided under this contract shall be provided at no net cost to the State. In consideration of the services described herein, the State hereby agrees to pay the Contractor a maximum amount of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Dollars ($\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) .

Travel and other expenses are included in the maximum payable under the contract and are not reimbursable.

Contractor shall invoice State no more frequently than on a monthly basis and shall attach to invoices supporting documentation to include a detailed accounting of reservations and Transaction Fees due as noted within the reporting requirements. . Payment will be made only on approval of the Contract Monitor, his designee, supervisor, or successor.

Payments will be made to the Contractor after receipt and acceptance by the State of the monthly invoiced amount. State will make every reasonable effort to make payments within 25 workdays of the receipt of invoice.

Prohibition Against Advance Payments: No compensation or payment of any nature will be made in advance of services actually performed and/or supplies furnished.

1. TERMINATION

6.1 TERMNATION FOR CAUSE

State may terminate this contract for cause based upon the failure of Contractor to comply with the terms and/or conditions of the contract; provided that the State shall give the Contractor written notice specifying the Contractor’s failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction; then the State may, at its option, place the Contractor in default and the contract shall terminate on the date specified in such notice. Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract; provided that the Contractor shall give the State written notice specifying the State’s failure and a reasonable opportunity for the State to cure the defect.

6.2 TERMINATION FOR CONVENIENCE

State may terminate the contract at any time without penalty by giving thirty (30) days, written notice to the Contractor of such termination or negotiating with the Contractor an effective date thereof. Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

7.0 REMEDIES FOR DEFAULT

Any claim or controversy arising out of the contract shall be resolved by the provisions of LSA – R.S. 39:1524 – 1526.

8.0 AVAILABILITY OF FUNDS

The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds have not been appropriated. Such termination shall be without penalty or expense to the State except for payments that have been earned prior to the termination (e.g., Contractor shall be entitled to payment for deliverables in progress or previously approved by the State, to the extent such work has not been performed unsatisfactorily through the date of such termination).

1. OWNERSHIP OF PRODUCT

Upon completion of this contract, or if terminated earlier, all data files, documentation, records, worksheets, or any other materials related to this contract shall become the property of the State. All such records, worksheets, or materials shall be delivered in excellent condition to the State within thirty days of the date of completion or termination of this contract. The Contractor will provide the State a license to use the software provided under this contract throughout the term of this contract. The license is not transferable. Ownership of the software will not transfer to the State either during or after termination of the contract.

10.0 NONASSIGNABILITY

Contractor shall not assign any interest in this contract by transfer, novation or assignment, without prior written consent of the State. This provision shall not be construed to prohibit the Contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

1. RIGHT TO AUDIT

Contractor grants to the Office of the Legislative Auditor, Inspector General’s Office, the Federal Government, and any duly authorized agencies of the State where appropriate the right to inspect and review all books and records pertaining to services rendered under this contract. Contractor shall comply with federal and/or state laws authorizing an audit of Contractor’s operation as a whole, or of specific program activities.

12.0 RECORD RETENTION

Contractor agrees to retain all books, records, and other documents relevant to this contract and the funds expended hereunder for at least three years after the termination of this agreement, or as required by applicable Federal or state law.

13.0 AMENDMENTS IN WRITING

Any alteration, variation, modification, or waiver of provisions of this contract shall be valid only when reduced to writing, executed by all parties and approved by the Director of the Office of Contractual Review, Division of Administration.

1. FUND USE

Contractor agrees not to use funds received for services rendered under this contract to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition on any election ballot or a proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority.

1. NON-DISCRIMINATION

Contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran’s Readjustment Assistance Act of 1974, title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, or disabilities.

Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

16.0 HEADINGS

Descriptive headings in this contract are for convenience only and shall not affect the construction or meaning of contractual language.

17.0 ENTIRE AGREEMENT AND ORDER OF PRECEDENCE

This contract, (together with the Request for Proposals and addenda issued thereto by the State, the proposal submitted by the Contractor in response to the State's Request for Proposals, and any exhibits specifically incorporated herein by reference) constitutes the entire agreement between the parties with respect to the subject matter.

This contract shall, to the extent possible, be construed to give effect to all provisions contained therein: however, where provisions are in conflict, first priority shall be given to the provisions of the contract, excluding the Request for Proposals and the Proposal; second priority shall be given to the provisions of the Request for Proposals and amendments thereto; and third priority shall be given to the provisions of the Proposal.

18.0 FORCE MAJEURE

In accordance with State policies and procedures, the State may approve refunds of daily/nightly rental and tee-time green (collectively “Facility” or “Facilities” use fees.

Should the State grant a customer a full refund of a Facility use fee for the reasons set forth in subsection 18(a), the customer shall owe no Transaction Fee, and therefore, the State shall not be obligated to remit to the Contractor a sum equivalent to the Transaction Fee associated with the Facility use fee for which the refund was approved.

The Contractor shall waive the Transaction Fee when a refund of the Facility use fee is granted by the State due to a Force Majeure Occurrence. A “Force Majeure Occurrence” shall mean an occurrence beyond the control and without the fault of the State. Without limiting the generality of the foregoing, force majeure occurrences shall include acts of nature (including fire, flood, earthquake, storm, hurricane, or other natural disasters, including mandatory evacuations related thereto), war, invasion, terrorist acts, military or other political power of confiscation, nationalization, pandemic, governmental sanction or embargo, park closures and park evacuations mandated by local, state, or national governing authorities, and individual Facility closures within a park where the site has become unusable, unsafe or determined to cause guest discomfort, or due to an error in booking by the Contractor, or any declared emergency. Reasonable steps must be taken to notify the other party of the likelihood or actual occurrence of a Force Majeure Occurrence and to minimize the impact of the Force Majeure Occurrence on Facility availability.

The State shall remit to the Contractor a sum equivalent to the Transaction Fee even if the State approves a refund of a Facility use fee if the refund of the Facility use fee is approved for a reason other than those listed in Subsection 18(a) such as customer dissatisfaction, customer emergency, or if the customer is able to use the reserved Facility for some part of the reservation.

THUS, DONE AND SIGNED at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, on the \_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, 20\_\_.

WITNESSES:

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

*Name*

*Title*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for

THUS, DONE AND SIGNED at Baton Rouge , Louisiana on the \_\_\_\_\_ day of , 20\_\_.

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

Stuart Johnson, Ph.D., Assistant Secretary

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Office of State Parks

THUS, DONE AND SIGNED at Baton Rouge , Louisiana on the \_\_\_\_\_ day of , 20\_\_.

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

Charles R. Davis, Deputy Secretary

Office of the Lieutenant Governor

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Department of Culture, Recreation & Tourism

 

**ATTACHMENT I**

**STATEMENT OF WORK**

**1.0 INTRODUCTION**

The following tasks and deliverables represent all the Work the Contractor must complete to successfully implement and operate the Louisiana Office of State Parks (OSP) Central Reservation, Point of Sale, Reservation Call Center, and Golf Course Management services. The Contractor must propose an existing web-based System that will be customized to meet the needs of OSP. The Contractor will not have access to the State’s network. Therefore, application installation packages and instructions, for any required software that must be installed on Parks individual PCs, must be created for the State’s Information Services’ staff. Application installation packages must automate the installation process with very little input from the OSP staff. The System must be a fully integrated, real-time Central Reservation and Point of Sale System that allows for online, telephone and in person reservations of OSP Facilities. The Contractor must work with OSP to ensure that the System satisfies all functional and informational requirements of OSP. The System must be thoroughly tested prior to implementation and operation. The tasks and deliverables do not necessarily represent a logical sequence for completion of the Work to be performed.

**2.0 DESCRIPTION OF SERVICES/TASKS**

1. **Project Management.**

The Contractor must provide a Project Manager. The Contractor must employ the proposed Project Manager as a regular full-time employee on the Proposal submission date and throughout implementation. The Project Manager must spend sufficient time in Louisiana so that the Project Manager understands the operations of OSP and the expectations for this project. Additionally, the Contractor’s regular employees must perform all design, System development and maintenance operations, including website design, and all Call Center and Help Desk operations required to perform and complete the Work.

1. **Kick Off Meeting**. The Contractor and OSP will conduct a Kick-Off meeting within 5 working days of the award date under this contract.
2. **Manage Staff**. The State will provide oversight for the Work, but the Contractor must provide overall Work management for the tasks under this Contract, including the day-to-day management of its staff. The Contractor also must assist the State with coordinating assignments for State staff, if any, involved in the Work. The Contractor must provide a Project Implementation/Operations Team including an Account Manager to oversee all financial functions and a Software Engineer to oversee software/programming issues. The Contractor must provide all administrative support for its staff and activities. Throughout the Work effort, the Contractor must employ ongoing management techniques to ensure a comprehensive Project Work Plan is developed, executed, monitored, reported on, and maintained.
3. **Update Project Schedule.** The Project Schedule submitted with the Contractor’s proposal must be updated and submitted in electronic and paper form to OSP for approval within seven (7) calendar days of the Kick-Off meeting date. The revised Project Schedule will become the Contractor’s master plan to fulfill the contract.

The Project Schedule must be formally updated in conjunction with the monthly reporting requirements throughout the project.

The Project Plan Baseline must be established early in the System Project. Once established, the baseline must be utilized for all project metrics reported on a weekly status reporting schedule.

1. **Transition**. The Contractor must be prepared to start operations of the System and Call Center under this contract no later than midnight (12:00 a.m., CT) July 1, 2015. The transition must include installation of necessary hardware, OSP employee training and data conversion from the existing reservation System. Transition from the expiring contract to the new contract must appear seamless to the general public.

Weekly status meetings and reports as described below are required during the transition period. The Contractor must complete the transition effort with minimal disruptions to OSP normal business functions during and after the transition time frame.

1. **Reporting and Status Meetings.** The Contractor must provide weekly and monthly reporting and attend status meetings. Weekly and monthly status reports do not require a Deliverable review cycle.
   * + 1. **Weekly Meetings:** Throughout the project, the Contractor’s Project Manager and pertinent primary project staff must attend weekly meetings with OSP and other members of the System project. The weekly meetings must follow a preset agenda and must allow the Contractor or the State the option to discuss issues that concern either party. Weekly meetings may be conducted via conference call with the approval of OSP.
       2. **Weekly Status Reports:** The Contractor must provide electronic status reports on the project, which are due to OSP at least 24 hours before each weekly meeting. Weekly status reports must contain, at a minimum, descriptions of the following:
          - An Executive Summary;
          - Any issues encountered and their current disposition;
          - The results of any tests;
          - Whether deadlines were met;
          - Any issues that need to be addressed before proceeding to the next task;
          - Anticipated tasks to be completed in the next week;
          - Tasks percentage completed between 0% and 100%;
          - Updated Project Schedule;
          - Weekly project metrics (i.e. schedule performance index, cost performance index, schedule variance percent);
          - Updated risk and mitigation planning; and
          - Status of open issues.
       3. **Ad Hoc and Oversight Committee Meetings:** The Contractor’s Project Manager, or designee, must participate in all project-related meetings as requested. The Contractor may be required to prepare materials and make formal presentations at these meetings.
       4. **Monthly Status Reports:** The Contractor must submit an electronic status report, which is due to OSP by the close of business, the second working day following the end of each month during the project. Monthly status reports must contain, at a minimum, the following:

* A complete set of updated and current output from the latest version of Microsoft Project, including an updated Gantt chart, along with a copy of the corresponding project schedule files in electronic version;
* A description of the overall completion status of the Project in terms of the approved Project Schedule;
* The plans for activities scheduled for the next month;
* The Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks;
* Identification of Contractor employee assigned to specific activities;
* Problems encountered, proposed resolutions and actual resolutions;
* An analysis of risk anticipated, proposed mitigation strategies and resolved risks;
* Any updates required in the change management process;
* Testing status and test results; and
* Proposed changes to the Project Schedule, if any.

