Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

Bidder Name: _____

Each of the items in the Requirements Traceability Matrix (RTM) table below requires a response of one of the following options: "Yes", "Customization required ", "No", and "Alternate". Bidders must respond to the RTM 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. 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 functional, technical, and financial solutions from other bidders' solutions. Explain each response and describe how the proposed solution meets each requirement, providing at least the current features and processes.**

Only one box may be checked per requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, bidder 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.
Alternate	The "Alternate" option is appropriate when a requirement is in the process of being developed, but not implemented.

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General Statement of Requirements
The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified Contractor to provide a statewide, Web-Based State Park Reservation System that provides for reservations and registrations, group functions capabilities, Customer Communication Management (CCM), professional call center, Point of Sale (POS), and revenue management system that must support all existing business processes. Bidder must describe, and provide screen shots when applicable, to show the structure, functions, and processes of the proposed Web-Based State Park Reservation system.

FUN # 001	Customer Profile	Yes	Customization Required	No	Alternate
FUN-001 **Section VI**	Describe the system's Customer profile and the data it collects. Reference Attachment 3 for minimum required fields.				
	Bidder Response:				

FUN # 002	Customer Profile	Yes	Customization Required	No	Alternate
FUN-002 **Section VI**	Describe the process for a customer to edit their profile.				
	Bidder Response:				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-003 **Section VI**	Describe the process for NGPC staff to edit a customer's profile.				
	Bidder Response:				

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FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-004 **Section VI**	Describe the process of assigning a unique identification number to the customer.				
	Bidder Response:				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-005 **Section VI**	Describe how the password is reset for the customer's profile: a. By the customer b. By NGPC's administration				
	Bidder Response:				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-006 **Section VI**	Describe how the system verifies USPS mailing addresses including address lookup verification.				
	Bidder Response:				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-007 **Section VI**	Describe how the system flags or identifies specific customer groups such as Standard or Tax Exempt.				
	Bidder Response:				

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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-008 **Section VI**	Describe how the system uses real-time updating of availability information in the database to prevent double booking or loss of reservations.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-009 **Section VI**	Describe how the system allows guests to search for facilities based on description and availability of reservable units.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-010 **Section VI**	Describe how the system displays a narrative about each park and its activities, including the ability to display multiple high-quality pictures or videos.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-011 **Section VI**	Describe how the system allows the reservation of specific unit(s) including multiple units in a single transaction as allowed by NGPC business rules.				
	Bidder Response:				

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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-012 **Section VI**	Describe how the system generates a unique identification number for each reservation.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate

FUN-013 **Section VI**	Describe how the system generates customizable email confirmations for all reservations for the following actions:
	   a. a new reservation is made.
	   b. a reservation is modified or transferred.
	   c. an accounts receivable transaction is made.				

	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-014 **Section VI**	Describe how the system notifies a customer who is unsuccessful in making a reservation through the website because of established business rules and the reason why the reservation could not be completed.				
	Bidder Response:				

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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-015 **Section VI**	Describe how the system provides the ability to "bookmark" or "favorite" sites and/or facilities to allow customers to save the site and facility information to their profile.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-016 **Section VI**	Describe how the system provides a waitlist function.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-017 **Section VI**	Describe how the system provides a lottery function.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-018 **Section VI**	Describe how the system provides an accurate, detailed, interactive color map of the campground/cabin areas.				
	Bidder Response:				

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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-019 **Section VI**	Describe how the system provides enlargements to show specific features on a park map, such as campground loops or cabin loops including in the site number and vital site information such as length of camping unit, amperage available, shade quality and site photos.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-020 **Section VI**	Describe how the system allows for the purchase of merchandise such as a t-shirt, firewood, or park permits in the cart along with reservation and the fulfillment process.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-021 **Section VI**	Describe how the system allows the customer the functionality to review profile information including previous purchase history and account balances.				
	Bidder Response:				

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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-022 **Section VI**	Describe how the system allows the application of discounts or promotional codes.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-023 **Section VI**	Describe how the system provides a site feature to promote short-notice availability of reservable facilities.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-024 **Section VI**	Describe how the system provides website banners or other pop-up notifications to provide facility information.				
	Bidder Response:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-025 **Section VI**	Describe how the system provides rule/regulation acknowledgment before allowing a customer to check out.				
	Bidder Response:				

