

PRVWSD BID NO. 22-800-19-99

ADVERTISEMENT FOR BIDS

GATES/RESERVATION SYSTEM
Pearl River Valley Water Supply District
Bid No. 22-800-19-99
Ridgeland, MS

Sealed Bids will be Received by the Pearl River Valley Water Supply District (PRVWSD) until 11:00 a.m., local time, Friday, May 27, 2022, for supplying all hardware and software (as specified) necessary for a reservation software system for PRVWSD campgrounds and parks and security gates for three day parks.

Information pertaining to this bid are on file and open to public inspection at the PRVWSD main office. Bid forms and contract specifications may be procured between 8:00 a.m. and 5:00 p.m., local time, Monday through Friday.

Pearl River Valley Water Supply District
Post Office Box 2180, Ridgeland, MS 39158
115 Madison Landing Circle, Ridgeland, MS 39157
601-856-6574
Fax: 601-856-2585

PRVWSD reserves the right to reject any and all bids and to waive any information or irregularities therein.

By

John Sigman
Executive Director

DATES OF PUBLICATION

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May 16, 2022

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A. How to Respond

Sealed bids will be received by the Pearl River Valley Water Supply District at its office located at 115 Madison Landing Circle, Ridgeland, MS 39157 (P.O. BOX 2180, Ridgeland, MS 39158) until 11:00 a.m. on Friday, May 27, 2022, and then publicly opened for furnishing the following:

- 1 GATE/KIOSK SYSTEM FOR THREE (3) DAY PARKS
- 1 CAMPGROUND/PARK RESERVATION SYSTEM FOR FIVE (5) CAMPGROUNDS AND THREE (3) DAY PARKS

Complete specifications and bid information may be obtained by contacting Adam Choate at Pearl River Valley Water Supply District at the above address or 601-856-6574.

The District reserves the right to reject any or all bids and waive any informalities.

John Sigman
Executive Director

For Publication: May 9, 2022
 May 16, 2022

BIDDING INSTRUCTIONS:

Bids should be received at the District's main office located at 115 Madison Landing Circle, Ridgeland, MS 39157 **on or before May 27, 2022, at 11:00 am, local time. Bids must be submitted on the form provided by the District. The Bid must be submitted in a sealed envelope identified on the outside as follows:**

FOR MAILING BIDS/ prior to bid opening date:

Mailed bids must include two (2) envelopes with the outer envelope addressed as follows:

*(Please note that the District's mail is **NOT** picked up **until 12:00 pm on a daily basis**)*

**PRVWSD
P. O. Box 2180
Ridgeland, MS 39158
Attn: Adam Choate**

Bid # 22-800-19-99 enclosed, to be opened May 27, 2022 @ 11:00 am

The inner envelope **must** be addressed **FOR HAND DELIVERY** as indicated below.

FOR HAND DELIVERY:	
Submitter's Name	
Address	
Telephone Number	
Bid Proposal #22-800-19-99	
ONE (1) GATE/KIOSK SYSTEM FOR THREE (3) DAY PARKS ONE (1) CAMPGROUND/PARK RESERVATION SYSTEM FOR FIVE (5) CAMPGROUNDS AND THREE (3) DAY PARKS	
PRVWSD 115 Madison Landing Circle Ridgeland, MS 39157	To be received on May 27, 2022 by 11:00 am

Facsimile transmissions will not be considered.

SENDING FED-EX or UPS SERVICES:

The same instructions are to be applied for using Fed-Ex or UPS services as above for Mailing Bids, with the exception of the address. Please use the District's physical address as given above in the Hand-Delivery instructions.

****Please note that PRVWSD will not be responsible for any carrier delivering bids late. Please take proper measures to ensure bid is received by deadline.***

Failure to comply with any of the aforementioned requirements may result in the Bid being rejected as non-responsive.

Any Bids received after the due date and time will not be considered. Modifications received after the due date will not be considered. No responsibility shall be attached to the PRVWSD for the premature opening of Bids not properly addressed and identified, and/or delivered to the wrong office.

B. Overview and Scope

1. The primary goal of this Bid is to select a next generation, vendor hosted, Parks Reservation and Gate System that utilizes newer technology and new and improved functionality for District operations and its customers. The RFP will request a reservation system for all campgrounds and parks (five campgrounds and three day parks) and a gate/kiosk solution for the three day parks (Lakeshore Park, Pelahatchie Shore Park, and Old Trace Park). It is the District's intent to implement/replace the gates at various times through the term of the contract. The gate/kiosk solution should be integrated with the reservation system as much as possible.
2. The Project Plan must support an approach which ensures implementation by November 1, 2022.

