



STATE OF TENNESSEE
Tennessee Department of Environment and Conservation

REQUEST FOR PROPOSALS # 32701-02884 AMENDMENT # 4 Parks Reservation System for Hospitality Services

DATE: December 29, 2016

RFP # 32701-02884 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		November 21, 2016
2. Disability Accommodation Request Deadline	2:00 p.m.	November 28, 2016
3. Pre-response Conference	2:00 p.m.	November 29, 2016
4. Notice of Intent to Respond Deadline	2:00 p.m.	December 2, 2016
5. Written "Questions & Comments" Deadline	2:00 p.m.	December 9, 2016
6. State Response to Written "Questions & Comments"		December 29, 2016
7. Response Deadline	2:00 p.m.	February 3, 2017
8. State Schedules Respondent Oral Presentation		February 7, 2017
9. Respondent Oral Presentation	8 a.m. - 4:30 p.m.	February 13 & 14, 2017
10. State Completion of Technical Response Evaluations		February 17, 2017
11. State Opening & Scoring of Cost Proposals	2:00 p.m.	February 21, 2017
12. Negotiations (Optional)		February 23-27, 2017
13. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	March 1, 2017
14. End of Open File Period		March 8, 2017

15. State sends contract to Contractor for signature		March 9, 2017
16. Contractor Signature Deadline	2:00 p.m.	March 13, 2017

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

QUESTION / COMMENT	STATE RESPONSE
<p>1 Parks Reservation System RFP#32701-02884.pdf Page 8: Section 3.2.2.1 indicates the Respondent should submit “nine (9) digital copies of the Technical Response and Functional and Technical Requirements each in the form of one (1) digital document in “PDF” format” Please clarify whether this is intended to convey that the Technical Response and the Functional and Technical Requirements should be combined into a single .pdf or should the Respondent provide the Technical Response as a .pdf and the Functional and Technical Requirements as a separate .pdf?</p>	<p>The Technical Response and the Functional and Technical Requirements should not be combined into a single pdf. These documents should remain separate.</p>
<p>2 Parks Reservation System RFP#32701-02884.pdf Page 9 Section 3.3.3: Please confirm that “A response must not propose alternative goods or services (i.e., offer services different from those requested and required by this RFP) unless expressly requested in this RFP.” Is not intended to disqualify Respondents who may propose the goods and services desired but in alternative ways from those contemplated in the RFP.</p>	<p>For purposes of evaluation, section 3.3.3. remains as published. The proposed goods and services specified in the RFP reflect the State’s desired services.</p>
<p>3 Parks Reservation System RFP#32701-02884.pdf Page 10 Section 3.6: Section 3.6 indicates “If a response offers goods or services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP.” however, page 7 Section 3.1.1.3 states “All information and documentation included in a Technical Response should respond to or address a specific requirement detailed in the RFP Attachment 6.2., Technical Response & Evaluation Guide. All information must be incorporated into a response to a specific requirement and clearly referenced. Any information not meeting these criteria will be deemed extraneous and will not contribute to evaluations.” Please advise how</p>	<p>The goods or services in addition to those required must pertain and address a specific requirement detailed in the RFP Attachment 6.2. The additional goods and services must be incorporated into a response to a specific requirement and clearly referenced. Any information not pertaining to and incorporated into a response to a specific requirement will be deemed extraneous and will not contribute to evaluations. Should a respondent offer goods or services in addition to those required and pertaining to and incorporated into a response to a specific requirement, the State may add the services to the contract awarded as a result of this RFP. A respondent must not propose any additional cost amounts or rates for the additional goods or services.</p>

