



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

January 31, 2020

TO: ALL OFFERORS

FROM: REBECCA LOVIN
 CHIEF OF BUSINESS SERVICES

SUBJECT: REQUEST FOR PROPOSAL - ADDENDUM
 NO. NAT19001_PARK RESERVATION
 STATE PARK RESERVATIONS, POINT OF SALE, TICKETING, REGISTRATION,
 LICENSING, AND PROGRAM MANAGEMENT

ADDENDUM #1

The purpose of this addendum is to answer questions that were submitted, include additional information and amend RFP information.

| Question Number | Section Number | Paragraph # | Page # | Text of passage being questioned | Answer |
|-----------------|--|------------------------------------|--------|---|---|
| 1 | IV. – Professional Services RFP Administrative Information B. – RFP Submissions | 19. Potential Contract Overlap | 13 | The RFP indicates that the contract expires November 30, 2020 and may be extended to accommodate the bid/award process of the RFP but the Vendor is required to provide full public access to the system/services no later than December 1, 2020. What does the extension refer to? | DNREC’s current contract has extension options remaining on the contract. DNREC will engage in extension only to accommodate the bid/award process if it is not completed, in the event of a non-award or if there is a delay in “go-live” of a new system (which damages may apply). |
| 2 | V - Contract Terms and Conditions 8. - General Contract Terms | j. - Performance Bond | 25 | Does the surety in the amount of 100% of the specific award refer to value of the contract for the total of 5 years? Or for the value of the contract over one year? | Bond amount shall represent 100% of one (1) year specific award. |
| 3 | Appendix B – Scope of Work and Technical Requirements | 17. – Assist with Content Manageme | 94 | Requiring the Liaison to be onsite providing daily support during business hours is a very costly requirement. In addition, | DNREC does not identify a specific question listed here. Related to the Embedded Liaison, DNREC is prepared to pay for the |

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| | <p>F. – Scope of Services Required</p> <p>1. – Required Services</p> <p>I. – Embedded Support Liaison</p> | nt System Development | | <p>the requirement to have the Liaison dedicated to support the State of Delaware’s contract only is also very costly. This could add \$100,000 to cost of a proposal. Your need for a Liaison could be accomplished with a non-dedicated Liaison at any location. You have plenty of standards and liquidated damages to ensure that any Liaison was meeting your needs of support and content management system development. Requesting that a Liaison be present at the DNREC headquarters for specific tasks and durations could be an additional requirement.</p> | <p>Embedded Liaison as part of the contract as a pass-through type fee. The fee should be added to the proposal as part of the annual fee structure (salary/benefits, etc. should be identified and structured to State of Delaware market comparable for similar technical support services).</p> <p>DNREC has a small administrative team and requires support in system management and use for the central office, field staff and third-party agents. The goal is a daily representative and on-site support. DNREC is open to evaluating alternative options, however the Embedded Liaison is required.</p> <p>If a vendor would like to take exception to what DNREC is requesting and propose an alternative, then that should be specifically addressed on the Exception Form, Attachment 3 of the RFP. Any option for off-site support shall fully detail how all support functions listed on pages 93 and 94 will be met.</p> |
| 4 | <p>Appendix G – Scope of Work and Technical Requirements</p> <p>G. Additional Specifications and Terms Required</p> | 1. Funds Collected/Received | 98 | <p>This section discusses credit card payments, but it doesn’t specify who pays for the credit card merchant fees. Is it correct to assume that the vendor will process card payments directly to the State’s bank and that card interchange fees will thus not be paid by the vendor?</p> | <p>The State of Delaware’s current Merchant Processing Agreement (currently held by Bank of America) is available at: http://contracts.delaware.gov/contracts_detail.asp?i=3682</p> <p>The vendor will process card payments directly to the DNREC’s bank and the credit card machines shall be provided by DNREC (DNREC will work with awarded vendor on machines types utilized by the State’s Treasurer’s Office vs. recommended by the awarded vendor). DNREC shall pay any card interchange fees as applicable.</p> |
| 5 | <p>Appendix G – Scope of Work and Technical Requirements</p> <p>G. Additional Specifications</p> | 1. Funds Collected/Received | 98 | <p>This section discusses credit card payments. There is no indication if the credit card pin pads are fully integrated, semi-integrated or non-integrated. Does the Bank of America provide a payment API?</p> | <p>Our current contract vendor provides all hardware, including credit card machines. Under a new contract, it is the expectation that DNREC will provide all hardware. DNREC would like to procure credit card machines from</p> |