C. Statement of Understanding

3. The District will select the lowest and best Vendor responding to this RFP. That Vendor will be the one that possesses the best overall qualifications, possesses practical, proven experience on successful projects similar to this one, whose proposed system most closely addresses the District's requirements, and proposes the best value in terms of pricing for services.
4. The Vendor must have at least

- a. Five (5) years of experience providing an integrated reservation and point of sale system in other states with requirements similar to those in this RFP;
 - b. Five (5) years of experience operating a call center for reservations and hosting and maintaining an internet reservation system; and
 - c. Five (5) years of experience with gate systems that are fully integrated with the reservation system.
5. The District reserves the right to assess the project's direction, and decide whether to continue with the selected Vendor, acquire services through other procurements, or discontinue any further work on the project.
 6. The District may require demos of all vendors as part of the RFP process.
 7. The District acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements a Vendor must have met by the proposed system. Vendors must specify, here, what additional components may be needed and are proposed in order to complete the configuration.

D. Objectives

8. The District has identified the following objectives for the implementation of the new reservation and POS system:
 - a. Reduce the amount of time it takes to make a reservation.
 - b. Allow campers to reserve their campsites online, instead of only in person at the campground office.
 - c. Allow park-goers to complete a gatehouse transaction, such as the processing of park entrance fees.
 - d. Improve customer service.
 - e. Provide a single centralized database that provides real time updating by everyone accessing the system through the parks, the call center, and the Internet.
 - f. Increase the occupancy rate of the District campgrounds and other reservable facilities.
 - g. Provide secure revenue transactions.
 - h. Reduce the amount of time and effort at the end of the day required for reconciliation.
 - i. Reduce the number of devices the District must use on a daily basis (POS device, cash register, credit card device, and computer) to one all-encompassing device.
 - j. From the time of implementation of the new system, provide historical reporting for all reservable inventory.
 - k. Provide real time reports for park facilities, inventory, revenue, and other management reporting.
 - l. Give guests the option of receiving a gift card in lieu of a refund.

E. Project Approach and Project Management

9. The Vendor must propose an initial Project Plan and approach in the proposal response to this RFP which outlines the overall strategy for customizing and implementing the Parks POS/Reservation system. The Project Plan must support an approach which ensures implementation by November 1, 2022.
10. The Project Plan must include, at a minimum, the following:
 - a. Major project phases;
 - b. Major activities/tasks within each phase;
 - c. Timeframe for each phase and tasks;
 - d. Major project milestones;
 - e. Quality assurance checkpoints;
 - f. Deliverables for each phase;
 - g. Risk assessment mitigation;
 - h. Methodology; and
 - i. Responsibilities and person-hour estimates of effort for each deliverable and work activity, showing the Vendor and Project Team effort separately.
11. Vendor must provide information regarding the system changeover and a rough outline of an implementation plan with its proposal. The implementation plan should include information about data migration, if certain system aspects will likely be implemented in a phased approach, and a general timeline of the system changeover from contract award to minimum system delivery date.

F. General Technical Requirements

12. The system must be capable of applying reservation business rules as specified by the District that may change during the life of the contract (*e.g.*, cancellation policy, reservation window).
13. System must be able to apply rules overnight and use fees in accordance with the District fees and Charges Order which is updated and may change annually. Use fees and fee structure vary based on unit type and time of year.
14. It must be an integrated system so that all sales can be finalized with a single payment.
15. The system must have the ability for the District to view all transactions, customer records, and payment details (last four (4) numbers of credit card) to be able to research and identify customer service issues.
16. The system must have the ability to contact reservation holders within six (6) hours' notice of situation that would impact their stay via email, phone, and possible text message for incidents such as loss of services, storm damage, park closure, or other critical messages.
17. The system must have the ability to periodically check the database for duplicate customer records for the same individual. Multiple records for the same customer must be merged

into a single record so when a customer search is performed, the system only returns one record for the individual. If two (2) accounts are merged, all transactional records associated with the accounts should be combined. The solution must provide a way to perform a mass merge during transition.

18. The system must provide a sandbox/training program or mode that staff can use for training purposes.
19. The system must have the ability to rent a facility by the hour, half day, full day, or multiple days. The rental would be tied to a customer.
20. The system must have the ability to manage all other revenue generating facilities in the Parks and recreation areas within the proposed Customer Reservation System/Point of Sale (CRS/POS) system, including monthly/seasonal campsite rentals. Facilities would be primarily managed at the park level with the possibility of allowing for on-line or call center reservation.

G. Financial

21. The system must provide cash drawer/till/batch/shift management solution so that in-park staff can reconcile the actual cash/check/credit card on hand at the end of a shift to the CRS/POS system.
22. Individual tills are tied to each staff member.
23. All revenue collected by the system (in park, call center, website) shall be deposited into the District's bank and all online sales are required to use the District's Acquirer/Processor.
24. Cash, check, and gift card revenue data will be transmitted to the District's financial system immediately upon completion of the bank deposit process.
25. The system must provide a unique file naming system for each revenue file transmitted. The District may require a specific naming scheme.
26. The system must have the ability to charge appropriate sales/use tax at each sales location.
27. The system must have the ability to void all tender types back to original tender. Voids to credit card should void back to the card automatically. System should be able to accurately void a multi-tender transaction.
28. If the Vendor has a preferred payment engine process and believes that using the District's payment engine will be less efficient, the Vendor must provide a detailed justification explaining the benefits of using the Vendor's payment engine.
29. If the District agrees to use the Vendor's payment engine, the Vendor must assume all responsibility for meeting Payment Card Industry (PCI) compliance requirements.
30. Vendors not using the District's approved payment engine will have to demonstrate PCI compliance annually and assume all liability in the event of a system breach.
31. The system must allow the following payment methods at park locations: cash, check, money order/travelers check, credit card, gift cards, and vouchers.

