

State of Nebraska

State Park Reservation System

Submission Deadline: September 24, 2024



Prepared for:
Nebraska Game and Parks
Commission

Submitted by:
Dan Garofalo,
VP of Business Development

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Camis USA
3100 E. Eisenhower Pkwy. Suite 100
Ann Arbor, MI 48108



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Technical Proposal



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Executive Summary

Company Name: Camis USA Inc.

Contact: Dan Garofalo, VP of Business Development

Phone Number: 1-800-371-6006 ext. 2066

Email Address: dan.garofalo@camis.com

Address: 3100 E. Eisenhower Parkway, Ann Arbor, MI 48103



To Nebraska Game and Parks Commission,

Our proposal presents our clear ability to meet the requirements of the Nebraska Game and Parks Commission (NGPC) as specified in your Request for Proposal. We are committed to showing the NGPC that Camis has the best Reservation System available to meet your needs.

In this proposal, we will present to you our dedication to customer success through our product and service offerings. We take pride in providing a high-level service and expertise to our customers as shown through our dedication to security and compliance as well as our industry-leading services.

In this proposal, Camis will be proposing a solution fully provided by Camis staff. Camis does not sub-contract any of our services. All service team members, such as Call Center and Help Desk agents, undergo thorough client and product training which ensures our high-quality approach to customer service. This also ensures that every single point of contact with a Camis employee is of high quality and consistent to both NGPC staff, as well as campers.

Camis is excited to provide Nebraska Game and Parks Commission with our proposal. Camis is the proud service provider of over 25 organizations throughout North America. Throughout the years we have benefitted from these partnerships and are eager to include the NGPC into our provincial and territorial collaboration sessions to ensure that your service provider is doing everything possible to ensure your success and revenue growth. You will not find a company that will work harder for you to offer a secure, state-of-the-art product that is backed with excellent services for the life of this contract.

We have reviewed your RFP and we are confident that we have the solutions that will meet and exceed your needs:

- **Functionality:**
 - We have the functionality you are looking for, including integrated **Waitlist** and **Lottery** features, **Conference Center Management**, a fully-featured **Marina Management** module, and more.
- **Payment Integration:**
 - We have a **proven integration with Elavon** fully developed and ready to use.
- **Experience:**
 - We have numerous **years of experience implementing clients on the current version of our solution**, including multiple Reserve America/Aspira clients.

The Camis resources that qualify it to develop, implement, operate, manage, scale, and create new solutions for best-in-class customer service for the Park Reservation System are:

1. Responsive and efficient Help Desk:

The Camis Help Desk strives to deliver the best service through continuous improvement initiatives designed to improve overall service quality and efficiency. Our team recognizes a combination of minimal wait and low handle times, friendly and efficient service, and high first contact resolution rates allow our clients to get back to their primary role with their customers.

2. A fully integrated Point of Sale (POS) system:

The point-of-sale functionality within the Camis Solution is far more advanced than simply allowing sale items to be added to an existing permit or reservation. In addition to creating and managing bookings, the Camis Solution can also act as a complete cash register with full point of sale functionality within a park, eliminating the need for a separate system. Our centralized inventory management provides a delivery system with store-to-store transfers.

3. A fully integrated Online Store:

The Online Store can be accessed independently or through the Reservation Website to purchase passes, tickets, licenses, and retail items. The Online store provides a unique interface allowing donation opportunities for your customers. This “one-stop shopping” capability provides customers the ability to make a reservation, purchase event tickets, buy gift cards, and donate all in one purchase.

4. Updated cloud-based solution, proven to provide a fast, feature-rich, and secure customer interface that’s easy to learn:

Our customer interface is straightforward and user-friendly. Graphical icons, maps, and grids help your campers into the park, make additional sales, and manage their stay. Administration and Reports functionality allow you to manage your staff, park, and finances with ease. For the past five years, this interface has been used by some of our largest customers and they are impressed with its functionality.

The Configuration Management capabilities of the software will allow NGPC staff to quickly manage, scale, and create new solutions through parameterization that can be tested in a safe environment before introducing the changes on the public system.

5. Proven ability to deliver a solution on time:

A commitment from Camis is a commitment to deliver your solution on time with the agreed-upon functionality. Our project teams are made up of adaptable and ambitious individuals who have a passion for delivering products with integrity and efficiency, and they have not met a parks project team they cannot collaborate with.

6. Continuous client care with an emphasis on client success:

Camis has 25 clients currently using the solution being proposed for NGPC. The implementations of those systems have all been completed in the last 7 years. Most of the project team members involved in those implementations will be involved for this contract implementation. The lessons learned from those prior implementations will be utilized to ensure the smoothest possible implementation for NGPC. Once this contract is implemented and your system is live, Camis will continue to enhance the system based on your input and changing needs. You will be provided with an experienced client success representative who will meet with you regularly and listen to your concerns and ideas to ensure you have the best system for your operational needs.

7. PCI compliant solution:

Camis has been PCI certified since 2007 and our current Level 1 status involves an annual third-party security review. All levels of our staff are given security training that is specific to their role, from call center agents to developers. Together with secure Azure data centers in the USA, we make sure that your customers' personal information is always protected.

8. Accurate and strict accounting controls:

Camis ensures we have accurate and strict accounting controls by having independent auditors perform SOC 1 (CSAE 3416/SSAE18) and SOC 2 reviews on our organization, product, processes, and data centers.

9. Knowledgeable of payment systems and government regulations:

Camis has been certified with many payment processors. We know what it takes to have a fully tested and working payment process ready for a production deadline.

10. Our solution is fully compliant with Accessibility standards:

We check regularly to make sure we are compliant. We are fully WCAG 2.1 AA compliant, and our websites work with all devices. We also continue to follow updates to the accessibility standards.

Yours truly,

A handwritten signature in black ink, appearing to read "Kim Mackie".

Kim Mackie, Chief Executive Officer

Required Forms

Required forms for this RFP are on the following pages:

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:	Camis USA Inc
Bidder Address:	3100 E Eisenhower Parkway, Ann Arbor MI 48108
Contact Person & Title:	Dan Garofalo VP of Business Development
E-mail Address:	dan.garofalo@camis.com
Telephone Number (Office):	800-371-6006 ext 2066
Telephone Number (Cellular):	905-380-5265
Fax Number:	734-929-5674

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:	Camis USA Inc
Bidder Address:	3100 E Eisenhower Parkway, Ann Arbor MI 48108
Contact Person & Title:	Dan Garofalo VP of Business Development
E-mail Address:	dan.garofalo@camis.com
Telephone Number (Office):	800-371-6006 ext 2066
Telephone Number (Cellular):	905-380-5265
Fax Number:	734-929-5674

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:	Camis USA Inc.
COMPLETE ADDRESS:	3100 E Eisenhower Parkway, Ann Arbor MI 48108
TELEPHONE NUMBER:	800-371-6006 ext 2066
FAX NUMBER:	734-929-5674
DATE:	September 18, 2024
SIGNATURE:	<i>Dan Garofalo</i>
TYPED NAME & TITLE OF SIGNER:	Dan Garofalo VP of Business Development

CORPORATE OVERVIEW

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:**

Camis USA

- **Headquarters Address:**

3100 E. Eisenhower Parkway, Suite 100

Ann Arbor, MI

48108

- **Entity Organization:**

Corporation

- **State of Incorporation:**

Delaware

- **Date of Incorporation:**

9/14/2005

The company's name and form of organization has not changed since it was first organized.

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

Camis USA is not a publicly held company.

Our bank is JP Morgan Chase Bank, PO Box 182051, Columbus Ohio, 43218-2051.

Our contact at the bank is:

Katalin Henderson, Banker

1-801-715-9227

katalin.henderson@chase.com

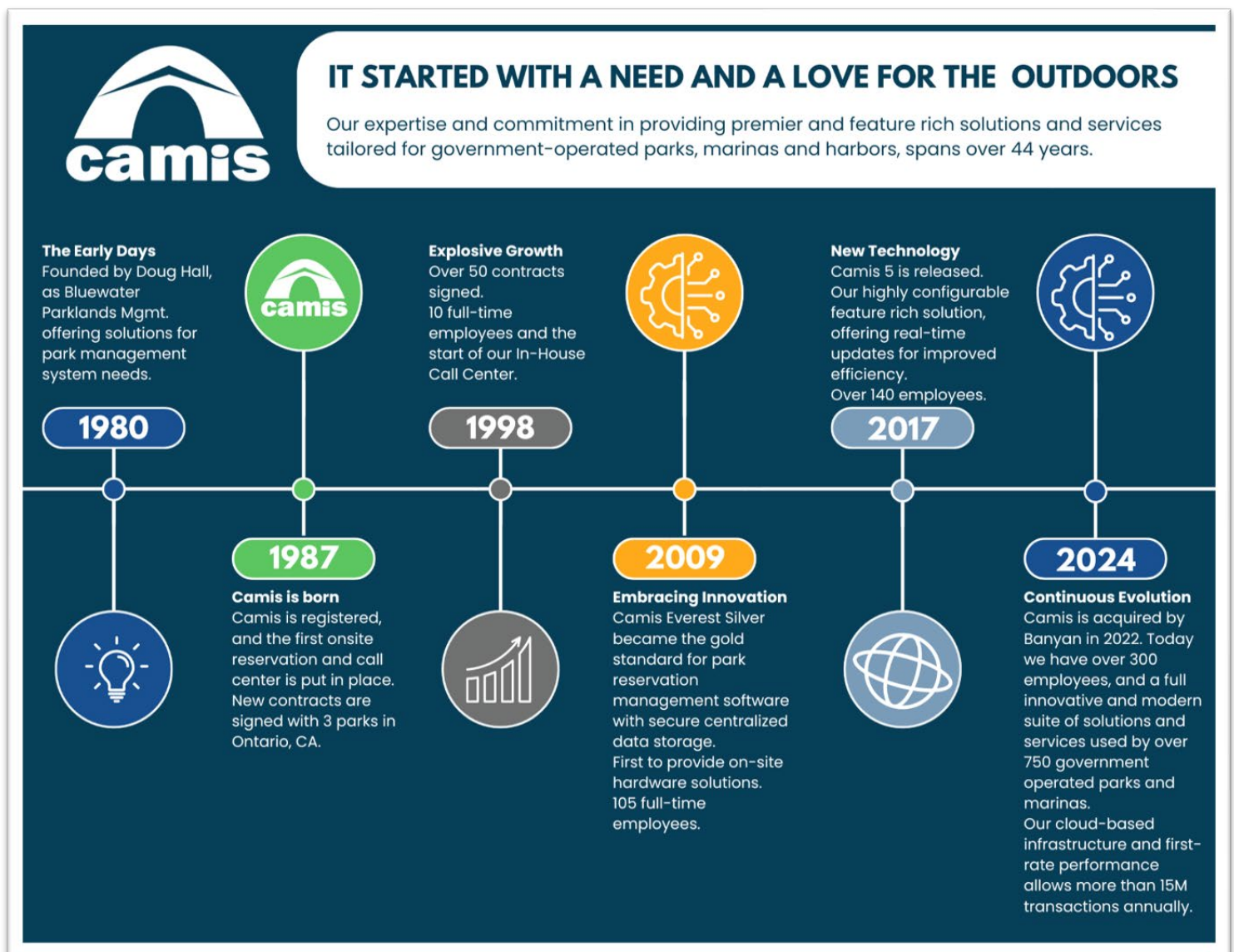
The Camis USA Dun & Bradstreet number is 025097368.

On the following pages, we provide some information about the company, including information about our history, our current size, and our client base:

Company History

Camis was founded in 1980 by Doug Hall to operate Ontario Provincial Parks under whole park private management contracts. In 1990, software developed by Doug was used to replace park cash registers and manual reservations with computers.

The ease of use, real-life functionality, fast transaction processing speed, and reliability of Camis' solution result directly from being developed by a company that has always been concerned with efficient park operations and a high level of park customer service. The image below depicts our history over the past 44 years:



Service Area

Camis USA, Camis's US operation, has three offices in the United States, in Ann Arbor, Michigan; Cumberland, Maryland; and Kenosha, Wisconsin. Camis's corporate head office is located in Guelph, Ontario. The Camis team currently has 139 full-time employees and nearly 200 part-time employees.

Customer Base

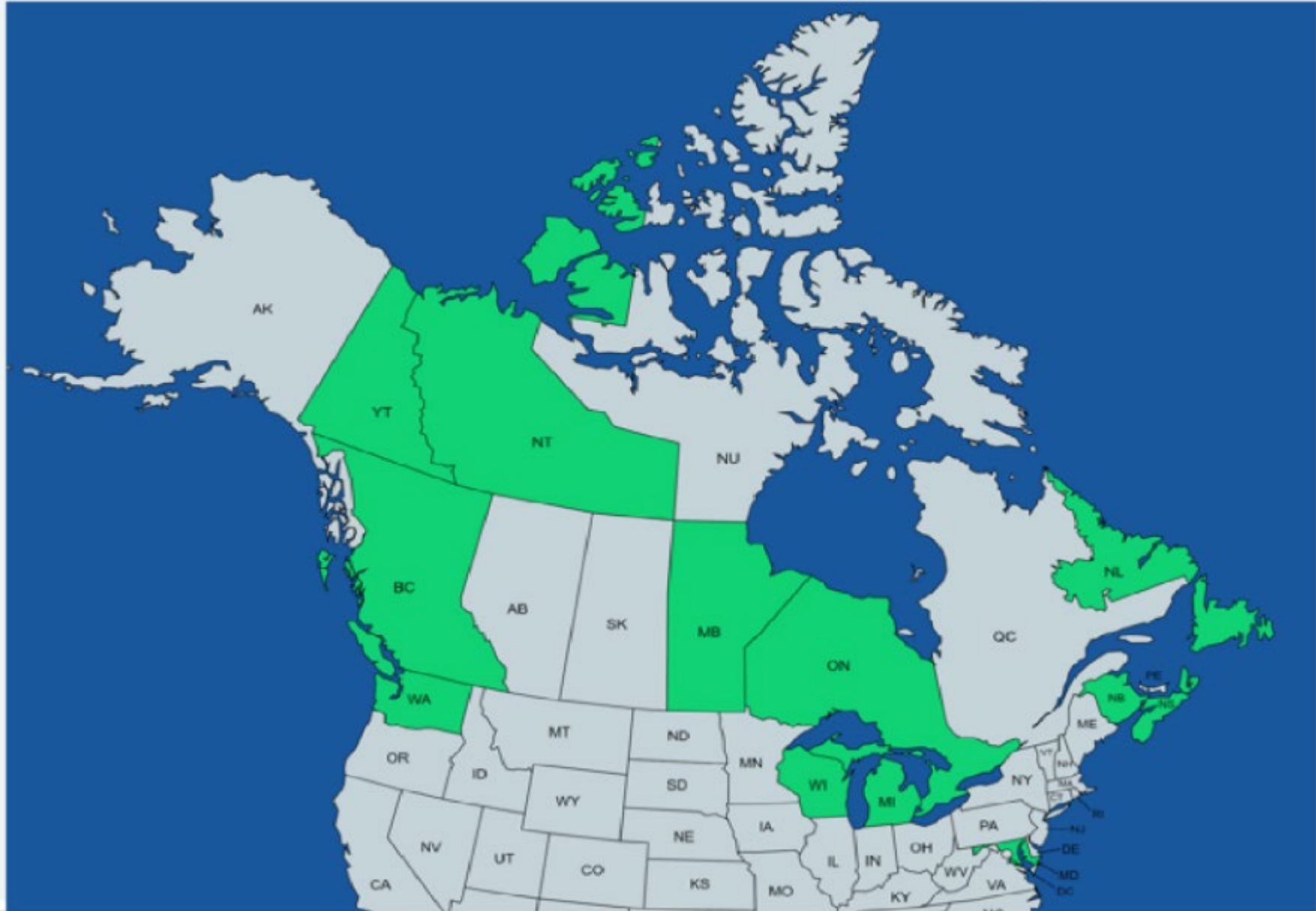
Over the past 20 years, Camis has continued our growth throughout North America. Camis has expanded to 25 customers throughout North America.

In the Canadian market, Camis is established as the industry-leading vendor. The Canadian federal government, as well as most of the Canadian provinces and territories (Newfoundland, Nova Scotia, New Brunswick, Ontario, British Columbia, Manitoba, Yukon, and Northwest Territories), are using our cloud-based Camis 5 solution. Our Canadian market extends to an additional 10 Canadian regional parks agencies.








In the US market, Camis has a solid and growing foothold with four state jurisdictions (Michigan, Wisconsin, Maryland, and Washington) and three county park systems. Camis has been successful in not only winning new client contracts, but we have also been successful at retaining our current client base by re-winning RFP tenders. Our mission is to empower government agencies to meet their objectives. We achieve this through fostering and maintaining solid relationships with our clients, continually improving our product and service offerings, and developing innovative business solutions that will directly benefit the way our clients do business. Camis is committed to providing a robust, scalable product that can grow with the our clients. Camis understands that 'generic' products cannot adapt to the growing demands within the government campground industry due to the varying mandate of each parks organization. There is always a need for fine-tuning of the system to complete custom integrations such as single sign-on, organization-specific business rules, or financial integrations. Camis has a firm understanding of the desired outcome and is looking forward to working with you to ensure that you are set up for success.

The map below displays our current state, provincial, and territorial clients across North America:

CAMIS PARTNERS - CLIENT BASE



The table below shows our current client base in the USA:

CAMIS PARTNERS - CLIENT BASE				
				
State Parks				
PARK		# OF PARKS	# OF CAMPSITES & Other	# OF TRANSACTIONS YEARLY
	Maryland State Parks	37	2,712	147,716
	Michigan State Parks	136	19,698	699,069
	Washington State Parks	102	7,228	537,399
	Wisconsin State Parks	63	6,646	390,523
Regional Parks and Conservations				
	City of Tacoma Power Parks	4	683	24,645
Backcountry				
	Chilkoot Trail	1	5	2,391

Camis has been contracted with Washington State Parks since 2001, Michigan State Parks since 2013, Maryland State Parks since 2016, and Wisconsin State Parks since 2018.

As mentioned above, in addition to our US clients, Camis is contracted with a number of park systems in Canada.

