

Attachment A

Requirements Traceability Matrix (RTM) Request for Proposal Number 5093Z1

Each of the items in the Detailed Technical Requirement Matrix in the table below requires a response of one of the following options: “Yes”, “Customization Required”, “No”, and “Alternate”. Bidders must respond to the Detailed Requirements Matrix using the matrix format provided and should not change the order or number of the requirements.

The RTM should indicate how the bidder intends to comply with the requirement and the effort required to achieve that compliance. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The Commission will consider any such response to the requirements in this RFP to be non-responsive. **The narrative should provide the Commission with sufficient information to differentiate the bidder’s technical solution from other bidders’ solutions. Explain each response and describe how the proposed solution meets each requirement, providing at least the current features and processes as described in Appendix A - Current Features and Processes, and enhances or improves on the current system.**

Only one box may be checked per requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, you may be asked to demonstrate each item marked as “Yes”, “Customization Required”, or “Alternate”.

The Bidder Response box should be completed if the response to the requirement is “Yes”, “Customization Required”, or “Alternate”. Bidders may also use it with “No” responses if desired. **Bidders must provide a response directly in the matrix, using as much space as needed.** Below is a brief definition of each response option. Bidders should carefully read the response definitions as these responses, as well as the entire response to this RFP, will become part of any resulting contract with the awarded contractor.

Yes	Yes, requirement is met and demonstrable in the current release of the product(s) proposed in the bidder’s response to this RFP, without manipulation of fields, forms, or the need to add fields or tables to the system.
Customization Required	The requirement is not completely met by the product(s) included in the proposed solution but can be met with some customization. Bidder should indicate whether the requirement can be met by the go-live date and describe any other specifics that will aid in evaluation.
No	No, the requirement is not or cannot be met by the product(s) included in the proposed solution. A response of “No” to a requirement does not eliminate the bidder’s proposal from consideration. All proposals meeting the mandatory requirements set forth in Section II.N will be evaluated and scored by the evaluation committee.
Alternate	The “Alternate” option is appropriate when a requirement can be met through a separate module or if the module is not included in the fixed price cost proposal. In such a case, it is recommended that the bidder note this in the cost on the Optional Cost Proposal.

General Statement of Requirements					
<p>NGPC intends to award to a single contractor to provide, operate, and support a customized website and State Park Reservation System that accepts and processes reservations and registrations in real-time and provides cutting edge technology that is easy to understand and provides guest reservation history. The system should provide an integrated event planning module, an integrated Accounts Receivable/Accounts Payable module which generates transaction files, and an integrated Sales) module, which allows for offline cash and check sales. The system should be able to create various reports and to provide features that allow easy promotion of park use and activities.</p>					
RTM #	System Architecture	Yes	Customization Required	No	Alternate
RTM-1	Bidder should provide a high-level description (and optional diagram) of their proposed system to provide a centralized web-based reservation/registration, group event planning, sales, and revenue management system (State Park Reservation System) as described in Section IV. D. Scope of Work of the RFP.				
Bidder Response:					

Project Requirements					
The awarded contractor must, at a minimum, continue to provide the current services to customers and NGPC staff as detailed in Appendix A - Current Features and Processes and improve on the current system to enhance productivity and efficiency.					
RTM #	Reservation and Registration Processing	Yes	Customization Required	No	Alternate
RTM-2	Bidder should describe, and provide screen shots to show, the structure, functions, and processes of their Reservation module (including current features as outlined in Appendix A, items 1 through 4), to allow:				
	<ul style="list-style-type: none"> • search for, description and availability of, reservable units, 				
	<ul style="list-style-type: none"> • display information about each park and its activities, 				
	<ul style="list-style-type: none"> • reservation of available units, while enforcing business rules (as described in Appendix B), 				
	<ul style="list-style-type: none"> • registration of walk-in guests for available units, 				
	<ul style="list-style-type: none"> • creation and/or updating of a guest or group profile, including red flag alerts, 				
	<ul style="list-style-type: none"> • planning of a group event, to include making the associated reservations and tracking of individual occupants, 				
	<ul style="list-style-type: none"> • changes to, or cancellation of, a reservation, including separation of a unit from a Group Event and transfer to an individual reservation, 				
	<ul style="list-style-type: none"> • handling of payments or invoicing for reservations, 				
	<ul style="list-style-type: none"> • updating units as reserved when reservations are made, 				
	<ul style="list-style-type: none"> • generation of a confirmation for a new, modified, or cancelled reservation, or a financial transaction, 				
	<ul style="list-style-type: none"> • generation of a guest registration form, and 				
	<ul style="list-style-type: none"> • retention and display of historical reservation and profile information. 				
	<ul style="list-style-type: none"> • Bidder should describe how their system improves on the current system to enhance productivity and efficiency. 				
Bidder Response:					