32. The system must allow the following payment methods through the call center: credit card, vouchers, or gift card. In addition, the District also wants to be able to accept checks for call center reservations. If an electronic check system is not used, a procedure will need to be established to ensure check payments are received in a timely manner. If checks are not received within the established timeframe, reserved units will be released.
33. The system must allow the following payment methods through the website: credit card, gift card, and vouchers.
34. The system must have the ability to associate revenue to the park or facility regardless of where it was tendered (rentals/reservations/registrations). Information should be able to be reported easily from the system.
35. Reporting and tracking revenue accurately between payment types according to the type of product or service that was purchased must be available in the system.
36. The system must easily split sales between payment types and split accounting information between payment types for all sales channels.
37. The system must allow parks to refund back to original tender type. If original tender is not possible (*e.g.*, expired credit card), staff should have option to refund back by District-issued check or gift card.
38. The POS system will provide management of refunds paid by District-issued check, if necessary.
39. The system must have the ability to direct revenue to multiple revenue accounts in a single item must be available. For example, for each Six Dollar (\$6.00) guest pass sold, One Dollar (\$1.00) goes to a fee revenue account and Five Dollars (\$5.00) goes to parks operations revenue account.
40. The system needs to account for vouchers that are issued and be able to credit the park where the voucher is redeemed. This needs to be easily accounted for and identified.
41. The system must support payments for alternate pay methods such as mobile applications or mobile wallets.
42. The system must support streamlining checks that are processed and accepted for payment, either in the form of check scanning devices in the parks or e-checks.
43. The system must support the ability for cashier to be issued a pop-up alert when entering a customer's information to tender a transaction and that customer's profile has been flagged. (*e.g.* bad check, charge back, debt owed to one of the campgrounds, etc.)
44. The system must prevent customer from completing online reservation transaction if customer's profile has been flagged. (*e.g.* bad check, charge back, debt owed to one of the campgrounds, etc.)

H. Additional Financial

45. Vendor must describe in detail their previous experience designing Customer Relations Point of Sale systems, or similar systems to comply with a variety of state government (or similar) revenue tracking, reconciling, reporting, and other financial requirements.

I. User Authorization and Permissions

46. The system must allow for a range of security levels. Levels must be able to be added, edited, or deleted in collaboration with the vendor as operational needs change.
47. Individual log-ins with specified security levels as required to access system must be available.
48. Security level abilities will be determined and set by the District.
49. Ability for self-service password reset via text message and/or email must be available.
50. Users may be prompted to log-in in one of three (3) ways below:
 - a. Manually (user prompts to log-out or log-in);
 - b. Before every transaction; and
 - c. After unused timespan of chosen number of minutes (e.g., every 15 min).
51. Please describe the log-in options available (*i.e.*, PIN, Fingerprint, Scan bar code) and how they can be applied (*i.e.*, by cashier, terminal, sales location).
52. The system must have the ability to use swipe cards, scanning barcodes, or another method to streamline the login process.
53. A unique PIN needs to be entered that ties back to the individual when processing a transaction.

J. Facilities Management

54. The system must have the ability to set seasons to apply to overnight and day use facilities:
 - a. Reservation season - Dates in which a site may be reserved.
 - b. Campground/facility season - Dates in which the campsite/lodging unit is available for occupancy.
 - c. These seasons need to be made clear on the reservation website and available for call center agents.
55. The system must have the ability to designate specific facilities/units as available on a first-come, first-served basis. These facilities/units cannot be reserved online or through call center but should show on public website. It should be clear to the public and the call center which and when sites are available first-come, first-served.
 - a. Some units are always first-come, first-served and never open for reservation.
 - b. Most other units will be available first-come, first-served only for specific time periods.
56. System must be able to set differential pricing for weekends and weekdays for specified unit/facility types.
57. The system must have the ability to handle peak and off-peak rates which vary by park, campground, and site type.