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Respondent's should indicate additional goods or services beyond those described in the RFP while remaining compliant with the defined submission requirements.	
4 Parks Reservation System RFP#32701-02884.pdf Page 18: Section 5.2.1.7 indicates "Before Cost Proposals are opened, the Proposal Evaluation Team will review the Technical Response Evaluation record and any other available information pertinent to whether or not each Respondent is responsive and responsible." Please describe the criteria that will be used to determine if a Respondent meets the threshold to be considered responsible.	Respondents must pass the Mandatory Requirements Section A and obtain a minimum cumulative score of 49 for Sections B, C, and D in order to move into Cost Proposal phase.
5 Parks Reservation System RFP#32701-02884.pdf Page 19 Item A.4: Can the State please provide additional information as to what information should be included in the credit references?	The credit references should be in the form of standard business letter, signed and dated within the past three months. The letters should indicate that the Respondent's account is in good standing.
6 Parks Reservation System RFP#32701-02884.pdf Page 20 Item A.5: Due to the cost of pulling a credit report, would the State be willing to accept a credit report that was pulled within the last 6 months? In addition, can the state please specify what is considered to be a "satisfactory credit rating?"	The credit report must be dated within the last three months. A satisfactory credit rating is found when the State does not have serious concerns about a respondent's financial ability to perform the contract on the basis of the information supplied by the credit report. Credit bureau reports that the State receives are never the same. Different business credit reports provide different types of information. Therefore, the State will evaluate a credit bureau report by the totality of the evidence provided by each respondent's credit report to determine if it demonstrates a satisfactory credit rating.
7 Parks Reservation System RFP#32701-02884.pdf Page 26 Item C.5: Item C.5 requires the Respondent to "Provide an entity relationship diagram with supporting design information, data dictionary and documentation for the proposed central reservation database." Since an entity relationship diagram and data dictionary contains proprietary and trade secret information please clarify how a Respondent can ensure the confidentiality of such information given the fact that response documents are subject to public disclosure.	This item has been deleted from the RFP.
8 Parks Reservation System RFP#32701-02884.pdf Page 29 Section D: Please confirm that Respondents are not required to provide a response to the items in this section in the written response.	Correct, these are items respondents should demonstrate for the evaluation team during the oral presentation.

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9 Parks Reservation System RFP#32701-02884.pdf Page 34 Reference Questionnaire: Can the State provide the reference questionnaire in word format for ease of completion by reference clients?	Yes, the State can provide the reference questionnaire in Word format. The completed questionnaire must still be signed by the individual completing the questionnaire and must be sealed in an envelope with the same signature across the envelope seal.
10 Attachment 6.7 Pro-Forma Contract Page 4 Section A.11: Section A.11 indicates that the State” State personnel will accept reservations by telephone and walk in and enter the reservation data into the system. Guests may also make reservations over the Internet.” Please confirm that no call center reservation services including sales and customer service agents, call center infrastructure etc. are to be provided by the Respondent. If call center services are to be provided by the Respondent please provide the detailed requirements.	No call center reservation services including sales and customer service agents, call center infrastructure etc. are to be provided by the Respondent.
11 Attachment 6.7 Pro-Forma Contract Page 4 Section A.11: Please confirm that the Respondent is responsible for all credit card processing fees even though the State’s merchant processor must be used.	The Respondent will not be responsible for all credit card processing fees. The State assumes these costs.
12 Attachment 6.7 Pro-Forma Contract Page54 Section A.13: Will the State accept a combination of online and onsite training in year 1 of the contract?	Yes, A.13.a. has been modified in the Pro Forma Contract to include a combination of onsite and online training.
13 Attachment 6.7 Pro-Forma Contract Page54 Section A.13 a.3: Can the State provide some insight into their current Help Desk Protocols?	Training should include assistance in establishing Help Desk protocols for the State that best applies to the configured system. For example: Frequently Asked Questions.
14 Attachment 6.7 Pro-Forma Contract Page 8 Section A.17: Section A.17 indicates “Internet Requirements. Agents handling payments must be bonded.” while Section A.11 seems to indicate that the State will handle telephone reservations. Please clarify.	The State requires bonding due to credit/debit card information is captured, even briefly, before going through the State contracted merchant services.
15 Attachment 6.7 Pro-Forma Contract Page 11 Section C.3: Section C.3 does not include Vendor compensation for restaurant and gift shop transactions however such services are required. Please clarify.	Attachment 6.4 has been modified to include POS Retail Sales percentage. Attachment 6.7 Pro-Forma Contract Section C.3 has been modified to include POS Retail Sales percentage. In FY16, Tennessee State Parks sold approximately \$12 million in retail sales including restaurants, gift shops, golf sales (excluding rounds/green fees) and marina sales.
16 Attachment 6.7 Pro-Forma Contract Page 21 Section E.7: Section E.7 relating to PCI DSS compliance does not identify the level of certification that must be achieved and maintained. Since some compliance levels	PCI DSS v 3 requires transaction volumes over \$6M be certified at Level 1.

