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| SOLICITATION ADDENDUM TWO  QUESTIONS AND ANSWERS  AND REVISED SCHEDULE OF EVENTS |

Date: August 20, 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.

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| Question Number | RFP/ITB  Section  Reference | RFP/ITB  Page Number | Question | State Response |
| 1. | Scope of Work - 10 Payment and Credit Card Processing | 42 | Is NGPC open to Vendor to providing Integrated Merchant Credit Card Processing, with their software, to replace the Gateway Elavon, ensuring that NGCP is still the Merchant of Record? | Yes. |
| 2. | Scope of Work - 10 Payment and Credit Card Processing | 42 | Based on Credit Card transactions, are you able to provide your current Exchange Rates for processing transactions through your gateway and card brands? | Yes. The range is from 0 to 3 percent. |
| 3. | Scope of Work - 10 Payment and Credit Card Processing | 29 | How many Credit Card / EMV Devices does NGPC require for the proposed solution at the physical location where Card is Present? Can you provide a detial break down of the location and number of devices? | Current POYNT devices equals 146. This number may change due to new/closed locations.  See Q&A Attachment A MID-CC device location.xlsx |
| 4. | Scope of Work - 10 Payment and Credit Card Processing | 42 | How many MIDs / Revenue Centers is required thorugh out NGPC, i.e., Lodging, Resturant, Retail, ect., and can you provide a listing per location of what is required? | See Q&A Attachment A MID-CC device location.xlsx for the locations. |
| 5. | Scope of Work - E General System and Technial Requirements - #8 | 45 | For clarification, NGPC is not asking Vendor to maintain outdoornebraska.gov website, only the Guest Online Reservations Booking Website, connected to outdoornebrask.gov, correct? | Correct. |
| 6. | Round 1 Q&A Response #2 & #12 |  | In your Q&A sheet you provide the Credit Card Transactions and Volume for the past 3 years, and then provide the estimated Merchanise transactions and volume. Is the 900k units / $9m Merchandise amount included in the stated credit card amount provided or is this seperate between Lodging and Merchandise? | The merchandise amount is included in the stated credit card amount. |
| 7. | Self-Service Kiosks | 36 | NGPC states they are 'exploring' the purchase of self-service Kiosks. What is the time frame of incorporationg this and is NGPC willing to work with the selected Vendor to ensure the right one is obtained and is compatible with the Vendor software? | The timeline for incorporating the kiosks will depend on go live and location practicability.  NGPC is committed to selecting the best self-service kiosk solution to meet Nebraska's needs. While NGPC is open to receiving input from the selected vendor, our priority is to ensure compatibility with the kiosk solution that best aligns with the RFP. |
| 8. | Financial | 41 | Can NGPC provide an example of the current chart of accounts for review, from the JD Edwards EnterpriseOne 9.2, based on the break down of "digits", listed out in this requirement, as used by NGPC? | See attached revenue Charts of Accounts for an example of two park locations.  Q&A Attachment B BU for Ft Rob and ETM.xlsx |
| 9. | Cost Proposal Sheet & Call Center overview C | 36 | NGPC is looking for Call Center Pricing, which based on the RFP and the Round 1 Q&A, NGPC plans to continue its own Call Center, yet wants the Vendor to be able to provide one in the future. For Pricing purposes, should the focus on the Cost Proposal be excludive to NGPC's Call Center, and not the possiblity of the Vendor providing in the future? | NGPC requires the system to have a module, tool, or Call Center platform for staff to use.  Within the duration of the contract, NGPC may transition away from operating the call center in-house, and transition to the vendor to provide a fully operational call center.  Any additional cost for the Vendor’s call center should be listed under the Supplemental or Specialized Hardware Pricing Spreadsheet in the Cost Proposal 6909 Z1 State Park Reservation System. |
| 10. | Cost Proposal Sheet |  | For clarification, NGPC is allowing the Vendor to list out all costs associated with Setup/Installation/Training for the first year. Should those also include all Travel Expenses built in or will NGPC cover Travel, Lodging and Meals seperately? | All travel, lodging, and meal costs are the responsibility of the vendor. |
| 11. | Cost Proposal Sheet |  | Due to Turn-over at Parks and the requirement for re-training over the course of the agreement, should retraiing be made part of the transaction fee renewals, or should the vendor list out retraining cost seperately under the Supplemental or Specalized Hardware Pricing Sheet? | Retraining should be made part of the transaction fee. |
| 12. | Cost Proposal Sheet |  | Over time NGPC could expect the Vendor to perform development / enhancments to the software, specific to their needs. Should the vendor detail out a list out the hourly cost for such services and any other additional fees that could be made part of this Agreement? | The expectation is that the vendor will perform specific developments and enhancements tailored to NGPC's needs as part of the fixed price bid. Therefore, these services should be covered under the agreed-upon fixed price. We do not anticipate additional hourly costs or fees for these services within the scope of the contract, as the comprehensive nature of the fixed price is intended to include all necessary developments and enhancements. |
| 13. | Submission of Proposals | 4 | Do you require DocuSign to be used or would any e-sign platform be acceptable? | Approved methods - manually in ink or by DocuSign. |
