

DIVISION OF PARKS AND RECREATION

ADDENDUM NO. 1

**REQUEST FOR PROPOSAL FOR
CENTRAL RESERVATION SYSTEM AND
CALL CENTER**

Page 8:

Reservation – the transaction resulting from a customer contacting a call center or park for use of a Camping Site or cottage, park venue or recreational activity.

Add the word “Internet” after “call center”

Page 55:

The System will accommodate reservation requests by telephone, by facsimile, and by Internet and none shall be given preference. Telephone requests for all reservation and customer service transactions are to be accomplished through a toll-free line maintained by the Vendor. The toll-free number 877-98-PARKS (877-987-2757) is reserved for use by the Delaware CRS, and shall be transferred to the agent’s use. Rights to the phone number shall be retained by the Division. TTY service is a MANDATORY feature of any system proposed.

Remove “by facsimile” after the word “telephone”.

Page 57 and 64:

In section A.16.h, it states that TTY capability is DESIRABLE. Remove the term “DESIRABLE” and replace with “MANDATORY”.

Page 61:

Provide a license that demonstrates ownership for the Software (i.e. registered license) appropriate for Division use.

This condition is not applicable to the reservation system.

Page 75:

All computers are desktop units. Dover Office, CARS & Ranger units not listed.

Remove the acronym “CARS” as it is no longer a unit in the organization. Park Rangers use laptops in the line of duty.

Page 94:

In Attachment No. 8, Paragraph 3(a), it requests total number of years’ experience in managing a wastewater treatment plant. Remove “wastewater treatment plant” and replace with “business”.