Below are some statistics across all of our clients demonstrating Camis's experience with providing a reservation and registration at the state and federal level:

Reservations processed in 2023	4 million
Transactions (includes changes, cancellations, and POS) processed in 2023	15 million
Peak transactions in 2023	40,000/hour
Total reservations processed over the past 25 years	30 million
Total call center reservations processed over the past 25 years	4.5 million
Number of US State clients	4
Year first contracted with a US State client	2001
Number of Canadian Provincial/Territorial clients	7
Year first contracted with a Canadian Provincial/Territorial client	1999
Number of Federal clients	1 (Canadian National Park System)
Year first contracted with a Federal client	2012

Resources and Services

CAMIS RESOURCES & SERVICES



CLOUD BASED SOLUTIONS

Our Interface is fast, secure and easy to use, featuring graphical icons, maps, and grids for an enhanced user experience.



ON-TIME DELIVERY

We commit to delivering solutions on time, every time, with a team dedicated to integrity and efficiency.



CLIENT SUCCESS FOCUSED

We offer continuous client care with a dedicated success representative to ensure your needs are met and exceeded.



IN-HOUSE CALL CENTER

Our in-house Call Center Team uses state of the art technology to handle reservations quickly and accurately



RESPONSIVE HELP DESK

we deliver top notch service through continuous improvement, ensuring minimal wait times and high first contact resolution rates.



INTEGRATED POS SYSTEM

Our system acts as a complete cash register with full POS functionality, eliminating the need for separate systems.



COMPREHENSIVE ON LINE STORE

Customers can purchase passes, tickets, licenses, and more from our integrated online store, which has been proven to have increased yearly revenue



STRICT ACCOUNTING CONTROLS

Our financial controls are verified through independent audits, ensuring accuracy and reliability.



PCI COMPLIANCE

We've been PCI certified since 2007, ensuring top-level security of your customers' information.



ACCESSIBILITY COMPLIANCE

Our solutions meet WCAG 2.1 AA standards, ensuring accessibility for all users.

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.

No change of ownership or control of the company is anticipated during the twelve months following the proposal due date.

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.

The Camis USA headquarters is located at:

3100 E. Eisenhower Parkway, Suite 100

Ann Arbor, MI

48108



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.

No contracts exist or have existed between Camis USA or any Party named in this proposal and the State of Nebraska over the past three 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. 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 Parties named in this proposal are or have been an employee of the State of Nebraska within the past twelve months.

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. 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. 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.

Camis USA/Camis has not experienced any contract termination for default over the past five 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.

Our narrative project descriptions are below:

Michigan State Parks Project



Camis has been providing reservation system services for Michigan State Parks since 2013, following their transition from Reserve America/Aspira. This long-standing partnership reflects our ability to deliver and maintain high-quality, scalable solutions. As part of this project, we not only implemented a robust reservation system but also established an in-state call center located in Ann Arbor, Michigan, which serves as a dedicated resource for Michigan State Parks' operations.

Additionally, Camis supports Michigan's network connectivity and hardware infrastructure, including managing computers across the parks. The most recent contract, in place through 2028 with five optional renewal years, included the implementation of key features specific to Michigan's needs. These features include conference center management for the Ralph A. MacMullan Conference Center, which is owned by the Department of Natural Resources, and the integration of a new payment processor, Elavon.

The project was completed on time, showcasing our ability to manage large-scale implementations while introducing complex system integrations. The success of this project is evidenced by the seamless operation of the system and ongoing client satisfaction.

Similarities to NGPC Reservation System Project:

- US state client
- Former Reserve America/Aspira client
- Elavon payment integration requirement
- Implementation required development of new features (delivered on time to client)
- Requirement to perform comprehensive training for new client

Client	Michigan Department of Natural Resources
Time Period	2022/2023
Scheduled Completion Date	November 2023
Actual Completion Date	November 2023
Bidder's Responsibilities	<ul style="list-style-type: none"> • Deliver on commitments made in RFP response, including conference center functionality and Elavon payment integration • Open in-state call center/office • Provide: <ul style="list-style-type: none"> ○ Reservation Website ○ Field Solution ○ Field Operations Support, including hardware and networking provisioning and support ○ Call Center Services, located in Michigan ○ Help Desk Services, located in Michigan ○ Reconciliation Services ○ Training
Customer Name & Contact Info	Christa Sturtevant-Good Department Specialist, Michigan Department of Natural Resources 525 West Allegan Street, Lansing, Michigan 48909, USA sturtevantc@michigan.gov 231-861-2703
Prime Contractor or Subcontractor	Prime Contractor

Washington State Parks Project



Camis has been partnered with Washington State Parks since 2001, making this one of our longest-standing client relationships. We successfully transitioned Washington State Parks to Camis 5, the newest version of our reservation system, with the implementation completed on time in January 2019.

This project required extensive in-person training sessions across the state to ensure that staff were well-prepared to use the new system. In addition to reservation services, Camis continues to provide call center support, help desk services, and manages hardware and network infrastructure for Washington's parks.

The long-term success of this partnership reflects Camis' ability to adapt to evolving technology and client needs, while consistently delivering reliable, timely solutions.

Similarities to NGPC Reservation System Project:

- US state client
- Transition to new system
- Requirement to perform comprehensive training for new client



Client	Washington State Parks
Time Period	2019
Scheduled Completion Date	January 2019
Actual Completion Date	January 2019
Bidder's Responsibilities	<ul style="list-style-type: none"> • Deliver on commitments made in RFP response • Provide: • Reservation Website • Field Solution • Field Operations Support, including hardware and networking provisioning and support • Call Center Services • Help Desk Services • Training
Customer Name & Contact Info	<p>Laura Holmes, Administrative Services Director, laura.holmes@parks.wa.gov, 360-902-8669</p> <p>Mark Bibeau, Chief Financial Officer, mark.bibeau@parks.wa.gov, 360-902-8610</p> <hr/>
Prime Contractor or Subcontractor	Prime Contractor

Wisconsin State Parks Project



In December 2018, Camis successfully implemented a new reservation system for Wisconsin State Parks, following their transition from Reserve America/Aspira. This project involved a seamless data import of existing bookings into our system, ensuring continuity of service without any disruption to park operations.

Camis conducted in-person training sessions across the state, ensuring that park staff were fully equipped to operate the new system. This hands-on approach demonstrated our commitment to customer success and user proficiency. The transition went well, with the entire implementation completed on schedule and with no delays.

The success of this project underscores our ability to manage complex transitions, maintain data integrity, and provide comprehensive training support across multiple locations.

Similarities to NGPC Reservation System Project:

- US state client
- US Bank payment integration
- Transition to new system
- Former Reserve America/Aspira client
- Booking import requirement
- Requirement to perform comprehensive training for new client

Client	Wisconsin Department of Natural Resources
Time Period	2018
Scheduled Completion Date	December 2018
Actual Completion Date	December 2018
Bidder's Responsibilities	<ul style="list-style-type: none"> • Successfully transition from previous vendor • Perform booking import • Open in-state call center/office • Provide: <ul style="list-style-type: none"> ○ Reservation Website ○ Field Solution ○ Call Center Services ○ Help Desk Services ○ Training
Customer Name & Contact Info	<p>Corrina Regnier, Camping Program Manager</p> <p>(608) 419-6854</p> <p>corrina.regnier@wisconsin.gov</p>
Prime Contractor or Subcontractor	Prime Contractor

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.

Committed client interaction has produced a fundamental philosophy that Camis continues to develop with every client. We are committed to "Making room around the campfire and leaving the campground better than we found it." This approach creates opportunities to solve operational impediments, build rapport, and create partnerships to initiate improvements collaboratively and proactively. This perspective promotes project communication, collaborative problem-solving, and goal alignment within the project. Our Manager of Project Management, Greg Rafalowski, meets all qualifications for the role of Project Manager for the implementation of the State Park Reservation System. Greg obtained his Project Management Professional (PMP) Certification in 2016 through the Project Management Institute (PMI). Throughout the several years, Greg has led 22 client implementations. These include converting existing clients from our legacy software to our newest software, Camis 5, and implementing net new clients. The lessons learned from these prior implementations will be utilized to ensure the smoothest possible implementation for the Nebraska Game and Parks Commission. The sections below further highlight the Camis approach to project management and client implementations.

Camis has reviewed the RFP requirements in their entirety and we're confident that we can provide the solution that gives the NGPC the reservation system they are looking for. Camis will ensure a seamless service migration by managing the project from start to finish using our proven and successful processes. The implementation of this contract will follow standard Project Management best practices. The Camis approach to project management, methodologies, and processes is based on the Project Management Body of Knowledge (PMBOK)

supported by the PMI. Camis' overall approach is structured around each Process Group from the PMBOK, beginning with the Initiation Process Group, followed by Planning, Executing, Monitoring and Controlling, and ending with the Closing Process Group. Camis manages the integration between the processes, their interactions, and the purposes they serve to deliver projects on time, on budget, and with the functionality required for successful operations. In order to do this effectively, Camis will provide an experienced team to implement our proposed solution. The team will take a leadership role in project management and we will provide subject matter experts who cover software development, networking, hardware, data centers, security, disaster recovery, payment processing, finance, help desk support, and call center support.

A list of key Camis personnel is provided below. These are management and Executive representatives from each department at Camis who share an involvement in a new client implementation. The Camis Project Manager will be responsible for assigning specific resources from each team for the project. This will be completed once the project initiates and a project team is finalized. Camis does not foresee any staff needing to be on site; all Camis staff are direct Camis employees (not subcontracted) and who work on site at Camis facilities. Camis understands that NGPC reserves the right to approve or reject any changes to Camis' Project Manager or other key personnel after the contract is awarded. Camis also understands that NGPC reserves the right to require key personnel changes with reasonable notice to Camis.

Camis Project Team Members

Resumes and references for Project Team members are in Appendix A.

Role	Role Description	Camis Staff Member	Years Camis Experience	Years Related Experience
Project Manager	PMP Certified Project Manager for the implementation stage, facilitating regular status calls, ensuring project remains on schedule.	Greg Rafalowski	6	11
Implementation Specialist	Product Subject Matter Expert, main point of contact for product questions during implementation stage, working with client and product management team to ensure that the solution satisfies client requirements. Leads software demos for each iteration stage.	Tom Oldershaw	4	7
Client Account Manager	Account Manager, will take over from Project Lead after launch, serves as main point of contact for client post-launch. Manages client relationships and advocates for their needs. Ensures that Camis delivers on contractual obligations.	Kristine Vess-Golden	7	26



<p>Call Center and Help Desk Operations</p>	<p>Director of Service Operations, responsible for all call center and help desk operations. During implementation will work with the client to ensure that the Help Desk is ready for Go Live. If at some point NGPC would like to add the Camis Call Center to the contract, then the Director of Service Operations would oversee that the implementation is successful.</p>	<p>Penny Petrie</p>	<p>17</p>	<p>22</p>
<p>Security and Compliance</p>	<p>Security and Compliance lead, working to ensure that Camis offers the highest possible level of security and is fully compliant with all necessary regulations. Available during implementation for any security/compliance-related questions.</p>	<p>Asif Saleem</p>	<p>8</p>	<p>17</p>
<p>Systems, Infrastructure, and Field Operations</p>	<p>Field Operations Manager, responsible for the performance of the Camis solution and related hardware in the field. Available during implementation for any hardware/field-related questions.</p>	<p>Marc Dufresne</p>	<p>14</p>	<p>26</p>
<p>Training</p>	<p>Product Specialist, responsible for all training prior to Go Live as well as ongoing training post-launch. Available during implementation as Subject</p>	<p>Sara Stanislawski</p>	<p>4</p>	<p>6</p>

	Matter Expert and to offer product support to the client.			
Quality Assurance	QA Lead. Ensures that all aspects of the product meet Camis' high standards during implementation, works with client on client to troubleshoot issues, performs payment testing.	Derek White	16	16
Configuration	Configuration Lead. Responsible for configuration of the product during the implementation stage, ensures that all aspects of clients' inventory, business rules, and fees match client requirements.	Jenna Hill	10	10
Product Management	Interim Director of Product Management. Oversees the planning and execution of all software development projects.	Ian Murray	13	6
Software Engineering	Director of Software Engineering. Oversees the planning and execution of all software development projects. Conducts resource planning, team management and continuous process improvements.	Marc Gardiner	16	16
Executive Sponsor	Vice President of Business Development. Oversees all new contract implementations at a high	Dan Garofalo	13	13



	level. Escalation point for client concerns.			
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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.

Camis USA does not intend to utilize any subcontractors for this project.

SECTIONS II, III, and IV (Terms and Conditions, Contractor Duties, and Payment)

Our responses to Sections II, III, and IV start on the following page.

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:
DG			

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:
DG			

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:
DG			

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:
DG			

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:
DG			

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:
DG			Camis can agree to this but note that software comes "as is" so change orders that would require modification to the software application may simply not be possible. Upon selection, this issue would need to be open to a discussion so the parties can come to an agreement in the final version of the contract.

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:
DG			

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:
DG			

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:
DG			Camis can agree to this section assuming we can clarify in the final agreement the definition "excess cost" i.e., as direct damages.

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:
DG			

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:
DG			

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:
DG			Camis can accept but we would need to include in the final agreement the type "property" contemplated i.e., "tangible property".

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:
DG			

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:
DG			

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:
DG			

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:
DG			

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:
DG			

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:
DG			Camis can agree to the termination for convenience but would need the final agreement to ensure that installation, set up costs and some minimal revenue would insulate Camis against a loss during the first year of the term, especially if there is no breach.

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:
DG			Camis can agree to the obligations in this provision but the parties would need to clarify in the final agreement the definition of a deliverable.

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 Contractor, person or entity in the assumption of any or all of the obligations of this contract,
5. Cooperate with any successor Contractor, 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:
DG			

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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:
DG			

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:
DG			

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:
DG			

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:
DG			Just to clarify, there are no royalties, permits, patents, or trademarks. There are only access and use rights to copyrighted software.

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:
DG			

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:
DG			

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 contractors' 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
<i>If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.</i>	
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:
DG			

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:
DG			

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:
DG			Agree to this provision with further clarification on the definition of the term property i.e., tangible property, in the final agreement.

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:
DG			

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:
DG			

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:
DG			

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:
DG			

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:
DG			

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:
DG			

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:
DG			

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:
DG			

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.

TECHNICAL APPROACH

Understanding of the Project Requirements (Sections E – K)

E. GENERAL SYSTEM AND TECHNICAL REQUIREMENTS

1. BUSINESS CONTINUITY PLANNING AND DISASTER RECOVERY

The Contractor must provide primary and secondary sites as bi-directional (or fail-over-ready) sites. Both facilities need to be classified as “Tier IV” under the guidelines set forth by the National Uptime Institute which can be found at <https://uptimeinstitute.com/tiers>.

The Camis solution is hosted in Microsoft Azure's US East 2 region (Virginia), which contains three availability zones. Azure's availability zones are designed to meet the high standards set by Tier IV facilities under the National Uptime Institute's guidelines, offering the necessary redundancy, failover capabilities, and operational resilience.

Azure defines availability zones as separate groups of datacenters within a region, each with independent power, cooling, and networking infrastructure. These zones are designed for high availability, ensuring low-latency connections (under 2ms) between them while maintaining physical distance to mitigate shared risks such as local outages or natural disasters.

By hosting the solution in Azure's availability zones, we ensure that the solution is resilient against potential failures or outages. If one zone experiences downtime, the other zones within the region can maintain service availability and data synchronization. This failover-ready design aligns with the need for bi-directional redundancy and helps maintain continuous service availability, similar to the operational goals of a Tier IV facility.

Furthermore, Microsoft follows rigorous vulnerability risk assessments for data center locations, ensuring that all significant risks are mitigated. This aligns with the overarching objective of providing a secure, robust, and highly available service.

Contractor is required to create a quarterly test and report document for the backup, failover, and disaster recovery procedures.

We accept the requirement to create a quarterly test and report document for backup, failover, and disaster recovery procedures. Our team will conduct comprehensive tests each quarter to ensure that all backup systems, failover mechanisms, and disaster recovery protocols are functioning as expected. These tests will simulate various failure scenarios to verify that our processes can maintain service

continuity, minimize downtime, and protect data integrity.

After each test, a detailed report will be generated, outlining the test results, any issues identified, and the steps taken to address those issues. This report will include metrics on recovery times, system performance during failover, and the effectiveness of the disaster recovery procedures. The quarterly report will be provided to ensure transparency and to confirm that the system remains ready to handle unexpected events.

Data storage, development, relocation, and backup services must be in the continental United States and must use leading technologies. Contractor must provide a high-speed Storage Area Network (SAN) fabric allowing fiber data transfer speeds for offsite relocation of the Web-Based State Park Reservation system. Contractor must provide a detailed data recovery plan emphasizing data and system recovery.

We acknowledge the requirement for data storage, development, relocation, and backup services to remain within the continental United States, as well as the request for a high-speed Storage Area Network (SAN) fabric for offsite relocation of the Web-Based State Park Reservation system. While SAN fabric technology is traditionally associated with on-premise infrastructure, modern cloud environments like Microsoft Azure provide equivalent, if not superior, capabilities.

Our solution will be hosted in Azure's US-based data centers, ensuring compliance with the geographical requirement. Azure offers cutting-edge storage solutions that function similarly to SANs, using distributed storage technologies and high-performance networking. These systems enable fast data transfer speeds, secure offsite storage, and seamless relocation or replication of data, which addresses the intent behind the SAN fabric requirement.

Additionally, Azure's robust architecture includes integrated backup and disaster recovery options, allowing for automatic failover, replication, and high-speed data transfer. The platform's fiber-optic networking and low-latency connections between availability zones ensure that your data remains accessible and protected even in the event of a system failure.

A detailed data recovery plan will be developed, focusing on rapid data and system recovery to minimize downtime and ensure continuity of service. This plan will outline specific recovery time objectives (RTO) and recovery point objectives (RPO), demonstrating our commitment to meeting your disaster recovery expectations.

The Contractor must provide a Secure File Transfer Protocol (SFTP) server to upload and download data during scheduled exchanges of bulk information. A backup of the production database will be provided to NGPC on at least a quarterly basis, or as requested.

We agree to provide a Secure File Transfer Protocol (SFTP) server for the scheduled exchange of bulk data. Our team has extensive experience implementing and managing SFTP servers for secure data transfers with other clients. The SFTP server will allow for both the uploading and downloading of data while ensuring encryption during transit to maintain the confidentiality and integrity of all information exchanged.

In compliance with the request, we will also provide a backup of the production database to the Nebraska Game and Parks Commission (NGPC) on a quarterly basis, or more frequently as requested. These backups will be securely transferred via the SFTP server to ensure the safe delivery of data and facilitate any necessary data recovery or archival needs.