58. The system must have the ability to set reservation booking windows that dictate when a reservation can be made. Flexibility will be important as additional types of reservable items are incorporated into the system, such as rental equipment.
59. The system must have the ability to automatically calculate discounts (*e.g.*, discount for disabled and senior campers).
60. The system must have the ability to designate check-in and check-out times for units. The check-in and check-out times should be communicated to customers when making reservations.
61. The ability to designate specific facilities/units as overflow sites that cannot be viewed or reserved online or reserved through the call center must be available. Units may or may not be physical locations at the park and can serve as virtual placeholders.
62. Overflow sites can be removed easily from reports, so they do not count towards or impact occupancy numbers and statistics.
63. Facility/unit attributes can be viewed on the reservation website and by call center agents and park staff.
64. The system must have the ability to charge specific rates for extended (monthly) stays that are different than per-night fees.
65. Dynamic pricing-prices can be changed automatically based on set parameters (*i.e.*, prices raised for 'in demand' campsites as occupancy increases or arrival date draws near, or prices lowered to sell campsites that might otherwise be difficult to sell).
66. The system must have the ability to charge more for "premium" sites and needs flexibility to account for varying prices based on specific parameters.
67. The system must have the ability to differentiate prices (*i.e.*, to accommodate a promotion such as "*stay two nights get the third free*" and be able to ring up the true price paid each night (full/full/zero) not the average for all three (3) nights).
68. Per person pricing with some facility reservation (*i.e.*, Ten Dollars (\$10.00) per person for 4th, 5th, and 6th occupant) must be available.

K. Occupant and Reservation Management

69. The system must have the functionality to allow staff to make the following changes to reservations: transfers (site, campground, park, date), early arrivals, early departures, cancellations, extension of stays, no shows, voids, price changes, split reservation (*e.g.*, changing from four (4) days at one site to one (1) day at one site and three (3) days on another).
70. The system must have the ability to check in and check out reservations with the status being easy to denote visually.
71. The system must have the ability to register and rent unreserved facilities to walk-up customers.
72. The system must have the ability for staff to access and edit customer accounts.

73. The system must have the ability to edit occupant information on a reservation (*e.g.*, if a customer changes sites with family member then staff is able to update occupant information to reflect the change).
74. The system must have the ability to tie information to a reservation including comments, license plate number, camping vehicle type, pets, and number of visitors.
75. The system must have the ability to charge a reservation fee to same-day arrivals who call to reserve a site with park staff prior to arrival.
76. The system must have the ability to place and remove holds/blocks on campsites to prevent reservations. A note should accompany the hold so the purpose/reasoning can be known to others but should not be seen by the public. Information should be available about the hold including who placed it and when.
77. The system must have the ability to register hosts and volunteers into campsites and have no fees charged automatically without using overrides.
78. The system must have the ability to allow park staff to override length of stay requirements for campground hosts and for special circumstances.
79. The system must have the ability for designated staff to merge customer accounts to eliminate duplicate customer records.

L. Point of Sale System

80. The system must support dedicated and identifiable register numbers for each terminal within a location and sub locations.
81. The system must have a provision of a search tool to assist with locating an item that is not tagged must be included in the system. Search will identify keywords within all item properties.
82. The system must have the ability to easily remove an item or add an item before finalizing a sale.
83. The system must have a means to quickly sell the most popular items using shortcut keys, buttons or similar
84. The system should be compatible with hand-held retail scanners for scanning barcodes, for ringing in items, item lookup, etc.
85. The system must have the ability to add comments to any transaction.
86. The system should have the ability to be set to require staff to select a reason from a dropdown list and ability to include comments for transactions when actions have been taken such as price override and refunds.
87. The system must provide signature line on receipt for refunds to all tender types (in-park only).
88. The system must have the ability to process and handle tax exempt sales without manual calculation or input.

89. The system must have the ability to customize receipts.
90. Hardware and software capable of accepting and storing electronic signatures to negate the need to store physical signed receipts must be provided.

M. Retail Management System

91. The Vendor should provide a system for all POS inventory management needs at all parks and facilities.
92. Item sales and inventory movement history should be maintained and available.
93. The system must have the ability to store and manage up to a quantity of 999,999 unique items.

N. Reservation Website

94. The website must process reservations in a real-time environment, compatible with real-time telephone reservations and in-park sales.
95. The District must have sufficient opportunity to review the site prior to launch, and to request navigational or content changes that will directly improve site usability, accessibility, or customer interface.
96. Unit availability must be distinguishable between available, walk-in only, closed, and reserved/unavailable.
97. The website should be adaptable and current through the life of the contract.
98. No organization other than the District may be represented or referenced on the website, except as authorized in writing by the District.
99. Advertising is prohibited, except as authorized in writing by the District.
100. Customers must be able to complete all website functions using mobile devices, including tablets and smartphones, independent of device platform.
101. Website must use a PRVWSD specified domain, such as "reservations.therez.com."
102. The system should work across all modern browsers including mobile browsers.

O. Website Aesthetic Content

103. The system must provide a Pearl River Valley Water Supply District-specific homepage.
104. When/if the District website is redesigned, the reservations website must be able to implement new design elements so the two sites continue to match.
105. The system should display required headers and footers to be specified by the District.
106. The system should use consistent District-supplied or approved iconography across reservations pages, including maps.
107. The system should include flexible messaging areas on the home page and other pages (including park and campground-specific pages) that can be edited directly by the District,

either by including HTML from a District server, or by having direct editing access to manage content in a real-time environment.