The need for and frequency of meetings and reports will be reevaluated once the System is accepted by OSP.

1. **Requirements Analysis/Definition**

The Contractor must perform a detailed review of the technical and functional requirements (Attachment VIII) of the new System. OSP technical staff will provide an overview of the existing reservation System and history files including reference files and payment processes. The Contractor must thoroughly review, confirm, and update if necessary, all the technical and functional requirements in this RFP. In addition, the Contractor must work with State staff to fully understand the scope, purpose, and implications for each requirement by going on site visits; or interviews with the stakeholders and OSP subject matter experts.

1. **Database Design, Development and Management**

The Contractor will provide and maintain computer software to manage the reservations data originated by the Call Center telephone agents and the website. Parks, Black Bear Golf Course and OSP administrative offices must have the capability to add new registrations for visitors arriving at the park or golf course without advance reservations. The CRS and GCMS will provide for the immediate exchange and integration of all walk-in registration data into the CRS and GCMS to prevent double bookings. All information regarding new registrations must be available immediately in the database.

The Contractor must be able to convert and import all existing reservations, resale and gift cards data into the new CRS without corrupting or losing the data.

At a minimum, the CRS design will incorporate Parks inventory, including campground campsite maps, campsite-specific details and ADA accessibility and inclusion designations and all reservations, resale and gift cards data, regardless of where it originates. The State will prepare Parks campsite and facilities inventories, including camping and cabin-area maps, prior to joint application software and database development sessions.

The Contractor will develop and implement the physical database and will manage the data. All information shall remain the property of the State. All of the Parks reservations, tee-time reservations, resale and gift cards information will be available to the State, including, but not limited to, customer information, past and present reservations, resale and gift cards information, and all financial information in forms and formats that are easily accessible by appropriate OSP staff. The Contractor and any subcontractors or employees will not use or share any information or data for any purpose or services they may provide to Third Parties without obtaining prior permission to do so, in writing, from the State. No customer information, in any form, will be made available for sale, or sold, without prior agreement, in writing, from the State. The Contractor will be responsible for ensuring data integrity and redundancy in the physical database. The Contractor will provide effective disaster data recovery services related to all aspects of the System.

The Contractor will prepare and provide to the State written reports for park and golf course program management, financial reporting and contract auditing. All financial aspects must meet Generally Accepted Accounting Principles as determined by the Governmental Accounting Standards Board and the American Institute of Certified Public Accountants.

1. **Customization and Testing**

This task includes activities that will lead to the customization and testing of the System. The Contractor must customize the System software to meet the needs of OSP as defined in Technical and Functional requirements of this RFP. The Contractor must be responsible for providing, maintaining and supporting the environments necessary to customize and test the System. The Contractor must develop any bridges and integration code necessary for the System to interface with other Third Party software and external systems.

* 1. **Master Test Plan**

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

1. Stability of the hardware and software;
2. Capacity and scalability of the hardware and software;
3. Functionality of the software;
4. Reliability and correctness of the software;
5. The accuracy of the input and output provided by the hardware and software at each of the OSP sites and the Central Office;
6. Confidentiality of customer information;
7. Adherence to statewide security policies;
8. Test data, test case scenarios and scripts are thorough and complete;
9. Secure transfer protocols for data exchange
10. Ability of the proposed solution to handle power outages or interruptions in service, or other loss to the System including the ability to recover data.
11. Data replication to secondary hot site.
12. Daily data backup.
    1. **Master Test Plan Results**

The Contractor must execute the approved Master Test Plan and document the results in a Master Test Plan Results Document. The Contractor must update the Master Test Plan Results Document upon completion of each test described above.

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

The Contractor must perform testing activities that will include the following:

1. **Unit Test:** The Contractor must conduct unit testing of the System. Unit testing must include a description of the test procedure, expected results, and actual results of each unit or module customized or built for the System.
2. **System and Integration Test:** The Contractor must conduct System and integration testing of the System. System and integration testing must ensure that the System functions and exchanges data correctly. Additionally, integration testing must verify that each software unit or module implemented will operate seamlessly as part of the System.
3. **Regression Test:** The Contractor must conduct regression testing of the System. Regression testing must ensure that the System functions as designed and that any regression flaws are uncovered. The System must continue to function as designed after any modifications have occurred.
4. **Load and Stress Test:** The Contractor must conduct load and stress testing to determine performance levels under expected System loading conditions with production-sized databases and data circuits running at 128 Kbps. Load and stress testing must also be conducted to evaluate how the System performs under maximum stress conditions and to determine the maximum capacity within specified performance levels. The results of the load test may also result in re-work and System tuning if specified performance levels are not met.
5. **User Acceptance Test (UAT):** The UAT demonstrates that the Contractor is ready to provide the System to the State for testing. OSP users will verify the operability of the System, all functional areas and output data. System performance will also be evaluated. The entire System must be tested before start of operations. The State must approve any modifications to the System. The Contractor must support and assist OSP during execution of UAT. Web-based transactions will be used to test at least five (5) Recreational and State Historic sites plus Black Bear Golf Course.
6. **Field Testing:** The Contractor must test the accessibility and functionality of the various reservation and registration screens and all report functions. They must also test the aspects of the Point of Sale module including new product set up, pricing, credit card processing, bar code scanning, inventory entry and other tests as defined by OSP. A representative of OSP must be present at all field tests.

1. **Data Conversion**
   1. **Data Conversion Plan**

Prior to converting the data, the Contractor must provide a Data Conversion Plan approved by the State. At a minimum, the Data Conversion Plan must:

1. Include a process and strategy for converting historical data from the legacy database into the new System;
2. Provide detailed data conversion documentation including data conversion rules, field mappings, issues that may be encountered, and proposed actions to be taken during conversion;
3. Establish rules to resolve data issues;
4. Create methods to correct erroneous data; and
5. Include conversion programs required for converting all data.
   1. **Pre-Conversion Test**

The Contractor must perform a pre-conversion test designed to verify that the conversion program is reliable and accurately reflects the source data through the review of random batches and ensures that the data conversion process completely imports the converted historical data. The Contractor must track pre-conversion test results in a Pre-Conversion Test Results Document that contains the statistics and outcomes from converting data. Once the Contractor certifies that the test is successful and OSP approves the test results, the Contractor may perform the full conversion.

* 1. **Full Conversion**

The Contractor must convert the historical data to the new System with minimal disruption to work efforts of OSP. This conversion effort must include:

1. Extracting and cleansing data from the legacy Systems;
2. Mapping to and populating the data store; and
3. Verifying that the data is imported completely and accurately reflects the source data.

The Contractor must convert legacy System data electronically. Where ever legacy System data cannot be electronically converted, the Contractor must provide manual entry.

The Contractor must execute the Data Conversion Plan and perform all conversion activities. This will include running conversion programs; performing manual functions; performing quality control; reporting on outcomes and converting data in preparation for System operation.

The Contractor must load the entire customer history file (including all reservations, and customer data) into its System prior to the System being ready for operation. Additionally, the Contractor must enter the current OSP fee structures, Parks and Black Bear Golf Course information and other required data into the System.

1. **Training**
   1. **Training Plan**

The Contractor must create, maintain and update, as required, the approved Training Plan and develop and provide training materials for OSP staff. Training must be coordinated with OSP to ensure that training meets the objectives. The Contractor 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 and associated objectives, including the format and content of all training material to be developed by the Contractor;
2. Include a training schedule approved by OSP.
3. Be tailored for Park employees who are responsible for daily activities such as checking in campers and golfers, registering campers and golfers, processing point of sale transactions, and performing physical inventories and counts.
4. Identify all hardware, software and supplies required for the training environment; and
5. Provide for evaluation of training sessions and feedback to OSP.
   1. **Execution**

Due to the nature and timing of work performed, functional groupings of staff and managers cannot be trained during the same session. There must be adequate coverage for business functions to proceed. The Contractor must execute the Training plan and provide:

1. Hands-on, instructor-led training in conjunction with written manuals and demonstrations of the System. Incorporate on-line help, on-line policy and procedure manuals and hard copy user manuals for the delivery of training, and all electronic source documents and graphics used in the development and presentation of all aspects of training.
2. The State will supply training laptops, network connection and locations for required training, but the Contractor is responsible for all supplies and equipment for training.
3. The training environment.
4. A training schedule identifying the number of training sessions offered and the length of the training course. The CRS training schedule must include at least one (1) train-the-trainer session and at least five (5) sessions at various locations, chosen by the State, around the State. The GCMS training schedule must include at least one (1) train-the-trainer session and one (1) user training session.
5. All training materials including training guides, speaker notes and course curricula (including training objectives and outcomes). All training materials must be reviewed and approved by the State prior to the start of the training. The Contractor must update all training materials as needed. The Contractor must provide an electronic copy of all training materials that is accessible by OSP Staff.

The Contractor must complete all training sessions prior to implementation and operation of the System. Once trainees have been trained and begin using the System, the Contractor must provide performance support to ensure proper and effective use of the System by the trainees.

1. **Implementation**

The Contractor must install a fully tested GCMS at Black Bear Golf Course and Central Reservation and Point of Sale System at every Park and State Historic Site prior to July 1, 2015. The System presented for final acceptance must account for all required functionality, training, conversion, documentation and any other requirements of this contract for that particular phase.

* 1. **Implementation Plan**

The Contractor must produce and update the Implementation Plan as necessary to reflect all project changes that directly impact implementation. The most critical update to the plan during this task is the development of a contingency plan for mitigating and resolving those risks that have been identified as impacting implementation. It must address the strategies for business and System continuity planning as a result of implementation issues. The contingency plan must include one or more alternate solutions for each risk that are acceptable to the State. The Contractor must execute the contingency plan as issues arise during implementation, upon approval of OSP. The Contractor, upon approval of OSP, must implement the Central Reservation and Point of Sale System in accordance with the approved Implementation Plan.

The Implementation Plan must describe to the State how the Contractor will implement the Central Reservation and Point of Sale System. At a minimum, the plan must detail the approach for coordinating the following:

1. Final testing, training and data conversion activities;
2. Technical preparation and System changeover activities;
3. Development of an implementation activities check list;
4. Implementation schedule;
5. The process for developing a contingency plan for identifying, communicating, and resolving risks during implementation;
6. Activities required, in order to, effectively implement, operate and maintain the System; and
7. Document resolution of issues and associated dates.
   1. **Establishment of a Help Desk**

During implementation, the Contractor must establish a Help Desk. During field testing, the Help Desk must be available and staffed from 7:30 a.m. to 5:00 p.m. five (5) days a week, Monday through Friday, Central Standard (or Daylight Savings) Time. The Help Desk must respond to all System and user questions during implementation within four (4) business hours of notification of a problem. The Contractor must maintain a toll-free telephone for the Help Desk. The Contractor must provide the toll-free telephone number for the Help Desk. Help Desk staff must have customer service training to ensure they provide top level customer service to all callers. The Contractor must pay all fees associated with use of the Help Desk number.

* 1. **Installation**

State Parks and Black Bear Golf Course already have hardware and software installed in accordance with Attachment II, Hardware/Software Environment. The Contractor must provide and install all hardware and software at the Contractor’s Central Reservation and Point of Sale System sites and disaster recovery facilities. The Contractor must provide and install the necessary software and all system maintenance required to properly maintain a working System at all State Parks facilities and Black Bear Golf Course.

* 1. **Implementation Certification**

The Contractor must provide a signed Implementation Certification letter that certifies that the System is ready for production. The certification letter must confirm at a minimum:

1. All training activities required have been completed;
2. All transition activities have been completed;
3. All data has been converted, cleaned and accepted;
4. All site preparation and installation requirements have been met;
5. Help Desk has been established;
6. All testing activities have been completed; and
7. All user, System supports are in place.
   1. **User Manuals**

The Contractor must provide user manuals to OSP at least 5 days prior to the System being implemented; however, the user manuals must be updated throughout Operations. The user manuals must describe all user functions for the Central Reservation and Point of Sale System.

