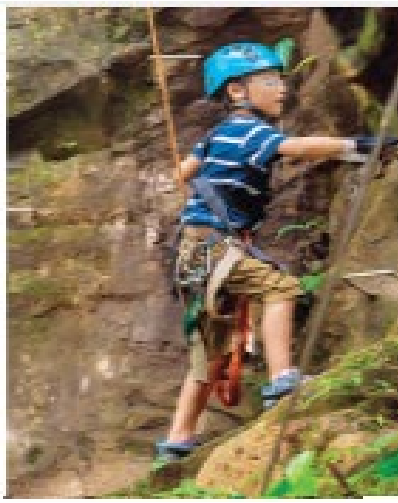

NEBRASKA GAME AND PARKS COMMISSION

RFP 6909 Z1 - RESERVATIONS SYSTEMS

TECHNICAL RESPONSE

TO:

STATE PURCHASING BUREAU

Connie Heinrichs / Craig Palik

1526 K Street, Suite 130
Lincoln, NE 68508
(402) 471-6500
Connie.Heinrichs@nebraska.gov / Craig.Palik@nebraska.gov

FROM:

Megasys Hospitality Systems Inc., dba Megasys Hospitality Solutions

Mark Jewart

5800 E Skelly Drive, Suites 600
Tulsa, OK 74135
(918) 743-0100
Mjewart@MegasysHMS.com

NEBRASKA
GAME PARKS

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Attachment 01 – MHS Company Product and Services Fast Facts 2024
Attachment 02 – MHS Portfolio Dashboards
Attachment 03 – MHS Online Booking Options
Attachment 04 – MHS Guest Profile CRM Overview
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Attachment 06 – MHS Reporting Listing
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Product Attachments

Megasys Hospitality Solutions
5800 E Skelly Drive, Ste 600
Tulsa, Oklahoma 74135

(918) 743-0100 – Office
(918) 743-5454 - Support
www.MegasysHMS.com

September 24, 2024

Connie Heinrichs / Craig Palik
Statewide Purchasing Bureau
1526 K St., STE 130
Lincoln, NE 68508

RE: RFP 6909 Z1 Transmittal Letter

Dear Ms. Heinriches & Mr. Palik,

Megasys Hospitality Systems, Inc. d/b/a/ Megasys Hospitality Solutions, ("Megasys") is pleased to submit this response to the **RFP 6909 Z1**, Request for Proposal for providing Property Management System (PMS), Point of Sale (POS), and Merchant Services Card Processing (MCPS) for NE State Parks Reservations System.
Megasys has been in the hospitality industry for over 30 years, specializing in providing operational software tools to our wide range of clients, including other State Park operations, Hotels, Resort, Conference and Retreat Centers, Camps, and more. After reviewing the 'scope of work', we believe our product, **Portfolio HMS**, including core modules, subcontractor Silverware POS, and our integrated merchant services MEGApay, will more than exceed your expectations. We continue to add more and more functionality to the core software, keeping up with the requirements of Hospitality Industry, as you will be able to notice all the new features that have been added over the past year. Megasys provides you with the required tools to make your State Park lodging facilities operate more efficiently, allowing you to focus more on your guests.

1. The contact person in regard to this RFP is:

   Mark Jewart
   5800 East Skelly Drive, Suite 600
   Tulsa, Oklahoma 74135
   918.743.0100 Office
   918.743.8197 Fax
   mjewart@megasyshms.com

2. The point of contact for the day-to-day operations is:

   Mark Jewart
   5800 East Skelly Drive, Suite 600
   Tulsa, Oklahoma 74135
   918.743.0100 Office
   918.743.8197 Fax

3. Megasys will utilize the following Subcontractors for purpose of fulfilling the obligation/requirements of this RFP, as it pertains to Merchant Processing, which is our Parent Company:

   Fullsteam LLC – Merchant Processor

   Sam Anderson
   Senior Portfolio Sales Manager
   540 Devail Drive, Suite 301
   Auburn, AL
   (334) 752-7448
   sam.anderson@fullsteam.com

4. Megasys agrees to comply with the following, which the complete document for Section II – IV, initialed in ink has been attached:
    a. II. Terms and Conditions
    b. III. Contractor Duties
    c. IV. Payment

5. Megasys has reviewed Section V – Current Operation environment and understands the:
    a. Access – Megasys has no objections and can provide the services as expected.
    b. Features – Megasys has no objections to this feature set and will be able to provide the services requested to NE State Parks Users/Call Center and Guests
    c. Business Rules – Megasys number 1 goal is to ensure that Business Rules are maintained and if any rules should be changed we will work those into the implementation process and training of NE State Park Users.
    d. Hardware Configuration – Megasys will work with NGPC to ensure they have what they need regarding this area, for POS, Merchant Service Devices, etc.
        i. Note: Megasys will be proposing an alternative to Elavon with our own internal Merchant Processing Services, MEGApay, by Fullsteam LLC.
    e. Call Center – Megasys acknowledges that NGPC will maintain their own Call Center, but, at some point, might consider looking to the Primary Vendor to offer up this as an external service. Megasys does not have its own Call Center, but, will work with NGPC to find a 3rd Party, that meets the requirements, and wants to remind NGPC, this is not made part of the Cost Proposal.

6. Megasys has reviewed Section IV – Project Description and Scope of Work and acknowledges all the section of what is required and will be providing a complete response to Attachment 6 – FUN RTM Requirements, made part of this RFP Response from Megasys. We also want to make sure it is clear on the following areas, that are future projects that NGPC may introduce in the future:
    a. Call Center – NGPC will continue their own Call Center, but, at some point will work with the Vendor to find a replacement, if needed and will work at a price point to provide a comparable cost.
    b. Self-Service Kiosks – Megasys is working with several vendors on a solution to bring to market. The issue here is that the cost of the equipment tends to stop the progress, so Megasys will work with NGPC to ensure compatibility for a Kiosk that NGPC feels is beneficial to them, with them assuming the cost of the equipment and Megasys assuming development to that Kiosk.
    c. POS/Merchandise Processing – NGPC has their preferred vendor, but, is acceptable to looking at alternative providers, which Megasys will be pushing the Alternative Merchant Processing, which removes many gateway fees and hidden fees, but, going directly through the Property Management System, which they would still be the Merchant of Record.
    d. General System and Technical Requirements – this will be made part of Attachment 6. Megasys utilizes Cloud Service Data Center that will give you mirrored systems, with backups every 4 hours and every 8 hours metal backups, which are housed offsite.
    e. Hosted Environments – this is Megasys' standard practice, not only with the Client, but, internally before we release any updates, which occur about every 3 months.
    f. Regarding the rest / entire Section IV – Megasys will work with the Project Team of NGPC to ensure all bases are covered and we work as a Team to ensure the most cost effective process are implemented and will rely on the guidance of NGPC for the entire project rollout and user maintenance, support and continued training.

Megasys Hospitality Solutions
5800 E Skelly Drive, Ste 600
Tulsa, Oklahoma 74135

(918) 743-0100 – Office
(918) 743-5454 - Support
www.MegasysHMS.com

7. Corporate Overview – Megasys has reviewed and filled out all the necessary requirements from NGPC, which you will see following this Transmittal Letter. To note, you will also find the following:

    a. Megasys and its Parent Company, Fullsteam LLC are privately owned Corporations, a Financial Letter has been provided and we are willing to review and discuss more during the contract phase, if needed.

    b. Megasys did complete the Application for Certificate of Authority of Transaction Business for the State of NE. A copy of the signed agreement is attached in our response.

    c. Megasys has attached our Certificate of Good Standing, from the Office of the Secretary of State of Oklahoma.

8. Made part of our response:

    a. Transmittal Letter

    b. Form A – Bidder Proposal Point of Contact

    c. Request for Proposal for Contractual Services Form – Signed

    d. Corporate Overview

    e. Terms and Conditions – Section II – IV

    f. Attachment 6 Requirements

        i. Response Attachments

    g. Technical Approach

    h. Cost Proposal:

        i. Cost Proposal Overview / Explanation of Fees

        ii. Worksheet version - 6909 Z1 Revised Cost Sheet PW NGPC 6909 09122024 NB KM

Thank you again for allowing Megasys Hospitality Systems, Inc., dba, Megasys Hospitality Solutions, “Megasys” to respond to RFP 6909 Z1 NE State Park Reservation System. We are excited to present our All-in-One Solution for management of your Reservations, Point of Sales and Merchant Processing operations.

Sincerely,

Mark J

Mark Jewart
VP of Sales / COO

Form A
Bidder Proposal Point of Contact
Request for Proposal Number 6909 Z1

Form A should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Megasys Hospitality Systems Inc., dba Megasys Hospitality Solutions
Bidder Address:	5800 E Skelly Drive, STE 600 Tulsa, OK 74135
Contact Person & Title:	Mark Jewart – VP of Sales
E-mail Address:	mjewart@megasyshms.com
Telephone Number (Office):	(918) 743-0100
Telephone Number (Cellular):	(918) 519-4213
Fax Number:	(918) 743-9876

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Megasys Hospitality Systems Inc., dba Megasys Hospitality Solutions
Bidder Address:	5800 E Skelly Drive, STE 600 Tulsa, OK 74135
Contact Person & Title:	Mark Jewart – VP of Sales
E-mail Address:	mjewart@megasyshms.com
Telephone Number (Office):	(918) 743-0100
Telephone Number (Cellular):	(918) 519-4213
Fax Number:	(918) 743-9876

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Request for Proposal and agrees to the terms and conditions unless otherwise indicated in writing, certifies that contractor maintains a drug free workplace, and certifies that bidder is not owned by the Chinese Communist Party.

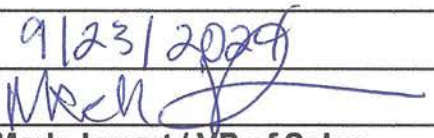
Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Solicitation.

_____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. § 71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

BIDDER:	**Megasys Hospitality Systems Inc., dba Megasys Hospitality Solutions**
COMPLETE ADDRESS:	**5800 E Skelly Drive, STE 600 Tulsa OK 74135**
TELEPHONE NUMBER:	**(918) 743-0100**
FAX NUMBER:	**(918) 743-9876**
DATE:	9/23/2024
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	**Mark Jewart / VP of Sales**

STATE OF NEBRASKA

United States of America, } ss.
State of Nebraska }

Secretary of State
State Capitol
Lincoln, Nebraska

I, Robert B. Evnen, Secretary of State of the State of Nebraska, do hereby certify that

MEGASYS HOSPITALITY SYSTEMS, INC.

a(n) Oklahoma Corporation filed an Application for a Certificate of Authority on August 22, 2024.

Attached is a true and correct copy of the above mentioned Application for a Certificate of Authority.

I further certify that no occupation taxes assessed are unpaid and no occupation tax are delinquent; a certificate of withdrawal has not been filed and said corporation is authorized to transact business in Nebraska as of the date of this certificate.

This certificate is not to be construed as an endorsement, recommendation, or notice of approval of the entity's financial condition or business activities and practices.

In Testimony Whereof,

I have hereunto set my hand and affixed the Great Seal of the State of Nebraska on this date of

August 26, 2024

Secretary of State

Docusign Envelope ID: E4C708BB-F148-4ADF-859A-5A403A32838D

NE Sec of State - Robert B. Evnen
Filing Document #: 9001059781 Pages: 3
Corporation Name: MEGASYS HOSPITALITY SYSTEMS, INC.
Filing Date and Time: 08/22/2024 09:40 AM

APPLICATION FOR CERTIFICATE OF AUTHORITY TO TRANSACT BUSINESS

Robert B. Evnen, Secretary of State
P.O. Box 94608
Lincoln, NE 68509
www.sos.nebraska.gov

Attach a certificate of existence, or document of similar import, duly authenticated by the secretary of state or other official having custody of the corporate records in the state or country under whose law the corporation is incorporated. Such certificate shall not be more than sixty (60) days old. A certified copy of the articles of incorporation should not be submitted and is not acceptable in lieu of such certificate.

Name of Corporation MEGASYS HOSPITALITY SYSTEMS, INC.

Fictitious Name of Corporation*_____
(to be used only if actual corporate name is unavailable for use or does not comply with Nebraska law)

*Must provide a resolution from the Board of Directors signed by the Secretary adopting this fictitious name. Note: Fictitious name must contain one of the words incorporated, corporation, limited or an abbreviation thereof.

Incorporated under the laws of OKLAHOMA

Date of Incorporation 09/22/1989 Period of Duration PERPETUAL

Address of Principal Office 540 DEVALL DRIVE, SUITE 301 (Street Address) AUBURN (City) AL (State) 36832 (Zip)

Registered Agent INCORPORATING SERVICES, LTD.

Registered Office 5601 S. 59TH STREET, SUITE C (Street Address and Post Office Box (if any)) LINCOLN (City) NE (State) 68516 (Zip)

Effective date if other than the date filed 08/21/2024

DocuSigned by:
Charles Kallenbach
Signature 047A56D08C421

CHARLES KALLENBACH, SECRETARY
Printed Name/Title

The Model Business Corporation Act requires that every filing be signed by the chairperson of the board of directors, the president, or one of the officers of the corporation. If the corporation has not yet been formed or directors have not yet been selected, the filing shall be signed by an incorporator. If the corporation is in the hands of a receiver, trustee, or other court appointed fiduciary, the filing shall be signed by that fiduciary.

NOTE: To complete this filing you must provide a list of officers and directors names and street addresses.

FILING FEE: $110 (In-Office) / $100 (Online)

Docusign Envelope ID: E4C708BB-F148-4ADF-859A-5A403A32838D

OFFICERS:

MICHAEL A. LAWLER, CEO
Name/Title

540 DEVALL DRIVE, SUITE 301
Street Address

AUBURN, AL 36832
City State Zip

CHARLES FREUND, CFO
Name/Title

540 DEVALL DRIVE, SUITE 301
Street Address

AUBURN AL 36832
City State Zip

CHARLES KALLENBACH, SECRETARY
Name/Title

540 DEVALL DRIVE, SUITE 301
Street Address

AUBURN AL 36832
City State Zip

Name/Title

Street Address

City State Zip

Name/Title

Street Address

City State Zip

Name/Title

Street Address

City State Zip

Name/Title

Street Address

City State Zip

DIRECTORS:

MICHAEL A. LAWLER, SOLE DIRECTOR
Name

540 DEVALL DRIVE, SUITE 301
Street Address

AUBURN, AL 36382
City State Zip

Name

Street Address

City State Zip

Name

Street Address

City State Zip

Name

Street Address

City State Zip

Name

Street Address

City State Zip

Name

Street Address

City State Zip

Please Copy this page and submit additional pages if needed.

OFFICE OF THE SECRETARY OF STATE

STATE OF OKLAHOMA

CERTIFICATE OF GOOD STANDING

DOMESTIC FOR PROFIT BUSINESS CORPORATION

I, THE UNDERSIGNED, Secretary of State of the State of Oklahoma, do hereby certify that I am, by the laws of said state, the custodian of the records of the state of Oklahoma relating to the right of certain business entities to transact business in this state and am the proper officer to execute this certificate.

***I FURTHER CERTIFY** that MEGASYS HOSPITALITY SYSTEMS, INC. whose registered agent is INCORPORATING SERVICES, LTD., with its registered office at 1833 S MORGAN ROAD OKLAHOMA CITY 73128 USA Oklahoma is a Domestic For Profit Business Corporation duly organized and existing under and by virtue of the laws of the state of Oklahoma and is in good standing according to the records of this office. This certificate is not to be construed as an endorsement, recommendation or notice of approval of the entity's financial condition or business activities and practices. Such information is not available from this office.*

GREAT SEAL OF THE STATE OF OKLAHOMA 1907

***IN TESTIMONY WHEREOF,** I hereunto set my hand and affixed the Great Seal of the State of Oklahoma, done at the City of Oklahoma City, this 21st. day of August, 2024.*

Secretary Of State

A. PROPOSAL SUBMISSION

1. CORPORATE OVERVIEW

The Corporate Overview section of the Technical Proposal should consist of the following subdivisions:

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder should provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.

- **Company Name responsible for this RFP Contract for Products and Services:**

  Megasys Hospitality Systems dba Megasys Hospitality Solutions
  5800 E Skelly Dr., STE 600
  Tulsa OK, 74135

  Entity Organization: Corporation

  Company Established: 1989

  State of Incorporation: Oklahoma

  Company Name has not changed, however was acquired in December 2021 by IQware Inc., which was then acquired by Fullsteam LLC in March 2022. Megasys and IQware are joint companies, but, operate under separate Business Units, under Fullsteam LLC., which Megasys is 1 of over 85+ companies, under Fullsteam LLC. Parent Company information is listed below:

- **Parent Company:**

  Fullsteam LLC
  540 Devall Drive, STE 301
  Auburn, AL 36832

  Entity Organization is a: Corporation

  Company Established: 2018

  State of Incorporation: Delaware

b. FINANCIAL STATEMENTS

The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, should be submitted in so proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm should provide a banking reference.

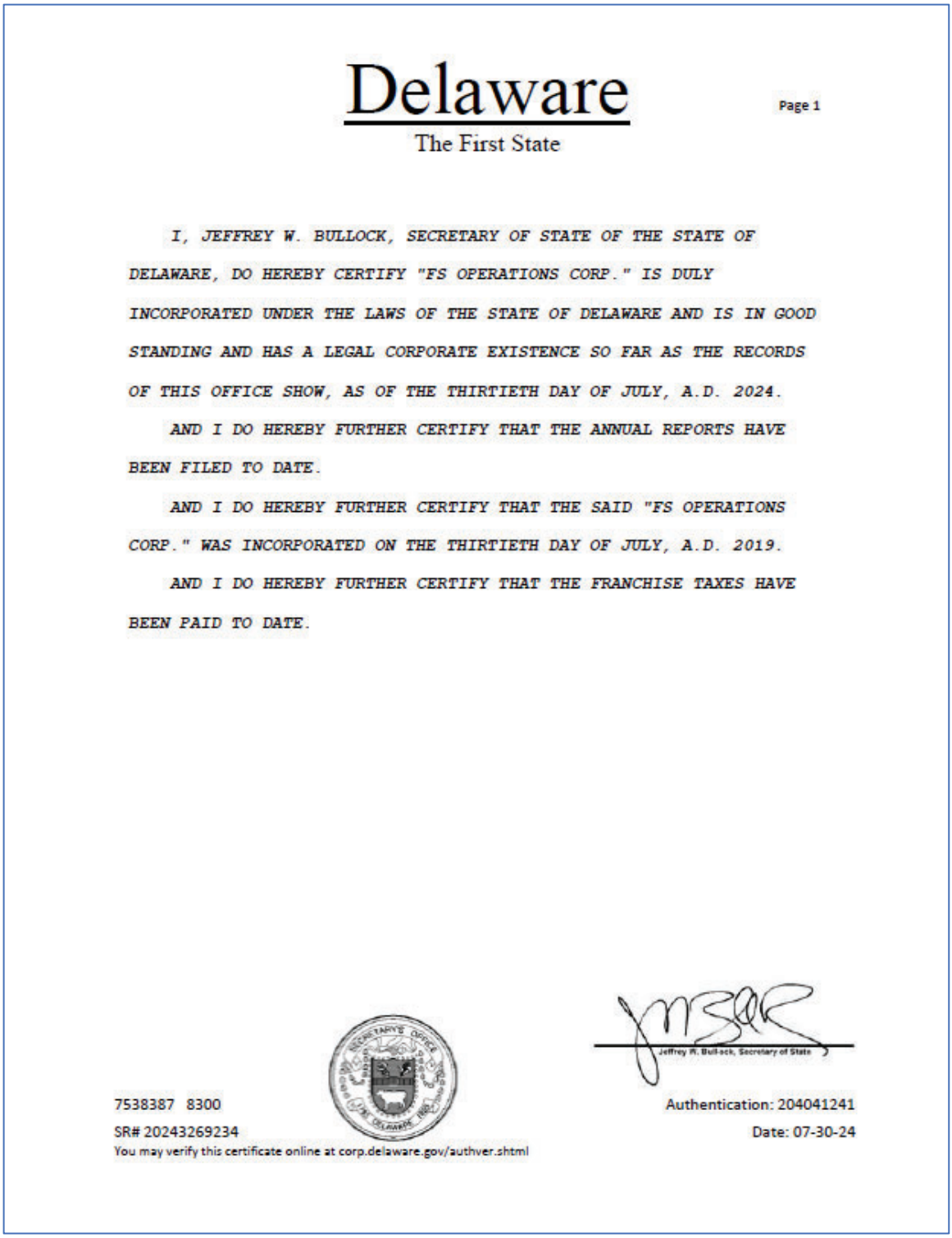
- Below you will find certificates for financial status and good standing for the company, along with a certificate for doing business in Nebraska.

