

SOLICITATION ADDENDUM ONE QUESTIONS AND ANSWERS

Date: August 5, 2024

To: All Bidders

From: Connie Heinrichs and Craig Palik, Procurement Contracts Officers
AS Materiel State Purchasing Bureau (SPB)

RE: Addendum for 6909 Z1
to be opened September 10, 2024 at 2:00 p.m. CST

Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned solicitation. The questions and answers are to be considered as part of the solicitation. It is the responsibility of bidders to check the State Purchasing Bureau website for all addenda or amendments.

Question Number	RFP/ITB Section Reference	RFP/ITB Page Number	Question	State Response												
1.			The RFP 6909 Z1 State Parks Reservation System contains a reference to a Pre-Proposal Conference in the list of definitions, but no other mention of the conference. Can you confirm if there is a pre-proposal conference scheduled?	Per the "Schedule of Events" a pre-proposal conference is not scheduled.												
2.	General		Please provide the credit card transaction volume for the past three years	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Year</th> <th style="text-align: center;">Transactions</th> <th style="text-align: center;">Sales Volume</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2021</td> <td style="text-align: center;">291,408</td> <td style="text-align: center;">\$23,429,727</td> </tr> <tr> <td style="text-align: center;">2022</td> <td style="text-align: center;">294,456</td> <td style="text-align: center;">\$22,248,779</td> </tr> <tr> <td style="text-align: center;">2023</td> <td style="text-align: center;">301,328</td> <td style="text-align: center;">\$21,974,788</td> </tr> </tbody> </table>	Year	Transactions	Sales Volume	2021	291,408	\$23,429,727	2022	294,456	\$22,248,779	2023	301,328	\$21,974,788
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3.	Schedule of Events	2	Please provide the anticipated go-live date for the new system	The Go-Live date is flexible within the parameter of 12 to 14 months after contract start date as long as the date does not conflict with peak season dates.												
4.	Request for Proposal for Contractual Services Form	57	Please clarify how a vendor should fill out this form if they are not a registered Nebraska Contractor (who has maintained a bona fide place of business and	Vendor should only complete what is applicable and leave remaining spaces blank if they do not apply. (Signature is still required even if the nothing is applicable to the Vendor.)												

			at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Solicitation) nor applicable for the other designated boxes in this form. Should we leave the boxes blank?							
5.	6909 Z1 RFP Reservation System Final 07112024 Section C. Invoices	Page 27	Is it possible to set the payment terms as net 30 (rather than net 45)?	Per Section IV.C. The State shall have forty-five (45) calendar days to pay after a valid and accurate invoice is received by the State.						
6.	6909 Z1 RFP Reservation System Final 07112024 Section 10 Payment and Credit Card Processing	Page 42	Will the state be the Merchant of Record, and be responsible for providing recon data, issuing refund checks, and submitting evidence for chargebacks?	Yes, the State will be the Merchant of Record.						
7.			Does the agency have an existing system that will be replaced by the proposed system? a) If so, is data migration part of the project scope and what is size of the data?	The State does have an existing system. a) Yes. The data migration is part of the project scope. <table border="1"> <thead> <tr> <th>Segment Type</th> <th>Size in GB</th> </tr> </thead> <tbody> <tr> <td>Table</td> <td>45</td> </tr> <tr> <td>Index</td> <td>85</td> </tr> </tbody> </table>	Segment Type	Size in GB	Table	45	Index	85
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8.			Does the agency have a technology preference i.e. Microsoft, Oracle?	Microsoft is the technology preference.						
9.			Does the agency prefer a COTS, Low-code, Custom-developed solution?	NGPC does not have a preference as long as it meets the requirements of the RFP.						
10.			What are the agency technology standards for existing applications? i.e.) is it .NET or Java?	The agency's technology standards for existing applications is .NET.						

11.			How many users is the agency expecting with this system?	The agency anticipates approximately 10 users in administrative roles, 35 park managers, and around 550 seasonal employees who rotate each year, with new staff joining and departing seasonally.
12.			What is the volume of merchandise transactions expected from this system?	The expected volume of merchandise transactions from the system is approximately 900,000 units, totaling around \$9,000,000 per calendar year.
13.			Which payment methods need to be integrated?	Bidder should refer to section VI.10 Payment and Credit Card Processing.
14.			What do you mean by lottery function allowing customers to apply for a facility rental, such as a cabin or boat slip, during a designated application period?	During the application period, customers submit their rental applications. After this period, a lottery randomly selects applicants who are then notified and can proceed with the rental process.
15.			Do we need to provide resources for the call center? Are there existing resources that we can use?	Nebraska currently operates its own call center and requires the system to support this functionality. In the future, if we decide not to manage the call center, the bidder should provide the necessary resources (staff and hardware).
16.			How many self-service Kiosks is the agency planning to procure?	The agency intends to procure up to six self-service kiosks per year for the first five years.
17.			How many integration points does the agency envision with this system? Are the integrations available as web services?	The agency anticipates a minimum of 4-5 integrations. These integrations may be available as web services or application programming interface (API).
18.			Can we propose an offshore team of development support and QA that will not require access to production data?	On-shore resources is a requirement.
19.			Should we include the software license costs in our proposal? Will the state procure that through us or a preferred supplier channel?	All costs should be included in the transaction fees. Refer to 6909 Z1 Cost Proposal Sheet.
20.			Section I. Procurement Procedures, Item O - Request for Proposal/Proposal	The Bidder should complete the Corporate Overview (per Section VII), the Completed Sections II through IV, plus the inclusion of a Technical

		<p>Requirements, Number 4, indicates that we should complete Sections II thru IV as part of the RFP process; Section II Terms and Conditions, first line of paragraph 1 indicates that we should complete Sections II thru VII. Is the intent of Sections V and VI informational only or is there a deliverable or acknowledgement required as part of our response?</p>	<p>Approach (Section VI.E through VI.K.) per Section VII.A.2. with completed Attachment 6 – FUN RTM, completed Form A: Bidder Proposal Point of Contact, and a completed Cost Proposal Sheet.</p> <p>In addition, the original Request for Proposal for Contractual Services Form signed manually in ink or by DocuSign.</p> <p>Submitting Technical Approach, including but not limited to Attachment 6 – FUN RTM, fulfills the requirement stated in Section VII.A.2.</p>
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This addendum will be incorporated into the solicitation.