An electronic copy of the final version of the Central Reservation and Point of Sale System’s user manuals must be provided to OSP. The Contractor must supply additional copies of the user manuals as requested by the State.

The Contractor must update the user manuals when there is a change in the programs that impacts the operation of the programs. The manuals will become property of OSP, and OSP must have the ability to copy the manuals as needed. The manuals must be provided to the Parks, Black Bear Golf Course and OSP Administration Office prior to implementation and operation.

1. **Operations & Maintenance**

The Contractor and OSP will assess the operational readiness of all required System components including interfaces and required communications links. This will result in the establishment of the operational production environment in which all reservations and POS transactions will be accurately and reliably processed. Throughout operations, the Contractor must ensure that the Central Reservation and Point of Sale System is a reliable and dependable System that meets the needs of OSP and its stakeholders. The Contractor must be responsible for providing, maintaining and supporting the environments necessary to operate the System.

* 1. **Present the System to the State for Final Acceptance**

During the performance period the Contractor must perform all application software, file structure, database and System software modifications necessary to ensure System performance reaches acceptable levels in the production environment. Performance monitoring results and documentation of all changes made to address System defects or System performance must be provided in a Performance Period Report. The System presented for final acceptance must account for all required functionality.

* 1. **Hosting**

The Contractor must host the System. The Contractor must provide the facility, computer hardware, software, telecommunication equipment, Internet access and services required for the operation of the System. At a minimum, the Contractor must provide the following:

1. **Backup and Recovery.** The Contractor must make a complete backup of the System every day. The Contractor must provide storage of the data backup tapes at a secure offsite location. The Contractor must ensure that the System immediately recovers any data lost due to System or network failure. The Contractor must notify OSP immediately in the event of data recovery.
2. **Disaster Recovery.** The Contractor must have a Business Resumption Plan for the System describing how critical business operations will continue in the event of disruption or complete System failure. If requested, test results of the plan must be made available to OSP. The plan must meet the Disaster Recovery (DR) requirements of the State. The Contractor must apply recognized industry standards governing disaster preparedness and recovery including the ability to continue processing in the event that the primary hosting facility is rendered inoperable. The Plan must include but not be limited to:
3. Critical lines of business and supporting functions;
4. A process for reporting System disruption / failure;
5. Emergency procedures;
6. Transition from failure to restart; and
7. A timeframe for updates to the plan.

The Contractor is responsible for the creation of a DR environment such that the System operations can be seamlessly transferred to a separate hosting facility in a separate geographic location. This DR environment must be activated upon complete failure of the primary System at the primary hosting facility due to disaster. This DR environment must fully replicate the environment at the primary hosting facility. The Contractor must notify OSP immediately in the event of System fail-over to the DR environment.

1. **Server Logs.** On the first day of every month, and at any other time as reasonably requested by OSP, the Contractor must deliver to OSP in electronic form the Server Logs of the Central Reservation and Point of Sale activity.
2. **Availability of the System.** The System must be publicly available to users and the public a minimum of 99% of the time during any thirty (30) day period and a minimum of 99% of the time during any twelve (12) month period. There must be no period of interruption in public accessibility to the System that exceeds 30 continuous minutes. See Attachment VII, “Liquidated Damages” for downtime standards. Mutually agreed upon time for scheduled maintenance is excluded from this time standard. The Contractor must notify OSP of System problem occurrences (i.e. System performance issues impacting reservations) within 15 minutes of the Contractor’s knowledge of the System issue.
3. **Response Time.** The user’s mean response time for all application responses to the System must not exceed more than 5 seconds during any one hour.
4. **Bandwidth.** The System’s bandwidth connection to the Internet must not operate at maximum capacity for a total time exceeding (5) minutes in any 24-hour period.
5. **Volume.** The System must handle a traffic level up to 400 users at one time.
6. **Browser Capability.** The System must be easily accessed by users utilizing commonly accepted browsers including but not limited to Netscape Navigator, Microsoft Internet Explorer, Lynx, Firefox, Safari and Opera. The System users must also have the option to navigate with or without maps.
7. **Cookies.** The Contractor must not use for its benefit, or the benefit of any third party, the contents of any cookies collected via the System.
8. **Refreshing Hardware and Software.**  The Contractor must update, refresh and replace outdated or unsupported hardware and software owned or licensed by the Contractor, throughout the life of the Contract. Additionally, if over the life of the contract, the Contractor upgrades its base Reservation, Point of Sale, and Golf Course Management software, OSP may request the Contractor to upgrade to the new software at no additional charge.
9. **Hardware and Software Maintenance and Support.** The Contractor must provide maintenance and support for the System which includes identifying and developing standard maintenance requirements; updates; patches and repairs; correction of application defects; system tuning; performing modifications; content changes; and on-site technical support. The Maintenance and Support must be performed to achieve optimal System performance. The Contractor must not supplement, modify or alter the System, without OSP’s prior approval.

The Contractor must correct any material programming errors that are attributable to the Contractor within a reasonable period of time. However, the State must notify the Contractor, either orally or in writing, of a problem with the software and provide sufficient information for the Contractor to identify the problem.

The Contractor’s response to an application defect will depend upon the severity of the problem. For programming errors that slow the processing of data by a small degree, render minor and non-mandatory functions of the System inoperable or unstable, or require users or administrators to employ workarounds to fully use the software, Contractor will respond to the request for resolution within four (4) business hours. Furthermore, the Contractor must begin working on a proper solution for the problem within one (1) business day, dedicating the resources required to fix the problem. For any defects with more significant consequences, including those that render key functions of the System inoperable or significantly slow processing of data, the Contractor will respond within two business hours of notice. The Contractor also must begin working on a proper solution for the problem immediately after responding and, if requested, provide on-site assistance and dedicate all available resources to resolving the problem. The Contractor shall provide OSP with updates on the progress of the solution and estimated time when the problem will be resolved or corrected.

The Contractor must ensure, at a minimum that the following metrics are included and documented in an Application Defects Report quarterly or as requested, for problems encountered during operations:

1. Severity of problem;
2. Type of problem;
3. Number of problems;
4. Anticipated fix date;
5. Resolution;
6. Frequency of problem occurrence; and
7. Problem source(s).

The Contractor must use criteria and thresholds based on the metrics described above, when assessing the stability of the System.

Hardware maintenance must include preventative and remedial maintenance, installation of safety changes, and installation of engineering changes based upon the specific needs of the individual item. This maintenance must include the repair, replacement, or exchange deemed necessary to keep the equipment in good working condition. For purposes of this contract, equipment restored to good working condition means equipment that performs in accordance with the manufacturer’s published specifications.

The Contractor must perform maintenance in accordance with the manufacturer’s published schedule and specifications. If maintenance is not completed or substitute equipment not provided, the Contractor will be in default.

The Contractor must provide adequate staff to provide the maintenance required by this contract.

The Contractor must also make provisions to support any planned special processing risk areas that occur during operations (for example, peak reservation periods).

1. **Performance Levels.** The Contractor must adhere to the performance level requirements provided in ATTACHMENT VII, LIQUIDATED DAMAGES. **The Contractor must document and provide all performance levels in a Performance Report monthly or as requested.**
2. **System Security.** The Contractor must prevent unauthorized access to the System. The Contractor must apply recognized industry standards to address System vulnerability to theft, mischief and efforts at tampering. The Contractor must encrypt all client/server communication using a minimum of 128-bit encryption. Such security measures must be in compliance with the State’s security policy and procedures published at <http://doa.louisiana.gov/ots/Policies.htm>. As determined by the State to be appropriate, the following specific security measures must be addressed:
3. Computer hardware and software controls that ensure acceptance of data from authorized networks only;
4. Placement of software controls that establish separate files for lists of authorized user access and identification codes;
5. At OSP’s request, the Contractor must also enact security access measures to prevent access to the Central Reservation and Point of Sale System by parties identified by OSP;
6. Manual procedures that provide secure access to the System with minimal risk; and
7. Multi-character alphanumeric passwords, unique user names, identification codes or other security procedures that must be used by State agency or Contractor personnel.

OSP may require the Contractor to conduct security risk analyses and periodic license verification of all security software; results must be provided to the State as required.

The Contractor must immediately notify OSP of any known or possible security breaches within one (1) hour of discovery, followed by written notice with one (1) day.

1. **Physical Security of Facility.** The Contractor must be responsible for controlling personnel access to the facility. Preventive measures against catastrophic damage (fire, flood, etc.) must also be provided. Physical security for each facility must include the lockable areas (gates, doorways, server racks, etc.) and other security measures as necessary. Staff and visitors must be immediately discernable by identification badges. All visitors must be required to sign in and out.

The Contractor must adhere to all Statewide Website Policies published at <http://doa.louisiana.gov/oit/Policies.htm>.

1. **Escalation and Resolution.** The Contractor must provide OSP with a Detailed Escalation and Resolution Plan. The Contractor must agree to notify OSP immediately upon identification of System-related problems, programming problems, data transfer problems or performance problems. The Contractor must make every effort necessary to correct such problems within 24 hours, regardless of the time or date, in order to minimize any negative impact on customers and stakeholders. The Contractor must correct all application defects within 24 hours. If a problem cannot be fixed in this time frame, the Contractor shall provide OSP with an update on the progress of the correction and an estimated time when it will be corrected. The Contractor must exchange 24/7 “on-call” contact information (e.g. pager numbers, phone numbers, email addresses, etc.) with OSP in order to facilitate timely resolutions. All resolutions must be provided in writing to OSP.
2. **Help Desk for System Support.** The Contractor must equip staff and operate a Help Desk to support System operations. The Help Desk must respond to questions and problems regarding System operations within two (2) business hours of notification of a problem. The Help Desk must be available from 7:30 a.m. to 5:00 p.m., Central Standard (or Daylight Savings) Time, Monday through Sunday.

The Contractor must keep a Help Desk log of all calls to the Help Desk, which describes the time of the incoming call, a summary of the question or problem, how the problem was resolved and the time of resolution. The Contractor must send a copy of the Help Desk log to a designated OSP Help Desk employee on a monthly basis. The Contractor must maintain telephone access to Help Desk Operations and supply all required information systems, telecommunications and personnel to perform these Help Desk operations.

Calls to the Help Desk must be answered within the third ring or fifteen (15) seconds. If an automated voice response system is used, an option must exist that allows the caller to speak with an operator. Total wait time to speak with an operator must not exceed two (2) minutes.

The Help Desk must use help desk software for documenting and tracking all help desk inquires. The Contractor must produce and update as necessary a Help Desk Procedure Manual that may be used to address all System and user questions, including problem identification, initial diagnosis and checklist, problem resolution/referral procedures and a list of frequently asked questions. The procedures must include protocols for managing and responding to incoming phone calls, voice mail, and email options, etc. The Contractor must make the Help Desk Procedure Manual available for review by OSP.

The Help Desk must provide access to technical resources to answer inquiries relating to the System. Inquiries are questions about troubleshooting issues with the functionality and operability of the System, including but not limited to:

1. Application availability;
2. Software issues;
3. System issues and their expected time of resolution;
4. Problems with application screens; and
5. Role-based security issues.

The Contractor must staff the Help Desk throughout the day with the number of operators appropriate to meet the performance specifications defined in ATTACHMENT VII, LIQUIDATED DAMAGES.