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| | and Terms Required | | | | <p>the Merchant Processing Agreement (currently held by Bank of America) available at: http://contracts.delaware.gov/contracts_detail.asp?i=3682</p> <p>Included machines in the contract related to credit card and POS processing are First Data FD130 Terminal, Clover Flex, Clover Mini and Clover Station. DNREC requires vendor to make recommendation for equipment best suited for their solution/software.</p> <p>API is addressed in the contract listed above.</p> |
| 6 | Appendix E3 | 1. Scope | 1 | Your contract with Parkeon expires May 31, 2020. What is your intention with regards to extending this contract? | DNREC is purchasing/installing approximately 20 additional Parkeon units in 2020. As this is a National Cooperative Purchasing Alliance (NCPA) contract participating addendum, it is unknown if Parkeon will be extended or re-awarded if a new RFP is marketed. DNREC is satisfied thus far with the performance of the Parkeon units in our lower volume park entrances. For our large volume park entrances during peak season, a fee attendant is still required. |
| 7 | Appendix F - Key Performance Measures (KPM) and Liquidated Damages | 007 Call Center Staff Training | Row 14 | Requiring that all new hires tour (at least 1 DE State Park) within 6 months of employment is an onerous requirement. In your current contract (Appendix E2, Exhibit No. 6) only call center management staff are required to meet this requirement. This makes it very difficult to use trained staff for heavy call periods when we have temporary needs and use staff from other call centers that are trained but only used for backup situations such as weather disasters or power outages. This requirement would add a lot of cost to a proposal. Requiring that the call center management staff include a trainer would possibly achieve the same result you are looking for. The trainer would then train all call center | <p>DNREC does not identify a specific question listed here.</p> <p>If a vendor would like to take exception to what DNREC is requesting and propose an alternative, then that should be specifically addressed on the Exception Form, Attachment 3 of the RFP.</p> |

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| | | | | staff hires. | |
| 8 | Appendix A – Minimum Mandatory Submission Requirements | Item No. 7 | 62 | This row identifies Attachment 4 as the Company Profile (including Emergency Contacts) and Capabilities form; however, Attachment 12 (page 56) has the title of Company Profile and Capabilities Form. Attachment 4 on page 47 has the title of Confidentiality Form, which Appendix A refers to as Attachment 5. Other Attachments identified in Appendix A do not match the actual Attachments. | DNREC identifies the errors on Appendix A and will post a replacement Appendix A – MINIMUM MANDATORY SUBMISSION REQUIREMENTS CHECKLIST as Addendum 1 – Exhibit B to this RFP. |
| 9 | NAT_19001ParkReser_rfp_rev.pdf | N/A | N/A | Will we be provided with MS Word version of this document so that we can copy the Attachments and Appendixes? | DNREC has included MS Word versions of applicable forms in Addendum 1 – Exhibit B to this RFP. |
| 10 | I. Embedded Support Liaison | 17. Assist with Content Management System Development | 94-95 | Liaison shall be on-site during business hours and Vendor shall provide a secondary Liaison (trained on Delaware processes and procedures) support person for vacations exceeding five (5) business days or long term sick leave/absence exceeding five (5) business days. Does the Department currently have an Embedded Support Liaison? | DNREC does not currently have an Embedded Support Liaison. |
| 11 | I. Embedded Support Liaison | 17. Assist with Content Management System Development | 94-95 | Liaison shall be on-site during business hours and Vendor shall provide a secondary Liaison (trained on Delaware processes and procedures) support person for vacations exceeding five (5) business days or long term sick leave/absence exceeding five (5) business days. Will an exception be accepted for an Embedded Support Liaison to be able to remotely telecommute with frequent scheduled on-site visits as coordinated with and approved by the Department? | DNREC is prepared to pay for the Embedded Liaison as part of the contract as a pass-through type fee. The fee should be added to the proposal as part of the annual fee structure (salary/benefits, etc. should be identified and structured to State of Delaware market comparable for similar technical support services). DNREC has a small administrative team and requires support in system management and use for the central office, field staff and third-party agents. The goal is a daily representative and on-site support. DNREC is open to evaluating alternative options, however the Embedded Liaison is required. If a vendor would like to take exception to what DNREC is requesting and propose an |

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| | | | | | alternative, then that should be specifically addressed on the Exception Form, Attachment 3 of the RFP. Any option for off-site support shall fully detail how all support functions listed on pages 93 and 94 will be met. |
| 12 | III. Required Information | 1 | 3 | <p>The following information shall be provided in each proposal in the order listed below.</p> <p>Should the proposal be structured in the exact order in Section III. Required Information; A. – Minimum Requirements; B. Cover Letter; C. Table of Contents; D. Description of Services and Qualifications? Or should we be following the order of items found in Appendix A – Minimum Mandatory Submission Requirements, found on page 62 of the RFP? How many tabs should we have when creating our booklet and how exactly should the table of contents be structured/organized?</p> | <p>The Cover Letter and Table of Contents should be first in your proposal to identify the company, intent and provide a guide for your proposal. Follow A. Minimum Requirements. The Appendix A checklist will be amended and included as Addendum #1 Exhibit B to this RFP. The Checklist serves as a guide to assist vendors in being fully “responsive” to the proposal to avoid missing a key component. Your table of contents should be organized and easy-to-follow with your proposal.</p> <p>DNREC encourages creative proposals and options to meet our requirements. It is up to each vendor to determine the full scope of their proposal. Using A. Minimum Requirements and Appendix A as a guide is highly recommended to ensure nothing is forgotten from the proposal and potentially deeming it “non-responsive”. The number of tabs is up to each perspective vendor.</p> <p>Note: Vendor scoring is included on page 16 and 17 of the RFP. It is highly recommended that vendors ensure that the scoring committee is able to find and easily review information related to scoring criteria.</p> |
| 13 | Appendix B – B | 8 | 65 | Will the new vendor be required to integrate with Parkeon? | DNREC is very interested in potential reporting integration with Parkeon and our awarded vendor, however it is not a mandatory requirement. DNREC is also requesting, as a “Value Added Option”, a solution for unmanned/remote system capability and mobile device system capability related to Daily Entrance/Parking fee collection. This is also not a mandatory requirement but would be very beneficial to DNREC if a creative |