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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-026 **Section VI**	Describe how the system provides the ability to submit a donation to NGPC upon checkout.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-027 **Section VI**	Describe how the system provides for some portion of each location's reservable facilities or facility type(s) to be reservable only by each field location, not reservable from the call center or public reservation website.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-028 **Section VI**	Describe how the system allows backdating of arrival date for walk-in guests who arrive after the park office is closed and register the following day.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-029 **Section VI**	Describe how the system allows staff to search for an existing customer profile or create a customer profile (if not already in existence) for walk-in guests.				
	Bidder Response:				

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FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-030 **Section VI**	Describe how the system allows check-in of guests.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-031 **Section VI**	Describe how the system allows the check-in of multiple sites in a single transaction.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-032 **Section VI**	Describe how the system allows the check-out of guests including multiple sites in a single transaction.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-033 **Section VI**	Describe the number of steps required for staff to complete each of the following actions: a. reservation steps b. registration steps c. point of sale (POS) purchase				
	Bidder Response:				

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FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-034 **Section VI**	Describe how the system updates units as reserved when reservations or registrations are made.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-035 **Section VI**	Describe how the system allows staff to adjust fees on reservations and registrations.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-036 **Section VI**	Describe how the system sends a confirmation of a new, modified, or canceled reservation and generates receipts.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-037 **Section VI**	Describe how the system generates guest registration forms.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-038 **Section VI**	Describe how the system retains historical information about reservations and profiles made in the field and how history and profiles are viewed.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-039 **Section VI**	Describe how the system allows staff to cancel reservations and registrations with the appropriate penalties assessed.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-040 **Section VI**	Describe how the system allows field staff to void: a. Reservations b. Registrations c. POS Sales				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-041 **Section VI**	Describe how the system allows authorized staff the ability to place a closure or hold on a site.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-042 **Section VI**	Describe how the system allows authorized staff to override business rules or policies and describe the comprehensive audit trail for overrides.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-043 **Section VI**	Describe how the system allows authorized NGPC staff define and report on key performance indicators (KPIs) using system data for real-time dashboard reporting.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-044 **Section VI**	Describe how the system provides training materials and support for field location reservations and registrations including online manuals, videos, and staffed support via live chat or phone.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-045 **Section VI**	Describe how the system allows staff to deliver direct customer communications across multiple channels such as email and SMS text.				
	Bidder Response:				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-046 **Section VI**	Describe how the system provides for the management of cash drawers, including opening, closing, balancing, adjusting, and depositing revenue, following best practices for cash management at over-the-counter locations.				
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-047 **Section VI**	Describe how the system allows for monitoring of call length.				
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-048 **Section VI**	Describe how the system reports on the number of calls per operator.				
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-049 **Section VI**	Describe how the system allows the ability to book sites at all locations through a call center module. Include inventory availability views for all areas and access to park/campground maps.				
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-050 **Section VI**	Describe how the system tracks calls not resulting in a reservation based on the following inquiry types: a. Inside Minimum Window Request b. Outside Maximum Window Request c. Confirmation Letter Request d. Facility Info Request e. No Reservable Inventory Available f. Availability Found No Reservation Made g. Called to Verify Existing Reservation h. Other				
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-051 **Section VI**	Describe how your facilities or work-at-home Call Center agents provide reservation services to customers.				
	Bidder Response:				

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FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-052 **Section VI**	Describe your call center's key performance indicators (KPIs) related to customer satisfaction and service quality. Include recent performance reports or statistics illustrating customer satisfaction levels.				
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-053 **Section VI**	Describe the frequency of training sessions for call center staff and elaborate on the content covered in these programs. Detail the topics addressed, including park operations, customer service, and any other relevant areas.				
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-054 **Section VI**	Describe the system's resources, tools, and mediums utilized during training sessions to enhance learning and skill development among staff members.				
	Bidder Response:				