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are based on self-assessment can the State please clarify the level of compliance required?	
17 Attachment 6.3 Functional and Technical Requirements: Several of the requirements include multiple elements in a single item. Please advise how the Respondent should complete Column D if some of the functionality exists and some would need to be developed.	Several requirements have been broken into 2 or more in Attachment 6.3 Functional and Technical Requirements Release 2. For any other requirements that may include multiple elements, respond with the availability code that best fits the first element in the requirement.
18 Attachment 6.3 Functional and Technical Requirements Item 2.04: Item 2.04 indicates a need to track reservations based on hours of use however Item 4.12 indicates a need for half-day and full-day bookings for day-use inventory. Please explain the circumstance under which bookings would be tracked to the number of hours of use.	This item has been deleted from the RFP.
19 Attachment 6.3 Functional and Technical Requirements Item 4.10: Item 4.10 requires the loading of historical data so that no reservations are lost, however Attachment 6.7 Pro-Forma Contract Page 7 Section A.16 indicates "The Contractor shall not be responsible for converting any historical data." Please clarify.	This item (now 4.12) has been changed to "Ability to electronically load reservation data from current system so that no reservation or customer data will be lost." Historical data refers to past reservation data not current or pending in the system.
20 Attachment 6.3 Functional and Technical Requirements Item 5.05: Item 5.05 refers to a 30-day grace period for eligibility for certain discounts. Please provide additional information regarding this requirement.	State employees cannot receive discounts more than 30 days prior to the reservation date. This only applies to inns/lodges and cabins. The State and Retired State Employee Discount Program – Policy Directive 119 has been added as Attachment 7.1.
21 Attachment 6.3 Functional and Technical Requirements Item 19.08: Item 19.08 refers to providing search functionality based on alpha. Please provide additional information regarding this requirement.	Now 19.11, alpha has been deleted.
22 Attachment 6.3 Functional and Technical Requirements Item 20.07: Item 20.07 refers to rotating rooms, please provide additional clarification as to the intent of this requirement.	This requirement has been deleted from the RFP.
23 Attachment 6.3 Functional and Technical Requirements Item 26.19: Please clarify the requirement for comeback coupons including the requirement to attach them to an existing POS item and the rules relating to redemption.	This is a new function that the State has not been able to utilize with the current systems (example: 10% of next purchase) and will be defined further with input from the Contractor during system design.
24 Attachment 6.3 Functional and Technical Requirements Item 27.09: Please clarify the requirement to hold change due from previous transaction; does this refer to having a credit	This requirement references the ability to handle refunds and new charges. For example, a guest cancels a reservation and the credit is used to make a new reservation without park staff having to

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on the customer's account?	begin a new transaction. The State does not wish to issue credits beyond the transaction.
25 Attachment 6.3 Functional and Technical Requirements Item 27.11: Please provide additional clarification including the type of tenders impacted and the nature of the type of notes required.	Tenders such as discounts or fee waivers applied by park staff. Text notes option to mandate staff notes reason for discount or fee waived.
26 Attachment 6.3 Functional and Technical Requirements Item 34.29: The requirement appears to be incomplete, please provide the full requirement.	Corrected.
27 Can companies from outside the USA respond to this RFP?	Yes. Note that A.31. in the Pro Forma Contract requires State data to reside in the United States.
28 Must vendors attend meetings in person?	No, this is not a requirement. Oral Presentations can be conducted via web meetings.
29 Can tasks related to the RFP be performed outside of the USA?	Yes. Note that A.31. in the Pro Forma Contract requires State data to reside in the United States. Any tasks can be performed as long as the Contractor does not transmit data outside of the U.S. Any work outside of the U.S. would have to be from work that was developed independently from State data.
30 May proposals be submitted via email?	Proposals may not be submitted via email.
31 Can the Tables that need to be completed in section 6.2 please be provided in Word format?	Yes, the State can provide 6.2 in a Word document.
<p data-bbox="183 1165 800 1249">32 To ensure we understand the Technical Proposal Layout we are assuming the following:</p> <p data-bbox="248 1354 784 1417">Section A Mandatory Requirements (no page limit)</p> <p data-bbox="248 1449 686 1512">Section B General Qualifications and Experience Items (no page limit)</p> <p data-bbox="248 1543 779 1606">Section C Technical Qualifications and Experience & Approach Items (25 page limit)</p> <p data-bbox="248 1638 771 1701">Section D Oral Presentations (This does not need to be filled out or included at this time)</p> <p data-bbox="248 1732 719 1795">Functional and Technical Requirements Spreadsheet</p>	Correct. Note that Section C, Technical Qualifications, Experience & Approach, has been amended to 50 pages max.
33 Would the State please consider increasing	Yes, this has been amended to 50 pages