2. DATA OWNERSHIP AND STORAGE, REPLICATION, AND BACKUP

All data, including stored documents, must be migrated from the current systems to the new Web-Based State Park Reservation system before the go-live date. Testing of data migration must be done in advance to ensure data has not been lost or corrupted.

Camis has the ability to import historical transactions from the current reservation system to the new reservation system. Prior to converting and migrating the data, Camis will work with NGPC on a data migration plan to be approved by the agency. Below is the methodology Camis uses. Specifics of when and how we import the data will be discussed during the contract negotiation stage of the procurement as we better understand the agency's data structure and requirements.

Camis typically completes the data migration portion of our implementation in three distinct phases, with Phase 1 being the vast majority of the data being migrated. To migrate the data, Camis will use custom-built in-house software. The migration of the data will occur within a secure data processing environment. This environment has no system-generated communications or third-party data interactions. The goal is to keep customer information secure during the migration process while obtaining 100% accuracy in converting existing facility and customer data. In order to achieve 100% accuracy, the test strategy of this phase is to leverage high-level, aggregate, transactional and financial reporting from the source and target systems. The historical reservation data import will be considered to be successful when the reporting from the source and target systems match, and manual edge case assessments have been completed to the satisfaction of both the Camis team and the NGPC. This testing will ensure that no data will be lost during the data migration.

- In Phase 1, Camis typically imports all park data, website content, photos, and digital maps. Phase 1 will also include campsite details, photographs, facilities, amenities, operating seasons, site alerts, digital maps, and fee schedules. The importance of this phase is paramount as it

enables the NGPC to view the Camis solution with their State Park information. For Phase 1, Camis plans to start this process with the NGPC during the Requirements Gathering milestone currently scheduled between January 1, 2025 and April 30, 2025. Camis will work with NGPC to understand their data structure so we can prepare our custom-built in-house software to load that info into the Camis system.

- Phase 2 of the data migration process will be focused on migrating historical reservations for which the arrival date has passed and customer profiles that have been active within a pre-defined period of time determined between Camis and NGPC. Camis and NGPC will work together to determine the appropriate amount of historical reservation data to import. While there will be three phases for the data migration, Phase 2 of the data migration will be rapidly iterated as Camis tests the migrated data throughout the configuration and design phase of the project. During this longer phase, Camis and the NGPC will test and iterate on the import to ensure 100% accuracy is achieved with migration prior to the final phase beginning during the cutover period from the prior system to the Camis 5 system. The test strategy of this phase is to leverage high-level, aggregate, transactional and financial reporting from the source and target systems. The historical reservation data import will be considered successful when the reporting from the source and target systems match, and manual edge case assessments have been completed to the satisfaction of both the Camis team and NGPC.
- Phase 3 will be the completion of the data migration portion of the system implementation project as this needs to happen very close to the reservation Go Live Date. This is when the NGPC will need to shut down their prior reservation system, export the data, and provide the final data extract to Camis for migration into the Camis 5 system. Camis and NGPC can work together to determine the most appropriate time for this cutover period, based on an assumed December 16, 2025 reservation launch date, which would be the earliest date that reservations would be enabled on the new system. Camis is flexible and will work with NGPC to determine the most appropriate time to cut over to the new system to avoid as much disruption to customers as possible. In order to achieve that, the goal is to have the final phase of the data migration completed prior to December 3, 2025. This will allow Camis to launch the reservation website on December 9, ahead of reservations being enabled on December 16. This period of time when the website is available before reservations are enabled allows customers to create new accounts and get used to the new look and feel of the reservation website. Through our experience, we find this provides a better overall customer experience as customers are prepared to make reservations on the launch day in November without the added stress of creating new accounts and learning a new system.

NGPC is and will remain the owner of all data maintained and/or calculated by the Contractor's system. The Contractor will be responsible for storing, on a secure central database, a full backup copy of the production database.

Camis USA agrees that the Nebraska Game and Parks Commission (NGPC) will remain the owner of all data maintained and/or calculated by our system. We acknowledge NGPC's ownership rights and are committed to ensuring that all data is securely managed and protected.

Camis USA will be responsible for storing a full backup copy of the production database on a secure central database. Our solution is designed to safeguard NGPC's data through robust security measures, including encryption, access controls, and regular audits, to ensure the integrity and confidentiality of all stored data.

The Contractor will be responsible for maintaining and storing all data and such data must always remain accessible to NGPC. A backup of all databases will be provided to NGPC every month, or as requested, to include a database mapping when the structure/fields of the database change.

Camis USA will be responsible for maintaining and storing all data and will ensure that such data remains accessible to the Nebraska Game and Parks Commission (NGPC) at all times. We commit to providing a full backup of all databases to NGPC on a monthly basis, or more frequently if requested.

Additionally, Camis USA will include a comprehensive database mapping with each backup whenever the structure or fields of the database change, ensuring transparency and ease of data management for NGPC.

3. HOSTED ENVIRONMENTS

The Contractor will provide three environments: 1) a Development Environment, 2) a User Acceptance Testing (UAT) environment, and 3) a Production Environment. a. Development Environment will be used by the Contractor's personnel to test the product, make enhancements, and correct deficiencies before the new code are moved to the UAT environment. NGPC Project Manager and designee(s) should have access to the development environment throughout the development process. b. A UAT site and database mirroring the structure and functions of the Production Environment will be always available for training purposes. The UAT database will be synchronized with the production database on at least a quarterly basis. The UAT environment must be separate and should have a distinctly different look than the production environment. After the initial development and implementation are complete, the UAT environment must be kept and maintained for training and UAT in perpetuity of any subsequent additions or modifications to the State Park Reservation system. c. Production Environment will serve as the live operational platform where the finalized and thoroughly tested product is deployed for use by end-users. It represents the fully functional and stable version of the system, distinct from the Development and UAT environments. The Production Environment

ensures seamless access to the State Park Reservation system for all users, following thorough testing and validation in the Development and UAT environments.

Camis USA agrees to provide three environments as requested: a Development Environment, a User Acceptance Testing (UAT) environment, and a Production Environment.

To align with NGPC's requirements, we will provide:

- 1. Production Environment:** This will serve as the live operational platform where the finalized and thoroughly tested product is deployed for end-users. It represents the fully functional and stable version of the system, ensuring seamless access to the State Park Reservation system for all users.
- 2. Development Environment (referred to as UAT by Camis USA):** This environment will be available for NGPC Project Manager and designees throughout the development process. It will be used to test new code, make enhancements, and correct deficiencies before moving changes to the next environment. This environment is generally set up with the upcoming release, allowing for thorough testing of the latest updates before deployment to production.
- 3. User Acceptance Testing (UAT) Environment (referred to as Preview by Camis USA):** This environment mirrors the structure and functions of the Production Environment and is always synchronized with it, both in terms of configuration and release. The Preview environment can be used as a staging area to test configuration updates prior to their deployment in production and is also available for training purposes. The Preview environment is maintained separately from the Production Environment, with a distinctly different look to avoid any confusion. After the initial development and implementation, this environment will continue to be maintained for ongoing training and user acceptance testing of any subsequent additions or modifications to the State Park Reservation system.

4. HARDWARE

NGPC will provide personal computers and document printers at the park offices and the call center. The contractor's State Park Reservation System must be able to operate at the State's current minimum hardware configuration (see Section V.D.) or the contractor must provide at no additional cost compatible hardware/equipment and should provide all additional hardware/equipment needed for efficient operation of the State Park Reservation System, to include replacement with newer/advanced devices as technology progresses.

Camis USA confirms that our State Park Reservation System is fully capable of operating on the State's current minimum hardware configuration, as outlined in Section V.D. Our system is designed to function efficiently within the specifications of the personal computers and document printers provided by NGPC at park offices, ensuring seamless operation without the need for additional hardware or equipment.

5. SOFTWARE

The Contractor will either include NGPC as a named licensee on all Third-Party Software licenses used in the operation of the State Park Reservation System, or covenants at such time the contractor's obligation to operate the State Park Reservation System terminates, the contractor shall deliver Third Party Software to NGPC and will cooperate with NGPC's efforts to obtain an assignment for such licenses at no additional cost.

Camis USA confirms that we do not anticipate using any third-party software in the operation of the State Park Reservation System that would require NGPC to be named as a licensee. Our solution is developed using proprietary software, which does not rely on third-party licenses. Therefore, there will be no need for NGPC to obtain or manage third-party software licenses as part of our engagement.

Should any unforeseen need for third-party software arise in the future, we will ensure compliance with the specified requirements, either by including NGPC as a named licensee or facilitating the assignment of such licenses at no additional cost if our obligation to operate the system terminates.

6. INTERNET CONNECTIVITY

NGPC is responsible for internet connectivity at the park offices and NGPC administrative offices. Integration with Nebraska Directory Services: State of Nebraska standards mandate all state government web applications needing authentication and user authorization will utilize Nebraska Directory Services (NDS) to access web-based applications. NDS is based on Microsoft Active Directory and can be accessed via native Active Directory methods or Lightweight Directory Access Protocol Secure (LDAP) (LDAPS). Multi-factor authentication is available.

Camis USA has successfully implemented Single Sign-On (SSO) solutions for all of our clients over the past several years. Our authentication service is designed to connect and integrate seamlessly with any OAuth 2.0 compatible authorization provider that supports OpenID Connect (OIDC/OpenID). This flexibility allows the Camis solution to provide Single Sign-On capabilities for both native and web-based applications, while also offering integrated user management that can simultaneously connect with any other OpenID provider.

In particular, our system is fully compatible with Active Directory Federated Services (ADFS), and we have successfully implemented Active Directory (AD) integration for one of our largest clients,

Washington State Parks. This demonstrates our experience in integrating with Microsoft-based directory services, including those based on Nebraska Directory Services (NDS).

Given this background, Camis USA is confident in its ability to meet the State of Nebraska's standards for web application authentication and user authorization using Nebraska Directory Services.

7. BROWSER COMPATIBILITY

The System must be accessible using all currently supported versions of widely available browsers including, but not limited to: Microsoft Edge, Safari, Firefox, and Chrome, as well as Apple and Android devices, and other personal mobile devices. No custom software may reside on the user's device.

Camis USA confirms that the State Park Reservation System will be accessible using all currently supported versions of widely available browsers, including Microsoft Edge, Safari, Firefox, and Chrome, as well as on Apple and Android devices and other personal mobile devices, without requiring any custom software on the user's device.

The administration and staff side of our solution, known as the Field Application, is a Windows-based application, which runs in a browser using Azure Virtual Desktop. This approach allows the Field Application to run within a browser-based virtual desktop environment, ensuring full compatibility with all major browsers and devices.

This proven solution maintains the robust functionality of our Windows-based application while meeting the requirements for accessibility from any browser, providing a seamless experience for all users across different platforms and devices.

8. WEBSITE

NGPC's online website must be directly accessible to the public. The web page must be dedicated to NGPC State Park Reservation system and may not contain any non-NGPC advertising. Changes in the design of the web page after receiving NGPC approval will be coordinated through NGPC Project Manager. The web page may be associated with a broader scale site, but when a customer searches for Nebraska State Parks (for example), the customer shall be directed to the dedicated page offering Nebraska State Park Reservations. The State Park Reservation system will link to the NGPC homepage <http://www.outdoornebraska.gov>.

Camis USA agrees that NGPC's online website for the State Park Reservation System will be directly accessible to the public, fully dedicated to NGPC, and free from any non-NGPC advertising. We will ensure that any changes in the design of the web page, once approved by NGPC, are coordinated through the NGPC Project Manager.

We also confirm that the reservation website we build for NGPC will be solely dedicated to Nebraska State Park Reservations and will be branded to match the look and feel of the NGPC website. Our approach is to create client-specific websites that seamlessly integrate with the client's existing online presence, providing a consistent user experience.

Furthermore, we will ensure that the dedicated Nebraska State Parks Reservation page is easily accessible to the public and links directly to the NGPC homepage at <http://www.outdoornebraska.gov>, meeting all specified requirements.

9. MAINTENANCE

The contractor must have a plan for updating, enhancing, and modifying their system in response to technological advances, and the need for additional features to improve efficiency and ability to meet the public's and NGPC's demands. Normal and preventative maintenance shall be performed at a time which will not adversely impact daily operations, with prior notification to NGPC of the downtime.

Camis USA has a comprehensive plan for updating, enhancing, and modifying our system in response to technological advances and the evolving needs of both the public and NGPC. Our approach includes both a short-term and long-term roadmap for continuous improvement.

The short-term roadmap, known as the release forecast, outlines the features, enhancements, and technology changes expected over the next 3-4 months. Camis releases an updated version of the solution each month as part of a regular release cycle. NGPC can opt to take releases based on their operational needs; however, we recommend adopting each release to benefit from the latest features, enhancements, and bug fixes. Each release is accompanied by detailed release notes and an updated integrated user guide, ensuring clear communication of any new functionality or changes to existing features.

For the long-term roadmap, Camis collaborates closely with our clients to understand their priorities and address the most impactful challenges to their operations. This client input, combined with an understanding of the broader market and emerging technologies, guides our strategic planning for future development.

Camis utilizes a disciplined delivery approach for product technology change management, focusing on safe and incremental progress. Our process involves progressive release stages, allowing us to verify the quality of changes in controlled environments, thereby reducing risk and ensuring a

superior user experience.

Our patch deployment process is highly refined and can be executed with minimal to no operational disruption or downtime. The Camis solution incorporates multiple levels of redundancy, allowing for seamless deployment of patches and bug fixes as soon as they are available and have passed User Acceptance Testing (UAT) in the dedicated UAT environment. Deployments are scheduled during maintenance windows agreed upon with NGPC to ensure alignment with their operational priorities.

The Camis solution is designed for high availability, operating 24 x 7 x 365, with any necessary maintenance windows scheduled outside of defined operating hours. Camis will propose timelines for maintenance activities to NGPC and secure their approval before commencing any work to prevent conflicts with operational needs. This collaborative approach is part of our standard business practice with other organizations we serve. Our maintenance activities include security patching, bug fixes, feature updates, and infrastructure configuration improvements. Camis adheres to a service level agreement (SLA) for application uptime of 99.9%, ensuring reliable system performance.

Standard version updates to the system should be at no additional cost to NGPC. In the event more substantial upgrades/enhancements are needed or requested by NGPC, The Contractor should provide a list of all upgrades and changes to be made to the State Park Reservation System in a maintenance release before the release. The Contractor shall monitor the availability of upgrades offered by their hardware and Third-party software vendors and make timely installation of such changes when technically appropriate, at no additional cost to NGPC.

Camis USA agrees that all standard version updates to the State Park Reservation System will be provided at no additional cost to NGPC. For any more substantial upgrades or enhancements requested by NGPC, we will provide a comprehensive list of all upgrades and changes to be included in a maintenance release prior to the release.

Additionally, Camis USA will monitor the availability of upgrades from our hardware and third-party software vendors and ensure that these updates are installed promptly and when technically appropriate, also at no additional cost to NGPC. This approach ensures that the system remains current, secure, and fully functional, meeting both operational and technological needs.

10. FUTURE ENHANCEMENTS

The system may remain flexible as new technology becomes available, within the scope of the RFP. The Contractor shall provide a draft Statement of Work (SOW) listing all proposed enhancements to be made to the State Park Reservation system. Before execution of the SOW, an amendment will be made to the contract upon

agreement between the State and the Contractor. The Contractor shall provide a list of all enhancements and changes to be made to the State Park Reservation System in a maintenance release before the release.

Camis USA agrees to provide a draft Statement of Work (SOW) for any proposed enhancements to the State Park Reservation System as new technology becomes available, within the scope of the RFP. We will ensure that any proposed enhancements are documented in the SOW, which will be presented to NGPC for review and agreement before execution. An amendment to the contract will be made upon mutual agreement between the State and Camis USA.

Additionally, we will provide a list of all enhancements and changes to be included in any maintenance release prior to its release, ensuring transparency and alignment with NGPC's needs.

11. SERVICE LEVEL REQUIREMENTS

All channels must be fully functional 24 hours per day, 365 days per year except as further described in this section. Between the hours of 4:00 AM and 1:00 AM of the following day, Central Time, 365 days a year, no single outage or combination of outages of the system may last more than 15 minutes per 21-hour period. The Contractor may utilize the hours between 1:00 AM and 4:00 AM, Central Time, for routine system maintenance and upgrades, subject to the conditions and restrictions described in this section. The Contractor should make every effort to avoid scheduled maintenance and upgrades during NGPC's peak business season as dictated by NGPC business rules and obtain written approval prior to any maintenance or upgrades performed. Customers and Administrative Users attempting to utilize a system affected by maintenance during the regular maintenance window should receive a notification of the status of the system and expected time of service restoration. The Contractor must notify NGPC immediately whenever any single outage or combination of outages lasts or is anticipated to last for a period greater than 15 minutes per 24-hour period. The Contractor must provide an explanation of the problem causing the outage(s) and provide an estimate of when the system will be back online.

Camis USA agrees to ensure that all channels of the State Park Reservation System will be fully functional 24 hours per day, 365 days per year, with no single outage or combination of outages lasting more than 15 minutes within any 21-hour period between 4:00 AM and 1:00 AM Central Time. We will utilize the designated maintenance window between 1:00 AM and 4:00 AM Central Time for routine system maintenance and upgrades, making every effort to avoid scheduling maintenance during NGPC's peak business season and obtaining written approval prior to any such activities.

During any maintenance period, customers and administrative users attempting to access the system will receive a notification of the system's status and the expected time of service restoration. Camis USA will immediately notify NGPC if any outage or combination of outages lasts or is expected to last longer than 15 minutes within a 24-hour period, providing a detailed explanation of the issue and an estimated time for the system to be back online.