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FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-055 **Section VI**	Describe how the system tracks the time it takes to answer support calls, the type of support calls received, and the time it takes to resolve all issues. Provide analytics regarding support call volume, answer times, response times, resolution rate, abandonment rate, etc.				
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-056 **Section VI**	Describe the system's option for multilingual support.				
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-057 **Section VI**	Describe bidder's call center operating hours.				
	Bidder Response:				

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FUN #	Self Service Kiosks	Yes	Customization Required	No	Alternate
FUN-058 **Section VI**	Describe whether the kiosk solution uses a proprietary kiosk model or integrates with existing kiosk systems. Detail the range of services the kiosk solution offers and how it interfaces with the system, including services such as camping registration, park entry permit purchases, and any other relevant offerings.				
	Bidder Response:				

FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate
FUN-059 **Section VI**	Describe the system's ability to create a group/organization profile, including red flag alerts viewed by staff when making a reservation.				
	Bidder Response:				

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FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate
FUN-060 **Section VI**	Describe the system's ability to allow a group event to be planned and reserved, similar to events held in hotels and conference centers to include the ability to: a. allow a unit to be part of a Group Event to be separated from the Group Event and transferred to an individual reservation and recalculate the Event's new balance. b. send a confirmation to the primary occupant rather than the original customer who made the reservation. c. assign and track occupants of units in a group reservation. d. facilitate invoicing at a later date. e. allow changes to, or cancellation of, an entire reservation, or part of a reservation.				
	Bidder Response:				

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-061 **Section VI**	Describe the system's ability to allow customers to create accounts and maintain profiles with personal information, contact details, and boat information (boat name, length, width, depth, registration number, and captain).				
	Bidder Response:				

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FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-062 **Section VI**	Describe the system's ability to reserve daily slips online for a specific date or a range of dates.				
	Bidder Response:				

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-063 **Section VI**	Describe how customers are placed on the waitlist and the criteria determining their position. Provide insights into whether the list operates on a first-come, first-served basis, or if there are other factors influencing the waitlist sequence.				
	Bidder Response:				

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-064 **Section VI**	Describe how the system allows customers to access their lease details through their profiles.				
	Bidder Response:				

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-065 **Section VI**	Describe how the system allows customers to opt for dock boxes and specify the rental duration.				
	Bidder Response:				

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FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-066 **Section VI**	Describe the tools and functionalities available to staff for efficient oversight and control of lease allocations and waitlist management.				
Bidder Response:					

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-067 **Section VI**	Describe the system's ability to maintain a comprehensive database of slips with details such as availability, size, location, and any specific amenities.				
Bidder Response:					

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-068 **Section VI**	Describe how the system calculates and includes dock box fees in the payment process when dock boxes are added to the customer's order.				
Bidder Response:					

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-069 **Section VI**	Describe the system's ability to send automated email notifications to customers for reservation confirmations, lease renewals, waitlist updates, etc.				
Bidder Response:					

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FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-070 **Section VI**	Describe the system's ability to support easy communication between marina staff and customers if they have any queries or special requests.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-071 **Section VI**	Describe the system's capability to facilitate authorized NGPC personnel, including higher-level administrative staff and designated support desk members, to reset passwords for other NGPC system users. Highlight the process, security measures, and protocols in place for password resets to ensure data confidentiality and integrity.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-072 **Section VI**	Describe how the system allows NGPC administration to enable and disable user accounts in real-time. Provide details on the administrative controls and procedures used to manage user access privileges effectively.				
	Bidder Response:				