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the page limit for the Technical component (Section C) to 50 pages or more? The amount of information that is being asked (even excluding maps, tables etc. put into an Appendix) is a very small allotment to provide meaningful detail.	maximum.
34 If the entire Technical proposal must be 25 pages, we would ask that that please be reconsidered. Section 6.2 has 10 pages of tables alone that must be filled out, before any of the 40+ questions within those tables are responded to so it would be extremely difficult, even in brief and economical format, to provide responses other than a brief yes or now with minimal explanation otherwise.	Yes, this has been amended to 50 pages maximum.
35 Does the system need to provide any Call Center interface for a state call center to use, or a vendor call center, or will the system be completely web reservations without any ability to take reservations by phone? If there is a requirement, will they handle all aspects (inn, camp, tee times, boat etc?).	No call center reservation services including sales and customer service agents, call center infrastructure etc. are to be provided by the Respondent. There is an expectation that park staff may take reservations over the phone and input into the system for all reservable facilities.
36 Does the state have a single provider presently that fulfills all of the functional requirements in the RFP or are there multiple vendors providing different components? If so what is the breakdown? We assume that the RFP is seeking a single vendor to provide all services?	As specified in A.6. of the RFP, the State seeks a proposed system and any modules (including subcontracted systems, if applicable) that will share customer, facility, program, membership, and financial information for reservation and reporting purposes (e.g. customers only have to be entered into the system once to reserve a campsite, cabin, inn room, marina slip or golf tee time and ability to pull reporting data from all modules from central database). Currently, the state does not have a single provider that fulfills all of the functional requirements. One vendor provides reservations services for the inns. One vendor for campgrounds, cabins, events and marinas with a subcontracted vendor for golf.
37 Who is the current incumbent system being utilized?	Megasy provides reservations services for the inns. Rev'd Up provides reservation services for events, campgrounds, cabins and marinas with a subcontracted vendor, Golf Now, for golf.
38 The contact award is March 3 rd , 2017. Are there any other schedule milestones other than the ability to take reservations in October?	As specified in the Pro Forma Contract in section A.1., the Contractor will provide a Project Management Plan agreed upon by the State and Contractor. State is agreeable to the system being ready prior to October 1, 2017.
39 The contact award is March 3 rd , 2017. Are there any other schedule milestones other than the ability to take reservations in	As specified in the Pro Forma Contract in section A.1., the Contractor will provide a Project Management Plan agreed upon by the State and

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October?	Contractor. State is agreeable to the system being ready prior to October 1, 2017.
40 6.3 Section 4.03 – What is meant by “multiple reservation restrictions specific to a campsite?”	This business requirement relates to the various camping rates that apply to campsites. Attachment 7.0 Camping rates has been added as a reference for respondents.
41 6.3 Section 10.00 Map System – Will the State provide a 2D jpeg or png layout of the map or is the vendor expected to create the map?	Yes, the State will provide the Contractor with the needed maps in the format desired during the system configuration.
42 6.3 Section 12.00 Public Website – Is the vendor responsible for developing and hosting the entire state park website or just the booking engine/guest portal?	The vendor is only responsible for the booking engine/guest portal. Should the State develop a new state parks website, there will be an expectation of the vendor providing API language for integration with the new website.
43 6.3 Section 20.07 – What is meant by rotating rooms?	This requirement has been deleted.
44 6.3 Section 26.01 – Does the POS system have to be integral to the PMS system? Or can it be a standalone system as long as the POS system has the ability to charge back to guest accounts and roll in reporting into the main PMS system?	The POS system could be a standalone system as long as the ability to charge back to the guests’ account and rolls into overall reporting without having to access multiple systems and/or modules. The State requires that the interface be seamless and dependable.
45 6.3 Section 30.00 – Are gift cards that are purchased expected to work across both the PMS and POS systems at all locations?	Yes
46 6.3 Section 34.14 – How would the system be able to track “pace of play”?	It is desired that the system should show the starting time so staff can track the pace of play.
47 Computer and Peripheral Hardware: a. Attachment 6.3, Section 26.18 “All computer and POS screens to be ‘touch screen’. Please clarify; Is this requirement referencing that the POS system be touch-screen ‘capable’ for state-owned or provided hardware, or is this requirement asking that the vendor provide touch-screen capable hardware for (50 locations - per section 26.01) State Parks in the	The State will bear the cost of replacing or purchasing new hardware with input from the Contractor. Business requirement has been changed to system must be compatible with touch screens. A.2. in the Pro Forma Contract has been changed to reflect hardware provided by the State.