12. ISSUE SEVERITY CLASS DESCRIPTIONS

a. The Contractor shall provide and maintain a Web-Based issue tracking and management system. An issue is a partial or total loss of functionality of the State Park Reservation System, or an aspect thereof. The Contractor shall grant authorized NGPC personnel access to the issue tracking and management system used for the State Park Reservation System. NGPC administrative personnel shall be granted rights to enter a new issue, review open issues, and append to existing issues. NGPC personnel shall be granted rights to create reports of outstanding issues, service requests, and feature enhancements. Should technical issues arise with any portion of the State Park Reservation System, all parties shall be notified immediately via phone and/or email for issues with priority rating of 1-4 with 1 being the highest. The issue shall be logged by either the Contractor or NGPC personnel into a system the Contractor uses to manage outstanding issues. The timestamp logged in the Contractor's issue management system shall be the "Incident Time" of the issue. NGPC shall decide the appropriate severity class and may change, including escalate, the severity class level initially chosen by the Contractor if the Contractor logged the issue into the system. Any incident resulting in NGPC's inability to collect and manage revenue and book reservations is considered Production Down, Severity Class 1. This issue class requires an "all hands on-deck" response from the Contractor. i. Severity Class 1 issues include the following: a) Total loss of the ability to sell reservations, registrations, or products, for any reason, b) Customer data loss, c) Overbooking or double booking of facilities, d) System functions related to the generation of, approval of, or transmittal of an e) Credit card sales and PCI compliance issues, f) Any other loss of functionality inhibiting NGPC's ability to manage or collect revenue, and g) Any other issue requiring immediate response from the Contractor. ii. Severity Class 2 issues include the following: a) Important workflows not triggering as expected, b) Reports failing to be generated, c) Any functional issue prohibiting customers, groups of customers, or staff from completing a transaction, such as the incorrect application of a business rule, resulting in partial loss of the ability to sell reservations, registrations, or products, and d) Any issue prohibiting NGPC from accessing the administrative module or performing core functions within the module. iii. Severity Class 3 issues include the following: a) Moderate loss of application functionality or performance resulting in multiple users impacted in their normal functions when a workaround exists by using an alternative. iv. Severity Class 4 issues include the following: a) Any issue not affecting the system's ability to carry out required business processes. These issues do not have a pre-defined "Time to Repair." Each issue under this classification will be assigned a "Due Date" on a case-by-case basis when the issue is created. See section II.X for performance requirements.

Camis USA agrees to provide and maintain a web-based issue tracking and management system for the State Park Reservation System, as stated in the question. Authorized NGPC personnel will have access to this system, including the ability to enter new issues, review open issues, append to existing issues, and generate reports on outstanding issues, service requests, and feature enhancements.

Camis utilizes Atlassian Jira Service Management software to document, categorize, and report on all issues. Each ticket opened contains a unique incident number, the date and time an issue was opened and closed, the reporter's name and location, a description of the problem, troubleshooting steps taken, the issue's status, and resolution. End users may track the progress of their incident using the Help Center portal.

As outlined in the question, we will notify all parties immediately via phone and/or email for any technical issues classified with a severity rating from 1 to 4, with Severity Class 1 being the most critical.

For **Severity Class 1 issues**, which involve a total loss of functionality that impacts NGPC's ability to sell reservations, manage revenue, or maintain PCI compliance, Camis USA commits to an “all hands on deck” response.

For **Severity Class 2 issues**, which include significant functional disruptions such as important workflows not triggering or partial loss of sales capabilities, we will respond with urgency to restore full functionality.

For **Severity Class 3 issues**, which involve a moderate loss of functionality where a workaround exists, we will address the problem to minimize impact on users.

Lastly, for **Severity Class 4 issues**, which do not affect the system’s ability to carry out required business processes, we will assign a “Due Date” for resolution on a case-by-case basis, as specified.

Camis USA will ensure that all incidents are logged promptly, and we will fully support NGPC’s authority to assign or modify the severity class of any issue to ensure appropriate handling and resolution.

b. INCIDENT ESCALATION Contractor must promptly escalate an issue upon receiving a request from NGPC or an agent or representative of NGPC. For the purposes of this subsection, escalation means prioritizing an issue for prompt or immediate repair and resolution, depending on the level of escalation, and at the Contractor’s level may include, but is not limited to: i. Assigning more (or different) staff resources to the issue, ii. Notification of the Contractor’s senior management or chief officer(s) of the outstanding issue(s) and/or, iii. Changing the technological resources assigned to the project (i.e., adding emergency server/network capacity).

c. AFTER INCIDENT REPORT For issues of severity class 1-3 the Contractor shall prepare a standardized “after incident” report providing the following information: i. Date and time the incident was reported (incident time), ii. Contractor’s staff assigned to resolve the issue, iii. Detail on what steps were taken to resolve the issue, iv. Root cause(s) of the issue, v. Steps to be taken to ensure the issue does not occur again, and vi. Date and time the incident was marked as resolved. The Contractor shall deliver the afterincident report to NGPC within ten (10) business days of the resolution of the issue.

Camis USA accepts these requirements.

13. INFORMATION SECURITY

a. SERVER SECURITY i. Protection against malicious code: Software and associated controls must be implemented across systems and logs monitored, to detect and prevent the introduction of malicious code into the State's environment. The introduction of malicious code such as a computer virus, worm, or Trojan horse can cause serious damage to networks, workstations, and state data. On host systems of servers, the signature files must be updated daily or when the virus software vendor's signature files are updated and published. ii. Software Maintenance: All installed software must be maintained at a vendor-supported level to ensure accuracy and integrity. All known security patches, release updates, service packs, and other fixes must be reviewed, evaluated, and applied. A baseline configuration of all systems must be provided at the end of the implementation period before acceptance of the system.

Malware protection is a large part of the Camis vulnerability management program. All end points of the Camis environment are configured with a Cylance agent that helps protect each device from viruses, worms, trojan horses, and other malicious software. Cylance is a hosted behaviour based anti-malware platform that is running on all Camis devices including laptops, desktops, and servers. Signature threats and behavioural based threats are immediately blocked from execution and an alert is generated for the Camis Security Team for investigation.

Palo Alto devices inspect all network traffic and are part of a real-time subscription of the latest vulnerability threats. Suspicious traffic, including malware, is blocked and an alert is generated for the Camis Security Team for investigation.

The maturity of the Camis vulnerability management program offers NGPC the highest levels of certainty in maintaining secure systems. Intrusion Detection Systems (Palo Alto), Vulnerability scanners (Tenable), and Malware/Anti-Virus software (Cylance) inspect our network traffic, servers and end user desktops interactively throughout the day and immediately report on suspicious activities, vulnerabilities, and out of compliance configurations to the Camis security team for remediation. Additionally, Penetration Testing software is executed against all external facing Camis websites, including all components of the Camis Solution offered to NGPC. These Penetration Tests use known vulnerabilities and methods in an attempt to compromise access into the Camis application or network. As part of a real-time subscription, the latest vulnerabilities in the wild are automatically included in Penetration Test activities. Camis also partners with accredited firms that offer Secure Penetration Testing and Ethical Hacking at least twice each year to manually attempt to compromise our application and network security.

b. ACCESS CONTROL i. To preserve confidentiality, integrity, and availability, state information assets must be protected by a logical and physical access control mechanism. ii. The issuance and use of privileged accounts will be restricted and controlled. iii. Access to an agency's trusted internal network must require all authorized users to authenticate themselves using an individually assigned User ID and an authentication mechanism

(e.g., password, token, smart card). iv. Access to operating system code, services, and commands must be restricted to only those individuals who require access to the normal performance of their job responsibilities. The Contractor's system must comply with the NITC Information Security Policy. Full NITC 8-101: Information Security Policy is at: <https://nitc.nebraska.gov/standards/8-101.pdf>. NITC 8-301: Password Standard is at: <https://nitc.nebraska.gov/standards/8-301.pdf>. NITC 8-302: Identity and Access Management Standard for State Government Agencies are at: <https://nitc.nebraska.gov/standards/8-302.pdf>.

Camis USA accepts these requirements.

The Camis Password Policy is a result of PCI-DSS requirements and other best practices and standards from Center for Internet Security (CIS), ISO-27001, and NIST. These include a minimum password length, minimum password age, complexity, password reuse history, a failed password tolerance and lock out period, and the ability for a user to reset their own password.

Camis has implemented segmented environments, physically and logically, for the various use types and job functions. The production environment is accessed via a separate network and a dedicated Active Directory domain, and a further protected by Multi-Factored Authentication, that permits authorized users to access authorized resources such as the supporting servers and tools, web applications, and databases.

A ticketing system is used to request and approved the access for a specific user to these resources, including the justification for that access. This applies to all types of user access to Camis resources by Camis staff, support staff, contractors, and authorized clients. Quarterly reviews of user accounts are performed, and all idle accounts over 90 days are flagged for automatic termination. A bi-annual review of user accounts is also performed that helps to validate the continued legitimacy of each user account. A ticket is created for immediate execution for any user account to be terminated. All of these activities are retain in a secured audit repository for a 3 year period.

F. PROJECT PLANNING AND MANAGEMENT

1. Project Management Plan

The Bidder shall submit a draft Schedule of Work defining the project timeline. The Contractor and the State will establish deadlines at the project initiation meeting. The project initiation meeting should be within thirty (30) calendar days of the Contract award at a location agreed upon by both parties (virtual or in-person). The meeting will review and revise the draft of the Project Management Plan and Schedule of Work. All project management plans are subject to approval by NGPC prior to their acceptance as a deliverable. The Contractor shall assign a Certified Project Manager (PMP Certification) to this project. The Project Manager should be: a. available to NGPC, in-person or virtual, during normal work hours through the critical phases of the project as agreed to by NGPC and the Contractor. b. serve as a single point of contact for NGPC. c. be responsible for developing, revising, and tracking a detailed project plan encompassing every aspect of the project throughout its life cycle. The plan should include the activities of any subcontractors used by the Contractor. The current plan, and its status, should be available to NGPC upon request. The Project Manager is required to provide project coordination services, including scheduling meetings and filing reports, as described below: a. Project

Status Meetings – report project status to NGPC on a weekly basis. Meetings may be inperson or virtual, per mutual agreement of both parties. Agenda items should be prepared by the Project Manager and submitted to NGPC a minimum of 24 hours prior to the meeting. b. Status Meeting Reports - provide a written status report of the meeting within one (1) business day following each project Status Meeting. The report should include attendees, agenda, overview of topics discussed, new actions, who is responsible and by when, and status of prior actions. c. Project Status Reports - provide monthly summaries concerning the status of the project, within five (5) business days from the end of the month being reported on, including a summary of the last month’s activities, a list of major accomplishments, milestones met, deliverables completed, issues, problems, actions, and work for the next period. d. Data Mapping and Conversion - ensure, in converting data from an existing system to a new system, no reservation, customer data, or financial data will be lost by provide a complete data mapping document and data conversion strategy. The bidder shall provide a draft conversion plan listing all tasks needed for the conversion to the new system. The bidder’s draft plan should address the milestones and associated timeframes including, but not limited to, the following: i. Define steps taken to ensure minimal downtime between the new and old systems for all sales channels, ii. Downtime for complete migration and cutover to the new system should not exceed 24 hours, iii. Develop a plan and schedule to migrate all existing customer data and history (i.e. past reservations, past sales history, upcoming reservations, etc.) from the current system to the proposed State Park Reservation system, iv. Develop a plan and schedule to route customers from the current Public Website to the proposed Internet URL, v. Develop a plan and schedule detailing NGPC staff training, vi. Develop a plan and schedule detailing equipment rollout for NGPC locations in advance of the new system rollout, and vii. Develop a plan and schedule detailing the steps needed to set up the financial aspects of the new system including any pre-note authorizations to Agent bank accounts and to deposit monies from sales into the State of Nebraska’s Treasury account.

Committed client interaction has produced a fundamental philosophy that Camis continues to develop with every client. We are committed to “Making room around the campfire and leaving the campground better than we found it.” This approach creates opportunities to solve operational impediments, build rapport, and create partnerships to initiate improvements collaboratively and proactively. This perspective promotes project communication, collaborative problem-solving, and goal alignment within the project. Our Manager of Project Management, Greg Rafalowski, meets all qualifications for the role of Project Manager for the implementation of the State Park Reservation System. Greg obtained his Project Management Professional (PMP) Certification in 2016 through the Project Management Institute (PMI). Throughout the several years, Greg has led 22 client implementations. These include converting existing clients from our legacy software to our newest software, Camis 5, and implementing net new clients. The lessons learned from these prior implementations will be utilized to ensure the smoothest possible implementation for the Nebraska Game and Parks Commission. The sections below further highlight the Camis approach to project management and client implementations.

Camis has reviewed the RFP requirements in their entirety and we're confident that we can provide the solution that gives the NGPC the reservation system they are looking for. Camis

will ensure a seamless service migration by managing the project from start to finish using our proven and successful processes. The implementation of this contract will follow standard Project Management best practices. The Camis approach to project management, methodologies, and processes is based on the Project Management Body of Knowledge (PMBOK) supported by the PMI. Camis' overall approach is structured around each Process Group from the PMBOK, beginning with the Initiation Process Group, followed by Planning, Executing, Monitoring and Controlling, and ending with the Closing Process Group. Camis manages the integration between the processes, their interactions, and the purposes they serve to deliver projects on time, on budget, and with the functionality required for successful operations. In order to do this effectively, Camis will provide an experienced team to implement our proposed solution. The team will take a leadership role in project management and we will provide subject matter experts who cover software development, networking, hardware, data centers, security, disaster recovery, payment processing, finance, help desk support, and call center support.

Camis will assign PMP certified Greg Rafalowski as the Project Manager for the NGPC State Park Reservation System implementation. Greg will:

- a.) Be available to NGPC virtually during normal work hours through critical phases of the implementation project as agreed to by NGPC and the Contractor.
- b.) Serve as the single point of contact for NGPC during the implementation phase of the project.
- c.) Be responsible for developing, revising, and tracking a detailed project plan encompassing every aspect of the project through its life cycle. Camis does not subcontract and the implementation project will be carried out by Camis employees. The current plan and its status will be available to NGPC upon request.

The Project Manager will provide project coordination services, including scheduling meetings and filing reports.

- a.) The Camis Project Manager will report the project status to the NGPC team on a weekly basis. The Camis Project Manager will be the lead contact for all communications during the implementation of the project. Camis will provide all meeting scheduling, telephone conferencing, and video conferencing facilities. Our conferencing facilities will allow NGPC staff to be in any location where they have phone and internet services. Not all meetings will require voice and video; however, we will always have the option depending on the type of call. Meetings will be scheduled and conducted using Camis' Microsoft Teams system. The agenda items will be prepared by the Camis Project Manager and submitted to NGPC a minimum of 24 hours prior to the meeting.

b.) The Camis Project Manager will provide a written status report of the weekly meeting within one business day following the meeting. The report will include attendees, agenda, overview of topics discussed, new actions, who is responsible and by when, and status of prior actions.

c.) The Camis Project Manager will provide monthly summaries concerning the status of the project within five business days from the end of the month being reported on, including a summary of the last month's activities, a list of major accomplishments, milestones met, deliverables completed, issues, problems, actions, and work for the next period.

d. i., ii., iii., iv.) Data Mapping and Conversion: Camis has the ability to import historical transactions from the current reservation system to the new reservation system. Prior to converting and migrating the data, Camis will work with NGPC on a data migration plan to be approved by the agency. Below is the methodology Camis uses. Specifics of when and how we import the data will be discussed during the contract negotiation stage of the procurement as we better understand the agency's data structure and requirements.

Camis typically completes the data migration portion of our implementation in three distinct phases, with Phase 1 being the vast majority of the data being migrated. To migrate the data, Camis will use custom-built in-house software. The migration of the data will occur within a secure data processing environment. This environment has no system-generated communications or third-party data interactions. The goal is to keep customer information secure during the migration process while obtaining 100% accuracy in converting existing facility and customer data. In order to achieve 100% accuracy, the test strategy of this phase is to leverage high-level, aggregate, transactional and financial reporting from the source and target systems. The historical reservation data import will be considered to be successful when the reporting from the source and target systems match, and manual edge case assessments have been completed to the satisfaction of both the Camis team and the NGPC. This testing will ensure that no data will be lost during the data migration.

- In Phase 1, Camis typically imports all park data, website content, photos, and digital maps. Phase 1 will also include campsite details, photographs, facilities, amenities, operating seasons, site alerts, digital maps, and fee schedules. The importance of this phase is paramount as it enables the NGPC to view the Camis solution with their State Park information. For Phase 1, Camis plans to start this process with the NGPC during the Requirements Gathering milestone currently scheduled between January 1, 2025 – April 30, 2025. Camis will work with NGPC to understand their data structure so we can prepare our custom-built in-house software to load that info into the Camis system.
- Phase 2 of the data migration process will be focused on migrating historical reservations for which the arrival date has passed and customer profiles that have been active within a pre-

defined period of time determined between Camis and NGPC. Camis and NGPC will work together to determine the appropriate amount of historical reservation data to import. While there will be three phases for the data migration, Phase 2 of the data migration will be rapidly iterated as Camis tests the migrated data throughout the configuration and design phase of the project. During this longer phase, Camis and the NGPC will test and iterate on the import to ensure 100% accuracy is achieved with migration prior to the final phase beginning during the cutover period from the prior system to the Camis 5 system. The test strategy of this phase is to leverage high-level, aggregate, transactional and financial reporting from the source and target systems. The historical reservation data import will be considered successful when the reporting from the source and target systems match, and manual edge case assessments have been completed to the satisfaction of both the Camis team and NGPC.

- Phase 3 will be the completion of the data migration portion of the system implementation project as this needs to happen very close to the reservation Go Live Date. This is when the NGPC will need to shut down their prior reservation system, export the data, and provide the final data extract to Camis for migration into the Camis 5 system. Camis and NGPC can work together to determine the most appropriate time for this cutover period, based on an assumed December 16, 2025 reservation launch date, which would be the earliest date that reservations would be enabled on the new system. Camis is flexible and will work with NGPC to determine the most appropriate time to cut over to the new system to avoid as much disruption to customers as possible. In order to achieve that, the goal is to have the final phase of the data migration completed prior to December 1, 2025. This will allow Camis to launch the reservation website on December 9, ahead of reservations being enabled on December 16. This period of time when the website is available before reservations are enabled allows customers to create new accounts and get used to the new look and feel of the reservation website. Through our experience, we find this provides a better overall customer experience as customers are prepared to make reservations on the launch day in December without the added stress of creating new accounts and learning a new system.

d. v.) NGPC Staff Training:

Camis expects to facilitate initial training sessions before the production launch and will work with NGPC to find an acceptable format. The training sessions and materials can come in various formats, including in-person training groups, live and pre-recorded webinars, PDF self-guided packages, and pre-recorded video training broken out by topic and/or roles.

A "train the trainer" approach is recommended for the year-round front-line and admin staff to learn each role and feature in the Camis solution. This approach will give the participants the knowledge they can use to assist all roles in learning the Camis solution. The full training will cover but is not limited to the following topics.