RTM #	Sales Processing	Yes	Customization Required	No	Alternate
RTM-3	Bidder should describe, and provide screen shots to show, their Sales module's:				
	• features and processes, to include the features of the current system as described in Appendix A, item 5,				
	• display of merchandise items by sales channel,				
	• processing of tips collected from customers,				
	• handling of discounts,				
	• ability to group items to sell as a package,				
	• integration with the Reservation module, and				
	• offline functioning.				
Bidder Response:					

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
RTM-4	<p>Bidder should describe, and provide screen shots to show:</p> <ul style="list-style-type: none"> • the administrative functions and processes of their system, to include allowing the NGPC Project Manager to: <ul style="list-style-type: none"> a. define role profiles to designate specific permissions for park staff member access, b. configure: <ul style="list-style-type: none"> i. which screens are visible to staff based on role profile, ii. who can update inventory photos based on role profile, iii. which fields can be modified, based on role profile; c. set business rules for each of the channels used to make or modify a reservation, d. designate reservable units in each park area, and e. add, modify, and remove merchandise items. 				

	<ul style="list-style-type: none"> • their system's application security features and levels, and 				
	<ul style="list-style-type: none"> • their system's retention of records of user actions. 				
Bidder Response:					

RTM #	Financial	Yes	Customization Required	No	Alternate
RTM-5	Bidder should describe how their Revenue Management module <ul style="list-style-type: none"> • handles billing a guest for charges incurred during their stay and billing a group for charges incurred during a group event, including merchandise items,. 				
	<ul style="list-style-type: none"> • can be set up to provide the same accounting breakdown of revenue as the current system and complies with Generally Accepted Accounting Principles (GAAP), 				
	<ul style="list-style-type: none"> • provides ad hoc reporting capability, 				
	<ul style="list-style-type: none"> • provides adequate security, internal controls, and management reporting to assure that revenue transactions and reservation data are processed accurately, consistently, and in a timely manner, and 				
	<ul style="list-style-type: none"> • provides for maintenance and storage of financial data. 				
Bidder Response:					
RTM-6	Bidder should describe, and provide examples of, their: <ul style="list-style-type: none"> • audit trails, 				
	<ul style="list-style-type: none"> • reconciliation reporting, 				
	<ul style="list-style-type: none"> • ability to trace a guest's payment back to the original transaction, and 				

	<ul style="list-style-type: none"> ability to provide specific details of the transaction. 				
Bidder Response:					
RTM-7	Bidder should describe, and provide screen shots showing, their process to create merchandise items.				
Bidder Response:					

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
RTM-8	Bidder should describe their <ul style="list-style-type: none"> ability to accept and categorize payments by all means that are accepted by NGPC as specified in Section IV.E.5., 				
	<ul style="list-style-type: none"> compliance with Payment Card Industry's Data Security Standards ("PCI DSS"), and bidder should provide their most recent verification of compliance, and 				
	<ul style="list-style-type: none"> ability to integrate with the State of Nebraska's current Merchant Credit Card Processing Service. 				
Bidder Response:					
RTM-9	Bidder should describe, and provide examples of, <ul style="list-style-type: none"> their accounts receivable (AR) transactions and statements, including demonstration of features detailed in Appendix A, item 8.c., 				
	<ul style="list-style-type: none"> acceptance and appropriate handling of advance deposits for group events, including demonstration of features detailed in 				

