



State of Delaware
Department of Natural Resources and Environmental Control
Delaware Division of Parks and Recreation
89 Kings Highway
Dover, Delaware 19901

October 16, 2017

TO: ALL INFORMATION PROVIDERS

**FROM: REBECCA LOVIN
PARALEGAL III, DIVISION OF PARKS AND RECREATION**

**SUBJECT: REQUEST FOR INFORMATION NO.: NAT17002_PARK MANAGEMENT, STATE
PARK RESERVATIONS, POINT OF SALE, TICKETING, REGISTRATION,
LICENSING AND PROGRAM MANAGEMENT QUESTIONS AND ANSWERS**

ADDENDUM # 1 Q&A

1. Will a bespoke, custom built solution be acceptable?
 - The Division is interested in information relative to out-of-the-box and custom solutions.
2. Please describe the IT staff/department that would be administrating the system.
 - Currently our Vendor administers the system we utilize. The Division anticipates any solutions described will be administered by the Vendor.
3. Please describe the RFI reviewers technical level.
 - RFI reviewers consist of daily system users, management and IT personnel.
4. What is the preferred budget and timeline to implementation?
 - This is a Request for Information; we do not have a preferred budget or implementation timeline as we have not finalized our requested vendor service offering.
5. Should the system include HR, payroll, scheduling, or asset modules?
 - At this time, we do not include HR, payroll, scheduling of personnel, or Division assets. We are not opposed to asset modules as those may be beneficial to our business, but it's not likely we will add an HR package as the State of Delaware has an existing system.
6. Please send me info on what is available and what it consists of.
 - You can review our Request for Information at http://bids.delaware.gov/bids_detail.asp?i=4671&DOT=N.
7. Has funding been secured for this project? If so, what is the source, and is there an estimated spend amount for the project?

- This is a Request for Information; there is no budget associated with this Request. We do have funding for our current system and will have funding for any new system we procure. The current system is funded through fees collected, there is no budget currently allocated for development.
8. If the State decides to pursue the project further, is there an estimated solicitation release or project start date?
- The Division is fully engaged in pursuing a Request for Proposal for these services. This will commence after the Request for Information is complete. The timeline for this has not been finalized.
9. The RFI notes an incumbent contract with Active Network, LLC. Would that be Contract No. NAT12011-RESERVESYS? The contract page indicates an expiration date of 12/31/2013. Is this the incumbent contract, and has it been renewed? If so, is there a set expiration date for the contract?
- The Division is currently under contract with Active Network, LLC. The current contract had an automatic renewal extending the contract term to April 30, 2018. We are further extending the contract through November 30, 2019 as we work through the bid process.
10. What is the purpose of the call center?
- The purpose of the call center is detailed on page 8 of the RFI. Primarily reservations and customer service activities.
11. If the software could meet the function provided by the call center, could the Parks and Recreation department do without it?
- The Division would request that if this was an option, to provide feedback as to how it would work. The Division does require a call-in/customer service function and would be interested in how that would take place without a formal call center.
12. What are the *like* applications the Parks and Recreation department is hoping to integrate into?
- Web-based reservations, permitting and pass sales, activity registration, ticketing product sales, point of sale, revenue collection, reporting/tracking/fiscal accounting, parking management systems, day camps, volunteer management, enforcement, rentals, etc. as noted in the RFI. The Division does not list specific platforms as we are seeking that information through this RFI.
 - Any system should interface with the State of Delaware's financial system (PeopleSoft), integrate across functions, chart of accounts matching state system, transaction audit capability and compliance with Government Accounting and Standards Board pronouncement.
13. What does the Parks and Recreation department provide in terms of sports management?
- This question is not very specific; however the Division allows field reservations for applicable sports and has several Special Use Agreements for more intricate needs of Park resources.
14. What is the current process for boat rentals?
- The Division recently integrated boat rentals as a Point of Sale function in our Reservation Management System.
15. Does the Delaware Electronic Licensing RFI and your RFI overlap? Do you know if these are related? Any insight would be greatly appreciated.
- At this time, they are not related. Our RFI is specific to the business needs of the Division of Parks and Recreation. The Department is exploring potential redundancies of services

that may be integrated into one system. If these Department services are integrated, that will be reflected in any RFP that is put forth for market consideration.