- An overview of the Camis solution showing how to access and configure the software layout along with navigating to each available feature.
- How to perform common field tasks like registering walk-in visitors, checking in reservations, making changes to customer bookings, and point-of-sale transactions.
- How to perform setup, management, and administrative type tasks for staff with administrator or management roles. This includes tasks like creating closures, group site holds, and performing reconciliation.
- Working with reports, including how to generate reports used by each role, modify report parameters, and printing or saving reports.
- Troubleshooting procedures and how to use built-in help features like the user guide or creating support tickets.
- An overview of the public reservation website so park staff can guide the public through using the reservation website.
- A complete overview of how to assist customers including pulling up user profiles and booking and sales history.

d. vi., vii.) Camis will work with NGPC to develop a plan and schedule detailing any necessary equipment rollout for NGPC locations in advance of the new system rollout. Camis will also work with NGPC to develop a plan and schedule detailing necessary steps for setting up the financial aspects of the new system including any pre-note authorizations to Agent bank accounts and to deposit monies from sales into the State of Nebraska's Treasury account. Camis is well versed in planning and executing the financial aspects of State Park Reservation System implementations.

2. Project Schedule

The Contractor shall provide a project schedule consolidating all tasks into a logical and manageable flow. This should be a time-based representation of each major task of the project: milestones, dependencies, resource requirements, task durations, and deadlines. The schedule will be detailed enough to show each task to be performed, the start and end date of each task, the expected duration of the task, and turnaround times for NGPC to review, approve, and formally accept or reject the components of the work performed.

A high-level draft schedule can be found below. The draft schedule assumes a Contract Start Date of December 1, 2024 and a Go Live Date of December 16, 2025. The draft schedule includes the milestone/task, milestone/task description, start date and end date, dependencies, and anticipated resources. The Camis Project Team and the NGPC will work together to finalize a project plan and project schedule.



Milestone/Task	Milestone/Task Description	Start Date	End Date	Dependencies	Resources
<i>Initiation and Planning Phase</i>					
Contract Start Date	Contract begins between Camis and NGPC	December 1, 2024			Camis Project Team NGPC Project Team
Kick-Off	Camis and NGPC to schedule a project implementation kick-off meeting	December 1, 2024	December 31, 2024		Camis Project Team NGPC Project Team
<i>Requirements Gathering Phase</i> (Includes finalizing a data migration strategy)					



<p>Batch Requirements Gathering</p>	<p>With the aid of Content Snare, a collaborative information gathering software, Camis and the NGPC will work together to collect as much information about the existing system as possible. The information (including booking categories, fee algorithms, website branding, etc.) will be collected across approximately 4 batches. Deadlines for each batch will be determined once a finalized project plan is agreed upon between Camis and the NGPC. Formal sign off will be required for each batch to ensure the information that is being submitted is as accurate as possible.</p>	<p>January 1, 2025</p>	<p>April 30, 2025</p>	<p>Establishing a finalized project plan</p>	<p>Camis Implementation Specialist Camis Configuration Camis Development Camis UX NGPC Project Team</p>
<p>Configuration and Design Phase</p>	<p>Initial configuration of the system starts, based on the information collected during the Requirements Gathering Phase.</p>	<p>January 15, 2025</p>	<p>August 1, 2025</p>	<p>Requirements Gathering Phase</p>	<p>Camis Configuration</p>



Iteration #1	The first iteration will include initial configuration of the system.	April 16, 2025	May 22, 2025		Camis Configuration Camis Development
Demo #1 (if applicable)	The first iteration may not require a demo.	May 26, 2025	May 30, 2025		Camis Product Specialist
Iteration #2	Iteration #2 will include additional configuration based on the information/data collected during the Requirements Gathering Phase.	May 14, 2025	July 17, 2025	Iteration #1	Camis Configuration
Demo #2	The Camis Product Specialist will provide a demo to the relevant HQ staff who will be conducting testing. The demo will cover any relevant items that are configured/developed to date and are ready to be tested. The NGPC will be provided with a test plan.	July 21, 2025	July 23, 2025	Necessary Iteration #2 configuration and development	Camis Product Specialist



<p>Client Testing</p>	<p>The NGPC will have approximately 10 business days to conduct testing of this iteration and to submit tickets.</p>	<p>July 24, 2025</p>	<p>August 6, 2025</p>	<p>Iteration #2 demo and development of testing plan</p>	<p>NGPC Project Team (those who will primarily be conducting testing)</p>
<p>Iteration #3</p>	<p>Iteration #3 will include additional configuration based on the information/data collected during the Requirements Gathering Phase.</p>	<p>July 9, 2025</p>	<p>September 11, 2025</p>	<p>Iteration #2 client testing completed within the given timeframe</p>	<p>Camis Configuration</p>
<p>Demo #3</p>	<p>The Camis Product Specialist will provide a demo to the relevant HQ staff who will be conducting testing. The demo will cover any relevant items that are configured/developed to date and are ready to be tested. The NGPC will be provided with a test plan.</p>	<p>September 15, 2025</p>	<p>September 17, 2025</p>	<p>Necessary Iteration #3 configuration and development</p>	<p>Camis Product Specialist</p>
<p>Client Testing</p>	<p>The NGPC will have approximately 10 business days to conduct testing of this iteration and to submit tickets.</p>	<p>September 18, 2025</p>	<p>October 1, 2025</p>	<p>Iteration #3 demo and testing plan</p>	<p>NGPC Project Team (those who will primarily be</p>



					conducting testing)
Iteration #4	Iteration #4 will be the final iteration prior to Go Live (Final UAT).	September 3, 2025	October 9, 2025	Iteration #3 client testing completed within the given timeframe	Camis Configuration
Demo #4	The Camis Product Specialist will provide a demo to the relevant HQ staff who will be conducting testing. The demo will cover any relevant items that are configured/developed to date and are ready to be tested. The NGPC will be provided with a test plan.	October 13, 2025	October 15, 2025	Necessary Iteration #4 configuration and development	Camis Product Specialist
Final Client Testing Phase	The NGPC will have approximately 10 business days to conduct testing of the final iteration prior to Go Live. The client will receive additional releases, fixes, improvements, and updates post-Go Live. The	October 16, 2025	October 29, 2025	Iteration #4 demo and testing plan	NGPC Project Team (those who will primarily be conducting testing)



	needs and frequency of releases will be discussed between the Camis Client Account Manager and the NGPC during the Operational Phase.				
<i>System Readiness Phase</i>				Completed Client Testing	
Camis Help Desk Training	The Camis Help Desk will be trained on any client-specific information. The team will also create support documentation for each park location.	October 1, 2025	November 30, 2025	Configuration and development is complete for the Camis software and reservation website.	Camis Help Desk
Call Center Training	The Call Center (whether that is the client's call center or the Camis call center) will be trained appropriately regarding the Camis software application, reservation website, client	October 1, 2025	November 30, 2025	Configuration and development is complete for the Camis software and reservation website, all	NGPC Call Center Management



	<p>policies, and customer interactions. If using the NGPC Call Center, the management would attend the End-To-End Client Training session and teach the rest of their Call Center staff based on the training management received.</p>			<p>necessary information needed from the client is gathered (policies, park information, call scripting, etc.)</p>	
<p>End-To-End Client Training</p>	<p>The Product Specialist will provide end-to-end training to HQ and management/supervisors in a Train the Trainer format.</p> <p>Camis and the NGPC will work together to determine the most appropriate time and number of attendees for the remote end-to-end client training. Ideally the training would take place after all testing phases are complete.</p>	<p>November 1, 2025</p>	<p>November 30, 2025</p>	<p>Client Testing Completed</p>	<p>Camis Product Specialist</p>



<p>Final Data Migration</p>	<p>Camis and NGPC to determine the best timing for a final data migration</p>	<p>TBD</p>	<p>TBD</p>	<p>NGPC no longer taking reservations through the legacy system</p>	<p>Camis and NGPC</p>
<p>Initial Reservation Website Launch</p>	<p>The website is available to NGPC customers to browse and create accounts.</p>	<p>December 9, 2025</p>	<p>December 15, 2025</p>		<p>Camis Project Team NGPC Project Team</p>



<p>Reservation Go Live</p>	<p>The reservations system is enabled to start taking Call Center and Internet reservations.</p>	<p>December 16, 2025</p>	<p>December 16, 2025</p>	<p>Reservation website launch</p>	<p>Camis Project Team NGPC Project Team</p>
<p><i>Operational Transition Phase</i></p>	<p>Once the system is live and customers are making reservations, the implementation project will come to a close and transition into the Operational Phase where the Camis Client Account Manager will take over as the primary point of contact for NGPC</p>	<p>December 22, 2025</p>	<p>Contract End Date</p>	<p>Reservation Go Live</p>	<p>Camis Client Account Manager NGPC Operational Team</p>
<p>Camis Project Manager hand-off to Camis Client Account Manager</p>	<p>The Camis Project Manager will no longer be the primary contact and will transition the responsibility to the identified Camis Client Account Manager</p>	<p>December 22, 2025</p>	<p>Contract End Date</p>	<p>Successful launch and start of Operational Transition Phase</p>	<p>Camis Project Manager Camis Client Account Manager</p>



Spring Training	Camis and the NGPC will work together to determine if Spring 2026 training will be necessary and when/how it should occur.	TBD if necessary	TBD if necessary	Depends on the need – to be determined	Camis Product Specialist
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3. Participants

The Contractor shall provide a listing of all key contract participants, what their role is if they will be on-site, for what period, and who is responsible for completing the task represented in the schedule. NGPC reserves the right to approve or reject any changes to the contractor's Project Manager or other key personnel after the contract is awarded. NGPC also reserves the right to require key personnel changes with reasonable notice to the contractor.

A list of key Camis personnel is provided below. These are management and Executive representatives from each department at Camis who share an involvement in a new client implementation. The Camis Project Manager will be responsible for assigning specific resources from each team for the project. This will be completed once the project initiates and a project team is finalized. Camis does not foresee any staff needing to be on site; all Camis staff are direct Camis employees (not subcontracted) and who work on site at Camis facilities. Camis understands that NGPC reserves the right to approve or reject any changes to Camis' Project Manager or other key personnel after the contract is awarded. Camis also understands that NGPC reserves the right to require key personnel changes with reasonable notice to Camis.

Resumes and references for each team member are in Appendix A.

Key Camis Team Members

Role	Role Description	Camis Staff Member	Years Camis Experience	Years Related Experience
Project Manager	PMP Certified Project Manager for the implementation stage, facilitating regular status calls, ensuring project remains on schedule.	Greg Rafalowski	6	11



<p>Implementation Specialist</p>	<p>Product Subject Matter Expert, main point of contact for product questions during implementation stage, working with client and product management team to ensure that the solution satisfies client requirements. Leads software demos for each iteration stage.</p>	<p>Tom Oldershaw</p>	<p>4</p>	<p>7</p>
<p>Client Account Manager</p>	<p>Account Manager, will take over from Project Lead after launch, serves as main point of contact for client post-launch. Manages client relationships and advocates for their needs. Ensures that Camis delivers on contractual obligations.</p>	<p>Kristine Vess-Golden</p>	<p>7</p>	<p>26</p>
<p>Call Center and Help Desk Operations</p>	<p>Director of Service Operations, responsible for all call center and help desk operations. During implementation will work with the client to ensure that the Help Desk is ready for Go Live. If at some point NGPC would like to add the Camis Call Center to the</p>	<p>Penny Petrie</p>	<p>17</p>	<p>22</p>



	contract, then the Director of Service Operations would oversee that the implementation is successful.			
Security and Compliance	Security and Compliance lead, working to ensure that Camis offers the highest possible level of security and is fully compliant with all necessary regulations. Available during implementation for any security/compliance-related questions.	Asif Saleem	8	17
Systems, Infrastructure, and Field Operations	Field Operations Manager, responsible for the performance of the Camis solution and related hardware in the field. Available during implementation for any hardware/field-related questions.	Marc Dufresne	14	26
Training	Product Specialist, responsible for all training prior to Go Live as well as ongoing training post-launch. Available during implementation as	Sara Stanislawski	4	6

	Subject Matter Expert and to offer product support to the client.			
Quality Assurance	QA Lead. Ensures that all aspects of the product meet Camis' high standards during implementation, works with client on client to troubleshoot issues, performs payment testing.	Derek White	16	16
Configuration	Configuration Lead. Responsible for configuration of the product during the implementation stage, ensures that all aspects of clients' inventory, business rules, and fees match client requirements.	Jenna Hill	10	10
Product Management	Interim Director of Product Management. Oversees the planning and execution of all software development projects.	Ian Murray	13	6
Software Engineering	Director of Software Engineering. Oversees the planning and execution of all software	Marc Gardiner	16	16



	development projects. Conducts resource planning, team management and continuous process improvements.			
Executive Sponsor	Vice President of Business Development. Oversees all new contract implementations at a high level. Escalation point for client concerns.	Dan Garofalo	13	13

4. Plan Finalization

The Project Management Plan shall be considered finalized when NGPC Project Manager or designee and the contractor have provided signature approval of the project plan. The contractor’s Project Manager and team lead should meet with NGPC staff on an agreed-upon basis to report on work progress and general issues and to test approved applications.

Camis acknowledges and agrees with the requirement that the Project Management Plan shall be considered finalized when the NGPC Project Manager or designee and Camis have provided signature approvals of the project plan. Camis' Project Manager and team lead will meet with NGPC staff on an agreed upon basis to report on work progress and general issues and to test approved applications. The draft project schedule provided in section F. Project Planning and Management, requirement #2, outlines the four iterations that NGPC will receive throughout the implementation phase. NGPC will have the opportunity to test these iterations and provide approval Please also see a sample of our Communication Plan below.

Communication Plan

Regular Intervals of Communication

Within the first 30 days of the Implementation Project, Camis will provide the NGPC team with a Project Team Contact List that includes the names, necessary contact information, and contact times of all Camis project team members that may be contacted during emergencies or extended unresolved issues. One emergency contact will be designated as available 24 hours a day/seven days a week. The list will also identify each Camis employee's role and responsibilities within the Implementation Project.

Coordination of Communication Activities

The Camis Project Manager will be the lead for all communications during the Implementation of the project. Camis will provide all meeting scheduling, telephone conferencing, and video conferencing facilities. Our conferencing facilities will allow NGPC staff to be in any location where they have phone and internet services. Not all meetings will require voice and video; however, we will always have the option depending on the type of call. Meetings will be scheduled and conducted using Camis' Microsoft Teams system.

Format and Frequency of Status Meetings

For the duration of the project, Camis will schedule a regular weekly project meeting. Camis will provide a written agenda to the NGPC Project Manager 24 hours prior to the status meeting. The meetings between the Camis Project Team and the NGPC project team should not last longer than 30-60 minutes depending on the agenda items. Camis will provide a meeting invite using Microsoft Teams and run the meeting. Any actions or decisions from the meeting will be recorded by Camis and provided in a status update.

Any adjustments to the meeting schedule will be agreed upon by the Project Manager from Camis and the NGPC team. Once the project shifts from the implementation phase to the operational phase, the Camis Project Manager will no longer be a member of the project team and the Client Account Manager will lead meetings and be the main point of contact. At this stage, the Status Report would change its format to align with an Operational Phase. Also, attendees that may have been required during the Implementation Phase may no longer be required during the Operational Phase. Camis has always had annual meetings with our clients, and this is expected to continue with NGPC. Camis will bring to these meetings many representatives of the team that provides NGPC with their reservation service. We will provide yearly statistics, service reviews (help desk and training), review product updates, and provide industry updates based on RFPs and industry analysis. We also provide plenty of time to listen to our clients and review all concerns and discuss future needs. Many times, these initial discussions lead to future updates that expand or enhance your current reservation system.

Weekly Status Meeting Reports

Weekly status meeting reports will be provided to NGPC within one business day following each project status meeting. The report will include attendees, agenda, overview of the topics discussed, new actions, who is responsible and by when, and status of prior actions. The status report will verify that the project is on track, identify any risks that need to be dealt with as quickly as possible, and identify all decisions.

Monthly Status Reporting

Camis will provide monthly summaries concerning the status of the project within 5 business days from the end of the month being reported on. The monthly report will include a list of major accomplishments, and key milestones will be identified from the Implementation Plan and reported on in the status report. The report will also include completed deliverables, issues, problems, actions, and work for the next period. Camis will be sure to provide the NGPC team with plenty of warning when we are expecting a deliverable from NGPC. Camis will also provide guidance as to the impact any missed deliverables would have on the rest of the project.

Special Meeting Needs

Camis takes full advantage of special meeting needs for key stages of planning, testing, and training prior to implementation. Camis strives to include the appropriate team personnel in these meetings because we want our team to get exposure to our client's needs and participate in the information exchange and decision-making. For example, during the key stage of final testing, we will have our product staff, our testing staff, and training staff involved in the meetings and even during a portion of the User Acceptance Testing.

5. Testing

The Contractor shall provide a testing environment for NGPC User Acceptance Testing (UAT) which is as close to the production environment as possible and is clearly distinguishable (such as on all screens and receipts) from other environments. The Contractor should provide: a. Test plans and scenarios for each component/module implemented. NGPC may assist to develop the plans, and test scenarios, b. the performance of business logic testing against all documented business rules to include validation of appropriate system response for invalid or unexpected input conditions as well as valid conditions, c. monitoring of the testing process and status, d. the logging and tracking of errors as they are detected during testing, e. the resolution of detected errors and for additional testing to occur to validate resolution measure implemented achieve the desired results, f. coordination and management of User Acceptance Testing as

needed throughout the life of the contract; and, g. the test environment configuration data to be updated with production data prior to any UAT.

Camis utilizes a multi-layered approach for quality assurance and testing. More than 21,000 unit tests designed to verify behavior at the most specific level are run and must pass successfully, before each code change that is made to the system. Each of our Software Developers uses highly specialized development tools to run these unit tests in real-time as they write code, providing them with an extremely tight quality management feedback loop. Automated end-to-end tests are run as each code change is introduced to the system, as well as every evening. These end-to-end tests verify the functionality of the website by selecting links and fields, and making payments from the perspective of a customer, replicating a wide variety of use cases and scenarios. The Camis Quality Assurance (QA) team tests each iteration of the system delivered to the User Acceptance Test (UAT) environment during project implementation to ensure good quality and configuration accuracy. A suite of customized, documented manual regression tests are run which focus on the specific configurations of NGPC. NGPC will also be provided with the opportunity to view, test, and report any issues or problems with the system in the UAT environment during the configuration iterations of the software and final User Acceptance Testing.