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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-073 **Section VI**	Describe the system's ability to automatically disable user accounts following a set period of inactivity (for example 30 days of inactivity). Describe the processes and automated triggers implemented for the automatic account disabling feature to ensure system security and compliance.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-074 **Section VI**	Describe the system's ability to manage user permissions and explain how the system allows authorized users with administrative access to maintain and manage the permissions.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-075 **Section VI**	Provide a report from the system that displays the name and role of each user and include indicators for the status active or inactive with dates of activity. Additionally, describe how the system tracks and displays the last login date of each user.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-076 **Section VI**	Describe the system's ability to allow authorized users to access a comprehensive action log report detailing all system activities. This report should include, at a minimum, specific action performed, user who initiated the action, location or IP address from which the action was performed, and timestamp indicating when the action occurred.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-077 **Section VI**	Describe how the system allows users with administrative access to merge a duplicate profile.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-078 **Section VI**	Describe how the system automatically calculates and accounts for sales and lodging tax and correctly applies it to NGPC products and services in compliance with Nebraska tax regulations.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-079 **Section VI**	Describe how the system ensures the reporting includes vital information such as the report name, date of generation, and timestamp.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-080 **Section VI**	Describe the system's flexibility in configuring the display of financial, statistical, or demographic data and level of customization available to users.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-081 **Section VI**	Describe the system's ability to enable the definition and reporting of key performance indicators (KPIs) using real-time data.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-082 **Section VI**	Describe the ability to manage facility and site attributes to ensure accurate descriptions and amenities offered.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-083 **Section VI**	Describe the ability to designate holding places (spacers) at the beginning and end of reservations, enabling users to accommodate vacant days between reservations for specific facilities.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-084 **Section VI**	Describe the ability to provide for site specific and site standard reservations by location, facility type or facility.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-085 **Section VI**	Configure reservation inventory to allocate a portion of each location's reservable facilities by resale location: call center, public website, park location.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-086 **Section VI**	Describe the system's ability to rent facilities for various periods: nightly, daily, and hourly.				
	Bidder Response:				

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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-087 **Section VI**	Show how to configure a minimum stay requirement to include: dates, number of days, weeks, or hours.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-088 **Section VI**	Describe the ability to set up a taxable or nontaxable item.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-089 **Section VI**	Describe the setup of a revenue account codes: allocate the POS price of an item across multiple account codes.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-090 **Section VI**	Describe the setup of pricing: including fixed prices (price configured in the system by NGPC) and variable prices (price set at time of sale).				
	Bidder Response:				

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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-091 **Section VI**	Describe the setup of a configurable time frame within which an item is allowed to be returned or refunded (return period).				
Bidder Response:					

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-092 **Section VI**	Describe the system's ability to provide for reports of products sold by day and location.				
Bidder Response:					

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-093 **Section VI**	Describe how the system tracks and reports the inventory value per retail product at a specific location (such as a park) and across locations (such as region or statewide) in real time. Include actions related to the product inventory (such as purchases, sales, returns, spoilage, etc.).				
Bidder Response:					

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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-094 **Section VI**	Describe the inventory reconciliation process. Please include, at a minimum: entry of a physical count, report that shows the differences between the system and the physical count, adjustments, modification, and resolution.				
	Bidder Response:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-095 **Section VI**	Describe the ability to run an automated process to batch manage overdue check outs and check ins up to the date specified.				
	Bidder Response:				

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-096 **Section VI**	Demonstrate the system's automated and Ad hoc messaging, that aligns with agency graphic identity and branding. Attachment 7 - Brand Guide.				
	Bidder Response:				

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FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-097 **Section VI**	Describe the system's ability to facilitate customer communication including but not limited to: increasing sales; customer satisfaction and retention; targeted marketing of customers for special events and services; support NGPC in Recruitment, Retention, and Reactivation (R3); and emergency or closure notifications.				
	Bidder Response:				

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-098 **Section VI**	Describe the ability to track customer actions by demographics and contact information.				
	Bidder Response:				

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-099 **Section VI**	Describe preset and ad-hoc reporting tools.				
	Bidder Response:				

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FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-100 **Section VI**	Describe the system's ability to provide customizable HTML and/or text and email messages. Including but not limited to: onboarding a customer, cart abandonment, upselling, auto-message email communications to customers based on transaction dates, and personalized content to customers for upsells and cross-promotions.				
	Bidder Response:				

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-101 **Section VI**	Describe the system's ability to provide API web services and other means of custom integration with other systems such as accessing NGPC's Permit Licensing system, website, event calendar, email communications platform or others.				
	Bidder Response:				

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-102 **Section VI**	Describe the system's capability to create automated campaigns based on customer actions or inaction. Explain how the system addresses the specific campaign requirements such as renewing park permits, follow-up on marketing campaign inquiries, offering reservation opportunities, last-minute park vacancies, and upselling activities for current reservations.				
	Bidder Response:				