16. Whether companies from Outside USA can apply for this? (like, from India or Canada)
 - This is a Request for Information. There is no application process and no award of business that will result from this RFI. For RFP processes, no activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter. Failure to adhere to this requirement is cause for elimination from future consideration.
17. Whether we need to come over there for meetings?
 - Selected vendors may be invited to make oral presentations to the Division. The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system/information and its components.
 - All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.
18. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
 - This is a Request for Information. There is no application process and no award of business that will result from this RFI. For RFP processes, no activity is to be executed in an off shore facility, either by a subcontracted firm or a foreign office or division of the vendor. The vendor must attest to the fact that no activity will take place outside of the United States in its transmittal letter. Failure to adhere to this requirement is cause for elimination from future consideration.
19. Can we submit the proposals via email?
 - Vendor Information Packet Requirements are detailed starting on page 4 of the RFI. Email is not acceptable.
20. My company has numerous commitments right now and may not be able to submit a formalized response to your RFI, however we are interested in working with Delaware with their future RFP. Will we still be considered?
 - The Division appreciates that a vendor may need to focus resources based on their business platforms and timelines. While Delaware is very hopeful to get some great informative responses to our RFI, we want to welcome any interested vendor that cannot submit an information package to submit a letter of interest with some topics you feel would be pertinent to our RFI. We will review these, along with any RFI responses and potentially invite interested vendors to provide oral presentations
21. On p. 2, you write, "...capable of servicing multiple legacy applications performing like functionality." Do you mean "replacing" these legacy apps? If not, what is their functionality?
 - We are referring to web-based reservations, permitting and pass sales, activity registration, ticketing product sales, point of sale, revenue collection, reporting/tracking/fiscal accounting, parking management systems, day camps, volunteer management, enforcement, rentals, etc. as noted in the RFI. The Division does not list specific platforms as we are seeking that information through this RFI. We are looking for information about multi-use/functionality through a management system.

22. What is the nature of the sports and venue management requirements for the new system? (p. 2)
- The Division has sport fields and activities, as well as venues, including, but not limited to wedding venues and special use facilities. These may be included in any reservation management system technology and potentially service offerings centralized at those sites may also be included (catering, programming, camps, etc.).
23. What type & levels of connectivity are provided by your current vendor (p. 2)? How are they provided? What are your desired levels of connectivity?
- Please see page 6 of the RFI related to Connectivity. Connectivity is currently through existing networks and Air Card. The Division desires a high level of connectivity with the goal of zero service outages and high industry-level speeds.
 - The Division is interested in knowing what vendors consider their minimum requirements for connectivity speed for any software/infrastructure platforms they provide.
24. Please clarify desire for mobile apps (p. 6). Would a mobile ready/responsive designed website be sufficient?
- The Division desires services to be available to a diverse customer base. One method is mobile applications for ease of use via cell-phone, tablet, etc. Responsive Web Design (RWD) is an interest to the Division as we are seeking the newest and most readily available technology for our users.
 - The Division is seeking a robust platform in the future and a progressive web application would be just one element. We would be interested to learn of any vendor's capabilities, but please note we would want that element integrate fully with our full platform.
25. Please describe desired functionality for "automated telecommunications systems" (p. 6, #7).
- The Division referred to this for automated voice systems providing customer service functions. Vendors should feel free to offer information on these types of systems/services where a customer may utilize it to acquire services without a physical person assisting them.
26. Please describe the connectivity and telecom tools provided by your current vendor for the call center (p. 8). Are they sufficient? What are your desired connectivity levels and telecom tools?
- Our current call center is based on performance standards (time of call, abandoned calls, etc.). Our vendor provides the connectivity and telecom tools required to provide a standard of service. We also have call recording and monitoring for training and management purposes. We are interested in knowing what vendors can provide related to call center functions. High levels of customer service, minimal call times, minimal wait times and zero dropped calls are desired.
27. Re Volunteer Management (p. 10, #11), please describe desired capabilities for "linking to email and social media for patch postings."
- The Division is interested in sending batch emails and social media notifications to volunteers as they relate to volunteer events, activities and park locations. Our goal is to improve and promote volunteer opportunities. We are interested in knowing how vendors can do this.
28. Please describe camper service capability (Wi-Fi & Cable TV), p. 11. Are you desiring that the vendor provide such?
- The Division is interested in information from the vendor community on best practices, methods and functionality to providing these services in campgrounds. Currently, Delaware State Parks has no Wi-Fi or Cable TV options in our campgrounds.