The bidder must disclose all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

- There are no outstanding judgements, pending or expected litigation, or other real or potential financial reversals that would materially affect the viability or stability of the organization.

The State may elect to use a third party to conduct credit checks as part of the corporate overview evaluation.

- Fullsteam LLC is a privately held corporation, since 2018. Below you will find a copy of the letter of financial standing of the company.



Delaware

Page 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "FS OPERATIONS CORP." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE THIRTIETH DAY OF JULY, A.D. 2024.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL REPORTS HAVE BEEN FILED TO DATE.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "FS OPERATIONS CORP." WAS INCORPORATED ON THE THIRTIETH DAY OF JULY, A.D. 2019.

AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES HAVE BEEN PAID TO DATE.

Jeffrey W. Bullock, Secretary of State

7538387 8300

SR# 20243269234

You may verify this certificate online at corp.delaware.gov/authver.shtml

Authentication: 204041241

Date: 07-30-24

- Below is a copy of Application for Certificate of Authority to transact Business in NE.

Docusign Envelope ID: E4C708BB-F148-4ADF-859A-5A403A32838D

NE Sec of State - Robert B. Evnen
Filing Document #: 9001059781 Pages: 3
Corporation Name: MEGASYS HOSPITALITY SYSTEMS, INC.
Filing Date and Time: 08/22/2024 09:40 AM

APPLICATION FOR CERTIFICATE OF AUTHORITY TO TRANSACT BUSINESS

Robert B. Evnen, Secretary of State
P.O. Box 94608
Lincoln, NE 68509
www.sos.nebraska.gov

Attach a certificate of existence, or document of similar import, duly authenticated by the secretary of state or other official having custody of the corporate records in the state or country under whose law the corporation is incorporated. Such certificate shall not be more than sixty (60) days old. A certified copy of the articles of incorporation should not be submitted and is not acceptable in lieu of such certificate.

Name of Corporation MEGASYS HOSPITALITY SYSTEMS, INC.

Fictitious Name of Corporation*_____
(to be used only if actual corporate name is unavailable for use or does not comply with Nebraska law)

*Must provide a resolution from the Board of Directors signed by the Secretary adopting this fictitious name. Note: Fictitious name must contain one of the words incorporated, corporation, limited or an abbreviation thereof.

Incorporated under the laws of OKLAHOMA

Date of Incorporation 09/22/1989 Period of Duration PERPETUAL

Address of Principal Office 540 DEVALL DRIVE, SUITE 301 AUBURN AL 36832
Street Address City State Zip

Registered Agent INCORPORATING SERVICES, LTD.

Registered Office 5601 S. 59TH STREET, SUITE C LINCOLN NE 68516
Street Address and Post Office Box (if any) City Zip

Effective date if other than the date filed 08/21/2024

DocuSigned by:
Charles Kallenbach
Signature 6A847AB6D06C421...

CHARLES KALLENBACH, SECRETARY
Printed Name/Title

The Model Business Corporation Act requires that every filing be signed by the chairperson of the board of directors, the president, or one of the officers of the corporation. If the corporation has not yet been formed or directors have not yet been selected, the filing shall be signed by an incorporator. If the corporation is in the hands of a receiver, trustee, or other court appointed fiduciary, the filing shall be signed by that fiduciary.

NOTE: To complete this filing you must provide a list of officers and directors names and street addresses.

FILING FEE: $110 (In-Office) / $100 (Online)

Revised 07/01/2021 Neb. Rev. Stat. §21-2,205

Docusign Envelope ID: E4C708BB-F148-4ADF-859A-5A403A32838D

OFFICERS:	DIRECTORS:
MICHAEL A. LAWLER, CEO	MICHAEL A. LAWLER, SOLE DIRECTOR
Name/Title	Name
540 DEVALL DRIVE, SUITE 301	540 DEVALL DRIVE, SUITE 301
Street Address	Street Address
AUBURN, AL 36832	AUBURN, AL 36382
City State Zip	City State Zip
CHARLES FREUND, CFO	
Name/Title	Name
540 DEVALL DRIVE, SUITE 301	
Street Address	Street Address
AUBURN AL 36832	
City State Zip	City State Zip
CHARLES KALLENBACH, SECRETARY	
Name/Title	Name
540 DEVALL DRIVE, SUITE 301	
Street Address	Street Address
AUBURN AL 36832	
City State Zip	City State Zip
Name/Title	Name
Street Address	Street Address
City State Zip	City State Zip
Name/Title	Name
Street Address	Street Address
City State Zip	City State Zip
Name/Title	Name
Street Address	Street Address
City State Zip	City State Zip
Name/Title	Name
Street Address	Street Address
City State Zip	City State Zip

Please Copy this page and submit additional pages if needed.

- Below is a copy of Megasys Hospitality Systems, Inc., Certificate of Good Standing:

OFFICE OF THE SECRETARY OF STATE

STATE OF OKLAHOMA

CERTIFICATE OF GOOD STANDING

DOMESTIC FOR PROFIT BUSINESS CORPORATION

I, THE UNDERSIGNED, *Secretary of State of the State of Oklahoma, do hereby certify that I am, by the laws of said state, the custodian of the records of the state of Oklahoma relating to the right of certain business entities to transact business in this state and am the proper officer to execute this certificate.*

I FURTHER CERTIFY *that MEGASYS HOSPITALITY SYSTEMS, INC. whose registered agent is INCORPORATING SERVICES, LTD., with its registered office at 1833 S MORGAN ROAD OKLAHOMA CITY 73128 USA Oklahoma is a Domestic For Profit Business Corporation duly organized and existing under and by virtue of the laws of the state of Oklahoma and is in good standing according to the records of this office. This certificate is not to be construed as an endorsement, recommendation or notice of approval of the entity's financial condition or business activities and practices. Such information is not available from this office.*

IN TESTIMONY WHEREOF, I *hereunto set my hand and affixed the Great Seal of the State of Oklahoma, done at the City of Oklahoma City, this 21st, day of August, 2024.*

Secretary Of State

Executive Summary:

Megasys Hospitality Systems, Inc. dba Megasys Hospitality Solutions, "**Megasys**", is providing the information requested for submission to **RFP 6909 Z1 – NE State Park Reservation System**. Megasys has specialized in providing Property Management software tools to a wide range of clients, including other State Park operations, Hotels, Resorts, Conference and Retreat Centers, Camps, and more, for over 30 years.

Megasys was established in September 1989 by hotel managers who knew about systems development and a desire to streamline their operational tasks, capture guest data, and leverage management for guest-focused activities. Since then, the application has evolved into a modern, well-integrated property management application that is multi-purpose and accessible via the Windows Operations system, using a Client-Application, any Browser, and on any web enabled devices. To support this comprehensive product offering, we maintain a well-trained team. Most of them have either worked in the hospitality industry and/or have been with the company for several years, providing training and customer support around the clock.

Megasys Hospitality Systems, Inc., ("Megasys") FEIN: 73-1349986 was established in September 1989 as an S-Corporation in Oklahoma with headquarters at 5800 E Skelly Dr #600, Tulsa, OK 74135; it does not have any locations/branch in Nebraska, however we are now certified to perform work / transactions in Nebraska.

In December 2021, Megasys grew by merging with another long-term, well-known Hospitality Software provider, IQware Inc. Their core focus is on Condo Management, Vacation Rentals, Independent Hotels, Marina, and Educational Housing. The merger of both companies provides opportunities for growth in other market segments and extends our overall hospitality expertise and product reach.

March 2022 brought on another level of growth in the company with the acquisition of IQware and Megasys by Fullsteam LLC, a leader in payments and technology headquartered in Auburn, Alabama. Their sole purpose is to provide companies with streamlined payment infrastructure and enhance operational support to increase growth and profitability. This furthers our reach in the market and provides a single source solution to our clients, with payment processing and operational software, all supported by IQware and Megasys. This acquisition enables us to strengthen our position in the Hospitality Industry and provide fully integrated payment solutions to an industry that has traditionally not been able to experience cost savings and efficiencies these types of solutions offer. Megasys/IQware's client base will benefit from access to robust technology that seamlessly integrates within their respective platforms.

After reviewing the Request for Proposal, we believe we can provide a comprehensive system utilizing our products (**Portfolio HMS, GuestRez/CampRez, and MegaTouch Point of Sale**) and can expand by adding sub-contractors, who are part of our parent Company, Fullsteam LLC, if the need arises.

Our team has adapted and evolved in tandem with technological advances while optimizing our applications with the ease of use and efficiency that our demanding hospitality management users require. This is a core tenet of our company. Our application offers the latest in security, speed, cloud-based and cross-platform capabilities.

The markets we serve are State Parks & Lodges, Independent Hotels, Retreat Centers, Conference centers, and both Private and Public Campgrounds. We provide applications that robustly manage guest-related services from initial contact with the guest, to well after their stay.

Our software provides functionalities in reservations, front desk, housekeeping, Guest and Client CRM, sales & catering, point of sale - for food & beverage and retail outlets, online web booking, 3rd Party connectivity to GDS and OTA, and other critical operational function required to be successful in all hospitality market sectors.

Portfolio HMS is our core product, with an interactive Browser Based user interface called GuestHOST that allows Users to perform their core functions, in the palm of their hands, on any device, on any operating system, and on any browser!

With this offering, Clients have robust software; developed with cloud processing capabilities for end users and utilizing Client-Application technology for Power Users.

Megasys also provides a proprietary online branded booking engine solution, named GuestRez, that connects seamlessly to Megasys' property management software for inventory, rates, packages, groups, events, discounts, promos, etc. This allows customers to manage and customize the booking process and display on the 'Client's website to improve the guest experience. You will have full control over the content that appears on your website, such as descriptions, pictures, links, custom policies, interactive maps, and more!

GuestRez/CampRez also allows property Guests to set up their personal accounts to manage their current, future, and past reservations.

GuestRez/CampRez also has functionalities for Brands and Chains, which allows a Central Reservations landing page where Guests can search for Parks by Accommodation, State Location, Regions, Lodges, Campgrounds, Golf Parks, Tour/Activity Parks, and more. This links all Parks into a single State Park availability listing

Adding to this, we are now a "Value Added" service provider for integrated merchant processing services, which is integrated directly into the software known as **MEGApay**. This direct process between the software and the processing services removes gateways and extra gateway fees. This also gives you the reporting tools for reconciliation, statements, chargeback, refunds, etc. This service offering was made possible due to joining 60+ other companies under Fullsteam LLC. This solution additionally gives our clients peace of mind with PCI Compliancy and Zero Scope security, by ensuring all credit card information is tokenized and never held in our databases. Megasys can thus be your single stop for all support issues, Core Product, and Merchant Processing, including device setup and troubleshooting, reporting, and assisting with refunds and chargeback!

Megasys provides value-added services to stay connected to our customers and believes strongly in building relationships with property owners and stakeholders.

Our experience within the complex government channels (installing, implementing, training, and supporting our software for statewide park systems) has given us a unique strength. For over 30+ years, Megasys evolved in this sector due to our ability to understand & navigate the governing policies and structure, as well as via our participation at park specific conferences. Megasys is highly regarded in this sector as we bring the knowledge

of Hospitality to more than just the Lodges. The same tools used in Lodges have expanded to the Campground portion of State parks, thus giving a single place for configuration and management. This provides Megasys a unique advantage in providing a single solution to an entire State Park operation.

In summary:

Megasys and any proposed subcontractors (now or in the future) is a single-source provider that understands your needs and wants, and bring to the table an experienced team that affords a wide range of skills and expertise in hotel management, hospitality solutions, and software development—working closely with your business, operations, and technology staff to understand the distinct needs of your facility and seamlessly integrate your technical and functional needs.

Products and Services:

Portfolio HMS: Hospitality Management Software product, providing a comprehensive solution for your operations; Reservations, Front Desk, Housekeeping, Engineering, Inventory, Groups, Events, Rate/Yielding Management, Accounting and more.

GuestHOST: Portfolio HMS, with Browser functionality, on any devices of choice.

GuestRez: Integrated online reservation booking system that is customized to your property to help you increase revenues. For multi-properties, GuestRez gives you the ability to provide Brands and Chains, so your guest and search for their destinations.

CampRez: As with GuestRez, this is focused on RV Campground and Glamping properties, providing guests with critical information on site selection via interactive maps.

MegaTouch POS – Integrated or stand-alone Point of Sale system providing functions for F&B and Retail Outlets; full perpetual inventory and cycle counting system.

MEGApay – Our newest product offering, is giving our clients an integrated Credit Card and Gift Card processing system, and fully PCI Compliant.

Sub-Contractors:

Fullsteam LLC – Parent of Megasys, providing Merchant Services, which is built into the Megasys software products, utilized in the product called, **MEGApay**.

Employee and Client Base Summary:

Megasys, currently has over 60+ employees, between the newly merged companies of IQware and Megasys, with a combined client base of over 600+ locations. This does not include the 60+ other sister companies that fall under our parent company, Fullsteam LLC, the combined employment is over 8k employees.

c. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded bidder(s) will require notification to the State.

- There are no planned changes in ownership or control of Megasys Hospitality Systems dba Megasys Hospitality Solutions, who is a Business Unit, owned by Fullsteam LLC.

d. OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

- Office Location(s) responsible for performance of this award of this contract are:
  - **Primary:**
    Megasys Hospitality Systems dba Megasys Hospitality Solutions
    5800 E Skelly Dr., STE 600
    Tulsa OK, 74135
  - **Secondary (Parent Company):**
    Fullsteam LLC
    540 Devall Drive, STE 301
    Auburn, AL 36832

e. RELATIONSHIPS WITH THE STATE

The bidder should describe any dealings with the State over the previous three (3) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

- There have been no dealings with the State over the past three (3) years.

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any Party named in the bidder's proposal response is or was an employee of the State within the past twelve (12) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

- No one associated with this bid proposal is or was an employee of the State within the past twelve (12) months.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

- No one associated with this bid proposal, including any named subcontractor, has not been employed by the State and no conflict of interest exists or may exist.

g. CONTRACT PERFORMANCE

If the bidder or any proposed subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.

- Neither Megasys or any subcontractor associated with Megasys and part of this RFP, has not had a contract terminated for default during the past five (5) years.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

- Neither Megasys or any subcontractor associated with Megasys and part of this RFP, has not had a contract terminated for default during the past five (5) years.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party.

- Neither Megasys or any subcontractor associated with Megasys and part of this RFP, has not had a contract terminated for convenience, non-performance, non-allocation of funds, etc., during the past five (5) years.

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder should provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope, and complexity including at least one other State. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder should address the following:

i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this Request for Proposal. These descriptions should include:

a) The time period of the project,
b) The scheduled and actual completion dates,
c) The bidder's responsibilities,
d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
e) Each project description should identify whether the work was performed as the prime Contractor or as a subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

ii. Bidder and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as subcontractor projects.

iii. If the work was performed as a subcontractor, the narrative description should identify the same information as requested for the bidders above. In addition, subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.

Megasys Vendor Reference #1

Kentucky Department of Parks (18 Locations)

2 Hudson Hollow Road, Unit 1

Frankfort, KY 40601

Time Period of Project: 2017 - Current

Primary Vendor: YES

Stayed within Budget: YES

In Good Standing: YES

Responsibilities:

Providing Property Management Software and Services to 18 Resort Parks for managing inventory for lodges, cottages/cabins, and conference centers via Megasys hosted cloud server. All data is jointly held in a single database providing both the Guest Profile CRM and Group Client Profile CRM to be shared across all 18 locations. Also, by doing this, they can run reports that are enterprise wide, regional, or mixed, based on the properties selected.

KY Parks utilizes GuestRez On-Line Booking Engine Services for the Resorts to book Lodges and Cottages/Cabins, along with Group Master booking for their Conference Centers. They also utilize a 3rd party reservation system for their GDS and OTA access, to expand their reservations bookings.

The number of staff onsite with the Client over the period of service varied based on the type of installation going on. In the beginning of the agreement, KSP and Megasys jointly worked together to enhance the software to include Yield Management. During this period, there was 5 team members assigned to the roll-out, with 4 persons onsite for the first 5 installs. After that, there would be 2-3 onsite staff, depending on the size of the property go live. After Go live, regular on-site training sessions would take place, prior to Covid, which 2 people would attend each session, as they would bring in groups of parks together for training. Since Covid, training has been virtual, with no onsite requested.

The contact term is from April 2015 – April 2025 which include continued 1-year auto renewals.

NOTE: Megasys is currently in an RFP status with KY State Parks, for a renewal of our offerings, due to them wanting us to incorporate POS and Merchant Processing through Megasys.

Primary Contact:

Andy Kasitz

Andy.Kasitz@ky.gov

502-892-3381

Megasys Vendor Reference #2

Oklahoma Tourism & Recreation Department (9 Lodges / 38 Campgrounds)

Oklahoma State Parks

900 N Stiles

Oklahoma City, OK 73124

Time Period of Project: 2017 - Current

Primary Vendor: YES

Stayed within Budget: YES

In Good Standing: In transition (see below)

Responsibilities:

Provide Software and Support Services for managing inventory for campgrounds, lodges, cabins, conference centers; as well as software and support for parks utilizing point of sale through MegaTouch. Property Management Software and Services to 9 lodges and 33 park campgrounds for managing inventory for campgrounds and cabins via a cloud server.

On-Line Booking Engine Services for Lodges, Campground and Cabin Bookings.

The main Lodges and cabins were installed in 2017 and were given 6 months to bring all the Lodges, Cabins, Conference Centers, Restaurants, and Giftshops live. This was accomplished ahead of schedule.

Megasys was requested to implement Phase 2 and 3 of the projects, in 2019, within 90 days. This included complete installation, training, and setup of online booking engines for more than just RV Campgrounds, for over 43 different operational locations (campgrounds and cabins), who were not on a state-wide system. Megasys utilized 3 install teams of 2 trainers and completed the full implementation within 60-days.

With OK State Parks, Megasys has built a system that not only is User Friendly but was able to expand the services to allow for Client-Applications and Web Accessibility for OK Staff, Volunteers, and Seasonal Staff.

The contact term is from January 2017 – January 2025 which include continued 1-year auto renewals.

Currently, with the new administration and the contract expiring, OK Tourism Department decided to replace the Campgrounds with Aspira (Reserve America), which required the Lodges to be moved to Maestro, sister company of Megasys, under Fullsteam LLC. While the transition is in progress, Megasys is still being used through out the Parks, through our existing agreement with the OK State Parks.

Primary Contact:

Patrick Powell – Assistant Director of Operations

Patrick.powell@travelok.com

(405) 410-7273

Megasys Vendor Reference #3

Tennessee State Parks
William Snodgrass Tennessee Tower
312 Rosa L. Parks Ave
Nashville, Tennessee 37243

Time Period of Project: 2001 - 2024

Primary Vendor: 2001 – 2017

Subcontractor: 2017 - 2024

Stated within Budget: YES

In Good Standing: In transition (see below)

Responsibilities:

Property Management Software and Services to 6 Resort Parks to manage inventory for their lodges, for over 23 years! Megasys was the primary vendor from 2001 to 2017, when due to a revised RFP, Megasys became a sub-contractor, supporting the Lodges and Restaurants, under Itinio / Rev'd Up, now known as Brandt.

Megasys was responsible for 6 Resort Parks and Cabin operations, prior to a revised contract 5 years ago. Since then, 2 lodges closed and reopened in 2022 at which time all 6 parks were placed on a Cloud Hosted Solution, using Portfolio Blue and GuestHOST Browser products.

Since TN State Parks has been utilizing the Product and Services of Megasys since 2001, there have been many variations of the number of people on site at any given time. During the first part of the roll-out, we would have up to 7 people onsite for the project roll-out. As time progressed and they moved from one Product to another, there would be 2 -3 persons onsite for upgrade and training of the new product. Now under the newest version of the Product, most of the time with the client is remote, with 1 person overseeing any training, and someone shadowing the process. While bringing both Fall Creek Falls and Paris Landing new lodges, we had a minimum of 2 people onsite, with the staff in Tulsa as back up.

The contact term is from June 2017 – January 2025 on-going 1-year renewals per agreement as subcontractor.

Effective May 2024, Itinio / Rev'd Up (Brandt) replaced Megasys with Maestro PMS for the Lodges. Maestro is a sister company of Megasys, under Fullsteam LLC.

Primary Contact:

Regina Clark – Information Systems Manager

Regina.Clark@tn.gov

615-253-2504

i. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

The bidder should present a detailed description of its proposed approach to the management of the project.

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this Request for Proposal. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The bidder should provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the Request for Proposal in addition to assessing the experience of specific individuals.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel may be implemented after written approval from the State.