The Contractor must:

1. Receive inquiries from OSP staff and provide an automated response for any known problems through the following means at a minimum:

Toll-free phone number;

Email; and

Any alternative methods proposed by the Contractor

1. Within eight business hours of notification, the Contractor must provide the expected resolution date if the problem cannot be corrected immediately;
2. Provide daily, weekly, and monthly reporting on Help Desk activities. The Help Desk Reports must include performance statistics as approved by the OSP Project Manager and in accordance with ATTACHMENT VII, LIQUIDATED DAMAGES.
3. In case of a major System failure that impacts the entire System, place a recording on the toll free phone line briefly explaining the situation and provide an estimated time when the problem will be resolved;
4. Classify inquiries that cannot be resolved immediately upon receipt into low, medium, or high priority, defined as follows:

**Low**: The problem prevents the User from performing some tasks, but a workaround is available.

**Medium:** The problem prevents the User from performing some tasks; and

**High:** The problem prevents the User from performing their duties.

1. Classify inquires that cannot be resolved immediately upon receipt into simple, medium and complex levels of complexity, defined as follows:

**Simple:** The problem is a known issue or an immediate solution is available;

**Medium:** The problem appears to be a bug or data problem; and

**Complex:** The problem is hard to trace and is likely to need extensive troubleshooting.

1. Report all System inquiries/problems to the OSP Project Manager or designated back-up manager according to the following schedule based on the priority assigned to the inquiry/problem:

**Low Priority:** Report via email within two (2) business hours;

**Medium Priority:** Report via phone and/or pager within one business hour on a 24 hour per day schedule; and

**High Priority:** Report via phone and/or pager immediately on a 24 hour per day schedule.

**3. Transition.**

At the expiration of the contract, or if at any time the State or Contractor should terminate this contract, the Contractor must cooperate with any subsequent contractor who might assume operation of the System project. The State will give the Contractor thirty (30) days’ notice that a transfer will occur. The Contractor must coordinate the transition of all program components (e.g. files, history, data, etc.) to the subsequent contractor or back to the State upon notice of contract termination.

In the event that a subsequent contractor is unable to assume operations on the planned date for transfer, the Contractor must continue to perform System operations on a month to month basis at the current cost for up to six (6) months beyond the planned transfer date. The State will provide the Contractor a 30 day notice of an extension.

**I. Call Center for Customer Support**

The Contractor must equip, staff and operate a call center to serve customers of OSP who want to make reservations for campsites, cabins, lodges, group camps, day use facilities and any other mutually agreed upon reservable facilities. The Call Center must appear to the general customer as being operated exclusively for OSP.

**1. OSP Rules and Regulations**

Inbound operators must be able to explain information relating to camping reservations contained in the **OFFICE OF STATE PARKS RULES AND REGULATIONS, LOUISIANA ADMINISTRATIVE CODE TITLE 25**, publically posted at <http://www.crt.state.la.us/parks/PDFFILES/Rules&Regs.pdf>, to customers. Changes and updates to the OSP rules and regulations will be supplied to the Contractor by OSP as they occur. The inbound telephone operators must also have information, supplied by OSP, on special events or other park-specific information available to them to respond to questions from customers. If no sites are available in a customer’s requested OSP facility, telephone operators must refer guests to other nearby OSP facilities before offering private campgrounds.

**2. Payments and Confirmation Letters**

The System must provide the ability to accept credit card and bank affiliated debit card payments with Visa and Master logos as well as OSP issued gift certificates, gift cards, checks, money orders or cashier’s checks. Credit cards and bank affiliated debit cards with Visa and Master Card logos will be the only forms of payment allowed for reservations with an arrival date less than fifteen (15) calendar days from the date the reservation is created. For all payments other than credit card payments, the Contractor shall adhere to the following procedures:

* + 1. Gift Cards. The Contractor’s System must be able to accept OSP Gift Cards as a form of payment for reservations only. Gift Cards shall not be allowed as a payment option for POS items.
    2. Checks, money orders or cashier’s checks. The Contractor’s operators shall inform customers that out-of-state personal checks are not accepted and all checks, money orders or cashier’s checks must be mailed to the Office of State Parks, Attn: Reservation Center, P.O. Box 44265, Baton Rouge, LA 70804 and received within ten (10) working days from the date the reservation was created. OSP staff will enter all checks, money order and cashier check payments. The Contractor shall not cancel any reservation for non-payment until fifteen (15) calendar days have elapsed from the date the reservation was created.

The Contractor will be responsible for sending email confirmation letters, cancellation notices, and reservation change notices (reservation changes include: park or site transfers, fee changes, and arrival or departure date changes) to all reservation holders who have supplied an email address as part of their customer profile. The Contractor shall verify the customer’s name, address, phone number and email address with every caller making a reservation. Confirmation letters, cancellation notices, and reservation change notices will be mailed by OSP to all reservation holders who have not supplied an email address when making their reservation or when the customer requests a letter or notice to be mailed.

**3. Staffing**

The Contractor must supply a sufficient number of fully trained operators, with a minimum of forty (40) hours of training focusing on OSP facilities, rules and regulations, fees, customer types, use patterns, Louisiana geography, and routes to parks. The Contractor must supply all required information systems and telecommunications to perform these operations. Contractor will endeavor to maintain a staff of Inbound Phone operators physically located within the State of Louisiana throughout the term of the contract. All Inbound telephone operations must be physically located within the continental United States.

The Contractor must propose only one (1) staff person with redundancy (to cover vacations and other personal or professional absences) to be dedicated to Louisiana State Parks reservation Service, throughout the term of the contract, to work in the position of Supervisor; and that candidate must be identified by name. The Supervisor must be responsible for overseeing all aspects of the Louisiana OSP reservation operations, and shall serve as administrator in staff supervision and record keeping. Additionally, OSP will have a designated point of contact within the Contractor’s Customer Service Department to handle escalations.

**4. Hours of Operation**

Inbound telephone Operators must be available, at a minimum, 7:30 a.m. to 6:00 p.m. Central Standard (or Daylight Savings) Time each day, Monday – Friday. Inbound Telephone reservation services will be closed on the following holidays: New Year’s Day, Good Friday, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, and Christmas Day.

**5. Communication and Processing Requirements**

The Contractor’s Call Center Quality Assurance staff will hold weekly joint monitoring sessions to facilitate performance feedback. In addition, the Contractor will provide live call monitoring access and or random recorded calls on a CD on an as requested basis.

The Contractor shall provide network-based Online Call Detail Reporting (OCDR), Automatic Call Distribution (ACD) and reporting. OSP shall be permitted full access to the OCDR and ACD reporting system and all related reports. OSP staff must also be allowed to review reports at the Contractor’s Call Center during normal business hours. The Contractor’s telephone answering and processing system must meet the following requirements:

* + 1. Calls to the Reservations toll free number must be answered within the third ring or fifteen (15) seconds. If an automated voice response system is used, an option must exist that allows the caller to speak with an operator. An after-hours message must be utilized to inform customers when the Inbound Telephone operations will be available. After hours messaging will be approved by OSP.
    2. For callers awaiting the next available operator, a system generated message shall indicate the estimated hold time. No caller shall be told to hang up and call back later. All calls will be answered in the order received.
    3. Average weekly (Monday – Friday) wait time for a reservation agent shall not exceed 60 seconds. Merely speaking to a live person briefly who does not actually finalize the caller’s reservation request(s) does not meet this requirement.
    4. OSP reserves the right to review the reservation results of all calls. Special attention will be paid to those calls that exceed 20 minutes in length. The Contractor must commit to dedicated joint monitoring sessions with the State where longer calls will be reviewed.
    5. No more than 3% of incoming calls will be abandoned after 2 minutes of hold time.
    6. The Contractor must ensure that no more than 5% of calls received will result in the caller receiving a busy signal, a busy-out. The busy-out percentage must be calculated as a ratio of the number of unique callers (identified by telephone number) subject to a busy-out, in relationship to the number of all unique callers.
    7. The Contractor’s phone system shall be capable of expansion or reduction in operator personnel and equipment, as needed, as demand changes due to call volume fluctuations.

**6. Inbound Telephone Procedure Manual**

The Contractor must produce and update as necessary an Inbound Telephone Operator training tool or policy and procedure manual that may be used to address all customer calls and potential circumstances. OSP will assist with developing training materials for the operators (i.e. providing park specific information and general information about OSP and OSP policies). OSP may provide additional input to the content of the training tools. The tool must include protocols for managing and responding to incoming phone calls, etc. The Contractor must make the training tools available for review by OSP.

**3.0 PERFORMANCE MEASURES AND MONITORING PLAN**

Performance measures will relate to any System failures or “downtime” on the System, Contractor’s ability to troubleshoot, prevent, and repair any glitches and the timeliness of such repairs, and continued implementation of improvements that enhance the System’s performance and user-friendliness. The Reservation Center Director will ensure that all services are performed and all deliverables are delivered in accordance with the terms of this contract. Any lapse will be documented and noted in the performance evaluation.

**4.0 SCHEDULE REQUIREMENTS**

1. **Project Start Date**

The Contractor and State shall mutually agree upon a date for the project Kick-Off meeting.

1. **Project Schedule**

The Project Schedule submitted with the Contractor’s proposal must be updated and submitted in electronic and paper form to OSP for approval with seven (7) calendar days of the Kick-Off meeting date.

1. **System Start Date**

The Contractor must be prepared to assume full responsibility for System operations under this contract no later than the Go-Live date of July 1, 2015.

1. **Weekly Meetings**

Throughout the project, the Contractor’s Project Manager and pertinent primary project staff must attend conference call weekly meetings with OSP and other members of the System project. The Contractor must provide any updates to the Project Schedule along with weekly and monthly status reports.

1. **Requirements Analysis**

Prior to the design phase of this contract, the Contractor must perform a detailed review of the Technical and Functional Requirements of the RFP for the System. The Contractor will provide to the State a detailed Gap Analysis of the technical and functional requirements in the contract and their proposed System. The Contractor must develop and provide the State with a System Requirements Specifications Document and develop a Requirements Traceability Matrix to track all requirements specified in the System Requirements Specifications Document.

1. **Design**

During the Design Phase of this contract, the Contractor must develop and provide the State with a System Design Specification Document and a Detailed System Design Document for the customization of the System. In addition, the Contractor must provide an Information Security Plan detailing how the Contractor will maintain confidentiality of customer data.

1. **Customization and Testing**

The Contractor must develop and supply the State with a Master Test Plan that addresses each of the following testing types (Unit, System and Integration, Regression, Load and Stress, User Acceptance and Parallel Testing). The Contractor must execute the approved Master Test Plan and document the results in a Master Test Plan Results Document and track any defects in a Defects Tracking Log. Copies of the Master Test Plan Results and Defects Tracking Log must be provided to the State.

1. **Data Conversion**

Prior to converting the data, the Contractor must provide a Data Conversion Plan approved by the State. The Contractor must track pre-conversion test results in a Pre-Conversion Test Results Document. Once the Contractor and State have certified that the test is successful, the Contractor must execute the Data Conversion Plan and perform all conversion activities. The Contractor must provide the State with a Data Conversion Results Document that contains statistics and outcomes from converting OSP legacy system data.

1. **Implementation**

Prior to June 2015, the Contractor must implement and present the Central Reservation and Point of Sale System for final acceptance. The Contractor must produce and update an Implementation Plan that describes to the State how the Contractor will implement the System. The Contractor must provide a signed Implementation Certification letter that certifies the System is ready for production along with user manuals to OSP. However, user manuals must be updated throughout the life of this contract.

1. **Final Acceptance**

Once the State accepts the final System, the Contractor must provide maintenance and support coverage for the System throughout the entire life of the contract with no lapse in service, with the execution of downtime requests and emergency downtimes that must be provided to the State’s Project Director. The System presented for final acceptance must account for all required functionality.