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| | | | | | solution was able to be implemented. |
| 14 | N/A | N/A | N/A | Does RA and Parkeon's contract align with the same termination date? | No, they are totally separate contracts and services at this time. Our current Asira term expiration date is November 30, 2020. Our current Parkeon term expiration date is May 31, 2020. |
| 15 | N/A | N/A | N/A | Please confirm, Parkeon is not required to be the parking solutions provider under the new contract. | <p>DNREC will have approximately 40 Parkeon meters operating in various locations throughout our 17 state parks as of May 30, 2020. Most locations are low volume or are placed to support fee booths where applicable. These meters have been purchased and we will continue using them until the end of their life cycle.</p> <p>DNREC is requesting, as a "Value Added Option", a solution for unmanned/remote system capability and mobile device system capability related to Daily Entrance/Parking fee collection. This is also not a mandatory requirement but would be very beneficial to DNREC if a creative solution was able to be implemented.</p> |
| 16 | G.1.C | 1 | 99 | <p>Can you please confirm whether the vendor or the DNREC will be responsible for credit card fees?</p> <p>On page 99, it states that the State will determine who the credit card processor is. However, in other areas of the RFP (Page 109 Item 22 Paragraph 1-3), it states that the vendor must provide "state of the art" solutions (including an attestation for compliance) for credit card processing.</p> | <p>The State of Delaware's current Merchant Processing Agreement (currently held by Bank of America) is available at: http://contracts.delaware.gov/contracts_detail.asp?i=3682</p> <p>The vendor will process card payments directly to the DNREC's bank and the credit card machines shall be provided by DNREC (DNREC will work with awarded vendor on machines types utilized by the State's Treasurer's Office vs. recommended by the awarded vendor). DNREC shall pay any card interchange fees as applicable.</p> <p>Page 109 references the recognition that the vendor's POS solution will be utilized for customer data and processing payments as applicable. The solution must conform to PCI</p> |

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| | | | | | standards and protection of customer data (including any credit card data captured). |
| 17 | N/A | N/A | N/A | What are the most frustrating parts of your current system? | The amount of time our small administrative team is needed to engage in system challenges; no content management system; lack of ad hoc reporting; inability to get a usable data dictionary for our data; field support; and the lack of authority to process certain updates or promotions without going through a timely service ticket process with the vendor for them to do it. |
| 18 | N/A | N/A | N/A | What are 3 of your strategic priorities as an agency? | <p>“Agency” shall be defined as our Division of Parks and Recreation for this question.</p> <p>In the interest of space for this question, please review the “About Us” page on our website at: https://www.destateparks.com/Home/About</p> <p>This covers our responsibilities, mission statement and the principles of our operation.</p> |
| 19 | J | 1 | 25 | Performance Bond – Would the state entertaining diminishing or eliminating the Performance Bond requirement in lieu of another financial backstop to cover performance related items I.e., Letter of Credit, etc.? Performance Bonds over the past 5 years have nearly disappeared from the financial portfolio of guarantor companies. For this reason, they are increasingly harder to secure and increasingly expensive.... costs that are inevitably passed on to the DNREC. | <p>The State of Delaware requires Performance Bonds for over threshold contracts. This is in the best interest of the State of Delaware.</p> <p>Bond amount shall represent 100% of one (1) year specific award.</p> |
| 20 | J | 1 | 25 | Performance Bond Is the amount of the Performance Bond based on the initial five (5) years of the contract (award), or is it required to be in place during the optional extension years of the contract? | Bond amount shall represent 100% of one (1) year specific award. The bond must be in place for the entirety of the contract, including any extensions. An annual renewable bond is acceptable. The bond must be furnished to DNREC annually (unless a full-term bond is completed) and at no time shall it lapse. |