| 14. | Current Operating Environment,  Call Center | 29 | Is the call center module also provided by the current contractor/subcontractor? Is this  module baked into the reservation platform or does it act as a separate tool? | Yes. The call center module is a component of the reservation platform. |
| 15. | Current Operating Environment,  Call Center | 29 | The current operating environment outlines that the call center is currently staffed by  NGPC employees. With a ‘professional call center’ being outlined in the scope of work,  are you looking for a new operational call center and staffing, or just the call center  tooling/platform for this existing staff to utilize? | Please see question number 9. |
| 16. | Scope of Work | 33 | How does the existing system manage and sync it's offline cash and check payments  once connection is re-established? | The current vendor uses a program that operates locally on the computer, allowing staff to ring up sales even without an internet connection, specifically for cash and check transactions. Once the computer is reconnected to the internet, the program syncs the recorded sales data with the main system, ensuring all transactions are accurately reflected in the central database. |
| 17. | Customer Profile | 33 | What demographics are you looking to track within a customer profile? | NGPC uses customer demographics to provide understanding of motivations and preferences.  Currently, NGPC tracks customers’ location and zip code information. However, there is interest in expanding this data to gain deeper insights into customer behavior and engagement. |
| 18. | Field Location Reservations and  Registrations | 35 | What information do you require from your guests via the registration forms? | Guest name, billing address, amount due, amount paid, reservation number, cabin/room/site number, arrival date and departure date. |
| 19. | Marina and Slip Management | 37 | Are slip spaces calculated and sold in aggregate (a 100 foot dock being able to house  that much footage of boat) or in individually sized marina slips (designated size per  slip)? | Slip spaces are designated size per slip. |
| 20. | Customer Communication  Management | 40 | How do you measure recruitment and retention rates? | NGPC measures recruitment and retention by tracking new and repeat customers, along with their purchasing behaviors. |
| 21. | POS/Merchandise Processing | 41 | What is the purpose of attributing POS sales to a generic customer profile? | The purpose of attributing POS sales to a generic customer profile is to streamline the sales process and reduce wait times at kiosks and offices, allowing for the quick issuance of items like park entry permits. This approach also aligns with general customer expectations, as day-use visitors who are not registered campers may not have a profile but still wish to make simple, one-time purchases, such as firewood or sunscreen. |
| 22. | Nebraska Game and Parks  Commission Background and  Goals | 32 | When referencing ‘understanding customer motivations’, are there specific data points  you’re looking to track or outcomes of this so we can design the solution around the  feedback provided by customers? | NGPC tracks key data points such as purchase history, usage patterns, brand interactions, and engagement with marketing campaigns. By analyzing these behaviors, we can gain insights into what drives customer decisions and tailor the solution to meet their needs. |
| 23. | V. CURRENT OPERATING ENVIRONMENT | 28 | Regarding your current POS card machines – are they fully integrated with your vendor’s system? | The POS credit card terminal locations with sufficient bandwidth, are fully integrated with NGPC’s current system. |
| 24. | **CALL CENTER VOLUMES** | 28 | Please provide call volumes by month for the call center/help desk for the last three years? | |  |  |  | | --- | --- | --- | | **Calendar Year 2021** | **Calendar Year 2022** | **Calendar Year 2023** | | 30214 | 24298 | 25186 | |
| 25. | **SELF-SERVICE KIOSKS** | 35 | Round 1 of questions stated that the State intends to procure six (6) self-service kiosks per year for the first 5 years.   * Are there any specific kiosk features required for these units? * For the kiosks, are there/will there be agency IT standards that will define what is to be procured?   Does the agency maintain specific equipment standards that must be adhered to in the procurement of the necessary devices? | Required kiosk features include but are not limited to the ability to sell day permits, annual permits, and campsites and print corresponding receipts.  The kiosks should meet the general system and technical requirement in Section VI.E.  Procurement of IT hardware must be procured from State Contract.  Section III.M. identifies the Nebraska Technology Access Standards. |
| 26. | **ADDITIONAL REVENUE/TRANSACTION VOLUMES** | General Question | Please provide the last three years of transaction counts for reservations, changes, and cancellations by Call Center, Internet and Park Office. | |  |  | | --- | --- | | **Transaction Type** | **Count (Total Dollar)** | | **Reservation by Call Center 2021** | 3,541 Counts ($13,278.75) | | **Reservation by Internet 2021** | 90,107 Counts ($765,909.50) | | **Reservation by Park Office 2021** | 17,807 Counts ($97,938.50) | | **Cancellations 2021** | 14,502 Counts ($54,382.00) | | **Reservation by Call Center 2022** | 1,294 Counts ($4,852.50) | | **Reservation by Internet 2022** | 46,232 Counts ($392,972.00) | | **Reservation by Park Office 2022** | 80,068 Counts ($44,374.00) | | **Cancellations 2022** | 4,882 Counts ($18,307.50) | | **Reservation by Call Center 2023** | 2146 Counts ($8,047.50) | | **Reservation by Internet 2023** | 76,354.79 Counts ($649,015.79) | | **Reservation by Park Office 2023** | 14,495 Counts ($79,722.50) | | **Cancellations 2023** | 10,444 Counts ($39,165.00) | |