108. The system should include District-supplied Google Analytics tracking codes on all pages of the reservations website to allow the District to independently track website statistics.
109. The system should display campsite and other photos that are supplied by or hosted by the District.
110. The system should display pertinent site and facility attributes provided and maintained by the District.
111. The system should display information about the park and links for more information.
112. The system must provide wait list functionality or similar to notify customers when their desired campground/site/park/tour/program has availability.

P. Website Mapping

113. Website should include detailed campground maps. Detailed campground maps are provided and show campsite proximity to each other and other key features in the park such as bath houses and restrooms.
114. The system should utilize spatial data supplied by the District to drive interactive maps or other web services.
115. The system should incorporate zoomable Google Map API insets, with selected park displayed in the center.
116. The system should incorporate aerial views for the District maps as they become available.

Q. Website Customer Service

117. The website must advise a user who is unsuccessful in making a reservation because of established parameters, such as exceeding the maximum stay requirements, the reason why the reservation could not be completed. The site will direct the customer as to what needs to be modified in order to make a successful search for sites. For example, a link to a calendar to check for available dates if the selected dates cannot be reserved, or a notice of exceeding the maximum stay so the number of nights can be reduced.
118. Vendor should supply all error, alert, and other messages for the District's review and approval.
119. The system must have the ability to receive and manage customer inquiries delivered via web form or email link.
120. The system must have instant password and/or username retrieval.
121. The system must have the ability for customer to leave and read text-based reviews.
Chat Support is desirable as an add-on option.

R. Reservation Call Center

122. Reservations shall be processed in a real-time environment, compatible with real-time web reservations.
123. All aspects of this service, including equipment, programming, supplies, training, and staffing are the full responsibility of the Vendor.
124. The Call Center must handle informational calls that relate to reservations in District parks.
125. The system must have measures in place to prevent unauthorized access and/or use of private or sensitive data.
126. Call center agents should be familiar with PRVWSD policies, procedures, Rules and Regulations.
127. All phone calls must be recorded and available for use in quality assurance programs and by the District.
128. The system must have the functionality to allow the call center to do the following operations: Transfers (site, campground, park, date), cancels (full, partial, and user defined), extension of stays, change of occupant and/or occupant information (*i.e.*, license plates, camping units, pets, number of visitors), and collect deposits for lodging.
129. The system must have the ability for call center to aid in emergency management by either receiving or making calls to customers for cancelations or modifications.
130. Call center agents must have access to District resources, including website, to assist customers with questions.
131. Vendor must provide a method in which designated call center staff get approvals from the District for questions, rule exceptions, and escalations.
132. Vendor should have the provision of a quality assurance program that ensures high quality customer service.
133. Vendor should have a target service level of eighty percent (80%) of calls answered in thirty (30) seconds (not including recorded introduction/IVR). Alternative may be proposed.
134. Call abandon rate should not exceed ten percent (10%) each month. An alternative may be proposed.
135. Reports will be provided and available on a weekly basis that show data by day and summarized by month that include: call disposition (list to be agreed upon by Vendor and the District), calls offered, calls abandoned, calls answered, average duration, service level percentage, and percent abandoned.
136. Reports will be provided showing daily call statistics in half hour increments including: Calls offered, calls abandoned, speed of answer, total handle time, total talk time, total hold time, average handle time, average talk time, average hold time, average call work (ACW) time, held calls, abandoned calls, abandon percentage, average time to abandon, percent abandoned within service level, percent abandoned outside of service level.

137. The call center must be located in the U.S. or Canada. The call center should be accessible to English and Spanish speaking customers.
138. The system must provide estimated wait time when customers are on hold or have the ability to inform customers if the call center is experiencing higher than normal call volumes.
139. The system must offer a call back feature so the call center can call a customer back if desired.
140. Customer service must be available, in some form, a minimum of eight (8) hours per day.

S. Marketing and Customer Engagement

141. Vendor must ensure that the branded site is designed mobile friendly.
142. The system must have automatic customer service emails sent to visitors including, but not limited to, welcome emails, confirmation emails, thank you notes, event emails, etc.
143. The system must have the capability to show alternate available dates when a certain date range is booked at a park.
144. Confirmation emails should be supplied after a reservation is made. Confirmations should show amount paid, reservation details, cancellation policy, and include park-specific information provided by the District, including driving directions.
145. There must be a mechanism in place to mail confirmation letters to customers who do not have an email address. Vendor should indicate whether mailing would be handled by the Vendor or by the District.
146. The system should have functionality that assists groups with making reservations either via the web or call center. Example: the ability for an individual to create a block of sites and have each occupant register and pay individually within set time constraints.
147. Promotional codes should be available to apply a variety of discounts or additions to a reservation such as fifty percent (50%) off weekday reservation, twenty percent (20%) off entire stay, or buy two (2) get one (1) free night.
148. The District is also interested in using vouchers to aid in issuing full refunds to customers who cancel online in the event a campground has to be closed or other emergency situation that necessitates cancellation or modification fees be waived.