The following is the Standard Megasys Implementation Project / Implementation, which please keep in mind, while this is Megasys' standard, it is designed to be adjusted based on the Client and Business Rules of the Client, as no Client is the same. So, we provide the standard, but, during our first week of Project Kick-Off, both NGPC and Megasys Team Member will adjust according to Go Live Date, What and When can Data be provided from Client, and availability of Pre-Training (Remote) by each grouping of NGPC Teams:

Client Project Manager

The focus of the CPM should be to support the Client Project Team Leaders and Team Members in carrying out the implementation. The CPM is the main source of communication and coordination with the Megasys Project Manager. The CPM is responsible for executing the Project Team's decisions on the Client side of the project.

Responsibilities:

- Internal project management, i.e., coordinating and managing the implementation activities.
- Monitor the project's progress.
- Initiating and monitoring the (periodic) transfer of required information to Client Project Team and Client Management.
- Promoting the acceptance and positive attitudes of the new software and any work schedules required for implementation process.
- Arranging and preparing facilities for onsite visits and/or training, e.g., equipment, project training room(s), accommodations, etc.
- Responsible for the performance of the internal project participants.

Work Team Leaders

Work Team Leaders are the primary drivers for completion of work in their assigned areas. They will drive the detail of decision-making and monitor the completion of work by their team. This team usually consists of department managers or leaders, IT manager, and General Manager.

Responsibilities:

- Are responsible for the implementation of the Megasys software in their assigned area.
- Internally promoting the project.
- Testing various scenarios after the initial configuration of the software has completed.
- Identifying any internal organizational, functional, and technical bottlenecks that may impede a successful implementation.
- Work with project manager to ensure work and training schedules allow for sufficient coverage for daily operations while allowing for uninterrupted training classes.

Megasys Project Team

This Team is responsible for working together with the Client Project Team to help achieve the objectives as stated in the Project Scope. The team will set work plans, consult with the Client Project Team, set goals, and execute all tasks involved in the implementation of the HMS. They are responsible for adhering to the terms of the Contract and will therefore monitor all progress with the assurance of quality.

Project Manager

The focus of the Project Manager (PM) will be the primary contact for communications and coordination between Megasys and the client. The Project Manager's role is to support and advise the Project Team in carrying out the implementation.

Responsibilities:

- Overall project management, i.e., coordinating and managing the implementation timelines, project meetings, project communications.
- Monitor the project's progress.
- Initiating and monitoring the (periodic) transfer of required information to Client Project Team and Client Management.
- Manage the project documentation.
- Works with PSM to prepare work and training schedules for project.
- Keeping the company informed about the project and its progress.
- Responsible for the performance of the internal project participants.
- Ensure team stays on target for project Go-Live
- Has authority over the project participants.

Project Lead – Professional Services

The Professional Services Project Lead (PSL) is assigned from our Professional Services Department. They work closely with the Project Manager and are the second point of contact for communications between Megasys and the client. The PSM's role is to support and advise the Work Team Leaders in carrying out the implementation.

Responsibilities:

- Internal project management, i.e., coordinating and managing the implementation activities of the professional services department.
- Prepares documentation for configuration and training.
- Initiating and monitoring the (periodic) transfer of required information to the Megasys and Client Project Managers.
- Works with Project Manager to prepare work and training schedules for project.
- Reporting Progress to the Project Teams.
- Responsible for the performance of the internal project participants.
- Testing various scenarios after the initial configuration of the software has completed.
- Ensure team stays on target for project Go-Live.
- Responsible for all PS internal documents.
- On-Site Project Manager for Training and Go-Live.

Project lead – technical Services

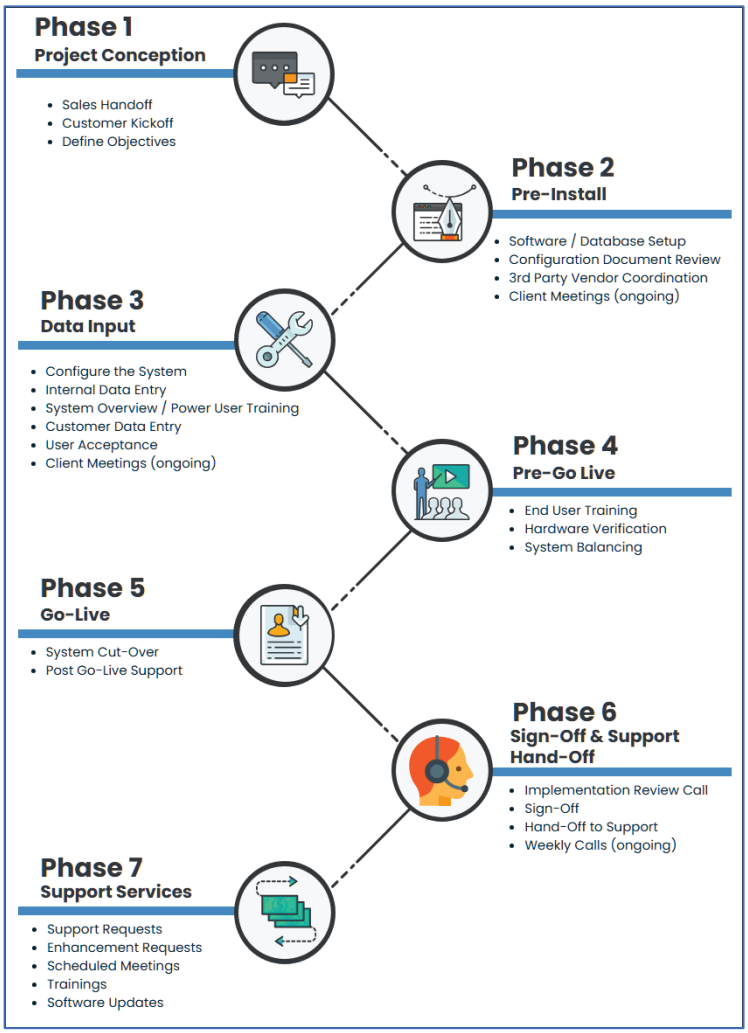
The Technical Services Project Lead (TL) is assigned from our Technical Services Department. They work closely with the Project Manager and the Client's IT department to ensure a seamless transition with the property management software and 3rd party communications. They will be the second point of contact for any technical communications between Megasys and the client. The TL's role is to support and advise the Work Team Leaders in carrying out the implementation.

Responsibilities:

- Internal project management, i.e., coordinating and managing the implementation activities for the database, interface compatibility, equipment requirements.
- Initiating and monitoring the (periodic) transfer of required information to the Megasys and Client Project Managers.
- Works with Project Manager to schedule calls with Client and their 3rd party vendors.
- Prepares work and technical schedules for project.
- Reporting Progress to the Project Teams.
- Responsible for the performance of the internal project participants.
- Works with Project Teams regarding in custom requirements.
- Ensure team stays on target for project Go-Live.
- Responsible for all Technical internal documents.
- Technical On-Site Lead for Go-Live.

Project Phases Overview

The Megasys HMS implementation methodology is setup in a 7-phase process. This is intended to encompass all the activities required to successfully complete your project. As stated in the executive summary, all the tasks in each phase may not be used or tasks may be added depending on your situation and requirements.



Phase 1 – Project Conception

This phase is the introduction and planning phase.

A project kickoff meeting is scheduled for all project team members. This meeting is an extensive meeting with the CPT to discuss operational procedures, hardware/network requirements, interfaces with 3rd party vendors, configuration, and training options, and an anticipated go-live.

Objectives for the project are stated and refined. The overall system and functionality requirements are identified. Timelines are established, resources allocated, and infrastructure is added or changed to support the activities/tasks associated with this phase. Additionally, procedures and individuals will be identified to address new issues that may arise during the implementation as well as changes that need to be made to the system while ongoing activities are occurring.

Objectives:

- Client is provided a client responsibility form detailing the client's responsibility portion of the project.
- Weekly project meetings scheduled to ensure project is on schedule and manage all aspects of the project.
- The project scope statement and timeline prepared in accordance with projected go-live date and all tasks involved and sent to client for approval.
- The Professional Services Leader sends the Implementation documents based on the project scope.
- All documents requiring client signature have been signed and returned.
- Configuration documents have been completed and returned.
- Client has sent sample reports or other documents utilized in their daily operations.

Phase 2 – Pre-Install

This phase is one of the critical phases to the entire process as it sets into motion the requirements established by both Megasys and Client to meet the Go-Live Date. During this phase, the Megasys team focuses on the client's operations to ensure that the standard software matches the client's functional requirements of their business. This is the phase that defines the project outcome.

The configuration and other documents are reviewed to determine any areas that require clarification and/or customizations. The PSL will conduct a meeting with the CPT to discuss questions, any possible customizations, and options for configuration.

The TL will setup the database on the Megasys configuration server. If data migration was part of the agreement, the TL will verify if and what data can be migrated.

The CPT's IT department will provide 3rd party vendor contacts information and arrange for meetings/calls with the respective vendor and the Megasys TL.

Megasys TL will work with CPT's IT department on network, server requirements and any workstations requirements.

The configuration of data will begin and tested to ensure complete functionality of system. Upon verification of configuration functionality, the system will be introduced to the Client's team for review.

Objectives:

- The configuration documents have been completed by client and returned to Megasys.
- Database has been setup and readied for configuration.
- Any special documents/forms required have been sent for review.
- The PSL and Megasys team have reviewed and addressed and concerns with the CPT.
- Megasys PSL will configure database based on configuration documents.
- The TL has received 3rd party vendor contact information from IT and/or CPT.
- The CPT and/or IT department have scheduled and conducted meetings/calls between 3rd party vendor and Megasys TL.

- Megasys TL will confirm that the client's network and hardware meet or exceeds the Megasys minimum systems requirements.
- Planning for next phases.

Phase 3 – Data Input

This Phase is focused on data input by the Client's Key Personnel. Basic training on configuration and required process of the software will occur for Management and Key Personnel. The Key Personnel will enter core live data into the system after the initial training has occurred. The Megasys team will stay in close contact with the Key Personnel to ensure the required data is entered before the Megasys Implementation team arrives on site for Staff training and Go-Live.

Training schedules will be finalized, travel arrangements completed and verify training room(s) are setup.

The TL will confirm go-live that client's 3rd party vendors are scheduled for the go-live date. They will confirm that any hardware and/or networking requirements have been completed.

Objectives:

- Configuration completed and approved by client.
- Basic Training for Management and Key Personnel
- Data Input begins.
- Server setup if applicable.
- On-Going monitoring of data input by client's team.
- Confirm completion of data input.
- Confirm network, interface and hardware are ready.

Phase 4 – Pre-Go Live

Phase 4 is the most critical point in the implementation process. It requires everyone to be focused and organized as it is the phase where the most "work" hours are generated.

The goal is to ensure a smooth transition and prevent unnecessary disruptions to your business. A key element in the success of this phase is the rapid adoption and early user acceptance of the software.

This phase is the countdown to Go-Live where everything is verified, tested, installed, and trained. The Implementation Team's focus is on the Frontline User's education of their respective roles.

Objectives:

- Confirm (again) the core system is configured per the project scope.
- Confirm all frontline users have been trained and are proficient in their respective areas of daily operation.
- All financials are balanced.
- The system infrastructure is working as intended, such as workstations, printer communications, interfaces, etc.

1. The system is configured as defined in the project scope.
2. All financials are balanced.
3. All frontline users have been trained and are proficient in their respective areas of daily operation.
4. The system infrastructure is working as intended, such as workstations, printer communications, interfaces, etc.

Phase 5 – Go Live

All the pre-planning, communication, data entry and training have led to this point. This phase brings the Megasys system into production and discontinues the use of the legacy system.

Objectives:

- Confirm with CPT that they confirm all required training has occurred.
- All data and financials are confirmed correct by Client representative.
- TL completed interface cutovers.

Phase 6 – Sign Off & Support Handoff

After months, weeks, days, and hours we have reached the final Phase of the Implementation process. The On-Site Project Manager will conclude the days on site with an exit interview with the Client's Authorized Representative(s). The exit interview will evaluate the success of the implementation and prepare the client for transition to Support Services.

Support Services is on-going and will continue through valid support agreements for the life of the Megasys Product installed. This will include continuous monitoring and maintaining of development modifications to ensure the system performs as expected and continues to meet the Client's dynamic needs.

Objectives:

- Review the project with client.
- Obtain signed/approved project documents by Client's Authorized Representative. This sign-off confirms that the functionality of the system meets the business objective spelled out in the Project Scope.
- Transition the Client to Support Services.

Phase 7 - Support Services

Support Services is on-going and will continue through valid support agreements for the life of the Megasys Product installed. This will include continuous monitoring and maintaining of development modifications to ensure the system performs as expected and continues to meet the Client's dynamic needs.

Objectives:

- Support Requests
- Enhancement Requests
- Scheduled Meetings
- Trainings
- Software Updates

Sample training schedule

The following is a tentative Training Schedule based on a standard installation. This would be modified after the initial project meeting depending on property requirements and the number of Staff to be trained. Depending on the size of the go live installation will depend on how long the Megasys team is on site.

Sample Training Schedule				
Sunday				
Megasys Team Travels to Property				
Setup/Verify Training Rooms	Megasys			
Monday				
Course	**Instructor**	**Length/Hours**	**Start**	**End**
Introduction to Portfolio		0.5	8:00a	8:30a
Reservations I		2	8:30a	10:30a
Reservations II		2	10:45a	12:45p
Lunch			12:45p	1:45p
Introduction to Portfolio		0.5	1:45p	2:15p
Reservations I		2	2:15p	4:15p
Reservations II		2	4:30p	6:30p
Tuesday				
Course		**Length/Hours**	**Start**	**End**
Front Office I		2	8:00a	10:00a
Front Office II		1	10:15a	11:15p
Housekeeping		1	11:30p	12:30p
Lunch			12:30p	1:30p
Front Office I		2	1:30p	3:30p
Front Office II		1	3:45p	4:45p
Engineering		1	5:00p	6:00p
Night Audit-Auditor Attends Required Classes		1	9:30p	10:30p
Wednesday				
Course		**Length/Hours**	**Start**	**End**
Conference Services Part I (Group)		3	8:00a	12:00p
Lunch			12:00p	1:00p
Conference Services Part II (Event)		3	1:00p	4:00p
Conference Services (Packages)		1	4:15p	5:15p
Night Audit-Auditor Attends Required Classes		1	9:30p	10:30p
Thursday				
Course/Go-Live	**Instructor**	**Length/Hours**	**Start**	**End**
Manager/Supervisor W/Marketing		2	8:00a	10:00a
Pre Go-Live Departmental & Client Sign Off Meeting	***Megasys/Client***		3:30p	until sign-off
GO-LIVE - SYSTEM DOWN-CONVERSION TO PORTFO (Night Audit must be completed prior to conversion proc beginning)		**12**	**10:00p**	**10:00a (6/4)**

Friday				
Course/Go-Live Support			**Start**	**End**
Accounting (Using Live/Train Data)			8:00a	Open
Trainer -			7:00a	7:00p
Tech - On Call			7:00p	7:00a
Saturday				
Go-Live Support			**Start**	**End**
Trainer -			7:00a	7:00p
Tech - On Call			7:00p	7:00a
Sunday				
Go-Live Support			**Start**	**End**
Megasys Team Travels Home			-	-

- **The following are the Megasys 'Team Members" and responsible "Teams" that would be part of this project. Below you will find information on who they are, what their responsibilities would be, and what Team they would be part of.**
- **One of the requests is to provide resumes of each member of the team, not to be longer than 3 pages. Due to Sensitive Data and Employee Confidentiality Agreements, Human Resources is hoping the information provide would be sufficient, and if an agreement has been established between NGPC and Megasys, then resumes can be shared.**

Project Team Members

Contract Team Members

Mark Jewart

Title: **Primary Contract Manager / VP of Sales**

Designation as a **Key Position.**

Description of project role and responsibilities:

- The Primary Contract Manager (PCM) role, to oversee the Megasys responsibilities under the contract obligations.
- Will ensure Project Team meets all timelines established and agreed between AL Parks and Megasys.
- Available for all Meetings, in person or virtual conference calls, as required by Al Parks, throughout the entire project and beyond.

Melodee Haight

Title: **Contract Coordinator / Accounting**

Designation as a **Non-Key Position.**

Description of project role and responsibilities:

Project Role:

To assist the Project Manager Contract Manager in managing all project communications, invoicing and ensuring follow through on the terms of the agreement.

Responsibilities:

- Assist Project Contract Manager
- Provide critical information to AL State Park procurement and key personnel on tasks and duties, per the agreement.
- Provide Accounting and Reporting to AL State Parks.

Implementation Team Members – Megasys

Kim Heirich

Title: **Project Manager**

Designation as a **Key Position.**

Description of project role and responsibilities:

Project Role:

The focus of the Project Manager (PM) will be the primary contact for communications and coordination between Megasys and the Client. The Project Manager's role is to support and advise the Project Team in carrying out the implementation.

Responsibilities:

- Overall project management, i.e., coordinating and managing the implementation timelines, project meetings, project communications.
- Monitor the project's progress.
- Initiating and monitoring the (periodic) transfer of required information to Client Project Team and Client Management.
- Manage the project documentation.
- Works with the Director of Products and Services to prepare work and training schedules for project.
- Keeping the company informed about the project and its progress.
- Responsible for the performance of the internal project participants.
- Ensure team stays on target for project Go-Live
- Has authority over the project participants.

April Battreall

Title: **Assistant Project Manager**

Designation as a **Key Position.**

Description of project role and responsibilities:

Project Role:

The Professional Services Associate role is to assist the Professional Services Team Leader. They work closely with the Director of Operations to coordinate configuration, training, and support.

Responsibilities:

- Coordinate and manages the implementation activities of the professional services department.
- Prepares documentation for configuration and training.

- Initiating and monitoring the (periodic) transfer of required information to the Director of Products and Services.
- Works with Project Manager and Director of Products and Services to prepare work and training schedules for project.
- Report Progress to the Project Teams.
- Responsible for the performance of the configuration and training team.
- Testing various scenarios after the initial configuration of the software has completed.
- Ensure the Professional Services team stays on target for Go-Live.
- Responsible for all PS internal documents.
- On-Site Implementation, Training and Go-Live.

Nicco Figley

Title: **Project Support Manager**

Designation as a **Key Position.**

Description of project role and responsibilities:

Project Role:

The Manager of Products and Services role is to support and advise the Project Team Leaders in carrying out the implementation. They work closely with the Project Manager and is the second point of contact for communications between Megasys and the Client.

Responsibilities:

- Internal project management, i.e., coordinating and managing the implementation activities of the professional services and technical service departments.
- Initiates and monitors the (periodic) transfer of required information to the Megasys Project Manager and Client Project Managers.
- Works with Project Manager to prepare work and training schedules for project.
- Reporting Progress to the Project Teams.
- Responsible for the performance of the internal project participants.
- Testing various scenarios after the initial configuration of the software has completed.
- Ensure team stays on target for project Go-Live.
- On-Site Project Manager for Training and Go-Live.

Jared Smith

Title: **Professional Services Associate**

Designation as a **Key Position.**

Description of project role and responsibilities:

Project Role:

The Professional Services Associate works directly with the Professional Services Team Leader to configure system and prepare training documents.

Responsibilities:

- Configuration of system based on received configuration documents.
- Prepares documentation for configuration and training.
- Reporting Progress to the Professional Services Team Leader.
- Responsible for the performance of the configuration team.

- Testing various scenarios after the initial configuration of the software has completed.
- Ensure training team is prepared for On-Site Training and Go-Live.
- On-Site Lead Trainer for Training and Go-Live.

Chris Ferguson

Title: **Senior Professional Services Associate / Online Reservations**

Designation as a **Key Position.**

Description of project role and responsibilities:

Project Role:

The implementation work team member works with the professional services manager and senior lead trainer to configure the system database based on configuration documents.

Responsibilities:

- Data entry of information provided by Client. Internal project management, i.e. coordinating and managing the implementation activities for the database, interface compatibility, equipment requirements.
- Testing various scenarios after the initial configuration of the software has completed.
- Ensure configuration is completed per timeline.
- Web development of Individual online booking pages
- Web development of Brands & Chains

Technical Team Members - Megasys

Jeff Wilder

Title: **Senior Application Developer – CTO**

Designation as a **Key Position.**

Description of project role and responsibilities:

Project Role:

Oversee the Company Technology and Development with implementation work team member to oversee the Director of Application Development and Technical and Director of Products and Services to develop and setup any web-based product requirements needed for Client.

Responsibilities:

- Oversee the Technical Team for all development enhancements required.
- Provide Guidance to the both the Implementation and Development Team for a successful implementation of products and services.