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
	Appendix A, item 8.d., and				
	<ul style="list-style-type: none"> recalculation of the group's account balance when a unit that is part of a group event is separated from the group event and transferred to an individual reservation. 				
Bidder Response:					
RTM-10	Bidder should describe, and provide screen shots of,				
	<ul style="list-style-type: none"> their accounts payable (AP) transactions and statements, and their process for the creation of a voucher or issuing a refund for a remaining credit on an account after a stay. 				
Bidder Response:					

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
RTM-11	Bidder should describe their ability to provide reports (see detail in Appendix C), to include:				
	<ul style="list-style-type: none"> online availability and on screen manipulation, acceptance and use of date and location parameters, ad hoc reporting capability, sorting, exporting, accounting/revenue breakdown, and properly formatted printing. 				
	Bidder should provide samples that show the formats of the following major reports (at minimum):				
	<ul style="list-style-type: none"> Daily Arrival Report Departure Report Credit Card Payment Detail 				

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> • Park Revenue Report • Park Revenue Detail Report • Financial Session Summary • Financial Session Detail • Group Functions Summary Report • Group Functions History Report 				
Bidder Response:					
RTM-12	Bidder should describe their ability to provide, and timing of, invoices and billing statements. Bidder should provide samples of formatted invoices and statements.				
Bidder Response:					

Technical Requirements					
The awarded contractor must meet the technical specifications as described in Section IV.F. of the RFP..					
RTM #	Technical	Yes	Customization Required	No	Alternate
RTM-13	Bidder should describe their Business Continuity and Disaster Recovery Plan, which should include <ul style="list-style-type: none"> • provision of 2 sites with Tier IV classification, and 				
	<ul style="list-style-type: none"> • a quarterly test of backup, failover, and disaster recovery procedures. 				
Bidder Response:					
RTM-14	Bidder should <ul style="list-style-type: none"> • acknowledge that NGPC is, and will remain, the owner of all data maintained on the database, 				
	<ul style="list-style-type: none"> • describe their ability and plan to retain data for seven (7) years and maintain its accessibility to NGPC, 				
	<ul style="list-style-type: none"> • describe how Personal Identifying Information (PII) is protected – without compromising bidder’s security schema, and 				
	<ul style="list-style-type: none"> • provide a high level data recovery plan emphasizing data and system recovery timeline. 				
Bidder Response:					
RTM-15	Bidder should describe their data storage, replication, and backup services, which <ul style="list-style-type: none"> • must be located in the United States and 				
	<ul style="list-style-type: none"> • should use leading technologies, to include a high-speed SAN fabric, SFTP server, and at least monthly backup of all databases. 				

Bidder Response:

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
RTM-16	<p>Bidder should describe, and provide a diagram of, the architecture of their hosted environment, to include:</p> <ul style="list-style-type: none"> • 3 separate environments - development, CAT, and production; • software and hardware components, • integration with Nebraska Directory Services (NDS), • website, and • browser compatibility. <p>Bidder should include a list of additional software (e.g., Adobe Reader software plugins) and supplemental/specialized hardware required to use their system.</p>				
Bidder Response:					
RTM-17	<p>Bidder should describe their maintenance plan, including scheduling, for updating, enhancing, and modifying their system in response to technological advances and the need for additional features to improve efficiency and ability to meet the public's and NGPC's demands, including description of how they monitor availability of upgrades offered by the hardware and software vendors.</p>				
Bidder Response:					
RTM-18	<p>Bidder should describe their security safeguards for protection of the confidentiality, integrity, availability, and privacy of information collected, stored, and used, addressing server security, access</p>				

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
	control, and compliance with NITC's Information Security Policy.				
Bidder Response:					
RTM-19	Bidder should describe their ability to maintain performance standards as outlined in Section III.DD.				
Bidder Response:					