**5.0 DELIVERABLES**

|  |  |
| --- | --- |
| Deliverable | **Description** |
| Technical Assessment | Provide *Technical Assessment*. Contractor will review those areas of the State's data processing environment; such as: standards and guidelines, development tools, technical resources, hardware capacities, software supported, networks, facilities, specified arrangements, etc. related to the Statement of Work to be provided; and, if warranted, prepare a memorandum identifying areas where, in Contractor's opinion, the State's technical environment may materially impair Contractor from successfully completing the contract. The Project Environment memorandum, if prepared, shall be submitted prior to delivery of the Project Work Plan. |
| Technical Design/ Technical Architecture Report | Provide *Technical Design/Technical Architecture Report*. Contractor will perform necessary technical design tasks and develop a Technical Design Report that satisfies the provisions of the Statement of Work, the Configuration Requirements, and the Functional Systems Requirements. An outline specifying the nature of the content, format, and level of detail for this report will be developed/finalized by the Contractor and approved by the State Project Director. |
| Demonstration Model or Prototype | Provide *Demonstration Model*. Contractor will develop a demonstration model or prototype of the System as a "proof of concept" for key components in the functional and technical design. |
| Implementation Planning Report | Provide *Implementation Planning Report*. Contractor will perform necessary information gathering and analysis tasks to develop an Implementation Planning Report describing the strategy for implementing the System; including: Systems testing, acceptance testing, integration, software installation, interfaces, conversion, software distribution, training, "going live", and support. The plan should address resources, time frames, responsibilities, and contingencies. An outline specifying the nature of the content, format, and level of detail for this report will be developed/finalized by the Contractor and approved by the State Project Director. |
| Programming/Custom Modifications | Provide *Programming/Custom Modifications*. Contractor will perform programming/coding tasks necessary to produce the software specified in the functional requirements and technical design reports. Tasks performed may include use of scripts, macros, or procedural or command languages which may be required by the development tools being used. |
| Software Installation | Provide *Software Installation.* Contractor will perform software installation tasks as applicable; such as: database setup, file sizing, software retrofitting, installation of software releases, application table setup, operation setup, file migrations, installation test, System integration, integration test, and performance tuning. |
| Systems Test and Acceptance Test Support | Provide *Systems Test and Acceptance Test Support*. This includes tasks such as functional support on System functionality, script development and data setup, technical support on executing special jobs or cycles to facilitate testing, assisting in the actual execution of test scripts and review of results, and development of an acceptance test calendar with all of the appropriate cycles. |
| Interface Testing | Provide *Interface Testing*. This includes such tasks as: development and testing of extract programs, input interfaces, output interfaces, and front-end programs that are identified in the Implementation Planning document. |
| Implementation Support | Provide *Implementation Support*. Contractor will provide functional support as specified in the Implementation Plan, including such tasks as developing a cut-over schedule, augmenting Help Desk operations, etc. Provide *Training Delivery*. Contractor will provide one (1) CRS train the trainer session, five (5) CRS Instructor Lead Training (ILT) sessions, one (1) GCMS administrator training session and one (1) GCMS ILT session for delivering the courses to State personnel as described in the Implementation Plan. |
| Training Materials | Provide *Training Materials*. This includes: all Instructor Lead Training (ILT) materials; Computer Based Training (CBT) materials; and application student guides as described in the Implementation Plan. |
| Documentation | Provide *Documentation*. This includes: Online Features Manuals; User Guides; Errors and Diagnostics Manual; Operations Guide; Reports Manual; Application Quick Reference Cards as specified in the Implementation Plan; and Monthly performance level reports. |
| WWW Presence | Provide *WWW Presence*. This includes providing Intranet/Internet access via standard WWW browsers to documentation, training materials; as well as dynamically supporting generation of reports, data queries, submittal of input forms, and other System functions as specified. |
| Post Implementation Support | Provide *Post Implementation Support* to the State after the implementation of the System. |
| Change Control | Provide *Change Control.* Contractor will develop and implement with State approval, procedures and forms to provide a method for defining, reviewing, prioritizing, scheduling, and approving changes to specifications, designs, programs, procedures, and documentation that may be required within the scope of this Project. |
| Final Project Report | Provide *Final Project Report*. At the conclusion of the Project, the extent and manner to which the Project objectives have been met, as well as follow-on recommendations, will be described in a final report. As scheduled in the Project Work Plan, an outline of this report will be developed by the Contractor and approved by the State Project Director. |

**6.0 STANDARD OF PERFORMANCE**

As stipulated in the warranty provisions of this contract, the following standards of performance for the products delivered hereunder will be warranted as described below:

The System must operate with minimal malfunctions and “downtime.” Contractor will provide written notice to State before scheduling downtime for maintenance and will use commercially reasonable efforts to minimize such downtime. In the event that the System becomes inoperable for reasons unrelated to scheduled maintenance, Contractor will use commercially reasonable efforts to promptly restore the System. In the event of a System failure attributable entirely to the negligence of the Contractor that lasts for more than 24 hours, the Contractor will be responsible for the actual losses incurred by OSP.

**ATTACHMENT II**

**HARDWARE/SOFTWARE ENVIRONMENT**

The System to be installed must be able to operate on the State data processing facility and configuration as follows:

**1.0 HARDWARE AND OPERATING SYSTEM SOFTWARE**

* System

P4 @ 2.0 or better GHZ or dual core @ 1.8 GB

80 GB Hard Drive

500 MB RAM

16X CD-ROM – DVD + 1-R-RW

64 MB Video Card (capable of 1024 x 768 resolutions)

Network Card (Ethernet 10/100 Mbps)

UPS battery capacity to run for at least 12 minutes

Keyboard

Mouse (PS/2 Connector)

15” SVGA Monitor

* Printers

Laser printer (WIN 2000 Compatible)

Receipt Printer (Citizen Model IDP – 3540, CDS500 or equivalent)

Optional Cash Drawer (MMF Industries Model ECD 200 or equivalent)

* Software

Microsoft Windows XP SP2 and Windows 7

Microsoft NET Framework 2.0

Anti-Virus Software

PC Anywhere or other remote desktop software (host version only for help desk support)

Adobe Acrobat Reader 7

Internet Explorer Version 7.0 or higher with the appropriate Service Packs

Adobe SVG Plug-In Version 3.0

Microsoft Excel Viewer

VPN Client Software

Receipt Printer/cash drawer activation program

Dial Up Networking

* Hand-Held Bar Code Scanners

Symbol LS2208

* Telecommunications

High-speed internet connection (64 Kbps capable)

**2.0 SPECIAL REQUIREMENTS**

NONE

**3.0 STANDARDS AND GUIDELINES**

*NONE*

**ATTACHMENT III**

**CONTRACTOR PERSONNEL AND OTHER RESOURCES**  
 

**1.0 CONTRACTOR PERSONNEL**

The following individuals are assigned to the project, on a full-time basis (unless otherwise indicated), and in the capacities set forth below:

Name/Company Responsibilities/Classification Rate/Expected Duration

...

...

...

...

*[List here all personnel, including subcontractors, who will be assigned to the project. Personnel who will be assigned at a future date may be listed by job classification. Contract may also specify qualifications for each unnamed person.]*

**2.0 PC WORKSTATIONS**

Contractor will provide its own workstations, any workstation resident software and maintenance thereof.

**3.0 NETWORK CONNECTIVITY**

Any Contractor-provided workstations or devices to be connected to the State's network, must comply with State network and security standards. Contractor must provide the hardware components, operating system, and software licenses necessary to function as part of the State network. All hardware and software must be reviewed before it is used on the Local Area Network, and may be made operable on the Local Area Network with written approval of the State.

**ATTACHMENT IV**

**STATE FURNISHED RESOURCES**

Any resources of the State furnished to the Contractor shall be used only for the performance of this contract. State will make available to the Contractor, for Contractor's use in fulfillment of this contract, resources as described below:

**1.0 PROJECT DIRECTOR**

The Project Director appointed by the State is the Reservation Center Director, Reginald L. Dumas, who is the principal point of contract for this contract on behalf of the State.

**2.0 TECHNICAL STAFF**

State will provide anadequate number of staff with the necessary experience and skills to work with Contractor to maintain the System and implement upgrades. The level of effort required and time frames will be documented in a memorandum based upon the Project Work Plan. Reasonable access to other technical specialists on a limited basis will be coordinated through the State Project Director.

**3.0 FUNCTIONAL STAFF**

State will provide an adequate number of functional employees to operate the System. The level of effort required and time frames will be documented in a memorandum based upon the Project Work Plan. Reasonable access to other functional personnel on a limited basis will be coordinated through the State Project Director

**4.0 OFFICE FACILITIES**

State will provide reasonable and normal office space, clerical support, local telephone service, and limited usage of copiers.

**5.0 COMPUTER FACILITIES**

State will make available use of computer facilities at reasonable times and in reasonable time increments to support System development, test, and installation activities. Special facility requirements, such as stress testing or conversion, shall be addressed in the appropriate planning documents or documented by the Contractor in a memorandum.

**This attachment is to be filled out during contract negotiations with the selected Contractor.**

**ATTACHMENT V**

**COST DATA**

**1.0 First Year System Pricing**

|  |  |
| --- | --- |
|  | **Total Cost** |
| Projected Cost of CRS Reservations Regardless of Sales Channel |  |
| Projected Cost of GCMS Tee-Time Reservations Per Person |  |
| **TOTAL ANNUAL COST** |  |

**Second Year System Pricing**

|  |  |
| --- | --- |
|  | **Total Cost** |
| Projected Cost of CRS Reservations Regardless of Sales Channel |  |
| Projected Cost of GCMS Tee-Time Reservations Per Person |  |
| **TOTAL ANNUAL COST** |  |

**Third Year System Pricing**

|  |  |
| --- | --- |
|  | **Total Cost** |
| Projected Cost of CRS Reservations Regardless of Sales Channel |  |
| Projected Cost of GCMS Tee-Time Reservations Per Person |  |
| **TOTAL ANNUAL COST** |  |

**ATTACHMENT VI**

**INSURANCE REQUIREMENTS FOR CONTRACTORS**  
 

**1.0 MINIMUM SCOPE OF INSURANCE**

Coverage shall be at least as broad as:

1. Insurance Services Office form number GL 0002 (Ed. 1/73) covering Comprehensive General Liability and Insurance Services Office form number GL 0404 covering Broad Form Comprehensive General Liability; or Insurance Services Office Commercial General Liability coverage ("occurrence" form CG 001). "Claims Made" form is unacceptable. The "occurrence form" shall not have a "sunset clause".

2. Insurance Services Office form number CA 0001 (Ed 1/78) covering Automobile Liability and endorsement CA 0025 or CA 0001 12 90. The policy shall provide coverage for owned, hired, and non-owned coverage. If an automobile is to be utilized in the execution of this contract, and the Contractor does not own a vehicle, then proof of hired and non-owned coverage is sufficient.

3. Workers' Compensation insurance as required by the Labor Code of the State of Louisiana, including Employers Liability insurance.

**2.0 MINIMUM LIMITS OF INSURANCE**

Contractor shall maintain limits no less than:

1. Commercial General Liability: $1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage.

2. Automobile Liability: $1,000,000 combined single limit per accident, for bodily injury and property damage.

3. Workers Compensation and Employers Liability: Workers' Compensation limits as required by the Labor Code of the State of Louisiana and Employers Liability coverage. Exception: Employers liability limit is to be $1,000,000 when work is to be over water and involves maritime exposure.

**3.0 DEDUCTIBLES AND SELF-INSURED RETENTIONS**

Any deductibles or self-insured retentions must be declared to and approved by the State. At the option of the State, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the State, its officers, officials, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

**4.0 OTHER INSURANCE PROVISIONS**

The policies are to contain, or be endorsed to contain, the following provisions:

**1. General Liability and Automobile Liability Coverages**

a. The State, its officials, employees, Boards and Commissions and volunteers are to be added as "additional insureds" as respects liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor, premises owned, occupied or used by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the State, its officers, officials, employees or volunteers. It is understood that the business auto policy under "Who is an Insured" automatically provides liability coverage in favor of the State of Louisiana.

b. Any failure to comply with reporting provision of the policy shall not affect coverage provided to the State, its officers, officials, employees Boards and Commissions or volunteers.

c. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

**2. Workers' Compensation and Employers Liability Coverage**

The insurer shall agree to waive all rights of subrogation against the State, its officers, officials, employees and volunteers for losses arising from work performed by the Contractor for the State.