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Requirements Traceability Matrix (RTM)
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FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-103 **Section VI**	Describe how the system establishes and measures key performance indicators, encompassing metrics like revenue, customer numbers, recruitment rates, and retention rates. Provide insights into the system's ability to track and analyze these KPIs effectively.				
	Bidder Response:				

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-104 **Section VI**	Describe the system's capabilities to: Measure incoming web traffic sources; Integrate with analytical tools; Track visits and call-to-action engagement; Monitor call-to-action conversions such as reservation confirmations or account creations; Track login/logout, customer session duration, and time between visits; Monitor bounce rates and respond to cart abandonment effectively.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-105 **Section VI**	Describe the offline POS cash and check sales, and how it stores information when the online system is temporarily unavailable.				
	Bidder Response:				

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FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-106 **Section VI**	Describe the system's ability to calculate the total cost for POS items, including or excluding tax for the location of the sale.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-107 **Section VI**	Describe the system's functionality to generate itemized receipts, ensuring each POS item is individually listed with specific quantities.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-108 **Section VI**	Describe how the system provides a designated space on guest receipts for customers to input tip amounts.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-109 **Section VI**	Describe the functionality enabling cashiers to enter tip amounts and charge the guest's credit card accordingly.				
	Bidder Response:				

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FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-110 **Section VI**	Describe the system's ability to accumulate tip totals, associating them with specific park staff IDs. Describe the tracking mechanism ensuring proper allocation and payment of collected tips to the respective individuals.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-111 **Section VI**	Describe the system's ability to provide a void option to remove a POS item from a purchase or account in case of error.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-112 **Section VI**	Describe the system's ability to display the cost of the selected item.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-113 **Section VI**	Describe the system's ability to allow park staff to enter a discount changing the price for specified items.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-114 **Section VI**	Describe the system's ability to allow sales to either a generic customer profile or allow assignment to an existing customer profile.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-115 **Section VI**	Describe the system's ability to allow grouping of items, including reservable unit(s), to sell as one package with the appropriate accounting codes for each item.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-116 **Section VI**	Describe the system's ability to allow park staff with the appropriate authority to add, edit, or delete all necessary data for POS items.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-117 **Section VI**	Describe the system's ability to create one POS item and assign it to multiple locations.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-118 **Section VI**	Describe the system's ability to display a quick menu of most sold items configurable per station.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-119 **Section VI**	Describe the system's resale inventory tracking module. At a minimum, the module should track resale inventory received, sold, and adjusted as well as the cost, revenue, and profit of all resale items.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-120 **Section VI**	Describe the system's ability to provide customer-specific marketing being tailored to identified customer purchase patterns.				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-121 **Section VI**	Describe the system's ability to provide for the Sale of Non–Inventory Products (products for which there is no stock in the system).				
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-122 **Section VI**	Describe the system's ability to integrate and support typical point of sale (POS) equipment such as cash drawers, credit card readers, receipt printers, and bar code scanners.				
	Bidder Response:				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-123 **Section VI**	Describe how the system complies with Generally Accepted Accounting Principles (GAAP).				
	Bidder Response:				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-124 **Section VI**	Describe the system's cancellation, refund, and void process for both reservations and POS sales.				
	Bidder Response:				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-125 **Section VI**	Describe the system's ability to apply current sales and lodging tax.				
	Bidder Response:				

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FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-126 **Section VI**	Describe the Credit Card transactions process through the Public Website, Field Locations, Call Center, and, if applicable, kiosk solution.				
	Bidder Response:				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-127 **Section VI**	Describe the system's pre-formatted accounting and revenue summary/detailed reports.				
	Bidder Response:				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-128 **Section VI**	Describe how the system accommodates the current NGPC chart of account layout: (i.e., fund (5 digits), business units (8 digits), object account (6 digits), Subsidiary (8 digits), Sub-ledger type (1 digit) and Sub-ledger (8 digits)				
	Bidder Response:				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-129 **Section VI**	Describe, including examples, the system's ability to provide: 1. audit trails, 2. reconciliation reporting, 3. traceability of a payment, including tender type, to original transaction, and 4. specific details of the transaction.				
	Bidder Response:				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-130 **Section VI**	Describe the system's base and ad hoc financial reports.				
	Bidder Response:				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-131 **Section VI**	Does the system have the ability to integrate with the State of Nebraska's current Merchant Credit Card Processing Service US Bank/Elavon?				
	Bidder Response:				