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<p>scope of this proposal?</p> <p>b. As an extension of the above question; POS and system hardware is referenced in a number of places in the Pro Forma Contract and Attachment 6.3. In general, since the State owns most all of the existing POS/System hardware in use throughout the state parks, is there a specific desire or requirement to update, replace, change or acquire new vendor-provided hardware under the scope of this contract?</p> <p>c. If there is a requirement or need for vendor-provided hardware, either by the State or as required by a vendor's solution, is the assumption that this cost will be reflected in the associated transaction-fee line item? (e.g. pro shop system hardware reflected in golf fees)</p>	
<p>48 Event & Program Registration: For the purpose of fee calculation, and since these services are listed as separate cost line items, should Program Registration, referenced in Attachment 6.3, sections 12.01 / 12.12, be reflected in the per night cost of campground reservations?</p>	<p>Attachment 6.4 has been modified to include Tour Ticketing and Event Registration (Fee-based only). Attachment 6.7 Pro-Forma Contract Section C.3 has been modified to include Tour Ticketing and Event Registration (Fee-based only). The State expects the system to handle event registration for free events without compensation. Attachment 6.3 has been amended to include a new section (40.00) of business requirements for Tour Ticketing/Event Registrations.</p>
<p>49 Conference Services, Banquet & Events: For the purpose of fee calculation, and since these services are not addressed separately, should services related to Conference, Banquet and Events referenced in Attachment 6.3, Sections 20 / 21, be reflected in the per night cost of Inn/Lodge Reservation Services?</p>	<p>No, the Contractor will receive the transaction fee through reservations made as a result of conferences. Additionally, Contractor will receive POS percentage as a result of incidental expenditures from conferences.</p>
<p>50 Potentially Orphaned Services: Regarding resort park lodging and/or conference facilities; if during the contract period the State elects to close or reduce individual locations that generate room night fees, but retains some services (e.g. restaurant or retail point</p>	<p>TSP is currently exploring public/private partnerships at select hospitality locations and may be removed from inventory. Majority of the inventory (campsites, cabins, POS, etc) will remain in TSP operation. As with any park system, there</p>

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of sale systems) supported by these facilities, how will the State provide or negotiate compensation for the retained services associated with a closed or restricted facility?	will be inventory that will be offline and/or out of service due to renovations, maintenance, weather, seasons, etc. Should both the State and Contractor agree to a re-negotiation at any time during the contract term, an amendment to the contract can be pursued, subject to review and approval by the appropriate state agencies.
51 Recommendation: Due to the complexity of this solution, as well as the impact across the organization, it is common in similar transaction-fee based RFPs of this scope to offer the potential of optional extension periods. Assuming that State procurement rules allow for such options, it should be noted that the potential for extensions could positively impact transaction fee costs to the State. Consider adding language to Contract Section B, Term of Contract, similar to the following: <i>The State may extend the initial term of the Contract in twelve (12) month increments with a maximum number of extensions being limited to five (5).</i>	At this time, the State is limited to a 5-year contract maximum.
52 Maximum Liability: Per the Pro Forma Contract, section C.1, regarding 'maximum liability'; can you clarify the formula to be used for establishing this figure?	That depends on the negotiated costs at the conclusion of the RFP. 25% will be added each year (account for revenue growth) to all of the fees and POS % and 300 hours of programming hours will be budgeted.

3. **Delete RFP # 32701-02884, in its entirety, and replace it with RFP # 32701-02884, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **Delete RFP # 32701-02884 Attachment 6.3 Functional and Technical Requirements, in its entirety, and replace it with RFP # 32701-02884 Attachment 6.3 Functional and Technical Requirements, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
5. **Delete RFP # 32701-02884 Attachment 6.7 Pro Forma Contract, in its entirety, and replace it with RFP # 32701-02884 Attachment 6.7 Pro Forma Contract, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
6. **Add RFP # 32701-02884 Attachment 7.0 Camping Rates.**
7. **Add RFP # 32701-02884 Attachment 7.1 Policy Directive 119.**

8. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.