Escrow Requirements:					
The Contractor shall include evidence to the State of continued payment of the escrow fees and/or evidence of the ongoing existence of such escrow relationship (or alternate arrangement)					
RTM #	Escrow	Yes	Customization Required	No	Alternate
RTM-20	<p>Bidder should describe their escrow arrangement (or a similar alternate plan/arrangement, e.g., to keep a copy of all items on-site at State, with a key provided by the contractor for access to items) for monthly deposit of a copy of all items that are necessary for the operation and support of the State Park Reservation System. The escrow agreement should include direction to the escrow agent to release all escrowed items to NGPC at termination of the contract. Escrow items should include, at a minimum, the following:</p> <ul style="list-style-type: none"> • the software source code and executables, • a list of Third Party Software used, and how it is used • documentation for the source code, • software architecture and design documentation, • diagram of network design and hardware configuration, • entity relationship and table and field definitions of the database, • all State Park Reservation System documentation, • all current and valid passwords and encryption keys, and 				

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The Contractor shall include evidence to the State of continued payment of the escrow fees and/or evidence of the ongoing existence of such escrow relationship (or alternate arrangement)					
RTM #	Escrow	Yes	Customization Required	No	Alternate
	• any other necessary or useful documentation.				
Bidder Response:					

Project Planning and Management:					
The contractor must assign a Project Manager who has been involved in the implementation of systems similar to the proposed system and shall provide a full Project Management Plan within ten (10) business days after the contract is awarded for review by, and discussion with, NGPC.					
RTM #	Project Planning and Management	Yes	Customization Required	No	Alternate
RTM-21	Bidder should provide an Initial Project Plan, which includes				
	• a design of the proposed system,				
	• development schedule and staff,				
	• coordination/communication with the NGPC Project Manager, and				
	• installation logistics and schedule.				
Bidder Response:					
RTM-22	Bidder should describe their Data Migration/Conversion Plan, to include:				
	• approach and timing of data mapping and				
	• approach and strategy for migration of database information to the contractor's system.				

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RTM #	Project Planning and Management	Yes	Customization Required	No	Alternate
Bidder Response:					
RTM-23	Bidder should provide a Test Plan which includes:				
	• unit testing,				
	• user acceptance testing,				
	• system performance testing, and				
	• a methodology for correcting problems identified during implementation/testing.				
Bidder Response:					

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
RTM-24	Bidder should describe their approach to Risk Assessment and Management.				
Bidder Response:					
RTM-25	Bidder should describe a Cut Over and Go Live Plan, with a list of specific functional and technical activities required for a successful implementation (i.e., to ensure a seamless transition and installation at all State Park facilities at the same time).				
Bidder Response:					
RTM-26	Bidder should describe an Ongoing Support Plan for				
	<ul style="list-style-type: none"> • post-implementation handling of problems and change requests and • HelpDesk support, to describe the location, hours, and services of their HelpDesk, to include logging calls and tracking problems. 				
Bidder Response:					

RTM #	Training	Yes	Customization Required	No	Alternate
RTM-27	Bidder should provide a Training Plan, including schedule, which includes: <ul style="list-style-type: none"> • end user training for staff and administrators, 				

RTM #	Training	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> • technical training and documentation, 				
	<ul style="list-style-type: none"> • provision of a User Manual, and 				
	<ul style="list-style-type: none"> • additional training for the NGPC Project Manager and designee when services are enhanced or modified. 				
Bidder Response:					

RTM #	Transition and End of Contract	Yes	Customization Required	No	Alternate
RTM-28	<p>Bidder should provide an initial generic transition plan that can apply at both the beginning of the contract and at the end of the contract to facilitate:</p> <ul style="list-style-type: none"> • transfer of all knowledge necessary to operate all State Park Reservation System services; • documentation of all necessary support processes, procedures, functions, and staffing requirements; and • collaboration to effect an orderly transition of operational control. <p>As much as possible, this initial plan should include items listed in Section IV.L.2.</p>				
Bidder Response:					
RTM-29	<p>Bidder should describe the provisions it would plan to undertake to assure that the State Park Reservation System remains operational during the transition to a new contractor, with agreement to:</p> <ul style="list-style-type: none"> • continue to operate under this agreement as Project Manager for a period of up to 12 months, • make an orderly transition of the services defined in this RFP, and • continue under the same fee arrangement for those revenue generating services which the current contractor continues to host and other services it performs during the transition period. 				
Bidder Response:					