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| 27. | **FULFILLMENT** | General Question | * Please provide the quantity of fulfilled items over the last three years, by year. * Undeliverable / Return Mail – Who would be responsible for processing? State Agency or Vendor Fulfillment?   What would be the Print Turnaround SLA for these items? i.e. These should be mailed within X amount of days of Reservation Transaction. | NGPC currently does not fulfill online sales. |
| 28. |  |  | We are truly excited about building out our response to RFP 6909 Z1, which as you know, is in reference to the State Park Reservation System.  In order to deliver to our standard, we are hoping you can give us a little more time.  Would it be possible to receive a 1, preferably a 2-week extension? | Please see Revised Schedule of Events. |

#### Revised Schedule of Events

| Revised Schedule of Events | | |
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| ACTIVITY | | DATE/TIME |
|  | Proposal Opening – Online Via Webex:  IT IS THE BIDDER’S RESPONSIBILTY TO UPLOAD ELECTRONIC FILES BY OPENING DATE AND TIME. EXCEPTIONS WILL NOT BE MADE FOR TECHNOLOGY ISSUES.  ShareFile Electronic Proposal Submission Link: <https://nebraska.sharefile.com/r-r5bc0219c65c944f986d7e03d39c9ac48>  Webinar topic:  6909 Z1 Reservation System Opening  Date and time:  Tuesday, September 10, 2024 2:00 PM | (UTC-05:00) Central Time (US & Canada)  Join link:  <https://sonvideo.webex.com/sonvideo/j.php?MTID=m3cc77484e418b94a33bf32f3160f602a>  Webinar number:  2491 979 3698  Webinar password:  A3aan3SPez8 (23226377 when dialing from a phone or video system)  Join by phone  +1-408-418-9388 United States Toll  Access code: 249 197 93698 | ~~September 10, 2024~~  September 24, 2024  2:00 PM  Central Time |
|  | Review for conformance to RFP requirements | ~~September 10-11, 2024~~  September 24-25, 2024 |
|  | Evaluation period | ~~September 11, 2024 – September 25, 2024~~  September 25, 2024 –  October 9, 2024 |
|  | “Oral Interviews/Presentations and/or Demonstrations” (if required) | ~~October 15, 2024 –~~  ~~October 18, 2024~~  October 28, 2024 –  November 8, 2024 |
|  | Post “Notification of Intent to Award” to Internet at <https://das.nebraska.gov/materiel/bidopps.html> | ~~October 23, 2024~~  November 13, 2024 |
|  | Contract finalization period | ~~October 24, 2024 –~~  ~~November 22, 2024~~  November 14, 2024 –  December 11, 2024 |
|  | Contract award | ~~November 25, 2024~~  December 13, 2024 |
|  | Contractor start date | ~~December 1, 2024~~  December 16, 2024 |

This addendum will be incorporated into the solicitation.