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
FUN-132 **Section VI**	Explain the system's role-based security by enabling the NGPC Project Manager to define role profiles with permissions and show the configurable screens, inventory photo updates, editable fields, and associated permissions based on role profiles.				
Bidder Response:					

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
FUN-133 **Section VI**	Elaborate on the system's features enabling the NGPC Project Manager to set or modify business rules, policies, prices, tax rates, and reservation channel cut-off dates.				
Bidder Response:					

FUN #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
FUN-134 **Section VI**	Describe how the system differentiates between the following tender types: a. Cash b. Check c. Money Order d. Credit Card e. Park Bucks (Gift Card/Gift Voucher) f. Interagency Billing Transaction (IBT)				
Bidder Response:					

FUN #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
FUN-135 **Section VI**	Explain the system's capability to create vouchers, functioning as store credits allocated to either individual or group accounts. Detail the process for generating and allocating vouchers.				
	Bidder Response:				

FUN #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
FUN-136 **Section VI**	Provide a copy of the following documentation reports: Attestation of Compliance (AOC); PCI-DSS Data Flow Diagram; Incident Response Plan; Vulnerability Scans; and Security Policy.				
	Bidder Response:				

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-137 **Section VI**	Explain the system's ease in generating and saving periodic reports on all system data. Highlight automated delivery options for reports, availability of ad hoc reporting with summary tools, and the ability to retrieve and export data in various formats (e.g., Word, Excel, PDF, SQL tables) for custom time frames enabling comparisons and projections of booked services and occupancies.				
	Bidder Response:				

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-138 **Section VI**	Detail the system's functionalities for creating, running, and saving various reports. Include features such as filtering, querying, summarizing, sorting, displaying, compiling, saving, and printing reports to screens, devices, or electronic files. Describe the ability to create standard reports, custom queries, financial reports, and scheduled report delivery based on NGPC needs.				
Bidder Response:					

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-139 **Section VI**	Explain how the system records all user and customer activities, including automated system activities. Describe the accessibility of this recorded data for viewing and reporting. Highlight the select NGPC staff's access to raw data and their capability to build reports within the system.				
Bidder Response:					

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-140 **Section VI**	Outline the system's performance in generating reports for any period length without noticeable negative impact on system usability. Additionally, detail the capability of reports to be printable on 8.5" x 11", 8.5" x 14", and/or 11" x 17" paper sizes as appropriate based on report size.				
Bidder Response:					

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-141 **Section VI**	Provide a comprehensive list of all existing system reports.				
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-142 **Section VI**	Provide details on interfacing restaurant and food service operations to combine customer lodge or hotel usage with food sales for consolidated customer accounts settled upon check-out.				
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-143 **Section VI**	Describe the system's capabilities for creating and modifying food service-related data, including ingredient management, recipe handling, and menu item setup.				
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-144 **Section VI**	Explain how users can create food service locations, manage consumable inventory, and handle storage across multiple locations within a food service setting.				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-145 **Section VI**	Elaborate on the system's functionalities concerning order placement, delivery to kitchen printers or displays, order completion status recording, bill payment, check splitting, discounts application, gratuity calculation, bill suspension, and order lookup for closed transactions.				
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-146 **Section VI**	Describe the system's capabilities for tracking and reporting table status, including current and historical status updates, such as table readiness, orders placed, served, payment completed, and reservation status.				
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-147 **Section VI**	Explain the mechanism available for staff to indicate sites needing cleaning or maintenance post-departure and during check-in, ensuring validation of site cleanliness before transaction approval.				
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-148 **Section VI**	Detail the system's provision for a dashboard view or report indicating sites with cleaning/maintenance status, providing visibility into required or available cleaning/maintenance sites.				
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-149 **Section VI**	Explain how the system generates historical reports concerning cleaning and maintenance activities, providing insights into past cleaning and maintenance actions.				
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-150 **Section VI**	Describe the system's functionality allowing staff to request maintenance tasks (e.g., light bulb replacement) and route these requests to appropriate users within the system for action.				
	Bidder Response:				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-151 **Section VI**	Describe the system's ability to allow guests to check-in for their reservation via mobile application or mobile responsive website when located within a designated proximity of their site on the date and time of arrival.				
	Bidder Response:				