T. Reporting

149. The system must have the ability to export reports in a variety of formats to be opened in other programs (including PDF, MS Word, MS Excel).
150. Vendor must provide the District with live access to data with a provided ad hoc reporting system that can be used to allow dynamic reporting using current data including sales, revenue, and reservations/occupancy. Data should be current within twenty-four (24) hours.
151. The system must have an ad hoc reporting tool or transfer of data so the District can design and run detail sales reports District-wide by item, complete with all data available for the transaction.

152. The system should have the ability to print reports directly from where the reports are generated (*i.e.*, web or CRS/POS program without exporting into an external program).
153. The system must have the ability to generate a Sales Tax Report that breaks down each type of tax and totals each type of tax by location

U. Financial Reports: General Functional Requirements

154. The system must have the ability to export reports in a variety of formats to be opened in other programs (including PDF, MS Word, MS Excel).
155. The proposed system must have the ability to run the following type of reports:
 - a. Use Report- This report should show the number of reservations, number of nights and revenues for overnight stays, and other reservable facilities based on arrival/creation/departure date. The report should exclude any reservation fees and it must be able to be run for a designated date range.
 - b. Collection Report- This report should show the total amount collected in the park with a breakdown of total payments by type (cash, check, credit card, etc.) and with a section showing taxable amounts and taxes paid.
 - c. Revenue Report- This is a report without reservation fees included (only what the park has earned). This must include all POS and reservation revenues.
 - d. Refund Report- This report should show all refunds, voids, and vouchers issued for a park or for a location in a park that includes the operator, type of refund, includes price changes, discounts, amount of refund, and any comments associated with the refund.
 - e. Revenue Detail Report- This report should allow the District to query options to pull revenues and refunds for a park based on a combination of date range (including: day, hour, month, year), sales location, payment type, facility type or POS, operator, and transaction type. These queries must be able to be set to "All" to pull all transactions.
 - f. POS Detail Report- This report should provide all sales transactions by category, sub-category, and product for a specified park/sub location/all parks for a specified date range.
 - i. The CRS/POS shall provide a report of the cash and check payments deposited into the District's local bank.
 - g. Detailed Operator Report- This report must provide all sales transactions that a user completed for a specific park/all parks and date range. The report must include date, item number/reservation number, item description, discount, and method of payment.
 - h. Operator's Collection Report- This report must provide a summary of all sales transactions that a user completed for a specific park or location within a park and date range. The report must include a total of all sales or refunds by the operator by payment type.

V. Financial Reports: Central Administration Functional Requirements

156. The proposed system must have the ability to run the following type of reports:
- a. Revenue Transmittal Report- This report must list all revenue, by revenue account and location, and show totals by category of account. This report should be able to be run by park/all parks and date range.
 - b. Daily Deposit Reconciliation- This is a report showing the list of deposits and deposit total specified by date range, park, or all parks.
 - c. Check Refund Report (if state-issued check is a refund type)- This is a detailed report by park and date range listing the names and addresses of customers owed a refund via state-issued check. This report must also list the reservation identification number, customer number, and amount for each refund. This report would be used to provide refunds to customers that originally paid via cash or check.
 - d. Comprehensive Refund Report- This report should show all refunds, adjustments, price changes, and similar transactions that are completed at the field level. The report should include park name, type of refund, transaction ID and/or Reservation ID, operator, date of refund, amount of refund, and any comments.
 - e. Cashier Sale Report- This report should show all cashiers and sales totals District-wide by location. This report would be used to verify PCI compliance with all transactions being made with an identifiable cashier.
 - f. Open Till Report- This report should show the total balance of all tenders collected in open and closed tills including open and close date by location. The report would be used to verify that revenue is deposited in accordance to state law.
 - g. Revenue Transmittal Field Report- This report must list all revenue by revenue account and location, till number, deposit number, deposit date, and show total by category of account. This report should be able to be run by park/all parks and date range. This report should have the ability to be sorted to show either all transactions, cash/check transactions, gift card, or credit card transactions.

W. Use Reports

157. The system should be able to run real-time reports of overnight guests (occupants) for a user specified time period that can be exported to MS Excel, including:
- a. Currently checked in;
 - b. Due to check in; and
 - c. Due to check out.
158. The system must have the ability to print all three (3) reports at once for a specified date range.
159. The system should run a reservation report to facilitate daily check-ins.
160. The system should run occupancy reports (nights occupied) based on user-specified time periods available at various levels including park, facility, camping unit type, camping unit. This report should be available to all approved Parks Staff.

161. The system should run attendance reports for overnight and day use visitation by day and park.
162. The system should run tour roster reports accessible by park locations or through a web portal that can be run on a daily basis showing people registered for each program. This report should be easily printed or exported in alternative formats.
163. The system should run a turnover report showing which units have a departure and arrival on the same day.
164. The system must provide secure access to reports on mobile devices for field staff.
165. The system must include the provision of a pacing report that shows current reservations for a future date or date range compared to reservations in previous years (i.e., a report that would show last year on this date in April we were at X% occupancy for Memorial Day and this year we are pacing Y% above or below that).