CJ White

Title: **Director of Application Development and Technology**

Designation as a **Key Position.**

Description of project role and responsibilities:

Project Role:

The Director of Development and Technical Services acts as the Technical Services Project Lead (TL). They work closely with the Project Manager and the Client's IT department to ensure a seamless transition with the property management software and 3rd party communications. They will be the second point of contact for any technical communications between Megasys and the Client.

Responsibilities:

- Internal project management, i.e., coordinating and managing the implementation activities for the database, interface compatibility, equipment requirements.
- Initiating and monitoring the transfer of required information to the Megasys and Client Project Managers.
- Assist with communication with Client and their 3rd party vendors.
- Prepares work and technical schedules for project.
- Reporting Progress to the Project Teams.
- Responsible for the performance of the internal project participants.

Rick Mathers

Title: **Manager Web and R&D Development**

Designation as a **Key Position.**

Description of project role and responsibilities:

Project Role:

The implementation work team member works with the Director of Application Development and Technical and Director of Products and Services to develop or modify system based on client requirements.

Responsibilities:

- Create and test new functionality for web-based product.
- Reports progress to Director of Development and Technology.
- Ensure code and configuration is completed per timeline.

Ben Carter

Title: **Technical and Professional Services Team Member**

Designation as a **Key Position.**

Description of project role and responsibilities:

Project Role:

The implementation team member works with the on-site team to provide training and technical support as needed.

Responsibilities:

- Data Entry as needed when on-site.
- Development of Forms and Other Development per Agreement
- Technical assistance to ensure communication with 3rd party vendors.
- Training and/or Training assistant.

NOTE: Due to employment status, we are presenting the current team members, but, others might be injected and we have no control on employment status of our employees. However, we will ensure that the strongest and most reliable staff is part of this project for the long term.

j. **SUBCONTRACTORS**

If the bidder intends to subcontract any part of its performance hereunder, the bidder should provide:

i. name, address, and telephone number of the subcontractor(s),
ii. specific tasks for each subcontractor(s),
iii. percentage of performance hours intended for each subcontract; and
iv. total percentage of subcontractor(s) performance hours.

- Technically, our subcontractor is our Parent Company, but, including them as we are using them for the Merchant Processing portion of the RFP Response:

  Fullsteam LLC
  540 Devall Drive, STE 301
  Auburn, AL 36832

- The task for this subcontract is to function as the Merchant Processor for all Credit Card Transactions, Devices, Refunds, Fundings, and Chargeback Management, which Megasys Support would be the first point of contact and then reach out to Fullsteam for assistance if needed.

- Since NGPC will be the Merchant of Record, it will be up to NGPC to complete the application and provide the necessary information for establishing the Account and providing the critical information needed to ensure MIDs are issued, Funding / Bank Accounts are in place, and signing the agreement.

- All work in the implementation and support of the Merchant processing will be handled through Megasys Support, with Fullsteam only providing limited support, after the initial agreement has been put in place.

2. **TECHNICAL APPROACH**

The technical approach section of the Technical Proposal should consist of the following subsections:

a. Understanding of the project requirements;

- **Megasys acknowledges this requirement.**

b. Proposed development approach;

- **Megasys acknowledges this requirement.**
- **Procedure / process included above**
- **Attachment provided.**

c. Functional considerations including Attachment 6 - FUN RTM;

- **Megasys acknowledges this requirement.**
- **Document attached, along with Attachments corresponding to the requirements.**

d. Detailed project work plan; and

- **Megasys acknowledges this requirement.**
- **Attachment provided**

e. Deliverables and due dates.

- **Megasys acknowledges this requirement.**
- **Megasys will work with NGPC in setting Deliverables and Due Dates, throughout the project, as this is a Team effort, which while we want things to go smoothly, there will be hurdles to overcome, which are managed together.**

II. TERMS AND CONDITIONS

Bidders should complete Sections II thru VII as part of their proposal. Bidder is expected to read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the Request for Proposal, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska is soliciting proposals in response to this Request for Proposal. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this Request for Proposal.

The bidders should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the bidder's proposal as the document will not have been included in the evaluation process. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award have been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

1. If only one Party has a particular clause then that clause shall control,
2. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together,
3. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

1. The contract resulting from this Request for Proposal shall incorporate the following documents:

   a. Request for Proposal, including any attachments and addenda;
   b. Amendments to the Request for Proposal;
   c. Questions and Answers;
   d. Bidder's properly submitted proposal, including any terms and conditions or agreements submitted by the bidder; and
   e. Amendments and Addendums to the Contract.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment or Addendum to the executed Contract with the most recent dated amendment or addendum having the highest priority, 2) Amendments to the Request for Proposal, 3) Questions and Answers, 4) the original Request for Proposal document and any Addenda or attachments, and 5) the Contractor's submitted Proposal, including any terms and conditions or agreements that are accepted by the State.

Unless otherwise specifically agreed to in writing by the State, the State's standard terms and conditions, as executed by the State, shall always control over any terms and conditions or agreements submitted or included by the Contractor.

Any ambiguity or conflict in the contract discovered after its execution, not otherwise addressed herein, shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

B. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Bidder and State shall identify the contract manager who shall serve as the point of contact for the executed contract.

Communications regarding the executed contract shall be in writing and shall be deemed to have been given if delivered personally; electronically, return receipt requested; or mailed, return receipt requested. All notices, requests, or communications shall be deemed effective upon receipt.

Either party may change its address for notification purposes by giving notice of the change and setting forth the new address and an effective date.

C. BUYER'S REPRESENTATIVE

The State reserves the right to appoint a Buyer's Representative to manage or assist the Buyer in managing the contract on behalf of the State. The Buyer's Representative will be appointed in writing, and the appointment document will specify the extent of the Buyer's Representative authority and responsibilities. If a Buyer's Representative is appointed, the bidder will be provided a copy of the appointment document and is expected to cooperate accordingly with the Buyer's Representative. The Buyer's Representative has no authority to bind the State to a contract, amendment, addendum, or other change or addition to the contract.

D. GOVERNING LAW (Nonnegotiable)

Notwithstanding any other provision of this contract, or any amendment or addendum(s) entered into contemporaneously or at a later time, the parties understand and agree that, (1) the State of Nebraska is a sovereign state and its authority to contract is therefore subject to limitation by the State's Constitution, statutes, common law, and regulation; (2) this contract will be interpreted and enforced under the laws of the State of Nebraska; (3) any action to enforce the provisions of this agreement must be brought in the State of Nebraska per state law; (4) the person signing this contract on behalf of the State of Nebraska does not have the authority to waive the State's sovereign immunity, statutes, common law, or regulations; (5) the indemnity, limitation of liability, remedy, and other similar provisions of the final contract, if any, are entered into subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity; and, (6) all terms and conditions of the final contract, including but not limited to the clauses concerning third party use, licenses, warranties, limitations of liability, governing law and venue, usage verification, indemnity, liability, remedy or other similar provisions of the final contract are entered into specifically subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity.

The Parties must comply with all applicable local, state, and federal laws, ordinances, rules, orders, and regulations.

E. DISCOUNTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Prices quoted shall be inclusive of ALL trade discounts. Cash discount terms of less than thirty (30) days will not be considered as part of the proposal. Cash discount periods will be computed from the date of receipt of a properly executed claim voucher or the date of completion of delivery of all items in a satisfactory condition, whichever is later.

F. PRICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the bidder, F.O.B. destination named in the Request for Proposal. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

Prices submitted on the cost proposal form shall remain fixed for the first five (5) years of the contract. Request for a price increase subsequent to the first five (5) years of the contract shall not exceed five percent (5%) of the previous Contract period. Increases will be cumulative across the remaining periods of the contract. Requests for an increase must be submitted in writing to the Nebraska Game and Parks Commission a minimum of 120 days prior to the end of the current contract period. Documentation may be required by the State to support the price increase.

The State reserves the right to deny any requested price increase. No price increases are to be billed to any State Agencies prior to written amendment of the contract by the parties.

The State will be given full proportionate benefit of any decreases for the term of the contract.

G. BEGINNING OF WORK & SUSPENSION OF SERVICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful Contractor. The Contractor will be notified in writing when work may begin.

The State may, at any time and without advance notice, require the Contractor to suspend any or all performance or deliverables provided under this Contract. In the event of such suspension, the Contract Manager or POC, or their designee, will issue a written order to stop work. The written order will specify which activities are to be immediately suspended and the reason(s) for the suspension. Upon receipt of such order, the Contractor shall immediately comply with its terms and take all necessary steps to mitigate and eliminate the incurrence of costs allocable to the work affected by the order during the period of suspension. The suspended performance or deliverables may only resume when the State provides the Contractor with written notice that such performance or deliverables may resume, in whole or in part.

H. AMENDMENT

This Contract may be amended in writing, within scope, upon the agreement of both parties.

I. CHANGE ORDERS OR SUBSTITUTIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the Request for Proposal. Changes may involve specifications, the quantity of work, or such other items as

the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

The Contractor shall prepare a written description of the work required due to the change and an itemized cost sheet for the change. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

*****Contractor will not substitute any item that has been awarded without prior written approval of NGPC*****

J. RECORD OF VENDOR PERFORMANCE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The State may document the vendor's performance, which may include, but is not limited to, the customer service provided by the vendor, the ability of the vendor, the skill of the vendor, and any instance(s) of products or services delivered or performed which fail to meet the terms of the purchase order, contract, and/or Request for Proposal specifications. In addition to other remedies and options available to the State, the State may issue one or more notices to the vendor outlining any issues the State has regarding the vendor's performance for a specific contract ("Vendor Performance Notice"). The State may also document the Vendor's performance in a report, which may or may not be provided to the vendor ("Vendor Improvement Request"). The Vendor shall respond to any Vendor Performance Notice or Vendor Improvement Request in accordance with such notice or request. At the sole discretion of the State, such Vendor Performance Notices and Vendor Improvement Requests may be placed in the State's records regarding the vendor and may be considered by the State and held against the vendor in any future contract or award opportunity.

K. CORRECTIVE ACTION PLAN

If Contractor is failing to meet the Scope of Work, in whole or in part, the State may require the Contractor to complete a corrective action plan ("CAP"). The State will identify issues with the Contractor's performance and will set a deadline for the CAP to be provided. The Contractor must provide a written response to each identified issue and what steps the Contractor will take to resolve each issue, including the timeline(s) for resolution. If the Contractor fails to adequately provide the CAP in accordance with this section, fails to adequately resolve the issues described in the CAP, or fails to resolve the issues described in the CAP by the relevant deadline, the State may withhold payments and exercise any legal remedy available.

L. NOTICE OF POTENTIAL CONTRACTOR BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or

equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

M. BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by email to the contractor's point of contact with acknowledgement from the contractor, Certified Mail - Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

N. NON-WAIVER OF BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

O. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid or illegal.

P. INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

1. GENERAL

The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2. INTELLECTUAL PROPERTY

The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this Request for Proposal.

3. PERSONNEL

The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel, including subcontractor's and their employees, provided by the Contractor.

4. SELF-INSURANCE

The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01. If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§ 81-8,239.01 to 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Neb. Rev. Stat. § 81-8,294), Tort (Neb. Rev. Stat. § 81-8,209), and Contract Claim Acts (Neb. Rev. Stat. § 81-8,302), as outlined in state law and accepts liability under this agreement only to the extent provided by law.

5. ALL REMEDIES AT LAW

Nothing in this agreement shall be construed as an indemnification by one Party of the other for liabilities of a Party or third parties for property loss or damage or death or personal injury arising out of and during the performance of this contract. Any liabilities or claims for property loss or damages or for death or personal injury by a Party or its agents, employees, contractors or assigns or by third persons, shall be determined according to applicable law.

6. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

Q. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if ordered by the court, including attorney's fees and costs, if the other Party prevails.

R. ASSIGNMENT, SALE, OR MERGER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Either Party may assign the contract upon mutual written agreement of the other Party. Such agreement shall not be unreasonably withheld.

The Contractor retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Contractor's business. Contractor agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, the Contractor will remain responsible for performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

S. CONTRACTING WITH OTHER NEBRASKA POLITICAL SUBDIVISIONS OF THE STATE OR ANOTHER STATE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor may, but shall not be required to, allow agencies, as defined in Neb. Rev. Stat. § 81-145(3), to use this contract. The terms and conditions, including price, of the contract may not be amended. The State shall not be contractually obligated or liable for any contract entered into pursuant to this clause. A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

The Contractor may, but shall not be required to, allow other states, agencies or divisions of other states, or political subdivisions of other states to use this contract. The terms and conditions, including price, of this contract shall apply to any such contract, but may be amended upon mutual consent of the Parties. The State of Nebraska shall not be contractually or otherwise obligated or liable under any contract entered into pursuant to this clause. The State shall be notified if a contract is executed based upon this contract.

T. FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Neither Party shall be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party ("Force Majeure Event") that was not foreseeable at the time the Contract was executed. The Party so affected shall immediately make a written request for relief to the other Party and shall have the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party's own employees will not be considered a Force Majeure Event.

U. CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

All materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately of said breach and take immediate corrective action.

It is incumbent upon the Parties to inform their officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable by 5 U.S.C. 552a (m)(1), provides that any officer or employee, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.

V. EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract, in whole or in part, at any time.

2. The State, in its sole discretion, may terminate the contract, in whole or in part, for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination, the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.

3. The State may terminate the contract, in whole or in part, immediately for the following reasons:

a. if directed to do so by statute,
b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business,
c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court,
d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders,
e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor,
f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code,
g. Contractor intentionally discloses confidential information,
h. Contractor has or announces it will discontinue support of the deliverable; and,
i. In the event funding is no longer available.

W. CONTRACT CLOSEOUT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Upon contract closeout for any reason the Contractor shall within 30 days, unless stated otherwise herein:

1. Transfer all completed or partially completed deliverables to the State,
2. Transfer ownership and title to all completed or partially completed deliverables to the State,
3. Return to the State all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures,
4. Cooperate with any successor Contactor, person or entity in the assumption of any or all of the obligations of this contract,
5. Cooperate with any successor Contactor, person or entity with the transfer of information or data related to this contract,
6. Return or vacate any state owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.

X. PERFORMANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

In accordance with Section VI.E.12, the Contractor must provide a system to track issues with the Web-Based State Park Reservation system. Such issues must be classified into severity levels based on the requirements of this Contract. Table 1, below, outlines the amount of time that the Contractor has to repair an issue based on severity level. The time to repair commences when the issue is entered into the tracking system ("Incident Time"), as further described in Section VI.E.12. The Contractor shall monitor and track each issue, the Incident Time of each issue, and

the time the issue was fully resolved. The Contractor shall deliver to the State a detailed and accurate summary of such information for the previous month.

The State may, in the State's sole discretion, assess damages in the amount(s) listed in Table 1 for each issue not fully repaired, in the opinion of the State, within the respective amount of time to repair. The loss of functionality and the time it took to restore functionality shall be determined by the State and such determination shall be final. The assessment rate is based on the Incident Time and whether the Incident Time occurs between 7:00 a.m. and 7:00 p.m. Central Time ("Peak Usage Hours") or outside of those hours ("Off-Peak Usage Hours"). If the issue continues into a different assessment rate time period, the assessed rate will be adjusted accordingly for the duration that the issue remained unrepaired during that assessment rate time period. The assessed rate will be prorated. The State may deem an issue unrepaired if the issue reoccurs within one hour of the issue most recently being repaired. In the event that the State assesses damages against the Contractor, the Contractor shall pay the amount assessed by the State within thirty (30) calendar days of receiving notice of assessment by the State.

For the purposes of an example, if an issue is classified as Severity Class 1, the Contractor has two hours from the Incident Time to fully restore functionality and repair the issue. If such issue is not repaired within two hours and the Incident Time was 8:00 a.m. Central Time, the Contractor may be assessed damages of $1,000.00 per every hour after the initial two-hour repair period until the issue is resolved. If the issue continues to 7:00 p.m. Central Time, the Contractor would be assessed the Peak Usage Hours Rate until 7:00 p.m. At this time, the rate would change to the Off-Peak Usage Hours Assessment and would remain at such rate until 7:00 a.m. the following day.

To further illustrate, if the Contractor were to repair the issue (ex. a Severity Class 1 issue) within fifty (50) minutes of the Incident Time and the issue reoccurs within the next sixty (60) minutes after being repaired, if the issue was not repaired within ten (10) minutes of the reoccurrence, the State may assess damages in the amount of $1,000.00 per hour until the issue is resolved. The State may waive an instance where the sum is owed if, in the sole discretion of the State, the State determines such non-functionality is not attributable to the Contractor's acts or omissions.

Table 1
SEVERITY CLASS ASSESSMENT

Severity Level	Time to Repair	Peak Usage Hours Assessment	Off-Peak Usage Hours Assessment
1)	2 Hours	$1000.00 per hour	$500.00 per hour
2)	16 Hours	$500.00 per hour	$100.00 per hour
3)	24 Hours	$500.00 per hour	$100.00 per hour
4)	See Section **VI.E.12.a.iv.**	See Section **VI.E.12.a.iv.**	See Section **VI.E.12.a.iv.**

III. CONTRACTOR DUTIES

A. INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
W			

It is agreed that the Contractor is an independent contractor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Contractor is solely responsible for fulfilling the contract. The Contractor or the Contractor's representative shall be the sole point of contact regarding all contractual matters.

The Contractor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Contractor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

By-name personnel commitments made in the bidder's proposal shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

All personnel assigned by the Contractor to the contract shall be employees of the Contractor or a subcontractor and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor or the subcontractor respectively.

With respect to its employees, the Contractor agrees to be solely responsible for the following:

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding,
2. Any and all vehicles used by the Contractor's employees, including all insurance required by state law,
3. Damages incurred by Contractor's employees within the scope of their duties under the contract,
4. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law,
5. Determining the hours to be worked and the duties to be performed by the Contractor's employees; and,
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees).

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the bidder's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or subcontractor employee.

Contractor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

The Contractor shall include a similar provision, for the protection of the State, in the contract with any Subcontractor engaged to perform work on this contract.

B. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
W			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at https://das.nebraska.gov/materiel/docs/pdf/Individual%20or%20Sole%20Proprietor%20United%20States%20Attestation%20Form%20English%20and%20Spanish.pdf

2. The completed United States Attestation Form should be submitted with the Request for Proposal response.

3. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

4. The Contractor understands and agrees that lawful presence in the United States is required, and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. § 4-108.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION (Nonnegotiable)

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their Subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §§ 48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all Subcontracts for goods and services to be covered by any contract resulting from this Request for Proposal.

D. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Contractor may be required to work with or in close proximity to other contractors or individuals that may be working on same or different projects. The Contractor shall agree to cooperate with such other contractors or individuals and shall not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Contractor is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

E. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The contract price shall include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. The Contractor shall obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Contractor on behalf of the State pursuant to this contract.

The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.

G. INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage. The Contractor shall not commence work on the contract until the insurance is in place. If Contractor subcontracts any portion of the Contract the Contractor must, throughout the term of the contract, either:

1. Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor,
2. Require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified that each subcontractor has the required coverage; or,
3. Provide the State with copies of each subcontractor's Certificate of Insurance evidencing the required coverage.

The Contractor shall not allow any Subcontractor to commence work until the Subcontractor has equivalent insurance. The failure of the State to require a COI, or the failure of the Contractor to provide a COI or require subcontractor insurance shall not limit, relieve, or decrease the liability of the Contractor hereunder.

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within two (2) years of termination or expiration of the contract, the contractor shall obtain an extended discovery or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and two (2) years following termination or expiration of the contract.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Notwithstanding any other clause in this Contract, the State may recover up to the liability limits of the insurance policies required herein.

1. **WORKERS' COMPENSATION INSURANCE**
   The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contactors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory

requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter**. The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. **COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE**

The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any Subcontractor or by anyone directly or indirectly employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an **occurrence basis**, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. **The policy shall include the State, and others as required by the contract documents as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory**. **The COI shall contain the mandatory COI liability waiver language found hereinafter.** The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

REQUIRED INSURANCE COVERAGE	
COMMERCIAL GENERAL LIABILITY	
General Aggregate	$2,000,000
Products/Completed Operations Aggregate	$2,000,000
Personal/Advertising Injury	$1,000,000 per occurrence
Bodily Injury/Property Damage	$1,000,000 per occurrence
Medical Payments	$10,000 any one person
Damage to Rented Premises (Fire)	$300,000 each occurrence
Contractual	Included
XCU Liability (Explosion, Collapse, and Underground Damage)	Included
Independent Contractors	Included
Abuse & Molestation	Included
If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.	
WORKER'S COMPENSATION	
Employers Liability Limits	$500K/$500K/$500K
Statutory Limits- All States	Statutory - State of Nebraska
Voluntary Compensation	Statutory
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	$5,000,000 per occurrence
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3rd Party Fidelity	$1,000,000
CYBER LIABILITY	
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties	$5,000,000
MANDATORY COI SUBROGATION WAIVER LANGUAGE	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
MANDATORY COI LIABILITY WAIVER LANGUAGE	
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."	