FUN #	Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
FUN-152 **Section VI**	Describe the system's Business Continuity and Disaster Recovery plan to include the following: a. Provision of two sites with Tier IV classification. b. A quarterly test of backup, failover, and disaster recovery procedures. c. Provide a high-level data recovery plan.				
	Bidder Response:				

FUN #	Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
FUN-153 **Section VI**	Describe the system's capability of providing the following: a. A high-speed SAN fabric. b. SFTP server. c. Monthly backup of all databases.				
	Bidder Response:				

FUN #	Data Repository Facilities	Yes	Customization Required	No	Alternate
FUN-154 **Section VI**	Describe the system's data storage, replication, and backup services.				
	Bidder Response:				

FUN #	Data Repository Facilities	Yes	Customization Required	No	Alternate
FUN-155 **Section VI**	Indicate location of all data repository facilities, hardware, and software.				
	Bidder Response:				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-156 **Section VI**	Provide a high-level description with diagrams and screenshots of the proposed system.				
	Bidder Response:				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-157 **Section VI**	Provide a draft design plan.				
	Bidder Response:				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-158 **Section VI**	Describe the methodology for user acceptance testing.				
	Bidder Response:				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-159 **Section VI**	Describe system performance load and stress testing.				
	Bidder Response:				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-160 **Section VI**	Via the Administration Role, describe how they are able to access all sales channels: including but not limited to the Public Website, the POS system, and each Park location.				
	Bidder Response:				

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
FUN-161 **Section VI**	Are all system channels fully functional 24 hours a day, 365 days a year?				
	Bidder Response:				

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FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
FUN-162 **Section VI**	Describe scheduled system maintenance impacting access to the system.				
	Bidder Response:				

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
FUN-163 **Section VI**	Describe how the scheduled system maintenance will accommodate NGPC peak seasons.				
	Bidder Response:				

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
FUN-164 **Section VI**	Describe the system's notification process for system outages.				
	Bidder Response:				

FUN #	Information Security	Yes	Customization Required	No	Alternate
FUN-165 **Section VI**	Provide a draft security plan.				
	Bidder Response:				

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FUN #	Information Security	Yes	Customization Required	No	Alternate
FUN-166 **Section VI**	Describe how the system protects Personal Identifying Information (PII).				
	Bidder Response:				

FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
FUN-167 **Section VI**	Provide a draft schedule of work outlining the project timeline.				
	Bidder Response:				

FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
FUN-168 **Section VI**	Provide a draft design plan.				
	Bidder Response:				

FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
FUN-169 **Section VI**	Is the project manager PMP certified?				
	Bidder Response:				

FUN #	Help Desk	Yes	Customization Required	No	Alternate
FUN-170 **Section VI**	Describe the communication support options to include, but not limited to, the following: a. Telephone help. b. Email. c. AI Chat Box. d. Help Text with Hyperlinks.				
	Bidder Response:				

FUN #	Help Desk	Yes	Customization Required	No	Alternate
FUN-171 **Section VI**	Describe the issue tracking management system to include the following: a. Tracking Input. b. Input Escalation. c. After Incident Reporting.				
	Bidder Response:				

FUN #	Training Plan	Yes	Customization Required	No	Alternate
FUN-172 **Section VI**	Provide a draft training plan.				
	Bidder Response:				

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FUN #	Transition Plan	Yes	Customization Required	No	Alternate
FUN-173 **Section VI**	Provide a draft transition plan.				
	Bidder Response:				

FUN #	End of Contract Provisions	Yes	Customization Required	No	Alternate
FUN-174 **Section VI**	Provide a plan to ensure the system remains operational during the transition to a new contractor.				
	Bidder Response:				