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| 21 | J | 1 | 25 | <p>Performance Bond Does the amount of the Performance Bond decrease annually as the contract (award) value decreases?</p> | <p>Typically, the initial bond value of the contract award is held for the term of the contract. This is also the case for an increase. DNREC is not opposed to working with the awarded vendor on an annual bond review as long as the bond never lapses.</p> |
| 22 | 9 | h. | 4 | <p>Advertising and Marketing Plans Can you please provide copies of the most current advertising and marketing plans to use as a baseline for expectations?</p> | <p>DNREC does not have a formal Advertising and Marketing plan with our current contract vendor. Our current contract vendor does do some marketing through Reserve America as well as provides analytics for our review via surveys, google analytics and blogs. There is no formal plan to provide. DNREC is requiring more engagement in the new contract. Please review page 95, m. for our initiatives and goals for the DNREC/vendor partnership.</p> |
| 23 | 1 | 1 | 72 | <p>Required Services – SMS/Text. Does the current vendor provide SMS/Text messaging today, and if so, what is the annual cost incurred for these messages services and who underwrites these costs? Is the vendor anticipated to account for these messaging costs as part of our bid proposal? What is the anticipated volume / number of SMS/Text messages that the DNREC expects to be sent out on an annual basis?</p> | <p>Our current contract does not provide SMS/Text message alert messaging as part of our contract at this time. Our current contract does provide some SMS/Text related to customer service/trouble tickets. DNREC is not itemized billed for these services. Please review Appendix E – Exhibit E2 of this RFP to review our current contract, which includes the pricing platform. Please review our RFP page 68 E. CONTRACT FEES AND REPORTING. Vendor may propose a billing system based on a fixed fee schedule, transactional fee schedule or a combination of fixed and transactional fees. Obviously, minimal add-on fees will make a vendor’s proposal more desirable. DNREC cannot determine the volume/number of SMS/Test messages that we would expect to send on an annual basis. We are very interested in sending updates to our camping customers for not only emergencies or other required information, but also for reminders, “things to do” and programming during their visit.</p> |

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| | | | | | <p>DNREC would like to make visiting Delaware State Parks a much more interactive experience and SMS/Text would greatly improve that.</p> <p>Page 121, Appendix E of the RFP lists our CURRENT BUSINESS DATA that can be utilized to show customer volumes.</p> |
| 24 | 10 | 1 (a) | 57 | <p>Attachment 12 Does DNREC contribute funds, resources, or other assets to the execution of the advertising marketing plan?</p> <p>Should proposers include use of available DNREC funds in the advertising and marketing plan?</p> <p>If funds are available, what is the projected annual amount over the term of the contract (award)?</p> | <p>DNREC does not have a formal Advertising and Marketing Plan with our current contract vendor.</p> <p>DNREC does have a dynamic marketing team (as well as a contracted Marketing vendor for support), which if the Advertising/Marketing Plan required that team's engagement or funds for a promotion or function, then that should be identified in the Plan and would obviously need approval prior to implementation.</p> <p>DNREC would like to highlight that we use social media heavily and also use our websites for promoting our products and services. This type of advertising, marketing or cross promotion of retail products and services should not be overly costly to the awarded vendor. We are also looking at "bundling" services (camping reservation, buy an annual pass and a t-shirt) as a good example of cross promoting or having links to other areas where customers can engage in a service – "click here to see available programs during your stay". Providing full analytics for the landing pages of the solutions website and customer data including demographics, locations, age, equipment type, etc. are also part of our marketing initiatives that the awarded vendor should be able to provide through solution reporting or other means without a major fee structure associated.</p> <p>DNREC cannot determine funds available or projected above an</p> |

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| | | | | | annual award amount as we would need to evaluate some type of proposal. |
| 25 | 25 | 1 | 74 | Email Messages - Does the vendor need to integrate with an existing DNREC email application or can the vendor use its own email application for reminders, alerts, etc.? | The awarded vendor can use its own email application as it should be generated from your solution in some manner. However, DNREC does not wish to have a third party's name on emails to customers as the awarded vendor's services provided to DNREC's customers should be seamless. All communications should in some way represent Delaware State Parks and not list the vendor's name or information as a focal point. DNREC has had issues in the past of customers not being able to identify who was sending them information or contacting them as someone other than Delaware State Parks was listed. This is confusing to our customers and we require seamless service. |
| 26 | 37 (q) | 1 | 77 | Survey Tool Does DNREC license a COTS survey tool and if so, would you please name the tool? | Survey's are sent from our current contracted vendor. We do not know if they use a COTS product or if it's specifically developed. A great deal of information (including all customer and reservation detail) is included, therefore PII shall apply. |
| 27 | 37 B)(1) | 1 | 81 | POS Does the system need to integrate with the states licensing system for sale of fishing licenses or other recreational permits? (https://egov.dnrec.delaware.gov/egovpublic/dnrec) Can DNREC provide scenarios for the sale of any such licenses? CAN DNREC provide a list of any such licenses along with any business rules that may be required to implement the sale of such licenses. These are exclusive of surf fishing permits. | No, the awarded vendor's solution does not need to integrate to the State's Fish and Wildlife system. If DNREC determined to add the Fish and Wildlife or Boat Registration functions to our awarded contract in the future as <i>it is the same service platform we are using now (passes and permits)</i> , we would mutually amend the contract to reflect Fish and Wildlife's inclusion and the awarded vendor would submit development pricing as applicable for approval. At this time, we have no plans to engage in this. DNREC is currently utilizing our software system for annual passes and surf permits. There are different pricing platforms included as well as inventory. We may also add Delaware State |