At the start of the configuration and design phase, the Camis Quality Team will update the Test Plan with NGPC specifics and provide the approach, schedule with milestones, and process to approve the completion of testing. During the configuration and design phase, the Camis Configuration and Development Teams will configure the Camis solution for NGPC. During this phase, Camis would deliver three iterations to the User Acceptance Test (UAT) environment so that NGPC has an opportunity to view functionality throughout design and development. After each iteration is complete, the Camis Quality Assurance Team will perform an internal verification to ensure the iteration is of good quality. Each iteration will include updated user documentation that will be incorporated into the Camis solution. Camis will then provide the NGPC team with a demonstration of the functionality included in the iteration. Following the demonstration, and if relevant, NGPC Subject Matter Experts will have an opportunity to use the system and identify any problems. Camis utilizes Atlassian Jira incident management software to document, categorize, and report on all issues. End users may track the progress of their incident using the Camis Help Center. Camis will provision and maintain a dedicated staging (UAT) environment for all NGPC testing activities. The staging environment infrastructure is a scaled-down replica of the production environment to ensure that all functional testing activities are relevant. Camis will work with the NGPC to verify the quality of each platform update within the dedicated staging environment, with supporting release notes and user guide updates. Camis will also provision and maintain a dedicated training (Preview) environment for all NGPC software training activities. The training environment runs the same version as the production environment, allowing new users to practice using the same system without

running the risk of accidentally changing production transactions. The NGPC will have access to all of the features available in production, allowing users the opportunity to practice any feature safely. The Camis Quality Assurance team will work directly with testers to resolve any issues or problems identified as part of UAT testing.

In the final testing phase, Camis will perform final regression testing and the UAT environment will be set up with the completed software ready for client testing. Even though the NGPC Project Team was provided with the opportunity to test during the iteration releases they will have the opportunity to view, test, and report any issues or problems with the completed software during a final UAT. All problems found during the iteration testing and final UAT will be recorded and fixed in subsequent releases to the UAT environment for final regression testing. The Camis QA team will create a testing plan that is based on the requirements in the RTM. This testing plan will be used for each iteration of the software that NGPC will have access to. Camis has a Test Management Plan and we will work with NGPC to customize the plan for specific scenarios.

6. Change Control

The Contractor should identify any changes to the project plan affecting the originally agreed to delivery date. The NGPC technical team should be included in the change management process. Change management includes assessing and reporting on the risk and timing of implementation against the other components of the State Park Reservation System. Any plan changes must be agreed upon by both parties, documented as a change to the project plan, and require an approval signature on the revised project plan from NGPC Project Manager or designee and the Contractor. Contractor should communicate and coordinate any changes to Contractor's security infrastructure which directly affect the security of State Park Reservation System data. Contractor should not modify any part of the security posture of the State Park Reservation System unless this is coordinated in advance with NGPC IT staff. This includes any changes to the hardware, software, or any technical services which may indirectly have an impact to the Contractor security posture.

The Camis approach to change management is based on the Project Management Body of Knowledge (PMBOK) supported by the Project Management Institute (PMI). Camis will lead all change management activities through the Project Manager to ensure that any changes made to the project are analyzed, documented, understood, and signed off by all parties. Change requests can include the addition of features to software applications, hotfixes, security patches, configuration modifications, and upgrades to network equipment. The steps included are the reason for the change, impact analysis, development, deployment, testing, and final approval of changes before moving into production.

The change management process is used to ensure that a uniform and consistent process is followed when evaluating changes to the environment, that no unnecessary changes are made, that all changes are documented, and to ensure that PCI compliance and best practice standards are

followed. This also adheres to the benefit of avoiding unnecessary service disruption and efficient resource utilization. Any deviations from configuration standards will be identified and include the required justification and approval within the change request.

Camis utilizes a disciplined delivery approach toward product technology change management aimed at facilitating safe, incremental progress. Product technology change initiatives have an inherently high impact and as such greatly benefit from adherence to safety controls. By leveraging progressive release stages, we reduce risk by providing the quality of our product technology changes in controlled environments, which gives Camis and our clients the confidence that the changes deliver superior experiences.

Successful implementation of this control process at Camis depends on the understanding and support of management. The Camis executive and management team will support the change process by first understanding the need for change and second promoting the change behaviors across the organization necessary to implement a successful change. A broad understanding of the environment and its role at Camis is essential, and the ability for management to allocate appropriate resources and staff to its completion is required for it to be useful.

The Camis policy for Change Control for changes within our software or supporting infrastructure is completed in several stages:

1. Identify the need for a change (business justification).
2. Create an appropriate change request to document the change including the reason for the change.
3. Determine what change needs to be made to satisfy the requirement.
4. Determine the impact of such a change:
 - a. Environment: Corporate, Production
 - b. Client Application: Public Internet Users, Parks & Headquarters, Call Center
 - c. Infrastructure Components: Servers, Network, Cloud (Infrastructure as a Service, Platform as a Service, Software as a Service), Applications, Web, Database, Payment Processors.
5. Determine if the changes meet the following requirements:

- a. Any network/access change must comply with PCI DSS 3.2.1 and best practice standards.
 - b. For infrastructure, changes ensure that the internal/external PCI vulnerability scan has been executed.
 - c. For Client applications, prior to deployment, ensure the code has been scanned to detect bugs, code smells, and security vulnerabilities
6. Identify the priority as critical, high, medium, or low.
 7. Configuration changes are reviewed during weekly management Change Meetings, and change orders are assigned to the designated IT resource.
 - a. Deploy the solution in UAT/Test environment first and complete the testing.
 - b. In the case of the Client's application, the test plans and descriptions for the Software release are shared with the client for sign-off and approval
 8. When approved:
 - a. Determine if the change requires a maintenance window, or whether it can be completed outside of maintenance times.
 - b. In the case of the Client's application ensure that the approval is received, and the deployment date is firmed up with the Client
 9. Ensure that the solution is implemented successfully through the use of a feedback loop between our change implementers and our impacted stakeholders until the required results are achieved.
 10. If required, update the necessary documentation.
 11. Close the change order.

When a significant change is needed that impacts the entire environment, Camis will make sure that all new or changed systems and networks must comply with all relevant PCI DSS requirements, and the documentation is updated as applicable to meet PCI DSS 6.4.6 requirements.

1. Ensure all applicable infrastructure diagrams including network, and all application process workflows are updated
2. Ensure hardware inventories and configuration standards are kept up to date and security controls are applied where needed.
3. Systems are configured per configuration standards, with all default passwords changed and unnecessary services disabled.
4. Systems are protected with required controls e.g., file-integrity monitoring (FIM), anti-virus, patches, audit logging.
5. Sensitive authentication data (SAD) is not stored.
6. New systems are included in the regular internal and external vulnerability scanning process.

The change management plan starts with the change being introduced during the implementation of the State Park Reservation System for the NGPC. The Camis project manager will complete a Change Request form to capture all the relevant details of the desired change. By gathering all the relevant details, it is much easier to support the organization's ability to train and build buy-in into the change. Depending on the details of the change, it will either be accepted or denied as a joint decision between Camis and the NGPC.

Once that decision is made, communication is sent to the impacted stakeholders to ensure everyone is on the same page. More than one communication medium is used to ensure complete understanding (i.e. email, meeting). Once this step in the change management plan is complete, Camis will add the change to the Change Log. The change log is the single document where all changes will be documented which greatly improves project governance. It allows for all stakeholders to understand all the changes that were made to the project during implementation, when and why they were accepted, and ultimately implemented. This document allows for better information sharing across the teams at Camis and the NGPC to ensure everyone is always on the same page.

Changes do not necessarily have to happen within our software or supporting infrastructure. Some changes are required during project implementations that impact current business processes and their supporting documentation. Camis uses an internal knowledge base tool called Confluence to maintain our documentation. Confluence is our team collaboration software that offers a web-based interface for team communication and documentation of procedures, reference information, and support tips for activities related to ongoing operations.

To keep an orderly and uniform Knowledge Base, employees are required to follow a Documentation Control Process before making or assisting in any major changes (re-arranging page trees, adding pages with no pre-made template, major editing of a page) in the Knowledge Base. Camis requires clear and consistent documentation to run our business effectively. As an integral part of maintaining the quality of our documentation, The Help Desk Analyst Team at Camis takes ownership of maintaining up-to-date and accurate documentation of new business processes impacting client services and support. The Executive team at Camis provides governance to the organization on all change implementations and supports our management team in absorbing and promoting changes that are necessary for the ongoing success of both Camis and our client's business interests.

Depending on the level of change, further steps in training may be required both internally for our internal Camis staff and our clients. The client training team monitors all release notes and changes within our software and provides regular demos and training for our clients when there are changes. If internal changes require training, Camis employs dedicated roles that are responsible for training their respective teams. Camis will include training for the NGPC staff in the schedule at multiple points throughout the project. This is to ensure training on the system is completed prior to testing commencing, as well as training closer to when the parks open for the season so park staff can receive training as well. Internally, the Camis Help Desk team will plan to have training scheduled no later than November 2025. This training will be to account for any changes to our software or business process to ensure continued success with the NGPC.

This approach to our overall business change management strategy, whether it be changes to a project, processes, our software, or documentation is used to ensure that a uniform and consistent process is followed when evaluating changes, which is a key element to achieving high-quality products and services for our clients.

G. PERFORM IMPLEMENTATION

The Contractor will provide and configure a State Park Reservation System for agency-wide implementation. All data must be converted from the current State Park Reservation System to the contractor's State Park Reservation System prior to the go-live date. Data migration and testing of the migration process must be done in advance, according to the Test Plan, to ensure seamless transition for go-live. The bidder will manage the State Park Reservation system throughout the design, development, administration, and delivery stages. Components of the State Park Reservation System must be installed and implemented for all State Park facilities at the same time.

Camis has completed more than 25 implementations of our software to date. This experience has allowed us to develop a series of best practices and project management methodologies. Camis has reviewed the RFP requirements in their entirety and we're confident that we can provide the solution

that give Nebraska Game and Parks Commission the State Park Reservation System they are looking for.

Our approach to project management, methodologies, and processes is based on the Project Management Body of Knowledge (PMBOK) supported by the Project Management Institute (PMI). Camis' overall approach is structured around each Process Group from the PMBOK, beginning with the Initiation Process Group, followed by Planning, Executing, Monitoring and Controlling, and ending with the Closing Process Group.

Camis manages the integration between the processes, their interactions, and the purposes they serve to deliver projects on time, on budget, and with the functionality required for successful operations. In order to do this effectively, Camis will provide an experienced team to implement our proposed solution. The team will take a leadership role in project management and we will provide subject matter experts who cover software development, networking, hardware, data centers, security, disaster recovery, payment processing, finance, help desk support, and call center support, as is relevant in relation to the RFP requirements.

Camis has prepared a project work plan, outlined below.

The detailed project plan includes all project phases and milestones detailed below:

1. Execution of the Agreement
2. Initiation and Planning Phase
3. Requirements Gathering Phase
4. Configuration and Design Phase
5. Final Testing Phase
6. System Readiness Phase
7. Go Live Phase
8. Operational Phase

Execution of the Agreement

For the purposes of the project work plan, an assumption was made that the start of the contract will be December 1, 2024; however, this is not a requirement for the rest of the plan. The execution of the contract could occur before or after that date.

Initiation and Planning Phase

The finalized project plan will be delivered to the NGPC team within 30 days after the execution of the contract and would have an updated project schedule reflecting the finalized dates. Soon after the acceptance of the project schedule, the Camis Project Manager would be in contact with the NGPC Project Manager to set up a project kick-off meeting in December 2024. At the kick-off meeting, a considerable amount of time would be spent reviewing all project deliverables to ensure Camis understands all requirements. Camis and NGPC will want to review all aspects of the RFP to ensure we implement the solution NGPC wants to see. Any requirements that are not configurable with the existing Camis solution would be identified for design and development. During the initiation and planning phase, the project teams would also start preliminary requirements gathering. There would be an overlap in phases at this stage in the project as we begin to plan the configuration and design phase. Any requirements not fully captured during the project kick-off meeting would continue being discussed during design workshops and analyzed to ensure all requirements are captured.

Requirements Gathering Phase

Following the kick-off meeting, the project will continue with the requirements gathering phase. It's during this time that we will clarify business rules, review your current site parameters and park information, discuss confirmation letter content, review reports, and finalize a data migration strategy. Camis plans to gather most of this information through a collaborative tool called Content Snare. Content Snare is a software program that easily allows for document sharing between Camis and NGPC resources. Documents can be gathered in one place, ensuring efficient and organized communication. Camis and NGPC can collaborate through Content Snare using the Comment feature, and NGPC can submit their content for review and approval. During this phase we would also prepare and review any new requirements that do not have complete specifications. A number of Microsoft Teams meetings would be set up with the NGPC team to review the specifications and, in some cases, view some demonstrations. Based on the assumed contract start date, Camis would plan to begin requirements gathering by January 1, 2025. Various documents and requirements will be collected in a series of four batches through Content Snare over a period of several weeks.

As an output of the requirements gathering phase, Camis will develop a Requirements Traceability Matrix (RTM) to ensure that all requirements of the RFP are completed during the project. The RTM will be used throughout the project to ensure all decisions are tracked to the original requirements. The RTM will serve as a framework for functionality that must be delivered during the configuration and design phase.

Configuration and Design Phase

At the start of the configuration and design phase, the Camis Quality Team will update the Test Plan with NGPC specifics and provide the approach, schedule with milestones, and process to approve the completion of testing. During the configuration and design phase, the Camis Configuration and Development Teams will configure the Camis solution for NGPC. During this phase Camis would deliver four iterations to the User Acceptance Test (UAT) environment so that NGPC has an opportunity to view functionality throughout design and development. After each iteration is complete, the Camis Quality Assurance Team will perform an internal verification to ensure the iteration is of good quality. Each iteration will include updated user documentation that will be shared with the necessary members of the NGPC team. Camis will then provide the NGPC team with a demonstration of the functionality included in the iteration, if needed. Following the demonstration, NGPC Subject Matter Experts will have an opportunity to use the system and identify any problems through initial testing using the Camis Help Center to submit tickets.

Final Testing Phase

In the final testing phase (Iteration #4), Camis will perform final regression testing and the UAT environment will be set up with the completed software ready for client testing. Even though the NGPC Project Team was provided with the opportunity to test during some of the prior iteration releases, they will have the opportunity to view, test, and report any issues or problems with the completed software during a final UAT. All problems found during the iteration testing and final UAT will be recorded and fixed in a subsequent release to the UAT environment for final regression testing. UAT of the applications to be used by park staff and the public is planned to be completed in November 2025. Camis expects that at this time final discrepancies will be corrected to allow the project to shift into System Readiness phase.

System Readiness Phase

The System Readiness Phase will overlap the configuration/design and testing phases. This phase includes training development, call center and help desk preparation, delivery of a disaster recovery plan, and system testing that includes data migration testing and payment services provider testing. Camis will discuss with the NGPC a time frame for the existing vendor to stop taking reservations ahead of the final data migration. As part of the system readiness phase, Camis will provide training prior to the Go Live date. Camis expects to facilitate initial training sessions before the production launch and will work with NGPC to find an acceptable format. The training sessions and materials can come in various formats, including in-person training groups, live and pre-recorded webinars, PDF self-guided packages, and pre-recorded video training broken out by topic and/or roles.

A "train the trainer" approach is recommended for the year-round front-line and admin staff to learn each role and feature in the Camis solution. This approach will give the participants the knowledge they can use to assist all roles in learning the Camis solution. The full training will cover but is not limited to the following topics.

- An overview of the Camis solution showing how to access and configure the software layout along with navigating to each available feature.
- How to perform common field tasks like registering walk-in visitors, checking in reservations, making changes to customer bookings, and point-of-sale transactions.
- How to perform setup, management, and administrative type tasks for staff with administrator or management roles. This includes tasks like creating closures, group site holds, and performing reconciliation.
- Working with reports, including how to generate reports used by each role, modify report parameters, and printing or saving reports.
- Troubleshooting procedures and how to use built-in help features like the user guide or creating support tickets.
- An overview of the public reservation website so park staff can guide the public through using the reservation website.
- A complete overview of how to assist customers including pulling up user profiles and booking and sales history.

Go Live Phase

According to the preliminary project schedule, the Go Live Phase is slated to begin December 1, 2025; however, Camis will work with NGPC to determine the most suitable time to begin this phase. The project plan suggests that our solution will be ready to launch by December 16, 2025. Camis is flexible in determining a Go Live plan along with NGPC. Our experience has taught us that launching the reservation website prior to reservations starting is a best practice for customer experience. This allows customers to get a look and feel for the new reservation website prior to the reservation launch date. The launch date for the website in the schedule has been tentatively set for December 9, 2025. These dates are flexible and our teams will work together to determine the plan and the length of time for the reservation website to be available to the public prior to reservations starting December 16.

Operational Phase

After the reservation system launch in December 2025, Camis will provide ongoing support and maintenance covering the entire scope of the system. Once the system launches, the Camis Client Account Manager expects to have regularly scheduled meetings to ensure all elements of the system are running smoothly for the duration of the contract. The Camis product specialist will prepare and share a video training package ahead of the 2025 season as more park staff will be available. If deemed necessary, the product specialist can also conduct a webinar session. This session would likely be held in the early Spring of 2025. The Camis Help Desk will be a consistent source of ongoing support once the system is implemented. Our Camis Help Portal will keep track of all issues and our teams will work together on how to resolve reported issues and plan for releases as required. Any changes to the system will be recorded in our end-user documentation and sent out as an update to NGPC staff prior to the change being deployed to production. The Camis trainers keep a close eye on the issues being reported by clients for any issues that can be minimized through improved documentation or "Tips from the Trainer." Additional training resources will be sent to park staff if it is determined that a common problem can be solved with additional instructions.

The operational phase will include access and regular communication from your client success team that will have subject matter experts from all departments at Camis. If NGPC has concerns about unmet timelines or issues with the system being delivered at any time during the project, Camis will support requests for a meeting with NGPC to address the concern. Camis will ensure that high-level management staff are present at the meeting so that the concerns expressed by NGPC are heard and acted upon by Camis management. The following section outlines a sample communication plan that Camis uses during system implementation projects. Camis will work with NGPC to determine the most appropriate communication strategy and intervals that work for the agency.

Communication Plan

Regular Intervals of Communication

Within the first 30 days of the Implementation Project, Camis will provide the NGPC team with a Project Team Contact List that includes the names, necessary contact information, and contact times of all Camis project team members that may be contacted during emergencies or extended unresolved issues. One emergency contact will be designated as available 24 hours a day/seven days a week. The list will also identify each Camis employee's role and responsibilities within the Implementation Project.