**3. All Coverage**

Each insurance policy required by this clause shall be endorsed to State that coverage shall not be suspended, voided, canceled by either party, or reduced in coverage or in limits except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the State.

**5.0 ACCEPTABILITY OF INSURERS**

Insurance is to be placed with insurers with a Best's rating of A-:VI or higher. This rating requirement may be waived for workers' compensation coverage only.

**6.0 VERIFICATION OF COVERAGE**

Contractor shall furnish the State with certificates of insurance affecting coverage required by this clause. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the State before work commences. The State reserves the right to require complete, certified copies of all required insurance policies, at any time.

**7.0 SUBCONTRACTORS**

Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein.

**ATTACHMENT VII**

**LIQUIDATED DAMAGES**

The State at its discretion may assess the following liquidated damages if the Contractor fails to perform at the stated service levels. Any liquidated damages assessed by the State will be deducted from Transaction Fees earned by the Contractor. **The Contractor must document and provide all performance levels in a Performance Report monthly, no later than the 10th day of each month for the previous month, or as requested**

**Busy-outs.** The Contractor must ensure that no more than 5% of calls received by the Call Center result in the caller receiving a busy signal, a busy-out. The busy-out percentage must be calculated as a ratio of the number of unique callers (identified by telephone number) subject to a busy-out, in relationship to the number of all unique callers. Liquidated damages, equal to the percentage of busy-out calls in excess of the standard, applied to all fees earned by the Contractor to make, change or cancel reservations during the month may be assessed. This standard will be measured and deducted monthly.

**Hold Time in Queue.** The Contractor must ensure that no more than 10% of callers to the Call Center be held in queue more than 5 minutes measured over a calendar month. Time held in queue does not include time using the automated voice response system as measured at the Call Center phone switch. Liquidated damages, equal to the percentage of calls in excess of the standard, applied to all fees earned by the Contractor to make, change or cancel reservations during the month may be accessed. This standard will be measured and deducted monthly.

**Abandon Rate.** The Contractor must ensure that no more than 5% of calls to the Call Center be abandoned as measured at the Call Center phone switch and measured over a calendar month. Liquidated damages, equal to the percentage of calls abandoned in excess of the standard, applied to all fees earned by the Contractor to make, change or cancel reservations during the month may be assessed. This standard will be measured and deducted monthly.

**Sending Confirmations.** The Contractor must ensure that all email confirmations are sent within 1 hour of the time of reservation and that all confirmations to be sent by postal service are available and ready to print the next business day after the date the reservation was entered into the System. Liquidated damages equal to $5.00 for each required email confirmation letter that is not sent and/or confirmation letter to be sent by postal service that cannot be printed by OSP within the required time frame may be assessed monthly. This standard will be measured and deducted monthly.

**Call Center Operation Hours.** The Contractor must ensure that the Call Center operates at least the required days each year from 7:30 A.M. to 6:00 P.M. CST or CDT daily. Mutually agreed upon time for scheduled maintenance is excluded from this time standard. Liquidated damages equal to $100.00 for each hour or partial hour that the standard is not met may be assessed monthly. This standard will be measured and deducted monthly.

**After-Hours Message.** The Contractor must ensure that a message is available for all customers, including TDD, who call after Call Center Operation Hours. Liquidated damages equal to $50.00 for each hour or partial hour that the standard is not met may be assessed monthly. This standard will be measured and deducted monthly.

**Help Desk Hours.** The Contractor must ensure that the Help Desk is available during the hours required in this contract. Liquidated damages equal to $5.00 for each minute that the standard is not met may be assessed monthly. This standard will be measured and deducted monthly.

**Computer System Downtime**. The Contractor must ensure that computer system downtime, which prevents the ability to complete reservations (at the call center, online, in the Parks and at Black Bear Golf Course) and point of sale transactions, must not total more than 60 minutes per calendar month for the System . Mutually agreed upon time for scheduled maintenance is excluded from this time standard. Exceptions are made for natural disasters or other acts out of the control of the Contractor. Liquidated damages equal to $10.00 per minute that the standard is not met may be assessed monthly. This standard will be measured and deducted monthly.

**Call Center Phone Switch Downtime**. The Contractor must ensure that the Call Center phone switch downtime must not total more than 60 minutes per calendar month. Liquidated damages equal to $5.00 per minute that the standard is not met may be assessed monthly. This Standard will be measured and deducted monthly.

**Reservation Quality.** The Contractor must ensure that documented and verified agent errors of omission, misinformation, inappropriate reservations and data entry must not occur more than 2 times per 1,000 reservations each calendar month. In addition to information received on the monthly Performance Levels report, verification will be completed through investigation of customer complaints and/or specific discovery during periodic monitoring by OSP. Liquidated damages equal to $25.00 per error in excess of the total allowed by the standard may be assessed monthly. This standard will be measured and deducted monthly.

**Internet Page Downtime.** The Contractor must ensure that there will be no more than a total of 8 hours of Internet downtime during a calendar month. Mutually agreed upon times for scheduled maintenance are excluded from the time standard. Liquidated damages equal to $10.00 per minute in excess of the standard may be assessed monthly. This standard will be measured and deducted monthly.

**Reservation Deposits/Payments.** The Contractor must ensure that deposits for all reservations are collected in the amounts and time frames for each facility type as contained in the **OFFICE OF STATE PARKS RULES AND REGULATIONS, LOUISIANA ADMINISTRATIVE CODE TITLE 25, PART IX**, publically posted at http://www.doa.louisiana.gov/osr/lac/books.htm. Liquidated damages equal to $10.00 for each day after the required date to receive the deposit/payment plus one day may be assessed for each reservation. This standard will be measured and deducted monthly.

**Cancellation/Transfer Fees.** The Contractor must ensure that OSP Cancellation and Transfer fees for all reservations are collected in the exact amounts contained in the **OFFICE OF STATE PARKS RULES AND REGULATIONS, LOUISIANA ADMINISTRATIVE CODE TITLE 25, PART IX**, publically posted at http://www.doa.louisiana.gov/osr/lac/books.htm. Liquidated damages equal to the difference of what the Contractor collected and the fees stated in Title 25 may be assessed monthly. This standard will be measured and deducted monthly.

**Mystery Call Rating.** The Contractor must ensure a 95% or higher satisfactory rating average per calendar month based on mutually agreed upon rating criteria. Liquidated damages equal to $100.00 for each rating below the standard may be assessed monthly. This standard will be measured and deducted monthly.

**Delivery of revenue to OSP.** The Contractor must ensure that there are no late deposits to OSP each calendar month. In any calendar month that the standard is not met, liquidated damages equal to $\_25.00\_ for the first occurrence: $100.00 for any subsequent occurrences may be assessed monthly. This standard will be measured and deducted monthly.

**Reservation double booking.** The Contractor must ensure that there are no reservation double bookings of any facility during a calendar month. This includes more than one reservation for a specific facility with overlapping stays, whether or not the reservations were made at the call center, online, at the park, or as walk-ins at the park. The Contractor must refund all fees to customers affected by the double booking. Liquidated damages equal to 5 times the amount of the Transaction Fee to OSP may be assessed monthly. This standard will be measured and deducted monthly.

**Data Migration**. The Contractor must ensure that, in converting data from an existing system to a new system, no reservation, customer data or financial data will be lost. The Contractor must refund all fees to customers affected. Liquidated damages equal to 5 times the amount of the Transaction Fee to OSP may be assessed monthly. This standard will be measured and deducted monthly

**Missing Reservation**. The Contractor must ensure that there are no missing reservations during a calendar month. This includes any reservation that could not be found in the Park’s system at least by arrival date and can be substantiated by evidence such as a confirmation notice or reservation number. The Contractor must refund all fees to customers affected. Liquidated damages equal to 5 times the amount of the Transaction Fee to OSP may be assessed monthly. This standard will be measured and deducted monthly.

**Data Security.** The Contractor must ensure that there are no breaches of security that result in personal information of customers being shared with any entity other than OSP or those approved by OSP. Liquidated damages equal to $100.00 to OSP per incident plus any costs associated with recovering the data and/or protecting the individuals who are at risk from having personal information disseminated without permission may be assessed monthly. This standard will be measured and deducted monthly.

**Problem Resolution/Escalation Process.** The Contractor must resolve all System problem occurrences (i.e. System performance issues impacting reservations and POS transactions, reporting, revenue distribution and any technical and functional requirements that are stated in this contract or is required for the System to work properly) within 24 hours of the Contractor’s knowledge of the System issue. The Contractor must notify the State of System issues that require more than 24 hours to correct within four (4) business hours of the Contractor’s knowledge of the System issue. Additional time to resolve the issue and/or a temporary fix or workaround may be mutually agreed upon. A temporary fix or workaround is not considered a resolution. Any resolution that takes more than 120 hours, from the time the Contractor had knowledge of the System issue, regardless of time or date and any mutual agreement that extends the resolution time beyond 120 hours, will be considered a breach of this Service Level. Measurement will include problems on the primary system that are temporarily resolved by the Contractor’s backup system. If the Contractor fails to resolve issues within the specified time, liquidated damages of $10.00 per occurrence per hour or portion of any hour may be assessed. This standard will be measured and deducted monthly.

**On-Time Project Implementation.** The Contractor must guarantee an on-time implementation of the System. If the Contractor fails to meet the implementation timelines, liquidated damages of $100.00 for each day after the mutually agreed start of System Operations date until fully implemented may be assessed.