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| | | | | | <p>Parks hunting licenses which are minimal. For Fish and Wildlife, the also have numerous types of permits and passes. The site you listed, or more specifically https://egov.dnrec.delaware.gov/egovpublic/dnrec/disp?doc=shoppingcart&op=catalog&channel=public&CatalogType=FishAndWildlifePermits&LicenseType=HuntingAndFishing can be reviewed to see what types of permits and passes they utilize. Again, at this time, we have no plans to engage in this and recognize that if it was added at a later date, it would require development. There is no need to provide business rules for Fish and Wildlife at this time.</p> |
| 28 | L | q11 | 93 | <p>Embedded Support Liaison Does this critical role exist today, and if so, is there a formal job description, including experience, education, etc., that can be provided? If it is provided by the current vendor, are contractor costs included in vendor transaction fees, or is this a separate agreement? If the later, what is the annual fee paid? Will the “secondary” liaison be required to be on-site if/when the primary liaison is on vacation or absent?</p> | <p>DNREC does not currently have an Embedded Support Liaison.</p> <p>DNREC is prepared to pay for the Embedded Liaison as part of the contract as a pass-through type fee. The fee should be added to the proposal as part of the annual fee structure (salary/benefits, etc. should be identified and structured to State of Delaware market comparable for similar technical support services).</p> <p>Page 93, I. Embedded Support Liaison details the requirements for this role, including timelines of support. The role is an on-site role. This section details that at no time shall a dedicated trained Liaison be unavailable or off-site for more than five (5) business days. Exceeding this standard shall result in Liquidated Damages in addition to hourly reimbursement of DNREC staff required to fulfill the Liaison role during the absence period.</p> |
| 29 | Appendix J - Attachment | Sheet 1n | N/A | <p>The reservation volume is only reported for July which is likely the peak month. Could DNREC provide a report for reservation volume by channel broken down by month / day for an entire year?</p> <p>Note: Page 127 of the RFP has some information that may</p> | <p>DNREC has provided updated and additional data slides for Appendix E of the RFP – DELAWARE STATE PARKS CURRENT CONTRACTS AND BUSINESS DATA. Data can be reviewed in ADDENDUM #1 EXHIBIT C of this RFP (Q&A).</p> |

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| | | | | answer this question. However, it does not contain an estimate of call volume daily to help estimate the load on the call center. | |
| 30 | M | q11 | 95 | <p>Co-Op Advertising</p> <p>Is the vendor expected to contribute to co-op advertising as described in the Marketing Function section? If so, is there an annual amount that is expected to be contributed?</p> | <p>It is more likely that DNREC will engage in a co-op advertising opportunity and will want to utilize the awarded vendor's solution on the customer facing side (DNREC's reservation or passes and permits website provided by the awarded vendor) to post these options in conjunction with the goals and initiatives for DNREC. For example, DNREC may partner with the company REI for the "Opt-Outside" initiative and link to their website for a period of time. DNREC is not seeking the awarded vendor to contribute monetarily to the co-op advertising, or to hunt for advertisers/media. That would be driven by DNREC.</p> |
| 31 | 2b | N/A | 95 | <p>Cross-promotions</p> <p>"System shall be able to do searches and/or queries for dates, activities, tickets and attractions, such as hiking, fishing, hunting, boating, shopping, etc."</p> <p>Is it DNREC's intent that the searches for hunting, fishing, and boating are real-time into a licensing and permitting system, or will a look up or static regulations, seasons, and other content sufficient?</p> | <p>Cross Promotion of Services and Amenities is a Value Added Option. It is not mandatory, however special consideration may be given to a vendor that can provide this service/solution.</p> <p>DNREC's intent is to provide a comprehensive picture of "things-to-do" and services close to our campgrounds and parks. For example, Expedia offers reservations, bundled options, event tickets, things to do, deals, etc. close to a specified place. They are essentially a resale marketplace. DNREC is interested in creative proposals that would include this or what you have suggested (real-time, or static review). DNREC's goal is to curb massive development and additional costs, that is why this is a Value Added option. Some vendors may have this type of technology already in progress and we might benefit from that.</p> <p>Vendors should propose what they feel is their best achievable platform, while ensuring cost management.</p> |

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| 32 | D | 4 | 84 | <p>Does the current vendor provide fulfillment services in the current contract? If so, can you provide us the annual volume by month / day of items that are fulfilled by the vendor.</p> <p>If the vendor does not currently provide these services, can you provide an estimate of the volume of items to be fulfilled? Are you open to electronic fulfillment options by the customer? Can we explore other solutions for fulfillment?</p> | <p>No, DNREC provides all fulfillment services.</p> <p>DNREC has provided Online Fulfillment Volume by Season in Addendum 1 – Exhibit C.</p> <p>DNREC requires immediate physical fulfillment as stated in this RFP. DNREC has determined for the immediate future that it will continue with Decals (print on demand based) and Surf Plates vs. a print at home option or the use of a mobile device. We will continue to evaluate these options and may determine in the near future to go in that direction. We are very interested in a vendor’s alternative option for this and welcome reviewing it as part of a Value Added option.</p> |
| 33 | 2e | 1 | 96 | <p>Electronic Data Entry Forms and Registration</p> <p>Does DNREC have a current electronic signature service today, and if so, is the use of that service mandatory or can the vendor choose the preferred option?</p> | <p>No, DNREC utilizes manual forms and registration/signatures. DNREC, as part of a Value Added option is very interested in electronic signatures used with electronic data entry forms and registration. Vendor’s are encouraged to provide options.</p> <p>Additionally, as part of the POS and Campground Reservation Services, customers should have check boxes that must be checked to “agree to terms and conditions or must reads” before it will allow completion of a transaction for reservations, online sales or ticketing. DNREC will want this incorporated into the vendors solution as a standard function, not a Value Added function. Slightly different than what we are requesting with the full forms and signatures, but we felt it was worth noting.</p> |
| 34 | Appendix J Attachment | Sheet 2K | N/A | <p>Invoice Remittance</p> <p>This invoice provided is from July 2019 only. Can DNREC provide monthly invoices from RA Outdoors, LLC dba Aspira for all of 2018, 2019 in a comparable format? Can DNREC provide a total amount paid to RA Outdoors, LLC dba Aspira under the terms</p> | <p>Please see Addendum 1 – Exhibit A (included as part of this Q&A response) for DNREC Requisitions as requested. Requisitions include invoiced items/amounts, deductions and final total payment amounts for each month.</p> |