3. **EVIDENCE OF COVERAGE**

The Contractor shall furnish the Contract Manager, via email, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

Nebraska Game and Parks Commission
RFP # 6909 Z1
Nathaniel.betts@nebraska.gov

Nebraska Game and Parks Commission Purchasing
PO Box 30730
Lincoln, NE 68506

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

4. **DEVIATIONS**

The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers' Compensation, and the type of automobile coverage carried by the Contractor.

H. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

I. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

By submitting a proposal, bidder certifies that no relationship exists between the bidder and any person or entity which either is, or gives the appearance of, a conflict of interest related to this Request for Proposal or project.

Bidder further certifies that bidder will not employ any individual known by bidder to have a conflict of interest nor shall bidder take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its contractual obligations hereunder or which creates an actual or appearance of conflict of interest.

If there is an actual or perceived conflict of interest, bidder shall provide with its proposal a full disclosure of the facts describing such actual or perceived conflict of interest and a proposed mitigation plan for consideration. The State will then consider such disclosure and proposed mitigation plan and either approve or reject as part of the overall bid evaluation.

J. STATE PROPERTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the Contractor's use during the performance of the contract. The Contractor shall reimburse the State for any loss or damage of such property; normal wear and tear is expected.

K. SITE RULES AND REGULATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor shall use its best efforts to ensure that its employees, agents, and Subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to in writing between the State and the Contractor.

L. ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its goods or services are endorsed or preferred by the State. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

M. NEBRASKA TECHNOLOGY ACCESS STANDARDS (Nonnegotiable)

1. The State of Nebraska is committed to ensuring that all information and communication technology (ICT), developed, leased, or owned by the State of Nebraska, affords equivalent access to employees, program participants and members of the public with disabilities, as it affords to employees, program participants and members of the public who are not persons with disabilities.
2. By entering into this Contract, Contractor understands and agrees that if the Contractor is providing a product or service that contains ICT, as defined in subsection III.M.3 (below) and such ICT is intended to be directly interacted with by the user or is public facing, such ICT must provide equivalent access, or be modified during implementation to afford equivalent access, to employees, program participants, and members of the public who have and who do not have disabilities. The Contractor may comply with this section by complying with Section 508 of the Rehabilitation Act of 1973, as amended, and its implementing standards adopted and promulgated by the U.S. Access Board.
3. ICT means information technology and other equipment, systems, technologies, or processes, for which the principal function is the creation, manipulation, storage, display, receipt, or transmission of electronic data and information, as well as any associated content. Contractor hereby agrees ICT includes computers and peripheral equipment, information kiosks and transaction machines, telecommunications equipment, customer premises equipment, multifunction office machines, software, applications, web sites, videos, and

electronic documents. For the purposes of these assurances, ICT does not include ICT that is used exclusively by a contractor.

N. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue delivery of goods and services as specified under the specifications in the contract in the event of a disaster.

O. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Contractor certifies it maintains a drug free workplace environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

P. WARRANTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Despite any clause to the contrary, the Contractor represents and warrants that its services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such services and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, the Contractor shall, for a period of ninety (90) days from performance of the service, perform the services again, at no cost to the State, or if Contractor is unable to perform the services as warranted, Contractor shall reimburse the State all fees paid to Contractor for the unsatisfactory services. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

Q. TIME IS OF THE ESSENCE

Time is of the essence with respect to Contractor's performance and deliverables pursuant to this Contract.

R. FOREIGN ADVERSARY CONTRACTING PROHIBITION ACT CERTIFICATION (Nonnegotiable)

The Vendor certifies that it is not a scrutinized company as defined under the Foreign Adversary Contracting Prohibition Act, Neb. Rev. Stat. Sec. § 73-903 (5); that it will not subcontract with any scrutinized company for any aspect of performance of the contemplated contract; and that any products or services to be provided do not originate with a scrutinized company.

IV. PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT (Nonnegotiable)
Pursuant to Neb. Rev. Stat. § 81-2403, "[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency."

B. TAXES (Nonnegotiable)
The State is not required to pay taxes and assumes no such liability as a result of this Request for Proposal. The Contractor may request a copy of the Nebraska Department of Revenue, Nebraska Resale or Exempt Sale Certificate for Sales Tax Exemption, Form 13 for their records. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor.

C. INVOICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Invoices for payments should be submitted by the contractor to the Nebraska Game and Parks Commission via email to be provided upon contract finalization in a sortable Excel Spreadsheet requesting payment for services with sufficient detail to support the payment.

The fields required are:

1. Park
2. Sales Channel (Call Center, Field, Web)
3. Transaction Group (Cancellation, Reservation, Transfer)
4. Account
5. Order Number
6. Customer
7. Transaction Type (Reservation, Transfer Same Facility Diff Value, Change Dates, Extend Stay Leave Later, Cancellation, Extend Stay Arrive Earlier, etc.)
8. Fee Schedule
9. Schedule Price

The invoice should show the totals for each of the Sales Channels by Transaction Group, and a Grand Total. The invoice should only be for a one calendar month period.

The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract. **The State shall have forty-five (45) calendar days to pay after a valid and accurate invoice is received by the State.**

D. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations should be at reasonable times and in a manner that will not delay work.

E. PAYMENT (Nonnegotiable)

Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. § 81-2403). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any goods and services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

F. LATE PAYMENT (Nonnegotiable)

The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §§ 81-2401 through 81-2408).

G. SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS (Nonnegotiable)

The State's obligation to pay amounts due on the Contract for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

H. RIGHT TO AUDIT (First Paragraph is Nonnegotiable)

The State shall have the right to audit the Contractor's performance of this contract upon a thirty (30) days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. (Neb. Rev. Stat. § 84-304 et seq.) The State may audit, and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one-half of one percent (.5%) of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety (90) days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

Bidder Name: Megasys Hospitality Solutions

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.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			
	Bidder Response: There are two Types of Customer Profiles, which one is controlled by the Guest and the other by the NGPC User. For the Guest, they can modify their name, address, phone number and manage their reservations current and future, as well as pull up past reservations for viewing/printing. For NGPC User, they can track many data points, such as multiple addresses, emails and phone numbers. They can even track messages, current and past. In the Customer Profile, all the data elements listed is the Shall section can be found on the profile, along with some of the information collected in the May Include section. None the less, if there is a field not located in the Guest Profile, the system allows up to 18 free form fields that can be added as needed. See Attachment 04 – MHS Guest Profile CRM Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN # 002	Customer Profile	Yes	Customization Required	No	Alternate
FUN-002 **Section VI**	Describe the process for a customer to edit their profile.	X			
	Bidder Response: For the guest to edit their own profile, we keep it at minimum, as to maintain consistency. The guest can change their				

	name, birthdate, gender, address, and phone number. They can also view past current and future reservations to make adjustments as needed for active reservation. We will be added a section for preferences, which will be available by Go Live.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-003 **Section VI**	Describe the process for NGPC staff to edit a customer's profile.	X			
	Bidder Response: NGPC will have full control of the Guest Profile with more critical information for tacking changes, multiple addresses, phone numbers and email addresses. They can add notes about their communication, block the guest form staying at a property, add pictures, and put up warnings about the Guest. For those that want to track Allergy and Dietary, they can use that option as well. Another feature that NGPC can do is setup Task to be performed when a guest books or is on site, that pertain to the guest preferences, along with connect Guest to other family members or associations. See Attachment 04 – MHS Guest Profile CRM Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-004 **Section VI**	Describe the process of assigning a unique identification number to the customer.	X			
	Bidder Response: This function is a standard process of the application. If a guest profile is created a unique customer number is assigned. In the even that the guest creates multiple guest profiles, there are processes that can be ran to merge like profile either automatically, if they are an exact match or one by one as they see the duplicates.				

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	X			

	Bidder Response: For a Guest to reset their Online Account Password, they would choose "forgot password" on the main login screen and enter their email address. Once it is sent, the guest is emailed a link to reset it on their own. For NGPC to reset a customer's profile, they would have to guide them to the above options, as Passwords are hidden from users and encrypted. The only thing NGPC can do for the guest is provide them with the email address they used to either create their Guest Profile or pull up a Reservation, if they don't create an Account.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-006 **Section VI**	Describe how the system verifies USPS mailing addresses including address lookup verification.		X		
	Bidder Response: Currently the application will do a USPS check on the Zip code to enter in the correct City and State. However, we can include the option of showing the Guest the Address they Entered in and the Address that is standard in USPS, which is an option we would just need to include in the process, which we will do by the time the system is live.				

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.	X			
	Bidder Response: There are many ways of providing this information, which the most common is establishing a Guest Type, which could indicate the status of the Guest, or set a default on the Guest Profile of the standard Tax the Guest books. For Tax Exempt, in one of the 18 supplemental fields, you can even include the Tax Exempt Number on the Guest Record. See Attachment 04 – MHS Guest Profile CRM Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			
	Bidder Response: When a Guest Books online they have two options 1) book by site/Accom type, which secures their preference, but not the site/Accom number, and allows the property to block those number, or 2) all the Guest to book a site/Accom number, which secures the site, during the booking process. When this occurs, a timer is set online, default is 15 minutes, but can be increased or decreased, based on NGPC's business rules. Once the timer has run out, the inventory is released and can be blocked by someone else. This prevents people for locking sites/Accom's for long period of times. When a reservation is booked internally, the same happens with the NGPC user, when they select a site or Accom type or number, which locks the record. They are set to a timer, so they can sit on the record for as long as they want. Once they block this, then that Site/Accom Number or Types is blocked online. See Attachment 03 – MHS Online Booking Options, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: There are many ways of booking an online reservation by the guest: 1 – they can enter in the dates they are looking for, which would display all campgrounds and then either shows the Campsite Type of the Campsite Number, which is displayed on either a list or an interactive map. 2 – they can do a Flex Calendar search, if they are shopping for open dates to book. The Flex Calendar is either by Type or Property. On the at calendar search, they can see what is available, blocked or if there is a restriction applied, such as first come first served, call to book, or a minimum / maximum stay restriction.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			
	Bidder Response: The Online Booking is NGPC's booking site, so you will be able to add as many narratives as possible about each park. Most Parks put this on their main website, which when the Guest chooses "book now", it is redirected to the booking site, which you can duplicate or summarize the website on the cover page. Once the guest performs their search, they will see a list or a map (depending on if it's a campground or Lodge) which there is where they can find detailed descriptions of the Type or Site, which also includes as many pictures as possible you want to include, which could be Still Shots, 360 Views, and links to Videos you've created. During the initial setup, Megasys will work with you all to design the Brands and Chains Page as well as the individual park locations, which could be for Campgrounds, or Lodges.				

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.	X			
	Bidder Response: The system is designed to allow NGPC to determine how many reservations can be booking in a single transaction, including other business rules that specify days in advance to purchase. If NGPC allows multiple bookings, for either the same date or future dates, the system will accumulate all the bookings into a shopping cart. When the Guest is ready to check out, they are prompted with the cost of all their stays and what the required deposit should be. When they check out, the system will either have them purchase based on a guest or to sign in to their account. Required information is entered and their credit card payment is entered. If the credit card is approved, then the deposit is recorded in a single transaction, however, each reservation will be assigned a unique reservation number, in the event they need to cancel or change the dates or accommodation of their stay.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			
	Bidder Response: As stated above, all reservations are assigned a unique reservation number, even if multiple reservations are booked at the same time. This is a system generated identifier. The main reservation number is a "Letter and 4 Numbers". With multiple locations, we add on the Property Code to the beginning of the Reservation number, so internally, when a guest shows up at the wrong place, the NGPC User can identify the Property the Guest should be at, incase they came to the wrong location.				

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.	X			
	Bidder Response: During the Online Website booking, the guest is presented with a generic confirmation page, with all Policy, Procedures, Terms, and extra Disclaimers created by NGPC. This becomes the web piece, however, the internal application, Portfolio HMS, will also send out unique Confirmation Letters to the Guest. These Confirmation Letters can be 1) Generic to the Property, 2) Specific to the Site/Accom, 3) Specific to the Group. These confirmation are designed and managed by NGPC, after Go Live, but, as part of the support agreement, Megasys will always assist in creating and updating when necessary. These confirmations are drag and drop and built into the application, which you can make them HTML ready, and we provide you a User Friendly way of creating these. You can even include a QR Code on the confirmation so if the code is scanned at the Front Desk or Gate House, it can automatically pull up the reservation. Regarding Confirmations the Guest will receive: Reservation, Pre and Post Arrival/Departure, Modification, Cancellation, Check out and Survey emails, as designed and setup by NGPC.				

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.	X			
	Bidder Response: All reservations are monitored in almost real time. We will check Restrictions, Availability, Declined Payment Authorization, and missing data required by NGPC. These are displayed on the screen to the Guest and the Guest is given time to correct the missed information or if a Credit Card was declined, an option to enter in an alternative payment.				

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.		X		
	Bidder Response: The system currently does not do this, but our next release of GuestRez / CampRez will allow options like this in the Online Guest Profile system and will be ready by Go Live.				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-016 **Section VI**	Describe how the system provides a waitlist function.	X			
	Bidder Response: During a reservation process, either online or internal, if an accommodation is not available, the internal system will prompt for "Add to Wait List". For the Online Booking Engine, the Guest needs to click the link to:" Add to Wait List". In either case, the reservation information is captured, including the Guest and Reservation details and passed to the Wait List program in Portfolio HMS. This is Time and Date Stamped. Currently this is a list that the Property must handle manually as while it is Time and Date stamped, NGPC internal users have the ability to override. We are going to				

	expand this function to allow you to make this automatic, by notifying the guest via email, and the guest will have X Days/Time to secure the Wait List. This is already on the roadmap.

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-017 **Section VI**	Describe how the system provides a lottery function.		X		
	Bidder Response: The system currently does not have a lottery function and needs more clarification on how this would work. Megasys is willing to work with NGPC to build the business rules into the application to make this happen and will have this completed by Go Live.				

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.	X			
	Bidder Response: Maps are Maps and Maps are provided by the NGPC as to what they want their Guest to see. We can take pictures and drop the site locations, or we can draw the maps, based on drawing provided to Megasys, or we can look at Google Maps and incorporate those into the viewing. Most of our clients have been focused general maps, and letting the site description and pictures show the site and what is around them. See Attachment 03 – MHS Online Booking Options, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	**X**			
	Bidder Response: These are all based on drawing provided to Megasys from NGPC, which can be simple maps or detailed maps with buildings, loops, trails, etc.. The system already provides configuration that can be selected to mark a site as Facing, Pull-through, Back-in, Pad Type, Amperage, Shade, Firepit, Picnic Table, etc. When it comes to pictures, that is at the discretion of NGPC and when they what to Guest to see, along with any details about the site or type, which is all free form.				

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.	**X**			
	Bidder Response: From a website perspective, these are considered as Add-on or Scheduled Charges, which during the booking process, the system will provide a listing of optional purchase to include with their stay. When doing this, you can indicate the number required and if there are multiple days, how many days you wish to have this item. Example: I am camping for 3 days and want firewood ready for me, I can pre-purchase 2 racks of wood, which would be included in my reservation and the property is notified of my need and the days I want the racks of wood delivered, either all at once of 1 per day, for the first 2 days of my 3 day stay.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			
	Bidder Response: If the Guest creates an account, they are able to pull up their profile and search for the past stays, current or future to see what they have booked, no matter how many locations and what they have ordered to be part of their stay. No matter the stay, the system will provide the Guest the Accounting information they need to show what deposit was paid, how much is owed for future stays, along with any other activity purchases they attached to their reservations.				

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.	X			
	Bidder Response: This is handled in different ways: Discounts – this is a drop-down option that on the search page, the Guest can select a discount code, say Military or AAA, which then the system will provide the Guest the Availability and Cost associated to this discount and is applied to their reservations. In some cases, properties have chosen not to display the Discount Codes, in the drop down, but on their website have indicated that there is a discount code they could use, and to enter it into the Discount Box, which is hidden, so that people don't randomly choose it. If they do it this way, they set the conditions/requirements that must be presented at check in, otherwise, the Guest will be charged the standard rate. Promotions are managed the same way as discounts, except, they are hidden Promotional Codes that the Guest must enter in to get the Promotional Fees. These are usually done in Marketing Blast and can be sent to a select group of Guests, based on export requirements that NGPC can pull from Portfolio, to send out. There is another option that could be used too, not requested, but it called Offers. This is another way of selling Packages to Guest for special functions / events taking place on the property. Here the Guest goes to the Offers Page on the menu bar, and see's a list of Offers available. The guest can view these offers and then select the one they want, which then allows them to pick their Accommodations and complete their reservations.				

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.	X			
	Bidder Response: These are done by using a marketing tool, such as Constant Contact or Benchmark that allows NGPC to export out past guest Reservation emails and send out an email blast to those might have stayed in the past or they could just blast our a promotions to all Guests to let them know of the availability and special rates to book, which would be a Promo Code they would use to book their stay.				

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.	X			
	Bidder Response: The system is designed to allow NGPC the ability to modify the Web CSS and add notifications / popups when coming to the booking page. We also allow you to add Promotional Popups at the end of the reservations for other activities in the area for the Guest to view and book. Another way of promoting something is by setting up Alerts, which can be warnings or offers, which are date specific, when the Guests goes to book their stay.				

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.	X			
	Bidder Response: These are called Policy Disclaimers. There are 2 standard ones that are built into the system: • Property and Rate Policy • Terms & Conditions and Privacy				

	You an add as many others as you want on a property per property basis, such as: • Pet Policies • Parking • Facilities and Services • Disclaimer • Etc. These must be reviewed and acknowledged before a reservation can be processed.

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.	X			
	Bidder Response: Currently Donations are processed through the Booking Process, during the Add-On charge section. Several of our clients are putting options for guest to select Donation Amounts to include in the stay. These are tracked and managed internally. On the RoadMap, we are going to add to the check out screen an option to “Round Up” or enter in a “Donation Amount”. This is a feature that is currently in development to make Donations easier. Also, for those clients that have their own Donation Systems, we can add a link to the Main GuestRez booking screen that takes the Guest to the Donation system of choice for them to process their donations, outside of the reservation system.				

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.	X			
	Bidder Response:				

	For the online booking site, this is a simple as not allowing the site to be booked and flagging it a "Call Only for Availability" or "First Come First Serve". This way the Guest can see there is a space available, but they know they can't book it online. As for being booked either between the Field Staff and Call Center, this is a grey area as based on security roles provided to the NGPC User, depends on what they can do. If a User is assigned "Reservations" as security role, it would not matter if they were Field or Call Center, as they are accessing the same inventory. This would then become an operational function.

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.	**X**			
	Bidder Response: Back dating a system is never a good idea, as it messes with the reporting that the Property, and Administration gets on a daily basis. However, in order to prevent situations like this, the software give NGPC the ability to Mass Check in and Out Guest, at the end of their day or allow the "End Of Day" processing, which moves the dates forward to be managed either at the end of the day or first thing in the morning, which in any cases, allows those to verify if the arrive took place or not, and adjustments to be made, prior to generating any Operational or Accounting Reports. In the same manner, if the property decides to run the EOD first thing in the morning, the system will not allow anyone to book a reservation after midnight, unless the EOD has been ran, to prevent double bookings and oversell.				

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.	**X**			
	Bidder Response: The application is built around the Guest Profiles. No matter if you are creating a reservation, or performing a walk-in, once the User enters in the Guest First and Last Name, the system will pull all Guest Profiles with the same Last Name				

	for verification to the User. If the user is not found, then a new Profile will be created. If a Profile is found, the User can verify the information, and the reservation will be self-populated. Which in the same stance, if a Profile is flagged as "Do not Allow", it would appear in RED to let the NGPC user know the Guest is not allowed to stay at the property.

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-030 **Section VI**	Describe how the system allows check-in of guests.	X			
	Bidder Response: Checking in a Reservation can be down many ways, depending on what type of property is checking in. For a Campground, you can check them in upon arrival or perform a Mass Check-in for all guest arriving or departing for the day. For Lodges, you would more than likely check in the guest as they arrived at the front desk.				