Coordination of Communication Activities

The Camis Project Manager will be the lead for all communications during the Implementation of the project. Camis will provide all meeting scheduling, telephone conferencing, and video conferencing facilities. Our conferencing facilities will allow NGPC staff to be in any location where they have phone and internet services. Not all meetings will require voice and video; however, we will always have the option depending on the type of call. Meetings will be scheduled and conducted using Camis' Microsoft Teams system.

Format and Frequency of Status Meetings

For the duration of the project, Camis will schedule a regular weekly project meeting. Camis will provide a written agenda to the NGPC Project Manager 24 hours prior to the status meeting. The meetings between the Camis Project Team and the NGPC project team should not last longer than 30-60 minutes depending on the agenda items. Camis will provide a meeting invite using Microsoft Teams and run the meeting. Any actions or decisions from the meeting will be recorded by Camis and provided in a status update.

Any adjustments to the meeting schedule will be agreed upon by the Project Manager from Camis and the NGPC team. Once the project shifts from the implementation phase to the operational phase, the Camis Project Manager will no longer be a member of the project team and the Client Account Manager will lead meetings and be the main point of contact. At this stage, the Status Report would change its format to align with an Operational Phase. Also, attendees that may have been required during the Implementation Phase may no longer be required during the Operational Phase. Camis has always had annual meetings with our clients, and this is expected to continue with NGPC. Camis will bring to these meetings many representatives of the team that provides NGPC with their reservation service. We will provide yearly statistics, service reviews (help desk and training), review product updates, and provide industry updates based on RFPs and industry analysis. We also provide plenty of time to listen to our clients and review all concerns and discuss future needs. Many times, these initial discussions lead to future updates that expand or enhance your current reservation system.

Weekly Status Meeting Reports

Weekly status meeting reports will be provided to NGPC within one business day following each project status meeting. The report will include attendees, agenda, overview of the topics discussed, new actions, who is responsible and by when, and status of prior actions. The status report will verify that the project is on track, identify any risks that need to be dealt with as quickly as possible, and identify all decisions.

Monthly Status Reporting

Camis will provide monthly summaries concerning the status of the project within 5 business days from the end of the month being reported on. The monthly report will include a list of major accomplishments, and key milestones will be identified from the Implementation Plan and reported on in the status report. The report will also include completed deliverables, issues, problems, actions, and work for the next period. Camis will be sure to provide the NGPC team with plenty of warning when we are expecting a deliverable from NGPC. Camis will also provide guidance as to the impact any missed deliverables would have on the rest of the project.

Special Meeting Needs

Camis takes full advantage of special meeting needs for key stages of planning, testing, and training prior to implementation. Camis strives to include the appropriate team personnel in these meetings because we want our team to get exposure to our client's needs and participate in the information exchange and decision-making. For example, during the key stage of final testing, we will have our product staff, our testing staff, and training staff involved in the meetings and even during a portion of the User Acceptance Testing.

Data Migration Plan

Camis has the ability to import historical transactions from the current reservation system to the new reservation system. Prior to converting and migrating the data, Camis will work with NGPC on a data migration plan to be approved by the agency. Below is the methodology Camis uses. Specifics of when and how we import the data will be discussed during the contract negotiation stage of the procurement as we better understand the agency's data structure and requirements.

Camis typically completes the data migration portion of our implementation in three distinct phases, with Phase 1 being the vast majority of the data being migrated. To migrate the data, Camis will use custom-built in-house software. The migration of the data will occur within a secure data processing environment. This environment has no system-generated communications or third-party data interactions. The goal is to keep customer information secure during the migration process while obtaining 100% accuracy in converting existing facility and customer data. In order to achieve 100% accuracy, the test strategy of this phase is to leverage high-level, aggregate, transactional and financial reporting from the source and target systems. The historical reservation data import will be considered to be successful when the reporting from the source and target systems match, and

manual edge case assessments have been completed to the satisfaction of both the Camis team and the NGPC. This testing will ensure that no data will be lost during the data migration.

- In Phase 1, Camis typically imports all park data, website content, photos, and digital maps. Phase 1 will also include campsite details, photographs, facilities, amenities, operating seasons, site alerts, digital maps, and fee schedules. The importance of this phase is paramount as it enables the NGPC to view the Camis solution with their State Park information. For Phase 1, Camis plans to start this process with the NGPC during the Requirements Gathering milestone currently scheduled between January 1, 2025 and April 30, 2025. Camis will work with NGPC to understand their data structure so we can prepare our custom-built in-house software to load that info into the Camis system.
- Phase 2 of the data migration process will be focused on migrating historical reservations for which the arrival date has passed and customer profiles that have been active within a pre-defined period of time determined between Camis and NGPC. Camis and NGPC will work together to determine the appropriate amount of historical reservation data to import. While there will be three phases for the data migration, Phase 2 of the data migration will be rapidly iterated as Camis tests the migrated data throughout the configuration and design phase of the project. During this longer phase, Camis and the NGPC will test and iterate on the import to ensure 100% accuracy is achieved with migration prior to the final phase beginning during the cutover period from the prior system to the Camis 5 system. The test strategy of this phase is to leverage high-level, aggregate, transactional and financial reporting from the source and target systems. The historical reservation data import will be considered successful when the reporting from the source and target systems match, and manual edge case assessments have been completed to the satisfaction of both the Camis team and NGPC.
- Phase 3 will be the completion of the data migration portion of the system implementation project as this needs to happen very close to the reservation Go Live Date. This is when the NGPC will need to shut down their prior reservation system, export the data, and provide the final data extract to Camis for migration into the Camis 5 system. Camis and NGPC can work together to determine the most appropriate time for this cutover period, based on an assumed December 16, 2025 reservation launch date, which would be the earliest date that reservations would be enabled on the new system. Camis is flexible and will work with NGPC to determine the most appropriate time to cut over to the new system to avoid as much disruption to customers as possible. In order to achieve that, the goal is to have the final phase of the data migration completed prior to December 3, 2025. This will allow Camis to launch the reservation

website on December 9, ahead of reservations being enabled on December 16. This period of time when the website is available before reservations are enabled allows customers to create new accounts and get used to the new look and feel of the reservation website. Through our experience, we find this provides a better overall customer experience as customers are prepared to make reservations on the launch day in November without the added stress of creating new accounts and learning a new system.

Risk Management Plan

The Camis approach to risk management is based on the Project Management Body of Knowledge (PMBOK) supported by the Project Management Institute (PMI). Camis' overall approach is to conduct a risk management workshop at the initial kick-off meeting so that NGPC and Camis teams can identify any risks either party foresees at the start of the project. All risks will be recorded in the risk register and then voted on for probability of occurrence and the severity of impact on the project should the risk occur along with actions to avoid, mitigate, or manage the risks. Risks with a high probability of occurring that highly impact the project would have a Risk Management Plan created.

After the initial risk management workshop, Camis and the NGPC team will review the risk register together on a frequency agreed on by both parties. Risks not identified during the risk management workshop but identified during the implementation of the project will be analyzed, discussed, and added to the risk register as needed.

Camis will employ a proactive approach to avoiding, mitigating, or managing risk that includes but is not limited to:

1. Plan with discussion from all involved parties.
2. Review project plan and risk register in cooperation with NGPC.
3. Adjust the project plan and risk register as changes arise.
4. Discuss and check plan status regularly with NGPC and address any issues which may affect the plan expeditiously.

In all the reservation system projects Camis has worked on, there was always a deadline that could not be missed. That deadline was typically the date when customers were expecting to start making reservations or the date when the parks opened for the season. Camis recognizes that a lot of things can happen during a project and the best way to keep the risks low is to define all the risks in the risk register, plan for them, and frequently review the risk register together. The sooner you can identify a problem the easier it is to implement the risk management strategy used for that pre-identified risk.

High-priority risks identified in the risk register will be reviewed on a weekly basis during the weekly status meeting. NGPC will be kept aware of all risks and both teams will be involved in making decisions on how to plan for the risk. Camis has a lot of experience with projects of this nature, and we will be able to provide multiple options to mitigate the risk or suggest alternative solutions. The risk register will be reviewed on a regular basis with new risks, modified risks, changing priorities, or additional mitigation plans. The number and frequency of Risk Management Plan reviews will be based on the number of risks and their impact on the project. Camis and NGPC will work together throughout the project to identify and plan for risks to ensure a smooth implementation of the State Park Reservation System.

Quality Management Plan and Sign-Off Procedures

As mentioned in the Project Plan section above, at the start of the configuration and design phase, the Camis Quality Team will update the Test Plan with NGPC specifics and provide the approach, schedule with milestones, and process to approve the completion of testing. During the configuration and design phase, the Camis Configuration and Development Teams will configure the Camis solution for the NGPC. During this phase, Camis would deliver three total iterations to the User Acceptance Test (UAT) environment so that the NGPC has an opportunity to view functionality throughout design and development. After each iteration is complete, the Camis Quality Assurance Team will perform an internal verification to ensure the iteration is of good quality. Each iteration will include updated user documentation that will be incorporated into the Camis solution. Camis will then provide the NGPC team with a demonstration of the functionality after completion of one of the earlier iterations. Following the second iteration, the NGPC Subject Matter Experts will have an opportunity to use the system and identify any problems using the Camis Help Center. The NGPC will have an opportunity to provide Final UAT feedback and the Camis Quality team will perform final regression testing to correct issues.

Camis utilizes Atlassian Jira incident management software to document, categorize, and report on all issues. End users may track the progress of their incident using the Camis Help Center. Permissions can be designated for staff to view logged incidents and can sort the results by several different criteria.

Camis will provision and maintain a dedicated staging (UAT) environment for all NGPC testing activities. The staging environment infrastructure is a scaled-down replica of the production environment to ensure that all functional testing activities are relevant. Camis will work with NGPC to verify the quality of each platform update within the dedicated staging environment, with supporting release notes and user guide updates.

Camis will also provision and maintain a dedicated training (Preview) environment for all NGPC software training activities. The training environment runs the same version as the production environment, allowing new users to practice using the same system without running the risk of accidentally changing production transactions. The NGPC will have access to all of the features available in production, allowing users the opportunity to practice any feature safely.

The Camis Quality Assurance team will work directly with testers to resolve any issues or problems identified as part of UAT testing.

Change Management Plan

The Camis approach to change management is based on the Project Management Body of Knowledge (PMBOK) supported by the Project Management Institute (PMI). Camis will lead all change management activities through the Project Manager to ensure that any changes made to the project are analyzed, documented, understood, and signed off by all parties. Change requests can include the addition of features to software applications, hotfixes, security patches, configuration modifications, and upgrades to network equipment. The steps included are the reason for the change, impact analysis, development, deployment, testing, and final approval of changes before moving into production.

The change management process is used to ensure that a uniform and consistent process is followed when evaluating changes to the environment, that no unnecessary changes are made, that all changes are documented, and to ensure that PCI compliance and best practice standards are followed. This also adheres to the benefit of avoiding unnecessary service disruption and efficient resource utilization. Any deviations from configuration standards will be identified and include the required justification and approval within the change request.

Camis utilizes a disciplined delivery approach toward product technology change management aimed at facilitating safe, incremental progress. Product technology change initiatives have an inherently high impact and as such greatly benefit from adherence to safety controls. By leveraging progressive release stages, we reduce risk by providing the quality of our product technology changes in controlled environments, which gives Camis and our clients the confidence that the changes deliver superior experiences.

Successful implementation of this control process at Camis depends on the understanding and support of management. The Camis executive and management team will support the change process by first understanding the need for change and second promoting the change behaviors across the organization necessary to implement a successful change. A broad understanding of the environment

and its role at Camis is essential, and the ability for management to allocate appropriate resources and staff to its completion is required for it to be useful.

The Camis policy for Change Control for changes within our software or supporting infrastructure is completed in several stages:

1. Identify the need for a change (business justification).
2. Create an appropriate change request to document the change including the reason for the change.
3. Determine what change needs to be made to satisfy the requirement.
4. Determine the impact of such a change:
 1. Environment: Corporate, Production
 2. Client Application: Public Internet Users, Parks & Headquarters, Call Center
 3. Infrastructure Components: Servers, Network, Cloud (Infrastructure as a Service, Platform as a Service, Software as a Service), Applications, Web, Database, Payment Processors.
5. Determine if the changes meet the following requirements:
 1. Any network/access change must comply with PCI DSS 3.2.1 and best practice standards.
 2. For infrastructure, changes ensure that the internal/external PCI vulnerability scan has been executed.
 3. For Client applications, prior to deployment, ensure the code has been scanned to detect bugs, code smells, and security vulnerabilities
6. Identify the priority as critical, high, medium, or low.
7. Configuration changes are reviewed during weekly management Change Meetings, and change orders are assigned to the designated IT resource.
 1. Deploy the solution in UAT/Test environment first and complete the testing.
 2. In the case of the Client's application, the test plans and descriptions for the Software release are shared with the client for sign-off and approval

8. When approved:
 1. Determine if the change requires a maintenance window, or whether it can be completed outside of maintenance times.
 2. In the case of the Client's application ensure that the approval is received, and the deployment date is firmed up with the Client
9. Ensure that the solution is implemented successfully through the use of a feedback loop between our change implementers and our impacted stakeholders until the required results are achieved.
10. If required, update the necessary documentation.
11. Close the change order.

When a significant change is needed that impacts the entire environment, Camis will make sure that all new or changed systems and networks must comply with all relevant PCI DSS requirements, and the documentation is updated as applicable to meet PCI DSS 6.4.6 requirements.

1. Ensure all applicable infrastructure diagrams including network, and all application process workflows are updated
2. Ensure hardware inventories and configuration standards are kept up to date and security controls are applied where needed.
3. Systems are configured per configuration standards, with all default passwords changed and unnecessary services disabled.
4. Systems are protected with required controls e.g., file-integrity monitoring (FIM), anti-virus, patches, audit logging.
5. Sensitive authentication data (SAD) is not stored.
6. New systems are included in the regular internal and external vulnerability scanning process.

The change management plan starts with the change being introduced during the implementation of the State Park Reservation System for the NGPC. The Camis project manager will complete a Change Request form to capture all the relevant details of the desired change. By gathering all the relevant details, it is much easier to support the organization's ability to train and build buy-in into the change.

Depending on the details of the change, it will either be accepted or denied as a joint decision between Camis and the NGPC.

Once that decision is made, communication is sent to the impacted stakeholders to ensure everyone is on the same page. More than one communication medium is used to ensure complete understanding (i.e. email, meeting). Once this step in the change management plan is complete, Camis will add the change to the Change Log. The change log is the single document where all changes will be documented which greatly improves project governance. It allows for all stakeholders to understand all the changes that were made to the project during implementation, when and why they were accepted, and ultimately implemented. This document allows for better information sharing across the teams at Camis and the NGPC to ensure everyone is always on the same page.

Changes do not necessarily have to happen within our software or supporting infrastructure. Some changes are required during project implementations that impact current business processes and their supporting documentation. Camis uses an internal knowledge base tool called Confluence to maintain our documentation. Confluence is our team collaboration software that offers a web-based interface for team communication and documentation of procedures, reference information, and support tips for activities related to ongoing operations.

To keep an orderly and uniform Knowledge Base, employees are required to follow a Documentation Control Process before making or assisting in any major changes (re-arranging page trees, adding pages with no pre-made template, major editing of a page) in the Knowledge Base. Camis requires clear and consistent documentation to run our business effectively. As an integral part of maintaining the quality of our documentation, The Help Desk Analyst Team at Camis takes ownership of maintaining up-to-date and accurate documentation of new business processes impacting client services and support. The Executive team at Camis provides governance to the organization on all change implementations and supports our management team in absorbing and promoting changes that are necessary for the ongoing success of both Camis and our client's business interests.

Depending on the level of change, further steps in training may be required both internally for our internal Camis staff and our clients. The client training team monitors all release notes and changes within our software and provides regular demos and training for our clients when there are changes. If internal changes require training, Camis employs dedicated roles that are responsible for training their respective teams. Camis will include training for the NGPC staff in the schedule at multiple points throughout the project. This is to ensure training on the system is completed prior to testing commencing, as well as training closer to when the parks open for the season so park staff can receive training as well. Internally, the Camis Help Desk team will plan to have training scheduled no later

than November 30, 2025. This training will be to account for any changes to our software or business process to ensure continued success with the NGPC.

This approach to our overall business change management strategy, whether it be changes to a project, processes, our software, or documentation is used to ensure that a uniform and consistent process is followed when evaluating changes, which is a key element to achieving high-quality products and services for our clients.

H. PROVIDE POST IMPLEMENTATION SUPPORT

1. Scheduled Downtime

The contractor shall provide written advance notification of scheduled downtime and State Park Reservation System updates, allowing time for NGPC staff to plan and test.

Camis USA accepts this requirement.

2. Status Meetings

The contractor should conduct weekly phone calls with NGPC Project Manager or designee.

Camis USA accepts this requirement.

3. Documentation

The contractor must provide complete documentation of the project implementation, any customization or configuration of the software, data migration strategy, end user training guides, testing scripts, cutover documentation, software updates, and any other documents identified during the implementation.

Camis USA accepts this requirement and will provide the listed documentation as well as any other identified during the implementation.

4. Change Control

The contractor must collaborate and coordinate any changes to the State Reservation System with NGPC Project Manager or designee. The NGPC technical team will be included in the change management process. Change management includes assessing and reporting on the risk and timing of an implementation against the other components of the State Park Reservation System. Any plan changes must be agreed upon by both parties, documented and require an approval signature by NGPC Project Manager or designee.

The Camis approach to change management is based on the Project Management Body of Knowledge (PMBOK) supported by the Project Management Institute (PMI). Camis will lead all change management activities through the Project Manager to ensure that any changes made to the project

are analyzed, documented, understood, and signed off by all parties. Change requests can include the addition of features to software applications, hotfixes, security patches, configuration modifications, and upgrades to network equipment. The steps included are the reason for the change, impact analysis, development, deployment, testing, and final approval of changes before moving into production.

The change management process is used to ensure that a uniform and consistent process is followed when evaluating changes to the environment, that no unnecessary changes are made, that all changes are documented, and to ensure that PCI compliance and best practice standards are followed. This also adheres to the benefit of avoiding unnecessary service disruption and efficient resource utilization. Any deviations from configuration standards will be identified and include the required justification and approval within the change request.