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| | | | | of the current agreement for years 2018 and 2019? | |
| 35 | II | A/C | 2 | <p>Overview-Equipment Does DNREC own the POS equipment currently in use? If so, does DNREC have rights to acquire that POS equipment if a new vendor is selected? Does the current POS equipment meet current PCI standards?</p> | <p>DNREC does not own the current equipment. It is provided by the current contract vendor. We do have several computers that we utilize at the Dover Central Office that are not vendor computers and we process full functions from them via the vendor's online platform.</p> <p>DNREC has budgeted to purchase all new equipment. DNREC requests recommendations for equipment for the awarded vendors solution to operate at peak performance. Equipment will not be procured until the contract is awarded.</p> <p>The current vendor adheres to PCI compliance.</p> |
| 36 | Appendix A - MINIMUM MANDATORY SUBMISSION REQUIREMENTS | Item No. 11 | 63 | <p>(Attachment 10) One (1) complete OSD application (see link on Attachment 10) – only provide if applicable</p> <p>QUESTION: The requirement checklist identifies Attachment 10 as OSD; however, the OSD document is Attachment 9. The checklist does not state the Performance Bond document must be submitted with the RFP. Please clarify the submission requirements for Attachment 9 OSD and Attachment 10 Performance Bond.</p> | <p>DNREC identifies the errors on Appendix A and will post a replacement Appendix A – MINIMUM MANDATORY SUBMISSION REQUIREMENTS CHECKLIST as Addendum 1 – Exhibit B to this RFP.</p> <p>DNREC does not require the Performance Bond to be submitted until the vendor has been offered the contract award due to potential best and final offers. It must be submitted prior to contract execution.</p> |
| 37 | Appendix B - Item I. - Minimum Requirements * Section F. Scope of Services Required * 1. Required Services | Item b. Point of Sale | 81 | <p>Sub-point i. under 2.c. Text is: c. round up charitable donation functions and regular donations i. payments and refunds, full inventory management (tracking and reporting to include stock replenishment), customer information/profiles management (purchase history), discounts, dashboards (customizable for various levels of management) and real-time sales reporting by employee, items types, location, inventory levels, item descriptions by different modifiers, sizes and</p> | <p>Yes, 2.c.i. should be 2.d. on page 81, this is a formatting discrepancy.</p> |

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| | | | | <p>SKU's, manage on any device, reports on current inventory and update quantities in bulk, ability to archive inventory items, receive daily stock alerts via email and reports for low inventory items, fast downloads to csv./Excel spreadsheets, easy add/adjustments of inventory from any device, multi-location inventory management, cost of goods sold and projections reporting, purchase order information, passcodes for employees, fast customer check-out, create and print bar code labels, create item product codes, inventory history, employee sales, labor vs. sales, gross sales, inventory by category, sales by category, margin reporting, and projected profit estimates and margins. Mobile platform (for use by staff with tablets in the field – functionality from any location) is requested.</p> <p>QUESTION: Is item i. out of place? The content does not relate to charitable donations.</p> | |
| 38 | Appendix B - Item F, Scope of Services Required; #1 - Required Services | Item d. Licensing, Passes and Permits under Required Services | 83 | Re: hunting licenses, are the requirements of the RFP limited to only transacting the sale of hunting licenses as a defined item in the system? If greater scope, please provide details. | DNREC would like to add Delaware State Parks hunting licenses to the system. Specific data would be captured, similar to the Surf Fishing Permit, but additional information. This would be a print on demand license. This is not currently automated but should not require major development compared to the Surf Fishing Permits that will already be required. |
| 39 | Appendix E - Current Contracts and Business Data | Calls handled per month | 125 | Please provide calls handled per month for Oct., Nov. and Dec. 2019 | DNREC has provided additional call volume per month in Addendum 1 – Exhibit C. |
| 40 | 1. Required Services a. Campground Reservation Management | 36. c. ii. | 75 | <p>c. Provide screens/content management system enabling properly authorized staff to:</p> <p>ii. Archive categories/inventory</p> <p>Request: Please provide a use case scenario illustrating the requirement's business objective</p> | DNREC staff require the ability to archive (effectively hiding, but still available for audit and reporting purposes) inventory. For example, our POS lists thousands of items that may not be “live” any longer and it is very cumbersome to run reports and manage inventory |