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.	X			
	Bidder Response: This would be described as Mass Check-in option in the system. Here you can choose to check in and Entire Group, or a group of Individual Reservations selected on the Mass Check-in Screen, or if they are supposed to arrive, you just check them all in. The system will do what every the NGPC User selects and provide the check-in, apply deposits and print any registration cards required for the Guest to receive upon arrival.				

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.	X			
	Bidder Response: This is the same as the answer above, but, done as a Departure, not Arrival.				

Attachment 6

Requirements Traceability Matrix (RTM)
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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	**X**			
	Bidder Response: Reservations and Registrations are the same in Portfolio. We provide a Wizard that once the Guest arrives, they pull up their Name, or Reservation number or swipes a credit card. Once they do that, the entire reservation is pulled up. If the credit card is on-file or not, the Guest will swipe for verification, and the User presses the Check-In button. If the Guest wants to add services to their stay, this can be done before the check-in or afterwards. Point of Sale purchase is a matter of pulling up the POS, entering in your User Code, Creating a check, and either scanning or selecting items from a customized menu, designated by NGPC, and then it is paid out either by Credit Card, or Charged to the checked in Reservation/Registration or Direct Billed if it is a Group or Corp established in you're A/R.				

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.	**X**			
	Bidder Response: Once the Guest Blocks their reservation and their Online Payment has been approved or when the NGPC Staff makes the reservation and enters in the acceptable payment method, the inventory is removed so no one can select the Type of Site/Room blocked. (this is automatic)				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			
	Bidder Response: This is based on Security Roles provided to the User. If the NGPC User is allowed to override rates, they can simply change the rate on the reservation. Once they do that, they are prompted for a reason for the rate change and then it is logged into the Change History file, which is Date/Time Stampled, User who made the change, what device they used, and reflects the New Change vs the Old Data, incase you need to revert back. Again, this is role-based security.				

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.	X			
	Bidder Response: This is an automatic process within Portfolio. Confirmations are predesigned by NGPC based on the Property, Site/Accommodation Type, Group, Event, etc. In most cases, Clients create Confirmation letters based on Lodge Rooms, Cabins and Campgrounds. In some cases, they use Day Use Confirmation as well. None the less, these are established by NGPC. Once a Reservation has been made, the designated Confirmation is emailed to the Guest. If the Reservation is Modified, a revised confirmation is sent. Same goes with Cancellation reservations, which in most cases includes a link to allow the Guest to rebook their stay online. Also with the basic confirmations, you can also send out Check Out confirmations and you can send Pre and Post Stay Confirmations, based on a time frame designated by NGPC and can be different on a property-by-property basis.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-037 **Section VI**	Describe how the system generates guest registration forms.	X			
	Bidder Response: Guest Registration forms are specific the property or can be generic to the entire State Park. Registration Cards can be either pre-printed the night before Arrival, or during the check in process. This is all based on the operational business rules of NGPC / Properties.				

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.	X			
	Bidder Response: All Reservations are held in the system for up to 9999 days, along with Guest Profiles. Since each reservation is connected to a Guest Profile you are able to see all current, future and past reservations that attached to the guest. To view he history, NGPC would pull up the Guest and everything is held in one Profile Screen. See Attachment 04 – MHS Guest Profile CRM Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: No matter if the Guest or NGPC cancels the reservation/registration, NGPC will set up business rules to define the Cancellation Policy. Those policies are in a Tier Format, that based on the number of day prior to arrival, different amounts can be held back / Refunded to the Guest.				

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	X			
	Bidder Response: For Reservations / Registration – the only time a VOID can take place is on the same day it was posted, in the Folio Charge Poster Screen. If a Void takes place after the day of the posted transaction, they are only allowed to apply an Adjustment to the Folio, which no matter if it is Voided or Adjusted, it is traced on the EOD Reports in the Void and Adjustment Report. Point of Sale – Voids can only occur if they have not been processed to the Kitchen or the check is closed. If it has been processed to the Kitchen, then the User must either select a Void Reason, or Type in a Void Reason. If it is done after the Check has been closed and EOD has ran, then an adjustment must be made to offset any changes.				

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.	X			
	Bidder Response: Closure on a site can either be done by: • Temporary Out of Order – which takes the site / room out for the day • Out of Order – which takes the site / room out for a set period of time • Restrictions are put in place which could be black out, closed to arrival, or minimum stay. The first 2 are typically managed by Housekeeping with the 3rd being the Revenue, Reservation, or GM setting those rules.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			
	Bidder Response: This is a Security Role setting that you assign to a department or customized on a person by person basis. No matter what setting is provided, an Audit Trail is provided that shows a Date/Time stamp of the change, who did it, where it was performed and the old and new data.				

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.	X			
	Bidder Response: There are many reports in the system, but to make it easier on NGPC, they have Manager and Enterprise Dashboards with the critical graphics and reporting to provide them with the information they are looking for.				

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.	X			
	Bidder Response: Besides our 24/7/365 Support, all User are able to create an account in our Customer Support Hub, which give them the abilities to review How To Documents, Videos, place Support Tickets, and check on their status. In some cases, when the User calls into support, we answer their issues and we have the ability to “Screen Connect” to them, so they can show us what they are doing so we can assist them.				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: There are several ways of doing both Email and SMS communications to Customers. In most cases, from an email stand points we provide functionality that allows you to narrow down and extract a scope of Guests/Reservations you are targeting. Those are extracted and placed into an email blast system / marketing system of your choice and send out to those guests. For the SMS viewpoint, the same thing can happen, but, these are more specific to Alerts to notify Customers immediately of an issue affecting their stay.				

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.	X			
	Bidder Response: Each person that logs into the application is assigned a Shift Number, which their Username is associated, which also applies for Point-of-Sale users. At the end of each User's Shift, they perform a function to Close their Shift and perform their drops. The report they receive reflects all transactions and settlements during their ship that should be report, showing an over/short. In some cases, you can set up a user to have a "Blind Cash" drop, so they must drop the cash they have, and they have no idea if they are over or short, until Accounting or the Business Office lets them know. Along with this, there are many EOD reports that will show the Transaction Codes used for the day, which reflects the charges/settlements, time/date Stamped, and what happened with those transactions, such as was it a payment, void, transfer, adjustment, etc.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-047 **Section VI**	Describe how the system allows for monitoring of call length.	X			
	Bidder Response: Portfolio provides a Reservation Production Report, which outlines the production of the User, Call Center or not. This would show New Reservations, Modified and Cancelled. This would show the time the Reservation was opened and when it was created, changed or cancelled. These times are recorded and specialized reports can be generated to show productivity time. Note: In most call centers, which I am guessing NGPC has, they have a phone system that reflects the calls coming in, and how long they last. Most Call Centers will bring up the Guest in the software and allows them to make notes about their call, if it is not about a Reservation, which is also tracked.				

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

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.	X			
	Bidder Response: Portfolio is a Multi-Property Software Application that allows users to access multiple locations within the database. The use must be authorized to access certain property codes in order to pull them and book reservations, view availability, however, the User could pull up the Guest in the Profile to see where the Guest has booked, based on the Reservation number and be able to assist the Guest on any changes or cancellations.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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		**X**		
	Bidder Response: Currently the Reservation system has a “Lost Business” option, which each of these could be associated along with others. This way if a reservation was started, but, not completed, then the Call Center or any other NGPC User would have to select a reason the reservation was not completed. Taking this a step further, we could train the Call Center to start reservation by bringing up the Guest Profile first, which during that process they could continue the reservation process or if the caller was just inquiring on the status of something, we could pop up the same window or have them log in the Notes Field why they caller called.				

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.				**X**
	Bidder Response: Currently we do not provide Call Center Services, but, have indicated we can either suggest a partner, if NGPC decides to not utilize their own services. No matter the direction, this function would be no different than what NGPC is doing now. Their staff is setup with a VOIP phone, and the Call Center User would log into the Que and wait for the next call to come in. This can be an office or remote office, depending on the capabilities of the Call Center. If Megasys brings in a Call Center, most Agents are Remote and held in a Round Robin Phone Que.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.				X
	Bidder Response: NGPC has already indicated they will continue their own Call Center, so this would be performed as they currently do today and if NGPC needs Megasys to create reporting for them based on conditions, we can work to customize a report that meets their needs. If NGPC decides to move away from their own Call Center, we would work together to find a suitable replacement, which we would look at their reporting capabilities to provide NGPC the KPIs they are looking to report on.				

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.	X			
	Bidder Response: No matter who is running the Call Center, the training sessions are on an “as needed / requested” basis, during normal business hours. If the Client Hub does not provide the information they are looking for, then NGPC would request Remote Training Time through Support. Once the training has been scheduled, it would be recorded and placed into the Customer Hub and a link sent to NGPC for their personal access to the training session.				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: Megasys performs Webinar Trainings, Property Specific Trainings, Individual Trainings, based on the needs. We focus all training on what needs to be covered and the level of expertise of the group or individual we are training. All Trainings are recorded and place for future viewings. In some cases, we have worked with Clients who have specific training they want performed and we will schedule training based on those and sometimes Workbooks are utilized for those trainings to see the competency of the User through out the training.				

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.				X
	Bidder Response: Megasys uses a program called TeamSupport for logging all Support Calls. Any Support Calls and/or Emails and/or Voicemails are logged into this system. It is immediately assigned to a Support person, who can either resolve the issue reported or escalated it to the next level, which could be a second tier Tech or a Developer. Our Support is critical to our Clients and all our clients are provided with a Five Star Support. With this support tool, the Customer can monitor all their support tickets and interact with the company on an issues and supply supporting documentation. If a customer requests a call log of their tickets, they can either request that from the Support Department or pull down a list from the Client Hub.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-056 **Section VI**	Describe the system's option for multilingual support.				X
	Bidder Response: Currently, Megasys does not provide for Multilingual Support, but, can pull in other Support Team Members from our Sister Companies, IQware, who have multilingual abilities and would act as a translator. On a back up nature, if support is managed through Team Support, we can have meeting and have them captioned in the languages to assist with the translations. To date, we have not had this as an issue. Regarding the Call Center, most call centers us a Call Attendant that guides the caller through questions so they reach a support person they need. I am not sure how NGPC performs this today, but, if they decide to look out side of NGPC for a new call center, this would be a requirement on the selection search.				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-057 **Section VI**	Describe bidder's call center operating hours.				X
	Bidder Response: As of now, Megasys does not have a Call Center, so if NGPC decided to look outside of their current operations, we would ensure Call Center hours fell in their required time.				

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.				X

	Bidder Response: Megasys does not provide a Kiosk Solution, as our GuestRez / CampRez online booking engine allows for the Guest to do everything from their phone/devices. They can book reservations, modify reservations, check-in and check-out reservations, and cancel them. However, we are looking at a company that provides Kiosk functionality, equipment and API for us to develop. But, to date, no client has had an interest into the purchase of Kiosk Equipment, as it tends to run between $5k and $10k, depending on the functionality requirements the Client requires.

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.	X			
	Bidder Response: Like the Group Profile CRM, there is a Client Profile CRM for Group Business. This is similar to a Guest Profile CRM, excepts it tracks and logs all activity of a Group and Events booking. Through this system, you can monitor current, future and past Groups/Events and manage them accordingly. This system is known as Conference Services in our software and allows you full functionality when it comes to Overnight, Day-Use Events and repeat groups, in a single program set. See Attachment 04 – MHS Conference Services Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: Megasys provides a full Conference Services Module in Portfolio HMS that is structured to do was you are indicating. We have a large Client Market Segment, Conference and Retreats, that this module was specifically designed to manage the items you have listed in your request and more. As you are aware, Group Functions are unique to all types of properties and must be managed in a different way than just an individual guest reservations. They include Blocking Rooms, Meeting Space, hold space as Definite, Pending and Space Hold, Contracts, Invoicing, and so much more. Please refer to the following: See Attachment 04 – MHS Conference Services Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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).		X		
	Bidder Response:				

	This request falls under our GuestRez / CampRez solution, which would need to be modified to allow the Guest to include the specific information of Boat Name, Length, Width, Depth, Registration Number and Captain. Currently we can make these part of the 18 free form data fields for tracking on not only the Reservation, but, also on the Guest Profile. We can include these options as we expand the online preferences, by the Go Live date.

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.	X			
	Bidder Response: This can be performed today on GuestRez / CampRez, which we can create Marina Maps of the slips to reflect what is available, booked and call to reserve. In these descriptions, we would include all the specific details of the slip, so the renter knows if their boat/vessel would fit the slip they are booking.				

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.	X			
	Bidder Response: This is this the same functionality of GuestRez / CampRez as described on the previous waitlist question asked. If a Slip is not available, either online or internally, the guest can be put on a Wait List, which is date/time stamped and holds all the information to book the reservation if availability comes up. This is a manual process, allowing the Marina to override any wait list reservation.				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.		X		
	Bidder Response: We would not provide lease information to your customers as this is a legal document between the Customer and the Marina. You could add notes to the Guest Profile or even attach the lease to the Guest Profile, which we would add a place holder for holding the location of where the Lease is held on your shared server drive.				

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.	X			
	Bidder Response: Just like a Campground or Lodge reservation, these would be Add-on / Scheduled charges that would be associated to reservation that the Guest could pre-purchase either online or via NGPC Staff.				

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.	X			
	Bidder Response: For long term leases, these type of boat slips would be setup with agreements and monitored as if they were like “Condos”, owned by a person. It would have a beginning lease date and ending lease date. You could apply monthly fees, maintenance fees, and any type of utility fees. The wait list would be managed internally, as slips became available.				

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.	X			
	Bidder Response: As described above, we would treat these like a Condo and within that module, describe the slip and the details of the slip, along with their amenities.				

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.	X			
	Bidder Response: This is all based on how you setup the system and is treated no differently than a Campground or Lodge Add-on or Scheduled Charge. It would be options presented to the Guest during their online booking or if they called in to a NGPC Staff or Call Center, they could offer up and block those dock fees, making them part of the cost.				

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.	X			
	Bidder Response: During the Online Website booking, the guest is presented with a generic confirmation page, with all Policy, Procedures, Terms, and extra Disclaimers created by NGPC. This becomes the web piece, however, the internal application, Portfolio HMS, will also send out unique Confirmation Letters to the Guest. These Confirmation Letters can be 1) Generic to the Property, 2) Specific to the Site/Accom, 3) Specific to the Group. These confirmation are designed and managed by NGPC, after Go Live, but, as part of the support agreement, Megasys will always assist in creating and				

	updating when necessary. These confirmations are drag and drop and built into the application, which you can make them HTML ready, and we provide you a User-Friendly way of creating these. You can even include a QR Code on the confirmation so if the code is scanned at the Front Desk or Gate House, it can automatically pull up the reservation. Regarding Confirmations the Guest will receive: Reservation, Pre and Post Arrival/Departure, Modification, Cancellation, Check out and Survey emails, as designed and setup by NGPC.

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.		X		
	Bidder Response: Megasys would need to establish a two-way communication between the Guest and Staff using our SMS texting options. Currently SMS is used for sending Confirmations, but, not communication texting, which would be a development effort to add to the process.				

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.	X			
	Bidder Response: This is a standard security process in the applications. No one will no the Password of a Guest or NGPC Staff. • For the Guest, they can request to reset their password on their Online Account. • For the NGPC Staff, they can also request to reset their password online. • For the NGPC Staff, with Admin Security, they have the ability to pull up a User and reset their password. This means they press a button and the next time the User tries to login, the system will prompt them to create a				

	new password to gain access. See Attachment 09 – MHS System and User Security, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

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.	X			
	Bidder Response: Based on User Security Roles, mostly the admin, they will have access to all Users in the system. They can create, delete, modify, add security roles, reset passwords, set termination dates, disable logins and much more. See the attachment below. See Attachment 09 – MHS System and User Security, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: Based on User Security Roles, mostly the admin, they will have access to all Users in the system. They can create, delete, modify, add security roles, reset passwords, set termination dates, disable logins and much more. See the attachment below. See Attachment 09 – MHS System and User Security, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: Based on User Security Roles, mostly the admin, they will have access to all Users in the system. They can create, delete, modify, add security roles, reset passwords, set termination dates, disable logins and much more. See the attachment below. See Attachment 09 – MHS System and User Security, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			

Bidder Response:

Run Date: Mon 9/23/24 — User Log Report for 09/23/24 - 09/23/24
Run Time: 02:43pm — By User: First User - Last User — Req By: S758 JWR
Comp Date: Wed 01/06/21 — CW-Demo - MegaPay — Pgm: CPULOGRPT.PVX

Date	Time	Seq	User	User Performed Function	Company	Client Location	Computer	
09/23/24	09:48:47	00085632	SUPPORT	-Login	CW	192.168.1.241	XPS139300-	mjewart
09/23/24	09:49:07	00085633	SUPPORT	HPMGPRO-Guest Profile	CW	192.168.1.241	XPS139300-	mjewart
09/23/24	13:56:04	00085634	SUPPORT	-Login	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	13:56:14	00085635	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:11:22	00085636	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:15:59	00085637	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:19:56	00085638	SUPPORT	-Login	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:20:13	00085639	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:20:32	00085640	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:21:09	00085641	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:22:02	00085642	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:22:15	00085643	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:23:35	00085644	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:23:44	00085645	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:24:03	00085646	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:25:35	00085647	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.1.167	DI15-JN3LH	jsmith

09/23/24	14:25:36	00085648	SUPPORT	FOSMLEX-Mailing List - Expo	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:26:07	00085649	SUPPORT	HPMARIV-Expected Arrivals	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:26:42	00085650	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:26:47	00085651	SUPPORT	HPMARIV-Expected Arrivals	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:26:49	00085652	SUPPORT	HPMACTA-Actual Arrivals/Dep	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:27:05	00085653	SUPPORT	HPMACTA-Actual Arrivals/Dep	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:27:08	00085654	SUPPORT	HPMACTA-Actual Arrivals/Dep	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:27:23	00085655	SUPPORT	RESLARC-Reservations Change	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:27:35	00085656	SUPPORT	HPMRNMC-Reservations New/Mo	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:34:59	00085657	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:35:50	00085658	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:36:05	00085659	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:38:15	00085660	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:40:11	00085661	SUPPORT	HPMARIV-Expected Arrivals	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:40:23	00085662	SUPPORT	HPMARIV-Expected Arrivals	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:41:04	00085663	SUPPORT	HPMARIV-Expected Arrivals	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:41:28	00085664	SUPPORT	COMULRP-User Log Report	CW	192.168.1.241	XPS139300-	mjewart
09/23/24	14:42:22	00085665	SUPPORT	COMULRP-User Log Report	CW	192.168.1.241	XPS139300-	mjewart
09/23/24	14:42:57	00085666	SUPPORT	-Login	CW	192.168.0.61	HPP-5CD420	ceej1
09/23/24	14:43:08	00085667	SUPPORT	HPMARIV-Expected Arrivals	CW	192.168.0.61	HPP-5CD420	ceej1

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.	**X**			

Bidder Response:

Run Date: Mon 9/23/24 — User Log Report for 09/23/24 - 09/23/24
Run Time: 02:43pm — By User: First User - Last User — Req By: S758 JWR
Comp Date: Wed 01/06/21 — CW-Demo - MegaPay — Pgm: CPULOGRPT.PVX

Date	Time	Seq	User	User Performed Function	Company	Client Location	Computer	
09/23/24	09:48:47	00085632	SUPPORT	-Login	CW	192.168.1.241	XPS139300-	mjewart
09/23/24	09:49:07	00085633	SUPPORT	HPMGPRO-Guest Profile	CW	192.168.1.241	XPS139300-	mjewart
09/23/24	13:56:04	00085634	SUPPORT	-Login	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	13:56:14	00085635	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:11:22	00085636	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:15:59	00085637	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:19:56	00085638	SUPPORT	-Login	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:20:13	00085639	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:20:32	00085640	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:21:09	00085641	SUPPORT	HPMPARR-Package Plan by Roo	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:22:02	00085642	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:22:15	00085643	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:23:35	00085644	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:23:44	00085645	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:24:03	00085646	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:25:35	00085647	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:25:36	00085648	SUPPORT	FOSMLEX-Mailing List - Expo	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:26:07	00085649	SUPPORT	HPMARIV-Expected Arrivals	CW	192.168.0.246	NICCO-FIGL	Nfigley
09/23/24	14:26:42	00085650	SUPPORT	ACRPPPR-Package Plan Postin	CW	192.168.1.167	DI15-JN3LH	jsmith
09/23/24	14:26:47	00085651	SUPPORT	HPMARIV-Expected Arrivals	CW	192.168.0.246	NICCO-FIGL	Nfigley