X. Automatic Entrance Stations/Kiosks

166. The system must provide entrance pay stations or kiosks within parks that allow day park visitors to pay entrance fees, camping fees, and other related park fees using credit cards.
167. Gate/Kiosk Solution:
 - a. The District is requesting Vendors to propose a gate/kiosk solution that offers:
 - i. Anti-pass back;
 - ii. Provide gate codes after processing reservation;
 - iii. Gate codes required for both entrance and exit;
 - iv. Separate gate codes for multiple cars;
 - v. Ability to make reservation at walk up kiosk and get gate code, if necessary; and
 - vi. Gate codes must be issued by the reservation system and not a third party vendor

Y. Hardware and Software

168. Vendor must provide all needed hardware, software, data storage capacity, installation, and technical support necessary.
169. Provide all required hardware and software
 - a. Provide all needed hardware-computers, card readers, receipt printers, cash drawers, etc. for all parks to operate the point of sale system. The exact numbers of all hardware needed will be determined when entering the resulting contract.
 - b. Hardware must be “plug and play” or Vendor must be able to ensure all components operate properly within the working environment.
 - c. Provide all needed software to operate CRS/POS. All software upgrades, intermediate patches, or programmed temporary fixes to the CRS will be continuously performed or

made available as such upgrades, fixes, or version revisions evolve. All such upgrades will be thoroughly tested before applying to the CRS. The cost of such upgrades or fixes shall be borne by the successful Vendor.

- d. Ongoing software and hardware maintenance will be provided by Vendor at no additional cost to the District.
- e. Vendor must ensure all equipment meets and maintains performance standards for speed and security as determined by the District for the term of the resulting contract.
- f. Vendor must provide the ability to run the POS system on paperless mobile services where possible.

170. Technical IT Support and General Support to the District Employees:

- a. Vendor must provide support to the District employees regarding all aspects of the provided CRS, including technical IT support for all hardware, software, and connectivity provided by the contractor.
 - b. Be available during times when parks most likely need support such as weekends and evenings. Customer Service should be available by phone seven (7) days a week – at least 8:00 AM to 6:00 PM CST.
- c. Provide a dedicated account manager who can act as the District’s point of contact for escalating support tickets/requests.

171. Vendor must provide high quality support to customers. Vendor should:

- a. Provide one phone number to customers that can be used for any customer needs related to reservations and other transactions.
- b. Establish and maintain response resolution times to ensure customers receive the best support experience possible.
- c. Customer service should be offered, at a minimum, of eight (8) hours per day.

Z. Cloud or Offsite Hosting Requirements

172. Data Ownership

The District shall own all right, title and interest in all data used by, resulting from, and collected using the services provided. The Vendor shall not access District User accounts, or District Data, except (i) in the course of data center operation related to this solution; (ii) response to service or technical issues; (iii) as required by the express terms of this service; or (iv) at District’s written request.

173. Data Protection

Protection of personal privacy and sensitive data shall be an integral part of the business activities of the Vendor to ensure that there is no inappropriate or unauthorized use of District information at any time. To this end, the Vendor shall safeguard the confidentiality, integrity, and availability of District information and comply with the following conditions:

- a. All information obtained by the Vendor under this contract shall become and remain property of the District.
- b. At no time shall any data or processes which either belong to or are intended for the use of the District or its officers, agents, or employees be copied, disclosed, or retained by the Vendor or any party related to the Vendor for subsequent use in any transaction that does not include the District.

174. Data Location

The Vendor shall not store or transfer District data outside of the United States. This includes backup data and Disaster Recovery locations. The Vendor will permit its personnel and contractors to access State data remotely only as required to provide technical support.

175. Encryption

- a. The Vendor shall encrypt all non-public data in transit regardless of the transit mechanism.
- b. For engagements where the Vendor stores non-public data, the data shall be encrypted at rest. The key location and other key management details will be discussed and negotiated by both parties. Where encryption of data at rest is not possible, the Vendor must describe existing security measures that provide a similar level of protection. Additionally, when the Vendor cannot offer encryption at rest, it must maintain, for the duration of the contract, cyber security liability insurance coverage for any loss resulting from a data breach. The policy shall comply with the following requirements:
 - i. The policy shall be issued by an insurance company acceptable to the District and valid for the entire term of the contract, inclusive of any term extension(s).
 - ii. The Vendor and the District shall reach agreement on the level of liability insurance coverage required.
 - iii. The policy shall include, but not be limited to, coverage for liabilities arising out of premises, operations, independent contractors, products, completed operations, and liability assumed under an insured contract.
 - iv. At a minimum, the policy shall include third party coverage for credit monitoring; notification costs to data breach victims; and regulatory penalties and fines.
 - v. The policy shall apply separately to each insured against whom claim is made or suit is brought subject to the Vendor's limit of liability.
 - vi. The policy shall include a provision requiring that the policy cannot be cancelled without thirty (30) days written notice.
 - vii. The Vendor shall be responsible for any deductible or self-insured retention contained in the insurance policy.
 - viii. The coverage under the policy shall be primary and not in excess to any other insurance carried by the Vendor.