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| | | | | | with lists of merchandise that is no longer active in our stores. We want items or campground inventory, etc. archived if not actively being used so we can better manage our inventory. |
| 41 | 8. General Contract Terms | j. Performance Bond | 25 | <p>Vendors awarded contracts are required to furnish a 100% Performance Bond in accordance with Delaware Code Title 29, Section 6927, to the State of Delaware for the benefit of DNREC with surety in the amount of 100% of the specific award. Said bonds shall be conditioned upon the faithful performance of the contract. This guarantee shall be submitted using Attachment 10 in the form of a good and sufficient bond drawn upon an Insurance or Bonding Company authorized to do business in the State of Delaware.</p> <p>QUESTION: According to Delaware Code Title 29, Section 6927, the agency "may require" a performance bond. Will the agency exercise its discretion to waive or reduce the bond amount since the amount to be paid to the successful vendor is dependent on performance? Under the business model we anticipate we would not be paid unless we perform per the contract specifications and that is all the incentive we need to perform. Otherwise, this provision has a discriminatory impact against small businesses in favor of larger corporations, and that does not seem to be the intent based on the RFP.</p> | <p>Bond amount shall represent 100% of one (1) year specific award.</p> <p>The State of Delaware requires Performance Bonds for over threshold contracts. This is in the best interest of the State of Delaware. It can be waived and that may often be an option for Non-Professional Services. This is a Professional Services contract where, yes, if the vendor does not perform, they don't get paid, but the purpose of the bond also provides the State the option of recovering all costs, damages and expenses (which could equate to an emergency contract with another vendor if needed) growing out of or by reason of the successful bidder's failure to comply and perform the work and complete the contract in accordance with the contract.</p> <p>DNREC partners with many small businesses and engages Performance bonds frequently. This is a public Request for Proposals and all vendors are treated equally. Performance bonds are standard to the State of Delaware, especially large revenue driven contracts such as this one. Terms and conditions included in this request are in the best interest of the State of Delaware.</p> <p>Vendors may take exception that should be specifically addressed on the Exception Form, Attachment 3 of the RFP. Please note that DNREC is being transparent in stating that it will not accept any exception for the terms and conditions of the Performance Bond included in this Request for Proposal.</p> |

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| 42 | Appendix E | Current Business Data | 129 | Please provide the number of overnight bookings per year for each of Call Center, Online, In Person | DNREC has provided booking information in Addendum 1 – Exhibit C. |
| 43 | Appendix B | I. A. Introduction | 65 | <p>...an embedded support liaison to assist in the daily operations of the system, and marketing (a comprehensive marketing plan that will integrate with DNREC as a whole).</p> <p>QUESTIONS: 1.) Does your current Aspira contract include a full-time, DNCR-based support liaison? 2.) If "yes," does that same person support marketing initiatives, or is marketing support provided by a different individual? 3.) If marketing support is provided by a different individual, what is the contractual commitment for their time and presence dedicated to DNREC?</p> | <p>DNREC does not currently have an Embedded Support Liaison.</p> <p>Page 93, I. Embedded Support Liaison details the requirements for this role, including timelines of support.</p> <p>DNREC currently has no formal Marketing Plan with the current vendor. DNREC is requiring more engagement in the new contract. Please review page 95, m. for our initiatives and goals for the DNREC/vendor partnership.</p> |
| 44 | F. Scope of Services 1. Required Services | b. 3. | 81 | <p>DNREC is responsible for on-site equipment and DNREC network connectivity only, not software or Vendor platform.</p> <p>QUESTIONS: 1.) Make and model of current credit card terminals? 2.) Are they Apple Pay, NFC, EMV and magnastrip compatible?</p> | <p>DNREC does not own the current equipment. It is provided by the current contract vendor and will be turned in at the end of the contract.</p> <p>DNREC has budgeted to purchase all new equipment. We would like maximum compatibility to benefit our customers.</p> <p>The State of Delaware's current Merchant Processing Agreement (currently held by Bank of America) is available at: http://contracts.delaware.gov/contracts_detail.asp?i=3682</p> <p>DNREC requests recommendations for equipment (including the credit card terminals) for the awarded vendors solution to operate at peak performance. Equipment will not be procured until the contract is awarded. DNREC will engage the Merchant Processing Agreement for first engagement of procuring terminals; if required, we will engage open market, but must exhaust the listed contract first.</p> |