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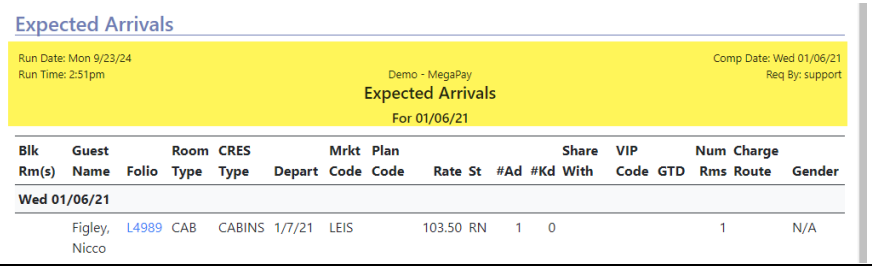
09/23/24  14:26:49  00085652  SUPPORT          HPMACTA-Actual Arrivals/Dep CW       192.168.0.246     NICCO-FIGL       Nfigley
09/23/24  14:27:05  00085653  SUPPORT          HPMACTA-Actual Arrivals/Dep CW       192.168.0.246     NICCO-FIGL       Nfigley
09/23/24  14:27:08  00085654  SUPPORT          HPMACTA-Actual Arrivals/Dep CW       192.168.0.246     NICCO-FIGL       Nfigley
09/23/24  14:27:23  00085655  SUPPORT          RESLARC-Reservations Change CW       192.168.0.246     NICCO-FIGL       Nfigley
09/23/24  14:27:35  00085656  SUPPORT          HPMRNMC-Reservations New/Mo CW       192.168.0.246     NICCO-FIGL       Nfigley
09/23/24  14:34:59  00085657  SUPPORT          HPMPARR-Package Plan by Roo CW       192.168.1.167     DI15-JN3LH       jsmith
09/23/24  14:35:50  00085658  SUPPORT          HPMPARR-Package Plan by Roo CW       192.168.1.167     DI15-JN3LH       jsmith
09/23/24  14:36:05  00085659  SUPPORT          HPMPARR-Package Plan by Roo CW       192.168.1.167     DI15-JN3LH       jsmith
09/23/24  14:38:15  00085660  SUPPORT          HPMPARR-Package Plan by Roo CW       192.168.1.167     DI15-JN3LH       jsmith
09/23/24  14:40:11  00085661  SUPPORT          HPMARIV-Expected Arrivals   CW       192.168.0.246     NICCO-FIGL       Nfigley
09/23/24  14:40:23  00085662  SUPPORT          HPMARIV-Expected Arrivals   CW       192.168.0.246     NICCO-FIGL       Nfigley
09/23/24  14:41:04  00085663  SUPPORT          HPMARIV-Expected Arrivals   CW       192.168.0.246     NICCO-FIGL       Nfigley
09/23/24  14:41:28  00085664  SUPPORT          COMULRP-User Log Report     CW       192.168.1.241     XPS139300-       mjewart
09/23/24  14:42:22  00085665  SUPPORT          COMULRP-User Log Report     CW       192.168.1.241     XPS139300-       mjewart
09/23/24  14:42:57  00085666  SUPPORT          -Login                      CW       192.168.0.61      HPP-5CD420       ceej1
09/23/24  14:43:08  00085667  SUPPORT          HPMARIV-Expected Arrivals   CW       192.168.0.61      HPP-5CD420       ceej1
```

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.	X			
	Bidder Response: In the Guest Profile system, you will have the ability to either Merge Duplicate Guest Profiles in Mass or One-by-One. • Mass Merge, it will only merge Profiles that are exactly the same, as in Name, Address, Phone and Email. If it finds some that are close, but, don't meet all conditions, it will stop and prompt you to compare. • One-by-One Merge, lets you type in a name and if duplicates pull up, you can merge them together. We recommend to our clients to perform the Mass Merge Profiles at least Quarterly, in order to keep their databases clean, especially if there are multiple location, as NE State Parks would be. See Attachment 04 – MHS Guest Profile CRM Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response:				

	Calculating tax is done in many ways: • Room Tax – you can setup 10 levels of Room Tax and percentages. • POS Sales Tax – you can setup tax based on Category and Class of the Item. • Function Room Tax – this is specific to the Meeting Spaces you find in the Sales and Catering Module.

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.	X			
	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.	X			
	Bidder Response: See Attachment 08 – MHS MEGApay Product Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 12 – MHS MEGApay Process Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.		X		
	Bidder Response: There are many reports in the system, but to make it easier on NGPC, they have Manager and Enterprise Dashboards with the critical graphics and reporting to provide them with the information they are looking for. All data is real-time and can be exported or reported on based on the information/performance you are tracking.				

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.	X			
	Bidder Response: The Online Booking is NGPC's booking site, so you will be able to add as many narratives as possible about each park. Most Parks put this on their main website, which when the Guest chooses "book now", it is redirected to the booking site, which you can duplicate or summarize the website on the cover page. Once the guest performs their search, they will see a list or a map (depending on if it's a campground or Lodge) which there is where they can find detailed descriptions of the Type or Site, which also includes as many pictures as possible you want to include, which could be Still Shots, 360 Views, and links to Videos you've created. During the initial setup, Megasys will work with you all to design the Brands and Chains Page as well as the individual park locations, which could be for Campgrounds, or Lodges.				

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.	X			
	Bidder Response: This is a standard functionality of the system. We use Housekeeping Status' to control these spacers, so no one is checked into a site/room, until it has been inspected.				

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.	X			
	Bidder Response: Depending on how the system is configured, based on the uniqueness of the property/location being booked and any facility, will determine how the Guest and NGPC Staff utilizes the Inventory of the system. Each location can be designed differently, however, Megasys would recommend that during the project planning phase of the implementation that standards are established for Enterprise reporting. This would mean we would want Site/Room Types and Day-Use to be standardized, no matter the location. Yes, there will be the one-off sites, but, as long as NE State Parks keeps a standard throughout their Campgrounds, Lodges, Day-Use and Marina's this will help NGPC to focus on trends, KPIs, and pace reports to help manage Rate Management (i.e., Dynamic Pricing and Yielding), throughout the entire Park System.				

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.	X			
	Bidder Response:				

	When it comes to configuring Inventory, NGPC will configure all locations within Portfolio HMS, not matter the avenue of booking reservations. This way NGPC sees all inventory and can report on the trends and forecasting. Now when it comes to allocating inventory to be booked between NGPC Staff, Call Center, Park Location, and Website, there are some things to consider: • **Website** – you can allocate as much or little inventory as you want to be posted online, holding back inventory on a park-by-park basis. • **Park Location** – you can allocate as much or little inventory as you want, which we have seen that most parks will hold back 10% of their inventory and classify them as unresolvable, but, since the internal staff could override, they can block reservations into these spots, to cover overflow. • **Call Center** – This is the most difficult, as a Call Center User is no different than a Park Location User, as they see the actual activity taking place. The only exception to this, is that you give the Call Center the ability to manage the Guest through Portfolio, but, they are forced to only allow booking reservations via the same online that the Guest would book. Here they would not use the internal reservation system, but, the online one, yet use Portfolio for everything else. (again, this is an operational decision).

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.	**X**			
	Bidder Response: This comes down to configuration and how you setup the system for renting facilities. • Overnight Guest – these are reservations that are simple, as there is a rate per night. • Daily – which is termed Commuter or Day-Use, this can be broken in both Daily, Half Day, Full Day and yes, could be in Hourly. However, for the Hourly, these tend to be for activities not for Day-Use Facilities. But, depending on the situation, we could set this up for Daily, but we have found most of our clients remove the Hourly option, as it drains Housekeeping and is harder to keep up with, as they could have issues with holes in booking a Facility for the full day. When it comes to Hourly booking, most clients have the Guest Call into book their stay.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			

Bidder Response:

STEP 1: SET RESTRICTION CODES
Go to Configuration – Property Configuration – Reservation Codes – Restriction Codes

1. Enter in a new Restriction Code, or find one from the query
2. Click Yes when prompted, if making new code
3. Enter Description
4. Set Restriction Type:
   Arrival = closed to arrival
   Min Stay = requires minimum number of nights
   Room Type = restricts a room type
   Market Segment = restricts Market code
   Blackout = closed to arrival, departure, stayover.
5. Minimum Length of Stay: enter number for the Min Stay
6. Type/Segment/CRES Room Type: only needed if limiting this restriction to one market code, room type, etc.
7. Click Save

STEP 2: APPLY RESTRICTION CODE
Go to Configuration – Property Configuration – Reservation Codes – Restriction Days Entry

1. Enter in a Restriction Code, or find one from the query
2. Enter Starting Date: of the first date the Restriction will apply
3. Enter Ending Date: for the last date the restriction will apply
4. Set Days of Week that restriction will apply to
5. Click Add

Restrictions applied will display in the bottom section.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-088 **Section VI**	Describe the ability to set up a taxable or nontaxable item.	X			
	Bidder Response: The system allows for Taxable and Non-Taxable Items to be used throughout the system, which is based on Posting Codes assigned and how you setup the Type. There are 3 areas of the application that you can set taxes, which you can have a combination of up to 10 different Tax Levels: • **Room Tax** – this is where you can have up to 10 different combinations of tax levels, 0 – full tax and 9 - tax exempted. • **Sales Tax** – this is where you assign tax levels to Charge / Posting Codes, when used it knows how to break out the tax amounts. • **Function Room Tax** – this is where you can assign different taxes to Event Function Rooms based on how the room is being used for Sales and Catering purposes.				

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.	X			
	Bidder Response: When creating POS pricing, you setup the Item Cost, Sell Cost, and any upcharge Cost to an item, based on the Outlet its being sold. It is unclear as to the meaning of multiple account codes, as each POS Item is assigned by Class, Category and Location, which each could have a different cost.				

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).	X			

	Bidder Response: This question could fall into two (2) categories: Reservation Pricing and Point of Sale Item Pricing • **Reservation Pricing** – there are 3 main area for controlling pricing, whether Fixed or Variable: o Market Codes – this is where you establish the type of pricing, which can be a Fixed Price, Variable Price or a Dynamic Price. Based on the Market Code selected in the reservation process will determine the price per night, per accommodation set. o Base Price – this is where you set a Base Price, based on Seasonality, and use Room Types, Days of the Week, Number of People that can increase or decrease from the base amount to give you the final per night rate the Guest is going to be charged. o Yielding – is where you can set Property or Room Type Occupancy increase and/or decreases based on 6 levels of Rate Management. • **Point of Sale Pricing** – When creating POS Item pricing you can make the price a fixed price across all outlets, or you can allow the user to enter in a price or override a price the guest is being charged in the Gift Shop or Restaurant.

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).	X			
	Bidder Response: An item can be returned at any point in time and the system does not restrict when an item can be returned or refunded. The time frame is based on the Business Rules of the Property/Outlet.				

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.	X			
	Bidder Response: The Point of Sale has many reports for reflecting Items Sold, Production Report, Revenue Reporting, Cost of Sales, Settlement Reports, Origin Reports, Tip Reports, Server/Outlet Reports and many more. There is a set for historical				

	reporting or pulling hourly report from the POS terminals. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

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.).	X			
	Bidder Response: The Point-of-Sale system has a full perpetual inventory system that allows you to track what has been sold, purchased, returned for both Inventory and non-Inventory Items. Currently the system is focused on a Property Location, not a Statewide Inventory system. You add Inventory to a Property and then you can split out the inventory to multiple locations / outlets throughout the Property. You can transfer to and from locations, as needed. There is also a full Cycle Counting / Physical Inventory system built in the application so that you can reconcile all inventory based on what was sold verses what is actually available and make the adjustments required. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: Refer to the above answer and the attachment referenced. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			
	Bidder Response: When running the End of Day "EOD" process, the system will prompt the user to make sure all Arrivals and Departures have been processed. The EOD can be ran at any point, such as, close of business, next morning or if on a weekend, Monday morning. Again, depending on when you run the EOD will control your financial reporting, occupancy reports, and online reservations. Megasys is working on establishing a "timed" EOD so that it will perform all functions in an automated process, which based on the roadmap and the time of go live for NE State Parks, should be ready to go.				

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.	X			
	Bidder Response: All Branding is customized internally and externally. NGPC will have the ability to do their own branding and make changes as necessary.				

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.	X			

	Bidder Response: With Megasys, NGPC will have access to all critical data to communicate to the Guest. Whether it be for promotions, special events or Alerts on the website and/or emails to the onsite/arriving guests. This is performed by providing NGPC with exports that they can run to pull Guest Information, based on History, Current and Future Reservations. This includes pulling Guest Profiles to send Promo specific emails to guest to help increase their bookings, which based on Forecast Reports, helps NGPC determine when they should push for more bookings and/or increase their rates.

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.	X			
	Bidder Response: Megasys provides an "Origin Report", which shows the demographics of where their Guests are coming from and how often.				

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-099 **Section VI**	Describe preset and ad-hoc reporting tools.	X			
	Bidder Response: Ad-Hoc reporting is standard reporting built into the system. There are over 30 years of ad-hoc reporting available to all pour clients. If a client needs a customized report, they will have the ability to export data to excel, or export to a 3rd-Party report tool, or create a quick and easy customized report, within the application.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	**X**			
	Bidder Response: This question has many directions / avenues for responding, so going with a YES on this, while there or customizations and alternative solutions that could be offered up. For the Yes part – the application allows NGPC to create Customized HTML email confirmation message and send SMS text messages for Reservations, Pre/Post Arrival, Modifications, Cancellations, and Check outs. The system also allows for you export out historical and guest information to create promotional emails through your marketing department, which we could provide you this service, but most State Organizations has their own marketing platforms, such as MailChimp, Constant Contact, Benchmark, etc., where they create the promotional emails and upload the email addresses pulled from the application. For the Alternative portion, Megasys has a referral company that our clients use for Cart Abandonment, however, you can include coding on the website, such as google pixels or other tracking analytical coding to track the Guest as they journey through the Booking Engine to see where they drop off. Again, there are many ways of managing this request, but what is best for NGPC?				

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.		**X**		
	Bidder Response:				

	Megasys does offer an open source for allowing our clients to connect to 3rd Party functionality. We are building a standard API, but, in the meantime, we requests the API's of the 3rd Party Vendors our clients want us to work with and build systems around their needs, instead of the other way around.

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.				**X**
	Bidder Response: Megasys can provide NGPC all the details / emails for customer communications for promotional requirements. This is performed through exporting functionality built into the system where based on conditions / filters used, will extract out the data / emails for whatever Marketing purposes NGPC is wanting.				

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.		**X**		
	Bidder Response: Marking this as Customization Required, only because this request is open ended and not know the specifics of the multiple requests would need assessment to ensure we could provide all the details required. We will say that all data entered into the system can be utilized for reporting purposes. Which, we have many Dashboards built in the system to assist in KPI tracking and providing real-time information for NGPC. See Attachment 02 – MHS Portfolio Dashboards, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	**X**			
	Bidder Response: There are many ways of tracking all the information begin requested in this request. • Incoming web traffic sources, you can use Google Analytics or pixel tracking on the individual booking websites. • Login/Logout – this would be tricky as the booking engine does not require the Guest to create an account but depending on you Google Analytics account attachment to the booking engine, you should be able to monitor traffic. • Bounce Rates – this would be more of your email marketing tool you use and how they track your hard and soft bounces. • Cart Abandonment – With Google Analytics / Pixel tracking, you could determine if someone completed their bookings or abandoned their cart. Which we could also hook you up with an industry partner that does Cart Abandonment and tries to recover the booking, if the Guest Logs in, but never completes their booking.				

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.				**X**
	Bidder Response: The system being proposed is a Cloud Based System, so if there is a disconnect between the device and the Host, there is no way of capturing this information and holding it for syncing up once connectivity is restored. However, we have had some of our Parks, who frequently have downtime use HotSpot Devices that redirect their internal network to an alternative network for continued processing.				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: There are many reports that perform this function based on filters performed, which the mostly used reporting tools are the Outlet Production Report, POS Tax Exempt Report, POS Statistics, Server Production, along with many others. Here is a sampling of the POS Reports Available: 				

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.	X			
	Bidder Response: This is a basic function of the POS when providing receipts to Guest or posting Charges to the Guest Room Stay. All items are listed out individually as a single item, with a quantity attached to the item. This itemized receipt also includes taxes, discounts, type of settlement used. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: This is a system configurable option when setting up the type of outlet used. This also allows for suggestion and auto gratuity to be calculated. Again, this is based on an Outlet by Outlet configuration, as Restaurants would use this but, Gift Shops would not. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: When the Cashier checks out the Guest and either charges a credit card, cash or room charge, the Cashier has the option of entering in a Tip Amount to the overall check. If it is a credit card tip, then the Server when they close out their shift, will enter in their Tip Amount during the close out and update. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: Each POS User that rings up Checks and Closes them out is assigned a unique Server Code. With this Server Code, all				

	transactions are followed and accumulated by that User ID. All reporting current or historical is also tracked by that User ID and reported at both the end of their shift and during the Outlet, Server, Production, Settlement and Shift Audit reports. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

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.	X			
	Bidder Response: If an Item is entered into a check, prior to closing out the check, the User will have the ability to remove/void the item from the check. If the check has been processed, yet closed out, then the User will have the ability (if they have security to Void) to void the item, and they are required to enter in a Void Reason, either from a List provided or manually type in a Void Reason.				

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.	X			
	Bidder Response: If NGPC enters in the Cost of the Item when creating the POS Item Number or Inventory Item Number, the system will always be able to track the Cost vs Price of the item sold and reported on the Cost of Sales Reports.				

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.	X			
	Bidder Response: If the POS User is allowed to give discounts, they can either give an Item Discount or a Check Discount. These discounts are predetermined during the configuration of the POS. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: There are only 3 ways a POS User can charge a POS Check: • Guest Folio – this is an inhouse guest who has a credit card on file. • Group Folio – this is a Master Invoice assigned to a Group to allow Direct Bill charges. • Accounts Receivable – this is an account established for posting charges that are invoiced out to a Client.				

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.	X			
	Bidder Response: All POS Items are configured based on Class, Category and Type. This allows for grouping of items of similar kind for reporting purposes and tracking of items. You can also create POS Items that have multiple items attached to it, yet sold as a single unit, which is called a recipe. So when you select the single item, it reduces the inventory by all things associated to it.				

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.	X			
	Bidder Response: This is a Security Role Based setup assigned to the User.				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: During the Configuration process you create the POS Item and then attach it to any location you have setup in the system. As the User, you define the locations and then decide which locations can sell that item.				

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.	X			
	Bidder Response: The POS is designed to have multiple menus that have quick sale items on the screen. This screen is configured by NGPC and can have up to 40 quick sale items on the screen or multiple links to other menus. With this system, you can also use Barcode Scanners to quickly scan and sell items, which are made part of the POS Item Configuration process.				

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.	X			
	Bidder Response: Aside from the actual POS Items Configuration, you can also designate an item as Inventory. So when a POS Item is sold, it would pull out of inventory that items, which the same applies if an item is returned. All inventory is tracked and based on the information in the system, Cost, Price, Quantity, there are several accounting / costing reports available to NGPC. To add to this, there is a full Perpetual Inventory System / Cycle Counting System built into the application to allow for realigning inventory and reporting loss or gains, which can be ran Daily, Monthly, Quarterly, etc.				

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.		X		