- ix. In the event the Vendor fails to keep in effect at all times the insurance coverage required by this provision, the District may, in addition to any other remedies it may have, terminate the contract upon the occurrence of such event, subject to the provisions of the contract.

176. Breach Notification and Recovery

Unauthorized access or disclosure of non-public data is considered to be a security breach. The Vendor will provide immediate notification and all communication shall be coordinated with the District. When the Vendor or its sub-contractors are liable for the loss, the Vendor shall bear all costs associated with the investigation, response and recovery from the breach including but not limited to credit monitoring services with a term of at least three (3) years, mailing costs, website, and toll free telephone call center services. The District shall not agree to any limitation on liability that relieves a Vendor from its own negligence or to the extent that it creates an obligation on the part of the District to hold a Vendor harmless.

177. Notification of Legal Requests

The Vendor shall contact the District upon receipt of any electronic discovery, litigation holds, discovery searches, and expert testimonies related to, or which in any way might reasonably require access to the data of the District. The Vendor shall not respond to subpoenas, service of process, and other legal requests related to the District without first notifying the District unless prohibited by law from providing such notice.

178. Termination and Suspension of Service

In the event of termination of the contract, the Vendor shall implement an orderly return of District data in CSV or XML or another mutually agreeable format. The Vendor shall guarantee the subsequent secure disposal of District data.

- a. Suspension of Services: During any period of suspension of this Agreement, for whatever reason, the Vendor shall not take any action to intentionally erase any District data.
- b. Termination of Any Services or Agreement in Entirety: In the event of termination of any services or of the agreement in its entirety, the Vendor shall not take any action to intentionally erase any District data for a period of ninety (90) days after the effective date of the termination. After such ninety (90) day period, the Vendor shall have no obligation to maintain or provide any District data and shall thereafter, unless legally prohibited, dispose of all District data in its systems or otherwise in its possession or under its control as specified in Item 357(d) below. Within this ninety (90) day timeframe, Vendor will continue to secure and back up District data covered under the contract.
- c. Post-Termination Assistance: The District shall be entitled to any post-termination assistance generally made available with respect to the Services unless a unique data retrieval arrangement has been established as part of the Service Level Agreement.
- d. Secure Data Disposal: When requested by the District, the provider shall destroy all requested data in all of its forms, for example: disk, CD/DVD, backup tape, and paper. Data shall be permanently deleted and shall not be recoverable, according to National

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Institute of Standards and Technology (NIST) approved methods. Certificates of destruction shall be provided to the District.

179. Background Checks

The Vendor warrants that it will not utilize any staff members, including sub-contractors, to fulfill the obligations of the contract who have been convicted of any crime of dishonesty. The Vendor shall promote and maintain an awareness of the importance of securing the District's information among the Vendor's employees and agents.

180. Security Logs and Reports

The Vendor shall allow the District access to system security logs that affect this engagement, its data, and/or processes. This includes the ability to request a report of the activities that a specific user or administrator accessed over a specified period of time as well as the ability for an agency customer to request reports of activities of a specific user associated with that agency. These mechanisms should be defined up front and be available for the entire length of the agreement with the Vendor.

181. Contract Audit

The Vendor shall allow the District to audit conformance including contract terms, system security and data centers as appropriate. The District may perform this audit or contract with a third party at its discretion at the District's expense.

182. Sub-Contractor Disclosure

The Vendor shall identify all of its strategic business partners related to services provided under this contract, including but not limited to, all sub-contractors or other entities or individuals who may be a party to a joint venture or similar agreement with the Vendor, who will be involved in any application development and/or operations.

183. Sub-contractor Compliance

The Vendor must ensure that any agent, including a Vendor or subcontractor, to whom the Vendor provides access agrees to the same restrictions and conditions that apply through this Agreement.

184. Processes and Procedures

The Vendor shall disclose its non-proprietary security processes and technical limitations to the District so that the District can determine if and how adequate protection and flexibility can be attained between the District and the Vendor. For example: virus checking and port sniffing — the District and the Vendor shall understand each other's roles and responsibilities.

185. Operational Metrics

The Vendor and the District shall reach agreement on operational metrics and document said metrics in the Service Level Agreement. At a minimum the SLA shall include:

- a. Advance notice and change control for major upgrades and system changes
- b. System availability/uptime guarantee/agreed-upon maintenance downtime

- c. Recovery Time Objective/Recovery Point Objective
- d. Security Vulnerability Scanning

Z. Park Fees (PDF)

Attachment A is posted on the same website location as this RFP.