**ATTACHEMENT VIII**

**SYSTEM FUNCTIONAL REQUIREMENTS**

| **Functional Requirements** | **Currently Available** | **Available after Customization** |
| --- | --- | --- |
| **Reservation System for Overnight and Day Use Facilities** |  |  |
| * 1. With the exception of 5 – 10% of the sites at each campground which are held for ADA and Camp Host sites, all campground sites, cabins, group camps, lodges, pavilions, meeting rooms, and conference centers must be reservable through the OSP Call Center and Internet. Any site that is not reserved or occupied must be available to walk-in customers. |  |  |
| * 1. The Reservation System must use real-time technology to transmit data between the Parks, the internet site, the call center and the Contractor’s data storage System so that users can see a continuously up-to-date inventory of available Sites. |  |  |
| * 1. The Reservation System must be capable of electronically loading historical data so that no reservation or customer data will be lost. |  |  |
| * 1. The System must allow reservations to be made at any time of day via the internet. |  |  |
| * 1. The System must provide the ability to check on the status of any reservation at any time from any workstation throughout the Office of State Parks. |  |  |
| * 1. Any changes to reservations that result from a cancellation or a reservation change must be immediately available for the effected campground workstation, the OSP Call Center and the public website to view. |  |  |
| * 1. OSP must maintain the ability to place any site designated as a reservable site on hold for administrative purposes. Sites that are placed on hold must be removed from the available site inventory and must not be subject to reservations during the hold period until released by the OSP. |  |  |
| * 1. The Reservation System must allow for reservations to be accepted up to 24 hours prior to the day of arrival. |  |  |
| * 1. The System must be structured to prevent “overbooking” of any particular facility. |  |  |
| * 1. The Reservation System must collect a customer name, address, phone number, email address and America the Beautiful Senior and Access Pass numbers. For campsites, the System must also collect information about equipment type, such as camper, tent, or motor home. Also, for group camps, the System must collect the name of the group and the contact information for a responsible party if different from the person making the reservation. |  |  |
| * 1. The Reservation System will not permit a customer to make a reservation for more than 15 consecutive days (14 consecutive nights) for any overnight site. |  |  |
| * 1. The Reservation System must allow a customer to make consecutive or overlapping reservations in their name, but must allow for the primary occupant’s name to be changed. |  |  |
| * 1. Each reservation will have its own unique identification number. Any extension of an existing reservation must be considered part of the original reservation and must have the same reservation identification number as the original reservation. |  |  |
| * 1. The System must be capable of registering walk-in customers. |  |  |
| * 1. The System must be able to easily check-in customers who have made reservations |  |  |
| * 1. The System must be capable of allowing the check-in of multiple sites in a single transaction, even if reserved under different reservation numbers or names. |  |  |
| * 1. The System must show any outstanding balances due when checking-in a customer. |  |  |
| * 1. The System must be able to generate email confirmations for all reservations. |  |  |
| * 1. The System must have the ability to allow customers to view their reservation histories on the internet. Reservation histories must include park name, dates of visit, reservation ID number and campground, cabin, group camp or lodge number. |  |  |
| * 1. The System must have the flexibility to deal with unique conditions or requirements at the individual parks (i.e. overriding maximum stay rules) |  |  |
| * 1. The System must also have the flexibility to meet the changing needs of OSP and the individual parks over the term of the contract. |  |  |
| * 1. The System must allow for the sale and tracking of State Parks Annual Passes. Annual Passes have unique sequential numbers that expire one (1) year from the date of purchase. The System must have the ability to notify park staff of expired Annual Passes when the pass number is entered. In addition, the System must capture customer information (name, address, telephone number, etc) at the time an Annual Pass is sold and display this information when the pass is being redeemed. |  |  |
| * 1. The Reservation System must conform to the business rules adopted by OSP. The business rules may be found in the **OFFICE OF STATE PARKS RULES AND REGULATIONS, LOUISIANA ADMINISTRATIVE CODE TITLE 25, PART IX**, publically posted at http://www.doa.louisiana.gov/osr/lac/books.htm. |  |  |
| * 1. The System must be structured such that all fees for overnight rentals will be calculated by the Reservation System software. |  |  |
| * 1. The System must account for discount programs currently recognized by OSP or may be added, revised or discontinued over the term of this contract. Current discount programs may be found in the **OFFICE OF STATE PARKS RULES AND REGULATIONS, LOUISIANA ADMINISTRATIVE CODE TITLE 25, PART IX**, publically posted at http://www.doa.louisiana.gov/osr/lac/books.htm. |  |  |
| * 1. The System must calculate and collect any additional fees that result from a change in a reservation or registration. |  |  |
| * 1. The System must allow for both site-specific and site-type reservations. |  |  |
| * 1. The System must calculate any refund owed to a customer as a result of a change in a reservation or registration. |  |  |
| * 1. The Reservation System will allow queries from the field workstations in order to determine the occupancy status of other Parks in the System. |  |  |
| * 1. The total fees for internet-based reservations must be displayed for the customer to review prior to proceeding to a “check-out” screen. The fees must be itemized. Customers must confirm that they want to continue with the reservation before being asked for payment. |  |  |
| * 1. The software will advise an Internet user who is unsuccessful in making a reservation because of established software parameters and the reason why the reservation could not be completed. |  |  |
| * 1. The internet site must be easy to navigate and have the look and feel of an OSP website, with all content approved by OSP. |  |  |
| * 1. The internet site must allow users to search multiple parks for available sites based on a customer’s desired features. Features must include park name, region of the state, type of facility, amenities (i.e. electric, full hook-up, etc.) and park features (i.e. boating, trails, beach, etc.) |  |  |
| * 1. The software will provide reservation functionality for reservations for at least the following listed attributes. These attributes must be visible to users of the internet reservation site, and the information must be available to the Call Center operators so the operators can provide the information to Call Center customers: |  |  |
| **Campsites** – Required Attributes   * + - **Park** – Name of Park     - **Site Number** – the number assigned to the campsite within the park     - **Type** – Primitive, Improved, Premium     - **Site Status** – Reserved, Occupied, Available, Closed     - **Maximum Occupancy**     - **Cost per Night** |  |  |
| * 1. **Cabins** – Required Attributes      + **Park** – name of park      + **Site Number** – the number assigned to the cabin within the park      + **Type** – Standard, Deluxe      + **Site Status** – Reserved, Occupied, Available, Closed      + **Maximum Occupancy**      + **Cost per Night** |  |  |
| * 1. **Group Camps –** Required Attributes      + **Park** – name of Park      + **Site Number** – the number assigned to the group camp within the park      + **Site Status** – Reserved, Occupied, Available, Closed      + **Maximum Occupancy**      + **Cost per Night** |  |  |
| * 1. **Lodges –** Required Attributes      + **Park** – name of park      + **Site Number** – the number assigned to the lodge within the park      + **Site Status**  -- Reserved, Occupied, Available, Closed      + **Maximum Occupancy**      + **Cost per Night** |  |  |
| * 1. The software will provide for an interactive map system for each park with the following minimum attributes:      + A main park map showing the entire park.      + An accurate, detailed color map of the campground/cabin areas. The Call Center operator or Internet customer must be able to identify proximity of each site to park attributes including water, restrooms, playgrounds and other nearby recreation attractions, physical features (such as lakes, rivers, and trails), entrance to the park, and public roadways on this map.      + Clickable hotspots to bring up maps of smaller park areas such as camp loops.      + Each map will have a north compass arrow, and all maps for a particular park must be oriented in the same direction, preferable north at the top.      + Each site will have a pop-up table showing all required site attributes that is activated by clicking the site on the map.      + The map must be easy to use by the public.   OSP is able to provide base campground maps for all Parks. The Contractor will need to add the interactive functionality of the map. |  |  |
| **Security Levels** |  |  |
| * 1. The System must provide for a minimum of four (4) levels of user authorities as follows:      + Customer Service Level – This level must have access to all registration, reservation and point of sale functionality. This level will also need access to the reports or functions necessary to close out a cash drawer.      + Supervisor Level – This level must have access to all of the Customer Service Level functions as well as the ability to access all reports and inventory functions.      + Park Manager Level – This level must have access to all Customer Service and Supervisor levels without the use or involvement of the Contractor.      + Central Office Level – This level must have access to all functions of the System for all parks from the OSP Offices in Baton Rouge. Additionally, Central Office Level users must be able to log-on to each park individually. |  |  |
| **Reports** |  |  |
| * 1. POS Product Sold Detail Report – This report must have the ability to be run for an individual park or all parks for any specified date range. The report must contain the Park Name, Revenue Location, Product Group (the report must contain Product Groups that track visitation. Currently those are: Fee Waiver, LOOP, Resident Permit, Tours and Visitation), Product Description and Quantity Sold. The report must be sorted by park, and Product Group. The report must be subtotaled by Product group and park. |  |  |
| * 1. Reservation Details Report – This report must have the ability to be run for an individual park or all parks for any specified date range. The report must contain the Park’s Name, Site Number, Reservation Number, Arrival Date, Departure Date, Order Date, Order Status, Payment Status, Customer’s First Name, Customer’s Last Name, Customer’s Address, Customer’s City, Customer’s State, Customer’s Zip Code, Customer’s Phone Number, and Number of Visitors. The report must be sorted by park and Arrival Date. |  |  |
| * 1. Credit Card Payment Detail Report – This report must have the ability to be run for credit card payments and refunds made via the Web, Call Center and/or location at the park for any specified date range. It must include the Collection Location (Web, Call Center or Park Name), Revenue Location, Collection User, Customer Payment ID, Reservation Number, Collection Date, Amount, Batch ID and Financial Session ID. The report must be sorted by Park Name (also referred to as “Park Location”) and Payment Type. The report must be subtotaled by Payment Type and Park Location. |  |  |
| * 1. Payment Detail Report – This report must contain the details of all payments associated with a location over a specific time period. It must include the collection location, collection user, customer information, order number (reservation and POS), payment type, collection date, payment ID, amount collected, deposit ID with which the payment is associated, |  |  |
| * 1. Refund Report – This report must 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. |  |  |
| * 1. Gift Card Sales/Transaction Report - This report must track gift card purchases, reloads, voids, and refunds issued to new or existing gift cards. The report must contain the sales location, transaction date, customer information, order number associated with the transaction, payment type (Cash or Credit Card) associated with the purchase of the gift card, Payment ID, Gift Card number and amount of the transaction. |  |  |
| * 1. Park Revenue Report – This report must have the ability to be run for an individual park or all parks for any specified date range. The report must include the District number, the name of the park, the type of revenue, the account number, the account name (e.g. Campsite, Cabin, Lodges, Group Camps, Pavilions, and all POS revenue generating items) and Payment Types. The report must be formatted so that all data is sorted by District, by Park, and then Account Name. The report must be subtotaled by Account Name, Park, District and totaled for the State. |  |  |
| * 1. Revenue Distribution Detail Report – This report must display the distributed revenue by revenue location, order number (reservation or POS) and revenue accounts. |  |  |
| * 1. Arrival Report – This report must show all arrivals for a specific date. The report must include occupant name, reservation ID, site number, number in party, equipment, departure date, balance due, any discounts, name of person who made the reservation, the primary occupant. Once a camper has fully checked-in, that camper must no longer appear on the Arrival Report. The report must be printable and be able to be run for a period of up to 14 days. The user must be able to select start and end dates for the report. The report must be structured so that the user can run a report for each facility type separately or any combination of these facilities. |  |  |
| * 1. Sales Summary – This report lists sales and nights for a specified park/all parks and date range. It categorizes the sales by internet, field (Park Location) and call center. This report must show gross sales by payment type, cancellations, voids and adjustments to get to a net sales and nights figure. This report will list sales from all facility types and point of sale items by revenue area. |  |  |
| * 1. Occupancy Report – This report must provide occupancy details for a location by site type for a specific time period. It must include the number of sites, site status (active or inactive), number of nights available, number of nights utilized, utilization percent, number of nights occupied, occupancy percent and total number of people included in the reservations during the reporting period. |  |  |
| * 1. Physical Inventory Recording Form – This is a report listing all items entered as resale inventory at a specific location. It is used for recording a physical inventory. It must include a space for the person counting inventory and the manager verifying the count. |  |  |
| * 1. Inventory Snapshot – This is a report of all inventories on hand at a retail location. This report must be able to print a complete inventory, and a user must be able to select a particular inventory item category and run the report for only that category. |  |  |
| * 1. POS Inventory Reconciliation Report – This report must list all product assigned to a location. It must contain the product ID, product name, product description, product group, beginning inventory, quantity sold since last physical inventory, current physical inventory count, and variance (beginning inventory - quantity sold +/- inventory adjustments - current physical inventory count). |  |  |
| * 1. The System must have the ability to produce other reports as needed by OSP. |  |  |
| * 1. Reports must be downloadable into Microsoft Excel without additional data fields being added. |  |  |
| * 1. All reports must have the ability to be printed. All printed reports must include the report title, column headings, and the date and time report was generated on all pages. |  |  |
| **Financials** |  |  |
| * 1. The System must allow all OSP locations to accept cash, credit cards (Visa, MasterCard, and Discover), checks, gift cards and gift certificates issued by OSP. |  |  |
| * 1. The System must be capable of handling credit card payments (Visa, MasterCard, and Discover) and gift card payments over the internet. |  |  |
| * 1. Credit card and gift card payments must be “real-time” processing. |  |  |
| * 1. For all workstations in the Parks, acceptance of credit cards and gift cards will be through a swipe capture feature. |  |  |
| * 1. If the swipe feature of the credit card module does not work, the System must allow for the capture of personal information including name on the card, credit card number, expiration date, address and zip code for fraud protection. The System must also capture the CVV number when accepting credit card information at the call center, web or manual credit card transactions in the Parks for all card types. |  |  |
| * 1. The System must be secured so that personal information of customers is protected. |  |  |
| * 1. The software must integrate credit card transactions with reservation and transaction data. More specifically, if the processor declines a credit card transaction, the System must require the user to choose another credit card number before allowing completion of reservation and provide a reason code for the declined transaction. |  |  |
| * 1. No more than the last four (4) digits of the credit card number must be displayed on transaction receipts and financial reports. |  |  |
| * 1. The System must allow the OSP Central Office to sell gift cards. Revenue collected for gift cards should not be applied to a specific park until the gift card is redeemed. The System should track the balances of the gift card and apply payments made with gift cards to Parks where the Gift Card was redeemed. |  |  |
| * 1. The System must allow the OSP Central Office to issue promotional gift cards that customers can use to make payment on reservations without the revenue being distributed at the time the gift card is sold or redeemed. |  |  |
| * 1. The System must data capture all payments, including transaction number, reservation number, name and location where reservation or point-of-sale is taken. |  |  |
| * 1. The System will allow for variations in site fees within the same park and between parks. |  |  |
| * 1. The System must allow each park to make appropriate and necessary price adjustments for guests of that park for site changes, extended stays, early departures, no-shows and approved discounts. |  |  |
| * 1. The System must allow for each park, OSP Call Center, and Central Office to provide price adjustments to guests after the departure date when the customer provides proof that they were eligible for a discount but did not use a discount during the stay or for other customer service related circumstances such as power outages or natural disasters. |  |  |
| * 1. Post-departure adjustments must be approved by a user at the Supervisor Level or above and the System must provide a data field that requires the Supervisor to note why the adjustment was made. |  |  |
| * 1. In order to address credit card disputes, the System must include a component that will allow OSP Central Office staff to research all credit card transactions that originated from a point-of-sale location. |  |  |
| * 1. The System must allow a search of credit card transactions based on date of transaction, last four (4) digits of the credit card number, amount of transaction, or customer last name. The search must return, at a minimum, receipt number for the transaction and location where transaction occurred. |  |  |
| **Point of Sale System** |  |  |
| * 1. The System must have a fully integrated Point-of-Sale function that allows for the sale of merchandise and feature cash management controls, including close out features. |  |  |
| * 1. The System must allow for the sale of OSP gift cards and other items to be sold at the OSP administration office. |  |  |
| * 1. The System must provide for processing of POS transaction in a manner that has the following attributes:      + Allows the use of UPC codes or PLU codes generated by OSP. The minimum number of characters must not be less than 15.      + Provides an itemized receipt for the purchase or rental of goods and services with a unique transaction number for each receipt.      + Displays POS products on-screen. Descriptor fields must be a minimum of 25 alpha and numeric characters.      + Allows for additions of inventory using multiple entry methods. Methods must include use of bar code technology in entering inventory and performing physical inventories with a scanning device. |  |  |
| * 1. The System must be able to handle the input of NSF checks, payments on NSF checks, credit card chargebacks, credit card chargeback reversals and Inter-agency transfer payments (a process where a Louisiana state agency can pay for facilities at the OSP through the state’s financial system). |  |  |
| * 1. The System must be able to handle the hourly or daily rental of items such as boats or bicycles. |  |  |
| * 1. The System must be able to handle the sale of items that can be sold in varying quantities. |  |  |
| * 1. The System must be able to handle the sale of items that can be sold with varying prices. |  |  |
| * 1. The System must seamlessly integrate historical data such as POS transaction history. |  |  |
| * 1. The System must allow field users with a Supervisor security level to change prices on items and authorize discounts. |  |  |
| * 1. The Point-of-Sale component must allow for a single transaction for payment for rental of a facility and purchase of retail items, while **not** allowing gift card payments to be applied to POS items on the same ticket. |  |  |
| * 1. The System must have the ability to calculate and distribute refunds to a customer. |  |  |
| * 1. The System must also be able to provide any refund of overpaid camping fees along with a purchase in a single transaction. |  |  |
| * 1. The System must allow items to be added to the cart by various methods, including use of barcode scanning and one touch keys. |  |  |
| * 1. The System must allow for a unique barcode to be printed so the bar codes can be placed on items with no barcodes. |  |  |
| * 1. The name of the park where the transaction occurred must be printed on all transaction receipts. |  |  |
| * 1. The System must allow for Point-of-Sale functionality to take place if connectivity is lost temporarily. Transaction data must be transferred to the System database when connectivity is restored. |  |  |
| * 1. The System must allow OSP to customize messages to be printed at the bottom of every receipt. Messages can be park-specific or statewide. |  |  |
| * 1. The System must have an integrated merchandise for resale inventory tracking application. This application must track resale inventory received, sold and adjusted. In addition to tracking quantities, the application must track cost, revenue and profit of all resale items. |  |  |
| **Data Management** |  |  |
| * 1. The System must be structured as to limit the possibility of one individual having multiple customer records in the database. |  |  |
| * 1. The System must have the ability to periodically check the database for duplicate customer records for the same individual. Multiple records for the same customer must be merged into a single record so that when a customer search is performed, the System only returns one record for the individual. |  |  |
| * 1. The System must allow changes or updates to customer information without the creation of a new customer record. |  |  |
| **Boat Dock Management** |  |  |
| * 1. The System must allow docks to be put in a hold status by the Park Manager for Administrative Purposes. |  |  |
| * 1. The System must follow any applicable Business Rules adopted by OSP. **OFFICE OF STATE PARKS RULES AND REGULATIONS, LOUISIANA ADMINISTRATIVE CODE TITLE 25, PART IX**, publically posted at http://www.doa.louisiana.gov/osr/lac/books.htm |  |  |
| **Call Center / Customer Service** |  |  |
| * 1. The Contractor shall design and implement facilities or have work-at-home call center agents to provide reservation services to customers wishing to stay overnight in Louisiana State Parks. |  |  |
| * 1. Telephone requests for advanced reservations will be accommodated using toll free number 877-226-7652 and an automatic call distribution network (ACD). The Contractor will reassign, maintain and pay all fees to operate the toll free line and ACD network. |  |  |
| * 1. Calls to the reservations toll free number must be answered within the third ring or fifteen (15) seconds. |  |  |
| * 1. If an automated voice response system is used, an option must exist that allows the caller to speak with an operator. |  |  |
| * 1. An after-hours message must be utilized to inform customers when the inbound telephone operations will be available. |  |  |
| * 1. For callers awaiting the next available operator, a system generated message shall indicate the estimated hold time. No caller shall be told to hang up and call back later. |  |  |
| * 1. Calls must be answered in the order received. |  |  |
| * 1. Average weekly (Monday – Friday) wait time for a reservation agent must not exceed 60 seconds. |  |  |
| * 1. No more than 3% of incoming calls will be abandoned after 2 minutes of hold time. |  |  |
| * 1. The Contractor must ensure that no more than 5% of calls received will result in the caller receiving a busy signal or a busy-out. A 0% busy signal or busy-out is desired. |  |  |
| * 1. The Contractor’s phone system shall be capable of expansion in operator personnel and equipment. |  |  |
| * 1. Call Center agents must be available Monday – Friday 7:30 a.m. to 6:00 p.m. (CST or CDT) |  |  |
| * 1. The System must allow Call Center agents to complete reservations for both overnight and day use facilities and must have the following functions:      + Search Availability by arrival date and length of stay, using Site Type, Specific Site Number, Site Attributes or any combination of the preceding.      + Search, add and modify customer information.      + Split Orders      + Accept payment for outstanding balances |  |  |
| * 1. The System must allow Call Center agents to search for customers by primary phone number, last name, first name or any combination of these. |  |  |
| * 1. The System must allow Call Center agents to add customer profiles. |  |  |
| * 1. The System must have an automated process for sending confirmation letters, cancellation notices, and reservation changes via email to all customers that supply email addresses as part of their profile. |  |  |
| * 1. The System must provide call center agents the ability to accept credit cards (Visa, Master Card, and Discover) as payment. |  |  |
| * 1. The System must have a cell phone application, with the capability of the resolution automatically adjusting to fit different mobile device screens, that allows campers to make reservations, pay, and view their reservation history via their smart phones and other mobile devices. |  |  |
| **Golf Course Management System** |  |  |
| * 1. The System must have a customizable daily tee sheet at least one year in advance with the following functions:      + Squeeze time capable      + Blocking with block messaging capability      + Scrolling technology      + Daily Summary      + Drag & Drop tee time move technology      + Color coordinated fees on tee sheet      + Reservation notes for special needs      + Monthly calendar      + Print tee sheet for starter/marshal      + Ability to purge old tee sheet data |  |  |
| * 1. The GCMS integrated POS must have the following features:      + Print or reprint receipt at any time      + Package (or Kit) items to sell multiple items under one heading      + Rain-check printing and redeeming      + Ability to accept split tenders      + Daily reports showing revenue and sales by department      + Long range reporting capabilities      + Merchandise/Inventory management |  |  |
| * 1. Golfing reservation website must be:      + Easy and convenient for customers making reservations      + Only allow bookings of available tee times      + Generates and sends customers confirmations via email      + Allow customers to view current and historical reservations      + Allow customers to make changes to their reservations. |  |  |