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| 45 | Appendix B. I. Minimum Requirements | B. Background: | 65 | <p>Parkeon provides solar parking meters (cash/credit for daily entrance where applicable) in low volume areas to replace iron ranger boxes.</p> <p>QUESTIONS: 1.) Is the intent to continue use of the Parkeon meters, or to replace them? 2.) Do you have an API for Parkeon integration?</p> | <p>DNREC will have approximately 40 Parkeon meters operating in various locations throughout our 17 state parks as of May 30, 2020. Most locations are low volume or are placed to support fee booths where applicable. These meters have been purchased and we will continue using them until the end of their life cycle.</p> <p>DNREC is very interested in potential reporting integration with Parkeon and our awarded vendor, however it is not a mandatory requirement. DNREC is also requesting, as a “Value Added Option”, a solution for unmanned/remote system capability and mobile device system capability related to Daily Entrance/Parking fee collection. This is also not a mandatory requirement but would be very beneficial to DNREC if a creative solution was able to be implemented.</p> <p>Parkeon, as part of our participating addendum, agrees to Delaware’s terms and conditions (includes data encryption and cloud security).</p> <p>To review information related to Parkeon’s services for integration and development work, you can review the RFP and Contract details at: http://bidcondocs.delaware.gov/GSS/GSS_19846ParkMeter_rfp.pdf</p> |
| 46 | Appendix B I. Minimum Requirements | B. Background: | 65 | <p>RA Outdoors, LLC dba Aspira provides hardware, software, connectivity, call center and support services...</p> <p>QUESTION: What are the current annual fees paid to Aspira to for each of: 1.) Transaction fees 2.) Credit card fees 3.) Call center services 4.) Embedded Liaison 5.) Other (please itemize)</p> | <p>DNREC does not currently pay direct credit card fees as we do not own the equipment.</p> <p>DNREC does not have an Embedded Liaison as part of the current contract.</p> <p>Current fee structure for the Aspira contract is included in Appendix E – Exhibit E2 of this RFP at http://bidcondocs.delaware.gov/NAT/NAT_19001ParkReser_appE2.pdf</p> |

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| | | | | | All fees for the current contract are included as noted above, there is no "Other". |
| 47 | 8. General Contract Terms | ACA Safe Harbor | 21 | <p>The State and its utilizing agencies are not the employer of temporary or contracted staff. However, the State is concerned that it could be determined to be a Common-law Employer as defined by the Affordable Care Act ("ACA"). Therefore, the State seeks to utilize the "Common-law Employer Safe Harbor Exception" under the ACA to transfer health benefit insurance requirements to the staffing company. The Common-law Employer Safe Harbor Exception can be attained when the State and/or its agencies are charged and pay for an "Additional Fee" with respect to the employees electing to obtain health coverage from the Vendor.</p> <p>QUESTION: We are a small company that currently provides employee health insurance that satisfies the safe harbor rule, and plans to continue to provide said insurance without any increase in employee cost due to this project, should we answer \$0.00?</p> | <p>Per the terms of the RFP, the Common-law Employer Safe Harbor Exception can be attained when the State and/or its agencies are charged and pay for an "Additional Fee" with respect to the employees electing to obtain health coverage from the vendor. The Common-law Employer Safe Harbor Exception under the ACA requires that an Additional Fee must be charged to those employees who obtain health coverage from the vendor, but does not state the required amount of the fee. The State requires that all vendors shall identify the Additional Fee to obtain health coverage from the vendor and delineate the Additional Fee from all other charges and fees. The vendor shall identify both the Additional Fee to be charged and the basis of how the fee is applied (i.e. per employee, per invoice, etc.). The State will consider the Additional Fee and prior to award reserves the right to negotiate any fees offered by the vendor. Further, the Additional Fee shall be separately scored in the proposal to ensure that neither prices charged nor the Additional Fee charged will have a detrimental effect when selecting vendor(s) for award.</p> <p>As DNRC cannot determine what the required amount of the fee would be for a vendor, but as some type of fee must be billed, a minimum of \$0.01 is acceptable.</p> |
| 48 | N/A | N/A | N/A | While we are extremely qualified for the high volume call center aspects of the scope of work, we do not have any qualifications implementing Point of Sales systems. We are available to participate as a subcontractor partner or as a Prime if the call center support were an isolated | Vendors can bid on all or some of our bid specifications. It's possible that some vendors will specialize in some services where others do not and that may result in the need for DNREC to multi-award (although that is not likely for this contract). |

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| | | | | <p>procurement.</p> <p>Is a pre-bid meeting planned for this RFP? These meetings are sometimes helpful where teaming is important.</p> | <p>DNREC does not have a pre-bid meeting planned.</p> |
| 49 | N/A | N/A | N/A | <p>We saw the posting for the new RFP for "State Park Reservations, Point of Sale, Ticketing, Registration, Licensing ,NAT-19001Park_Reser" RFP that came out on Dec 27th. There was also an RFP that came out with almost the same requirements back in 2018. Do you have any insight you can provide as to why this new one was released?</p> | <p>The previous permitting RFP was not inclusive of the Division of Parks and Recreation's scope as we are currently under another contract. These RFP's are for separate needs and are not related. The current RFP applies to our Division's needs and requirements.</p> |
| 50 | N/A | N/A | N/A | <p>Our company is a corporate and government travel agency. We do issue reservations and tickets however the services we offer are slightly different than what you are requesting in the RFP.</p> <p>We are a full service travel agency. We can assist with group bookings if you have anyone traveling into your parks or if your team travels out for conferences or meetings outside of Delaware.</p> | <p>DNREC is not requesting travel services (consistent with a travel agency) as part of this Request for Proposals.</p> |