	Bidder Response: The only customer specific marketing would be to track all purchases by ensuring the POS User enters in the Guest Information during the POS process. If an POS Check is room-charged, then that charge can be tracked to the Guest, otherwise, we would need to incorporate a way of entering in a Guest Verification process to track the total spend of that guest. However, we do have the ability to turn on the Zip Code entry, where the POS User can enter in the Zip Code of the sale to track the spend by Zip Coded.				

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).	X			
	Bidder Response: During the POS Item setup, if this is a non-inventory item for sale, you would not perform the Inventory step to attach the Inventory Item. In this case, it would still appear on POS reporting, just not affect inventory reports. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: Megasys works all major POS Equipment Vendors. The POS is a Windows based application, that works with all				

	industry standard equipment sold on the market. For Credit Card purposes, Megasys is a Merchant Processing provider, so we would provide equipment that would be connected to the POS Equipment. We also offer remote Credit Card devices that can be carried to the table for the Guest to charge through the EMV, tap or swipe options. Pricing for equipment is included in the Cost proposal.

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-123 **Section VI**	Describe how the system complies with Generally Accepted Accounting Principles (GAAP).	X			
	Bidder Response: Megasys is built on the GAAP accounting foundation, thus it requires a complete GL to be configured in the application. Since many of our clients utilize a 3rd Party Accounting system, we now allow for Alternate GL Number to be linked to our basic structure for reporting and exporting purposes.				

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.	X			
	Bidder Response: • Reservations – the Cancellation and refund process is configurable based on how NGPC sets up the Business Rules for this process. This can be a Teir Process, based on number of days out of arrival. Once NGPC configures the system for the different levels of cancellation and refunds, if the Guest Cancels online, it will be subject to the defined rules assigned. Internally, NGPC Staff can follow through with the recommended Cancellation / Refund process or if they have security, can override the configured processes. • POS Sales – as described above for POS Void, if a POS User had not processed / closed out the check and they have permission to void, they can remove the item from the check. But, if the check has been processed, they must enter in a void reason, if they have permission, or have a manager come and void the item. If that check has been closed out, only if the User has permission, they can reopen the check and make the necessary adjustments, which are all tracked on the Void/Transfer Report.				

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Requirements Traceability Matrix (RTM)
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FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-125 **Section VI**	Describe the system's ability to apply current sales and lodging tax.	X			
	Bidder Response: Calculating tax is done in many ways: • Room Tax – you can setup 10 levels of Room Tax and percentages. • POS Sales Tax – you can setup tax based on Category and Class of the Item. • Function Room Tax – this is specific to the Meeting Spaces you find in the Sales and Catering Module.				

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.	X			
	Bidder Response: Megasys is not only a Property Management and Point of Sale Software provider, but, due to a recent acquisition, our Parent Company, Fullsteam LLC, is a Merchant Processing Company. Therefore, the software being offered has a built in Merchant Processing System and is integrated into the software. This allows us to by pass gateways and go straight to the processor for immediate Authorization and Settlements. This would be throughout all areas of the application. If the Guest is Card Present, then that location would have a physical device that is PCI compliance and allows for EMV Tap/Swipe. If the Card is not present, then Web Forms are used to keep the Guest Card information outside of the database and the Merchant is provided with a Token that is associated to the Guest Reservation or POS Check. If a Guest books online, this is also handled as a Card Not Present and Hosted Forms are used for the Guest to enter in their information and a Token is passed back to the database once Authorization/Settlement has been approved. See Attachment 08 – MHS MEGApay Product Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 12 – MHS MEGApay Process Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
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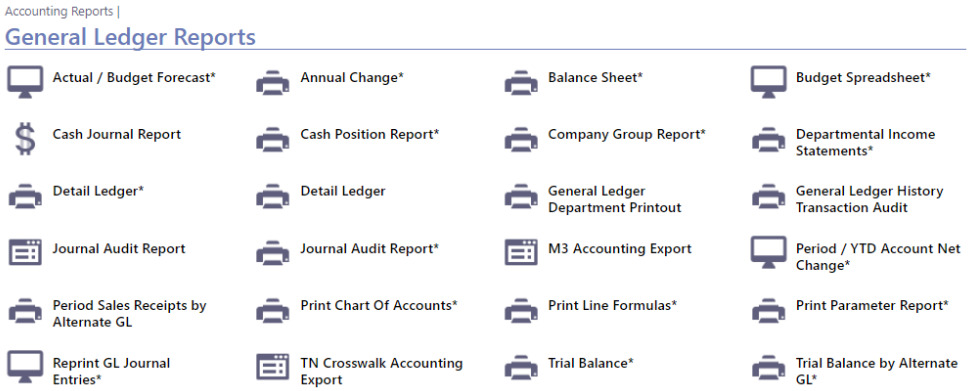
FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-127 **Section VI**	Describe the system's pre-formatted accounting and revenue summary/detailed reports.	X			

Bidder Response:

The application has hundreds of reports that have been created over the past 30 years. Reports are built with filters that allow for summary and details and can be individual locations or a group of locations or all locations in an enterprise central database, which is being proposed for NGPC.

The following are screen shots of some of the available reports, but, refer to the attachment noted at the end of this question:



Attachment 6

Requirements Traceability Matrix (RTM)
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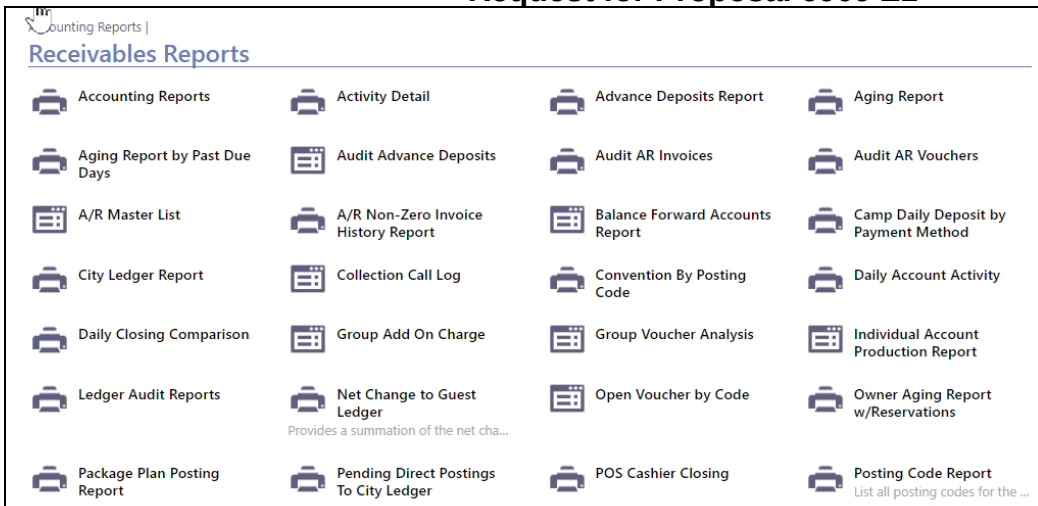

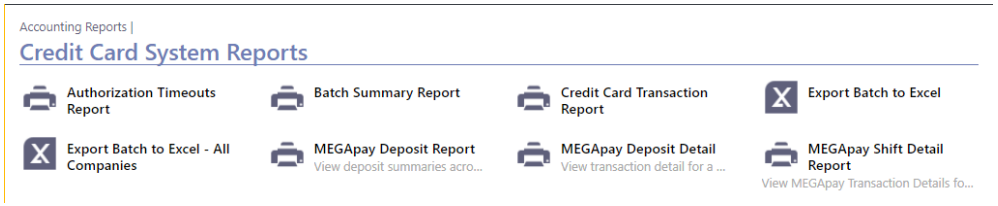

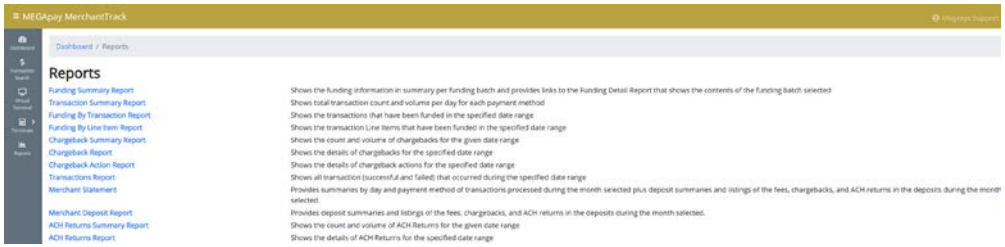

See Attachment 06 – MHS Reporting Listing, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf
See Attachment 08 – MHS MEGApay Product Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf
See Attachment 12 – MHS MEGApay Process Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

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Requirements Traceability Matrix (RTM)
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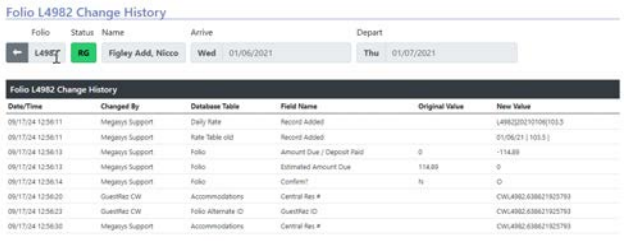
FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-128 **Section VI**	Describe how the system accommodates the current NGPC chart of account layout: (i.e., fund (5 digits), business units (8 digits), object account (6 digits), Subsidiary (8 digits), Sub-ledger type (1 digit) and Sub-ledger (8 digits)	**X**			
	Bidder Response: As mentioned with the GAAP Accounting Practice, Megasys GL is designed based on a standard, however, since many of our clients utilize a 3rd Party Accounting system, we now allow for Alternate GL Number to be linked to our basic structure for reporting and exporting purposes. This would allow NGPC to enter in and link their GL accounts to Megasys and when it comes to viewing or exporting, it would be based on NGPC's GL Account numbers.				

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.	**X**			
	Bidder Response: Throughout the system, Reservations, Guest Profiles, Group/Client Profiles, Rate Management there are audit trails being created and provides for a full audit of any changes that are taking place. In turn, there is a complete User Log Audit trail that can be ran to determine who accessed what, when and where, including what was changed vs the original information provided. Below is a screen shot of a Folio Change History, which provides an example of the built in audit functionality: 				

Attachment 6

Requirements Traceability Matrix (RTM)
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FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-130 **Section VI**	Describe the system's base and ad hoc financial reports.	X			
	Bidder Response: Ad-Hoc reporting is standard reporting built into the system. There are over 30 years of ad-hoc reporting available to all pour clients. If a client needs a customized report, they will have the ability to export data to excel, or export to a 3rd-Party report tool, or create a quick and easy customized report, within the application.				

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?				X
	Bidder Response: Megasys can integrate with Elavon, however, we are recommending a switch to MEGApay, by Fullsteam LLC. Megasys, under our parent company, Fullsteam LLC, is providing integrated Payment / Processing Merchant Services, which all functionality is built into the software being offered. With this process, each of us will be providing real-time processing and tracking, along with funding deposits and netting fees, based on how NGPC can management those. There are several options to review with NGPC, and the best direction moving forward will be a team effort. Not only will Megasys provide real-time reporting, but we will be providing credit card EMV Devices, as well as other options for Virtual Terminals and Hosted Forms to maintain security and PCI compliance. All credit card information will be held within the Fullsteam system, which each software provider allowing for Tokens, to link to reservations, groups, events, restaurants and retail outlets, as well as others. See Attachment 08 – MHS MEGApay Product Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 12 – MHS MEGApay Process Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: Everything is role-based security from the internal system, Portfolio HMS, and online booking engine, GuestRez/CampRez. There are department roles and individual roles and then you can also create customized roles that certain people can be assigned. This is all controlled by NGPC Admins who have the security role to make assignments. See Attachment 09 – MHS System and User Security, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: Those NGPC Users that will have control over these functions will be trained on how they can modify the system to follow the business rules, policies, taxes, channels, and much more. The Application, Portfolio HMS, has many areas of configuration and management tools provided to those with the role-based security to make those changes. Not only will the Admins / Managers be able to make changes, but, NGPC will be able to rely on Megasys Support to assist on configuration and changes they wish to make in the system. There will be several training sessions, and access to the Customer Hub, which provides instructions on how to keep up with the day to day and future requirements of NGPC.				

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)	X			
	Bidder Response: These are setup as Charge/Posting/Settlement Codes in the system. Each has their own unique Code assigned to indicate the type of Settlement being used.				

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.	X			
	Bidder Response: The application allows for creating Vouchers based on needs through our Folio and Accounts Receivable system. These are specific to the required need of the voucher. If an individual is using a Voucher, they would be assigned a Folio, which a voucher would be applied and any transactions that should direct billed would automatically be moved. For a Group, they have Master Accounts, which is their Master Voucher Invoice, which is used for charges and payments. The last part of Vouchers is Accounts Receivable, which accounts are created an Vouchers are created as Direct Bill Accounts that are invoiced.				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: Megasys, in conjunction with our Parent Company, Fullsteam LLC, is fully PCI Compliance and performs regular Vulnerability Scans and has a strong Security Policy. If NGPC decides to utilize MEGApay as their Merchant Processor, part of the offering is a PCI Breach Protection Plan, which gives our clients access to all the information being requested above and some. The following is more information on MEGApay: See Attachment 08 – MHS MEGApay Product Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 12 – MHS MEGApay Process Overview, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: For over 30 years, Megasys has been creating standard and customize reporting for our clients. These reports can be printed to the screen, with Drill Down abilities, via HTML, printed to Word, Excel, PDF, Email and more. Most of the reports are managed with built in filters to provide the User with the information they require. Reports range from day-to-day operations, to forecasting, to revenue generating historical reporting. See the attachment for a sample list of available reports.				

	See Attachment 06 – MHS Reporting Listing, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

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.	X			
	Bidder Response: For over 30 years, Megasys has been creating standard and customize reporting for our clients. These reports can be printed to the screen, with Drill Down abilities, via HTML, printed to Word, Excel, PDF, Email and more. Most of the reports are managed with built in filters to provide the User with the information they require. Reports range from day-to-day operations, to forecasting, to revenue generating historical reporting. See the attachment for a sample list of available reports. See Attachment 06 – MHS Reporting Listing, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: As part of the offering, Megasys provides many exports in the system, including specialized reports that can print to HTML and Excel, for additional reporting. We also provide for an ODBC Driver that will provide for an open database to				

	allow our customers the ability to link the files to and external report writer and several 3rd Party data collection providers for marketing purpose.

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.	X			
	Bidder Response: For over 30 years, Megasys has been creating standard and customize reporting for our clients. These reports can be printed to the screen, with Drill Down abilities, via HTML, printed to Word, Excel, PDF, Email and more. Most of the reports are managed with built in filters to provide the User with the information they require. Reports range from day-to-day operations, to forecasting, to revenue generating historical reporting. See the attachment for a sample list of available reports. For printed reports, that are designed to fit on 8.5 x 11 paper, as the standard. See Attachment 06 – MHS Reporting Listing, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-141 **Section VI**	Provide a comprehensive list of all existing system reports.	X			
	Bidder Response: See Attachment 06 – MHS Reporting Listing, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	X			
	Bidder Response: Megasys would offer up a Charge Poster Interface for any 3rd Party Vendor that NGPC decides to use, if they don't use MegaTouch POS.				

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.	X			
	Bidder Response: Megasys provides assistance in all Configuration and based on this question, we don't do ingredient management, but, can handle Recipe Handling and Menu Item Setup, to keep inventory / cost of sales aligned.				

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.	X			

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: This is a built-in functionality of MegaTouch where you can create as many Outlets / Locations required, passing inventory across all locations.				

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.	**X**			
	Bidder Response: MegaTouch POS can handle all the referenced functions listed above. See Attachment 07 – MHS MegaTouch POS User Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.				**X**
	Bidder Response: MegaTouch POS does not perform Table Management, but, if this is a critical point, Megasys would recommend replacing MegaTouch POS with one of our sister companies.				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: This is part of the standard software product, Portfolio HMS, via our Housekeeping and Engineering Module, made part of this RFP.				

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.	X			
	Bidder Response: See Attachment 02 – MHS Portfolio Dashboards, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: This is part of the standard software product, Portfolio HMS, via our Housekeeping and Engineering Module, made part of this RFP.				

Attachment 6

Requirements Traceability Matrix (RTM)
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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.	X			
	Bidder Response: This is part of the standard software product, Portfolio HMS, via our Housekeeping and Engineering Module, made part of this RFP.				

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.	X			
	Bidder Response: Reservations created via Online, Call Center, or Internal are sent to GuestRez/CampRez. If NGPC allows this functionality, the Guest will be prompted to check themselves in or out, based on Arrival or Departure dates.				

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.	X			

	Bidder Response: Megasys takes Business Continuity and Disaster Recovery as a very critical aspect of our offering, especially as most of our clients are Hosted by Megasys via our Data Centers. Our Data Centers are SOC Compliant and perform regular backup and failover testing. Regarding backups, we provide Mirrored Servers, so if one goes down, the other spins up, without any issues. Backups are performed every 4 hours, with additional backups performed every 8 hours, which are metal backups held in the OKC Data Center. See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

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.	X			
	Bidder Response: Megasys provides Mirrored Servers, so if one goes down, the other spins up, without any issues. Backups are performed every 4 hours, with additional backups performed every 8 hours, which are metal backups held in the OKC Data Center. See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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

	Bidder Response: Megasys provides Mirrored Servers, so if one goes down, the other spins up, without any issues. Backups are performed every 4 hours, with additional backups performed every 8 hours, which are metal backups held in the OKC Data Center. See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

FUN #	Data Repository Facilities	Yes	Customization Required	No	Alternate
FUN-155 **Section VI**	Indicate location of all data repository facilities, hardware, and software.	X			
	Bidder Response: Data Center is in Tulsa, Oklahoma with backup Data Center in Oklahoma City, Oklahoma, and our GuestRez/CampRez online booking engine hosted on Azure. See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-157 **Section VI**	Provide a draft design plan.	X			
	Bidder Response: See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-158 **Section VI**	Describe the methodology for user acceptance testing.	X			
	Bidder Response: Acceptance Testing starts with Development, where alternate Developers view the code and test it, before it is approved and passed to the QA Testing Team. Once the QA Testing Team receives the program update, it is tested twice (2), before it is added to the Service Pack Repository. After a Service Pack has been approved, it is pushed a testing production site, where it is fully tested, before assigned out to the Customers. See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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

	This is performed both by Megasys and our Data Center, Tulsa Connect. See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

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.	X			
	Bidder Response: This is an internal role-based security team, that has assigned roles, which are monitored by our Parent Company's Security Team for Vulnerabilities and Security Updates. See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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?	X			
	Bidder Response: Yes See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
FUN-162 **Section VI**	Describe scheduled system maintenance impacting access to the system.	X			
	Bidder Response: Service Packs are provided every Quarter, which are scheduled with the Customer, based on their property's operations. For all Hosted Clients, we will take the entire system down for these updates but will provide them with notice of the pending "maintenance update". The updates are technically schedule for 4 hours, but usually take 2 hours to complete. See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
FUN-163 **Section VI**	Describe how the scheduled system maintenance will accommodate NGPC peak seasons.	X			
	Bidder Response: Service Packs are provided every Quarter, which are scheduled with the Customer, based on their property's operations. For all Hosted Clients, we will take the entire system down for these updates but will provide them with notice of the pending "maintenance update". The updates are technically schedule for 4 hours, but usually take 2 hours to complete. See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
FUN-164	Describe the system's notification process for system outages.	X			

Section VI	Bidder Response: See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

FUN #	Information Security	Yes	Customization Required	No	Alternate
FUN-165 **Section VI**	Provide a draft security plan.	X			
	Bidder Response: See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Information Security	Yes	Customization Required	No	Alternate
FUN-166 **Section VI**	Describe how the system protects Personal Identifying Information (PII).	X			
	Bidder Response: See Attachment 10 – MHS Technical Servies and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 11 – MHS Disaster Recovery – Vulnerability – Customization, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
FUN-167 **Section VI**	Provide a draft schedule of work outlining the project timeline.	X			
	Bidder Response: See Section I – Summary of Bidder's Proposed Personnel/Management Approach, page 24 of the Corporate Overview. See Attachment 13 – MHS Implementation Methodology Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

Attachment 6

Requirements Traceability Matrix (RTM)
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FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
FUN-168 **Section VI**	Provide a draft design plan.	X			
	Bidder Response: See Section I – Summary of Bidder's Proposed Personnel/Management Approach, page 24 of the Corporate Overview. See Attachment 13 – MHS Implementation Methodology Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
FUN-169 **Section VI**	Is the project manager PMP certified?			X	
	Bidder Response: See Section I – Summary of Bidder's Proposed Personnel/Management Approach, page 24 of the Corporate Overview. See Attachment 13 – MHS Implementation Methodology Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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.	X			
	Bidder Response: Support is 24/7/365 for all our clients. Megasys provides access to a Customer Hub, where the Customers can view Help Desk functions, such as How To documents, videos, and can report their own issues, which they can monitor the progress of their ticket. Aside from them				

	that, the Support Department is the same department that implements and trains our clients, so they are available and will answer your call, if placed. The software also has a Training Mode, which is a replicate of the clients data base, so they can test and train.

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.	X			
	Bidder Response: See Attachment 10 – MHS Technical Services and Support, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf See Attachment 13 – MHS Implementation Methodology Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

FUN #	Training Plan	Yes	Customization Required	No	Alternate
FUN-172 **Section VI**	Provide a draft training plan.	X			
	Bidder Response: See Section I – Summary of Bidder's Proposed Personnel/Management Approach, page 24 of the Corporate Overview. See Attachment 13 – MHS Implementation Methodology Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf				

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

	See Section I – Summary of Bidder's Proposed Personnel/Management Approach, page 24 of the Corporate Overview. See Attachment 13 – MHS Implementation Methodology Guide, located in 6909 Z1 Megasys Proposal Attachments 2 of 2.pdf

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.	X			
	Bidder Response: This question seems like its more towards the vendor to be replaced, which we would have no control. However, if looking long term and NGPC decides to implement Megasys and then years down the road decides to replace Megasys, the system would be operational via the terms and conditions between NGPC and Megasys. Megasys would not do anything to negatively affect the daily operations of any of our clients.				

THANK YOU!

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