**Form C**

###### Company Background Information

(If you require additional space, you may attach extra pages.

Please provide the information in the order requested.)

1. Name of Company \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Year founded \_\_\_\_\_\_\_\_\_\_\_

2. Form of Business (e.g., corporation, limited liability company) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Parent Company or Affiliates \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Location of Offices\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Number of employees in each\_\_\_\_\_

5. List all Company In-house Services relevant to this RFP.

6. Will you use third parties for any of the services provided under this contract?

If yes, whom? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

For what services? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Has your company operated at a profit for at least three of the past five years? Explain your answer.

8. What would you consider to be your company’s strongest area of expertise?

9. Please list any relevant awards, recognitions, and professional memberships.

CERTIFICATION STATEMENT

*The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.*

**OFFICIAL CONTACT.** The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below: (Print Clearly)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date | |  | Official Contact Name: | |  |
| A. | E-mail Address: | | |  | |
| B. | Facsimile Number with area code: | | | ( ) | |
| C. | US Mail Address: | | |  | |

Proposer certifies that the above information is true and grants permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:

1. The information contained in its response to this RFP is accurate;
2. Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer accepts the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's quote is valid for at least *90 calendar* days from the date of proposal's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have *30* business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.
6. Proposer certifies, by signing and submitting a proposal for $25,000 or more, that its company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133. (A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov> .)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Authorized Signature: | |  | | | | | |
| Typed or Printed Name: | |  | | | | | |
| Title: | |  | | | | | |
| Company Name: | |  | | | | | |
| Address: |  | | | | | | |
| City: |  | | State: |  | Zip: | |  |
|  | | | | |  |  | |
| SIGNATURE of Proposer's Authorized Representative | | | | |  | DATE | |

**CHECKLIST**

**Items to be Submitted**

\_\_\_\_ Proposal Summary

\_\_\_\_ Equal Opportunity Employer Statement

\_\_\_\_ Experience

\_\_\_\_ Narrative describing experience (including experience of subcontractors)

\_\_\_\_ CRS, POS and GCMS Client List (3)

\_\_\_\_ Call Center Client List (3 max)

\_\_\_\_ Personnel

\_\_\_\_ Key Personnel Backgrounds (resumes)

\_\_\_\_ Call Center answers & descriptions

\_\_\_\_ Pricing Data – Form A

\_\_\_\_ Determination of Responsibility

\_\_\_\_ Letter of good standing from bank

\_\_\_\_ Credit references (2)

\_\_\_\_ Form C

\_\_\_\_ Certification Statement

\_\_\_\_ Proposed System Solution

\_\_\_\_ Description of proposed solution

\_\_\_\_ System Risk Factors

\_\_\_\_ Data Exchange; Communications; Connectivity

\_\_\_\_ Data and Database Management

\_\_\_\_ CRS and GCMS performance Standards

\_\_\_\_ Customer Service and Call Center

\_\_\_\_ Park Training, Black Bear Golf Course Training and Help Desk

\_\_\_\_ Contractor Personnel and Other Resources (Attachment III of Sample Contract)

\_\_\_\_ System Function Requirements (Attachment VIII of Sample Contract)

\_\_\_\_ Work Plan