29. Please also describe desire for “license plate number recognition” (p. 11).
- The Division is interested in technology related to license plate number recognition for parking management. Potentially, a park ranger can drive through parking lots and determine if parking fees have been paid by using software that can identify payment with a license plate. The Division is interested in this kind of technology.
30. Please describe “contract performance metrics” (p. 12). Is this re: vendor contract? Customer contracts?
- Contract performance metrics represent measurable data relative to the contract to determine performance. This will apply to any future contract, so the Division is interested in what vendors provide related to this.
31. What are the staffing levels for the call center? For instance, how many call center reps are there?
- Staffing levels fluctuate based on call volumes.
32. How many internal staff users will need access to the system?
- Staffing levels fluctuate and some users may be external third-party agents that the Division engages with to sell permits/passes. For purposes of this RFI, the Division estimates 200 users could have access.
33. How many online registrations are performed annually?
- Total number of Orders/Reservations for FY17 was 44,201; 32,487 were campground reservations.
34. What is the annual revenue for the state parks?
- Total amount of income that went through our current system in FY17 was \$5,043,114.52.
35. Why are you issuing this RFI? Why not remain with current vendor? What limitations exist?
- The Division’s current contract term is expiring and procurement guidelines must be adhered to per Delaware Law (competitive bid requirements). The purpose of this RFI is to understand if there are limitations or new/alternate options/functions available. Information related to new technology and operations may be helpful to us in developing our RFP.
36. How does the State anticipate paying for the solution? For instance, would an annual flat fee suffice? Do you require a model by which you pay the vendor a percentage for each transaction?
- The Division currently pays various fees for service: Reservation/Registration Fees, Cancellation Fees, Point of Sale Related Fees (gross revenue tiered % fees based on revenue break points), Ticket Related Fees, and Activity Fees as applicable. The Division is interested in any information related to similar or alternate fee structures.
37. Referencing multiple pages in the RFI, (a) “...interface with the current applications for ... call center...” (b) “VI. RESPONSE REQUIREMENTS: 8. Call Center”; (a) implies that the Call Center will remain as-is and is to be integrated with while (b) implies that the Call Center will be outsourced to the respondent. Is it the Divisions desire that the respondent provide 100% outsourced Call Center operations? (Facilities, Staff, operational systems, etc.) Please clarify.
- Any new system should have call center access so that reservations and orders can be directly input. Additionally, we are interested in call center metrics showing contract compliance relative to call center terms, conditions and service levels. Through its current contract, the Division outsources call center operations. A call center is likely in our future service needs, therefore we are inquiring about any information that vendors can provide for those services.

38. Referencing RFI p. 8, 6. Help Desk Support: Full service onsite and remote service shall be provided for any and all software, hardware and connectivity issues. Please clarify what tiers of support are expected to be provided to the respondent. Is this to include fully outsourced Tier 1 helpdesk support? Are you looking to provide mobile, onsite, or web support?
- The Division expects full support for any system we procure in the future. This includes call-in/email help-desk, web, and on-site. The Division is interested in knowing what support/Tiers that vendors offer. Currently the Division has full support from its vendor through various options. The goal of the Division is to have exceptional customer service for all of its service offerings, zero down time and quick turnaround for all functions.
39. Referencing multiple pages in the RFI, VII. Section 2 "The Division requires a web-based system that includes, but is not limited to: direct and indirect sales of a diverse array of products, services and amenities." Could you clarify what point of sale hardware you are currently using? Do you want to keep that hardware or replace it?
- All current hardware and POS is provided by the Division's current vendor. We have computers, printers, credit card readers, and scan hardware. This all ties to our vendor's software platform. The Division is interested in learning about point of sale software and hardware. The Division is interested in vendor provided hardware, Division provided hardware, and/or a combination of vendor and Division provided hardware.