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 - b. For infrastructure, changes ensure that the internal/external PCI vulnerability scan has been executed.
 - c. For Client applications, prior to deployment, ensure the code has been scanned to detect bugs, code smells, and security vulnerabilities
6. Identify the priority as critical, high, medium, or low.
7. Configuration changes are reviewed during weekly management Change Meetings, and change orders are assigned to the designated IT resource.
 - a. Deploy the solution in UAT/Test environment first and complete the testing.
 - b. In the case of the Client's application, the test plans and descriptions for the Software release are shared with the client for sign-off and approval
8. When approved:
 - a. Determine if the change requires a maintenance window, or whether it can be completed outside of maintenance times.
 - b. In the case of the Client's application ensure that the approval is received, and the deployment date is firmed up with the Client
9. Ensure that the solution is implemented successfully through the use of a feedback loop between our change implementers and our impacted stakeholders until the required results are achieved.
10. If required, update the necessary documentation.

11. Close the change order.

When a significant change is needed that impacts the entire environment, Camis will make sure that all new or changed systems and networks must comply with all relevant PCI DSS requirements, and the documentation is updated as applicable to meet PCI DSS 6.4.6 requirements.

1. Ensure all applicable infrastructure diagrams including network, and all application process workflows are updated
2. Ensure hardware inventories and configuration standards are kept up to date and security controls are applied where needed.
3. Systems are configured per configuration standards, with all default passwords changed and unnecessary services disabled.
4. Systems are protected with required controls e.g., file-integrity monitoring (FIM), anti-virus, patches, audit logging.
5. Sensitive authentication data (SAD) is not stored.
6. New systems are included in the regular internal and external vulnerability scanning process.

The change management plan starts with the change being introduced during the implementation of the State Park Reservation System for the NGPC. The Camis project manager will complete a Change Request form to capture all the relevant details of the desired change. By gathering all the relevant details, it is much easier to support the organization's ability to train and build buy-in into the change. Depending on the details of the change, it will either be accepted or denied as a joint decision between Camis and the NGPC.

Once that decision is made, communication is sent to the impacted stakeholders to ensure everyone is on the same page. More than one communication medium is used to ensure complete understanding (i.e. email, meeting). Once this step in the change management plan is complete, Camis will add the change to the Change Log. The change log is the single document where all changes will be documented which greatly improves project governance. It allows for all stakeholders to understand all the changes that were made to the project during implementation, when and why they were accepted, and ultimately implemented. This document allows for better information sharing across the teams at Camis and the NGPC to ensure everyone is always on the same page.

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To keep an orderly and uniform Knowledge Base, employees are required to follow a Documentation Control Process before making or assisting in any major changes (re-arranging page trees, adding pages with no pre-made template, major editing of a page) in the Knowledge Base. Camis requires clear and consistent documentation to run our business effectively. As an integral part of maintaining the quality of our documentation, The Help Desk Analyst Team at Camis takes ownership of maintaining up-to-date and accurate documentation of new business processes impacting client services and support. The Executive team at Camis provides governance to the organization on all change implementations and supports our management team in absorbing and promoting changes that are necessary for the ongoing success of both Camis and our client's business interests.

Depending on the level of change, further steps in training may be required both internally for our internal Camis staff and our clients. The client training team monitors all release notes and changes within our software and provides regular demos and training for our clients when there are changes. If internal changes require training, Camis employs dedicated roles that are responsible for training their respective teams. Camis will include training for the NGPC staff in the schedule at multiple points throughout the project. This is to ensure training on the system is completed prior to testing commencing, as well as training closer to when the parks open for the season so park staff can receive training as well. Internally, the Camis Help Desk team will plan to have training scheduled in October 2024. This training will be to account for any changes to our software or business process to ensure continued success with the NGPC.

This approach to our overall business change management strategy, whether it be changes to a project, processes, our software, or documentation is used to ensure that a uniform and consistent process is followed when evaluating changes, which is a key element to achieving high-quality products and services for our clients.

5. Help Desk

The contractor must provide a Help Desk, staffed with knowledgeable personnel, to resolve State Park Reservation System related problems presented by NGPC staff at no additional cost, with no limit on the number of calls which can be placed to the Help Desk. Help Desk support personnel will be available at an 800-telephone number at least during the following daily hours 8 a.m. to 6 p.m. CT (7 days a week). Call forwarding

to Help Desk staff may be used during the off hours (outside the hours listed above) and a response must occur within one (1) hour of the message. It is expected the contractor will procure and pay for the 800-telephone number. The Help Desk number must be available for year-round coverage, 7 days per week, 24 hours per day for reporting problems. The Help Desk will function to solve problems and will maintain a log of all calls reporting problems or requesting assistance, fully documenting the problem(s) and what action(s) were taken to correct the issue(s). The log will be made available to NGPC upon request. A critical situation is one preventing the reservation or registration of a guest; completion of Reservation or Group Event Planning functions; Sales transactions; or accounts receivable transactions. For critical situations, the contractor is required to provide notification of status (by a process agreed upon by NGPC Project Manager and the contractor) every three (3) hours until the problem has been resolved. A non-critical situation refers to anything in the State Park Reservation System not functioning properly but falls outside the definition of a critical situation. For a non-critical situation, the contractor is required to provide notification of status (by a process agreed upon by NGPC Project Manager and the contractor) at least weekly until the problem has been resolved.

Our company will provide a fully staffed Help Desk to support NGPC staff with any State Park Reservation System-related issues at no additional cost, with no limit on the number of calls that can be placed. The Help Desk will be accessible via a toll-free 800 number, available daily from 8 a.m. to 6 p.m. CT, 7 days a week. During off-hours (outside of these specified times), call forwarding to Help Desk staff will be implemented, ensuring that a response occurs within one (1) hour of the message.

Additionally, we will provide 24/7/365 coverage to address any issues related to the State Park Reservation System. The Help Desk will be equipped to resolve issues, document all calls, and maintain a log of problems reported and the actions taken. This log will be available to NGPC upon request.

For critical situations—such as those preventing guest reservations, group event planning, sales transactions, or accounts receivable transactions—our team will provide status updates to NGPC every three (3) hours until the issue is resolved. For non-critical situations, weekly status updates will be provided to NGPC until resolution, with the frequency and method of communication agreed upon between the NGPC Project Manager and our team.

All Help Desk staff are Camis employees who are not outsourced and are solely dedicated to supporting state parks. This ensures a deep understanding of the specific needs and challenges of state park operations.

Help Desk support covers every component of the Camis solution, including software installation, bookings, sales items, reporting, and user account management. Our Help Desk team is highly trained and experienced, leveraging knowledge gained from supporting clients across North America to ensure NGPC receives top-tier support.

Camis continuously strives to improve service quality through ongoing training programs, process improvements, and close collaboration with NGPC teams. Help Desk staff undergo a rigorous two-week training program, covering all aspects of system support, with additional ongoing training to maintain high service standards. Performance metrics, such as ticket resolution times and customer satisfaction scores, are monitored to ensure continuous improvement.

I. TRAINING REQUIREMENTS

1. INITIAL TRAINING

Initial training must be provided to the year-round front-line staff and admin staff prior to the solution being implemented in production. The Contractor is responsible for all costs related to training sessions including but not limited to: travel, hotel accommodations, food, materials, software, and incidentals. Initial training should include: a. a general overview of the proposed State Park Reservation System, its functions, capabilities, limitations, components, and physical layout, b. walk-through of common field-oriented processes (e.g., reservation processing and cancellations, walk-in registration, unit changes, early departure, extending stays, and park changes), c. generation and distribution of reports, d. troubleshooting and problem resolution procedures, error messages, help features, and inquiry functions, e. training should be broken down by staff functions for park staff, administrator(s), and managers, f. train NGPC staff on how the website works for the public to make reservations, and g. Help Desk protocols. At the completion of the training, participants should be able to create, modify, store, and retrieve reservation and profile information, print a reservation query, use the check-in/out feature, move guests, and perform other Front Desk and Group Event Planning transactions. Participants should also be able to retrieve and print standard reservation and accounting reports.

Camis is committed to ensuring that all year-round front-line and administrative staff are thoroughly trained prior to the implementation of the solution in production. We will collaborate closely with the Nebraska Game and Parks Commission to determine an optimal training format that suits the needs of all staff members. Our training offerings are flexible and can be delivered through various methods, including in-person group training sessions, live webinars, pre-recorded webinars, PDF self-guided training packages, and topic-based pre-recorded video training. These materials can be tailored to specific roles within the parks, ensuring that each staff member receives relevant and focused training.

To ensure a sustainable and scalable training model, we recommend utilizing a 'train the trainer' approach. This method involves equipping selected year-round front-line and admin staff with the comprehensive knowledge they need to understand all roles and features within the Camis solution. These trainers will then be able to disseminate the information to other staff, ensuring a smooth, ongoing training process as new staff members join or as refresher training is needed.

The full training will cover all necessary topics to ensure staff are proficient in the use of the Camis solution, including but not limited to:

Overview of the Camis solution: This will provide participants with a clear understanding of how to access the system, configure the software layout according to their preferences, and navigate to all available features. This includes a detailed walkthrough of the system's functions, capabilities, and physical layout, ensuring users are familiar with the environment they'll be working in.

Common field-oriented tasks: We will demonstrate all key operational processes, such as registering walk-in visitors, processing reservations and cancellations, handling unit changes, early departures, extending stays, and making park changes. Staff will also be trained on using the point-of-sale (POS) features for sales transactions related to reservations.

Administrative and managerial functions: For those in administrator or manager roles, training will include tasks such as creating site closures, holding group sites, reconciling reservations and payments, and managing inventory and user access. This will ensure those in supervisory positions have the knowledge to efficiently oversee park operations.

Report generation and customization: Staff will be guided through generating, modifying, and distributing reports based on their role. This includes a detailed look at reservation and accounting reports, modifying report parameters, and how to print or save reports for future use.

Troubleshooting and problem resolution: Our training will cover troubleshooting techniques, handling error messages, and utilizing built-in help features, including the user guide and inquiry functions. Staff will also be shown how to create support tickets for issues they cannot resolve on their own, ensuring they know where to turn for further assistance.

Public reservation website overview: Training will also include a complete walk-through of the public reservation website, enabling park staff to guide visitors through the process of making reservations, managing bookings, and understanding the features available to the public.

Customer assistance: Staff will learn how to assist customers by accessing their profiles, retrieving booking and sales history, and making modifications to reservations. This ensures that park staff can efficiently support visitors at all stages of their stay.

At the conclusion of the training, all participants will be fully equipped to manage key tasks such as creating, modifying, storing, and retrieving reservations and profile information. They will be able to use features like check-in/check-out, guest movement between units, and Group Event Planning transactions. Additionally, participants will be capable of generating and printing all necessary standard reservation and accounting reports.

By offering a robust, multifaceted training program, Camis ensures that Nebraska Game and Parks Commission staff will be confident in their ability to manage and operate the new reservation system effectively, providing a seamless experience for both park staff and visitors alike.

2. NGPC ADMINISTRATOR TRAINING

Training specific to NGPC Administrators should include at a minimum: a. performance monitoring and procedures, b. administrative duties such as account maintenance, business rule set up, and facility addition or

removal, c. tracking past events and transactions, and who completed them, in the State Park Reservation System, d. creation and customization of reports, e. accounting functions and reports, f. field application, and g. executive level reporting functions.

Many of the items listed for NGPC Administrator training will be addressed during the comprehensive end-to-end initial training. However, Camis will also provide dedicated sessions specifically for NGPC Administrators to cover these higher-level tasks in detail. These sessions will ensure that administrators are fully equipped to manage the system's more advanced functionalities and confidently handle their administrative responsibilities.

Training will include detailed instruction on performing various administrative duties, such as account maintenance, setting up business rules, and managing facilities within the system. Administrators will learn how to add or remove facilities and configure specific rules related to site availability, pricing, and user access. Additionally, they will be trained on accounting functions, including payment reconciliation, transaction tracking, and generating essential accounting reports for both internal and external use.

Administrators will also gain a thorough understanding of how to use the Camis field application, learning how to manage in-field transactions and how the application operates under different conditions, such as in offline mode. Furthermore, we will provide guidance on generating executive-level reports, offering insights into revenue and operational efficiency that support strategic decision-making.

These administrator-specific training sessions will ensure that NGPC staff are fully prepared to handle the advanced aspects of the system, allowing for smooth operations and confident management of day-to-day park activities.

3. USER MANUAL

The Contractor should provide a User Manual to NGPC Project Manager prior to the training sessions for review and approval. The Contractor should provide an electronic manual accessible to all park staff through a link from the main menu of the State Park Reservation System. This will enable the Contractor to keep the online manual updated and provide real time instruction. The Contractor may be responsible for training NGPC Project Manager and designee when the services provided are enhanced or modified, at no additional cost to the State. The location for this training will be determined by NGPC Project Manager and the Contractor. Expenses incurred by NGPC staff will be the responsibility of NGPC.

Camis keeps a web version of the system user manual available at all times; this manual will be provided to the NGPC Project Manager for review. The user manual is updated whenever the software is changed, so the most current version will always be available to all NGPC personnel. When the Camis 5 software is altered, training materials will be provided to cover the new enhancements or

modifications. Depending on the nature of the software updates, additional training is provided in the form of training videos, 'Tips from the Trainer' workbooks, or training webinars.

J. TRANSITION PLAN REQUIREMENTS

The Contractor must have a draft transition plan when a change in contractor occurs.

1. The transition plan should facilitate: a. transfer of all knowledge necessary to operate all State Park Reservation System services, b. documentation of support processes, procedures, functions, and staffing requirements; and c. collaboration to affect an orderly transition of operational control.

A sample Phase-Out transition plan for the end of the contract that clearly describes activities and sample timelines is provided below. Camis will collaborate with NGPC and will ensure that documentation is provided outlining support processes, procedures, functions, and staffing requirements.

Camis - Nebraska Game and Parks Commission - End of Contract Transition Out Plan (215 days)

Task	Sample Duration
1. Pre-Initiation Tasks	42 days
1.1 List of Unique Identifiers to NGPC	31 days
1.2 Provide NGPC with Item-Level Images (site photos) in the Reservation System	31 days
1.3 Provide NGPC with Pricing Information in the Reservation System including fee line items	31 days
1.4 Provide NGPC with the Transition Out Plan	11 days
2. Phase 1: Initiation	7 days
2.1 NGPC notifies Camis of end of contract	1 day

2.2 NGPC notifies Camis of Project Management resource/contact	1 day
2.3 NGPC Schedule Transition Out Communication Strategy	5 days
3. Phase 2: Implementation	66 days
3.1 NGPC to notify Camis of request for active reservations and account data	1 day
3.2 Initial Data Export – Camis provides client with sample active reservation and account data (data migration)	9 days
3.3 Provide supporting documentation to interpret export provided	1 day
3.4 <i>Reservation Website Transition</i>	1 day
3.4.1 Stop taking reservations through the Camis system using the reservation website	1 day
3.4.2 Activate maintenance page for reservation website	1 day
3.4.3 Set up redirects to new reservation website	1 day
3.5 <i>Call Center Transition (if applicable)</i>	11 days
3.5.1 Stop taking reservation through the Camis system for Call Center locations	1 day

3.5.2 Provide client with Call Center statistics for the past season	1 day
3.5.3 Activate phone scripting to use during the transition	1 day
3.5.4 Complete toll free number transition	1 day
<i>3.6 Field Location Transition</i>	1 day
3.6.1 Stop taking reservations through the Camis system for the field location	1 day
<i>3.7 Account and Reconciliation Transition</i>	21 days
3.7.1 NGPC to notify Camis of requests for active reservations and account data	1 day
3.7.2 All shifts and customer accounts reconciled	4 days
3.7.3 Final Data Export – Camis to provide client with active reservations and account data (data migration)	6 days
<i>3.8 Help Desk Transition</i>	11 days
3.8.1 Close and archive any outstanding issue tickets	11 days
3.8.2 Stop taking support calls	1 day
3.8.3 Disable client-specific call routing	1 day
4. Phase 3: Post-Transition Phase	64 days



4.1 End of transition communication	1 day
4.2 Perform post-contract activities (as needed)	64 days
4.3 NGPC to notify internal partners to remove Camis access (payment processing portal, etc.)	4 days
4.4 NGPC to remove access to Camis system	4 days

2. At the end of the current contract: The Contractor will collaborate with the incumbent to create a transition plan, with oversight provided by NGPC. The plan should be detailed within 90 days of the Contractor start date. The transition plan should include: a. project schedule with key milestones defined in terms of duration, b. descriptions of approach to knowledge transfer, including capturing and preserving the knowledge necessary to maintain the functions, applications, and services of the State Park Reservation System, c. conversion of State Park Reservation System data, d. the resources and the time commitments for training and knowledge transfer activities, e. measurements for proving the knowledge transfer is effective, f. outline of procedures to be followed during the transition period, with no interruptions or service degradation, g. roles and responsibilities as they relate to the transition, h. point of contact and procedures for managing problems or issues during the transition period, i. transition test plan and procedures, j. communication plan, k. risk mitigation plan and strategy; and l. contingency plan for failed transition.

Camis understands that it is imperative that the State Park Reservation System remain operational during the transition to a new contractor upon termination or expiration of the current contract. Camis agrees to make an orderly transition of the service defined in this RFP and to perform all tasks in good faith, necessary to preserve the integrity of the State Park Reservation System. Camis agrees to make every reasonable effort to ensure any transition is performed in a professional and businesslike manner and will comply with reasonable requests and requirements of NGPC to accomplish a successful, seamless, and unhindered transfer of responsibilities. Camis will work with both NGPC and the new vendor to develop an an appropriate transition plan including necessary timelines for each transitional task.

3. At the end of the contract awarded under this RFP: The Contractor will collaborate with the successor contractor to create a transition plan, with oversight provided by NGPC. The transition will be the joint

responsibility of the two contractors, with oversight provided by NGPC. The two transition plans will be collaboratively consolidated with additional details within 90 days of the contractor start date.

Camis understands that it is imperative that the State Park Reservation System remain operational during the transition to a new contractor upon termination or expiration of the current contract. Camis agrees to make an orderly transition of the service defined in this RFP and to perform all tasks in good faith, necessary to preserve the integrity of the State Park Reservation System. Camis agrees to make every reasonable effort to ensure any transition is performed in a professional and businesslike manner and will comply with reasonable requests and requirements of NGPC to accomplish a successful, seamless, and unhindered transfer of responsibilities. Camis will work with both NGPC and the new vendor to develop an appropriate transition plan including necessary timelines for each transitional task.

K. END OF CONTRACT PROVISIONS

It is imperative the State Park Reservation System remain operational during the transition to a new contractor upon termination or expiration of current contract. 1. The Contractor agrees to make an orderly transition of the services defined in this RFP and to perform all tasks in good faith necessary to preserve the integrity of the State Park Reservation System. The contractor should make every reasonable effort to ensure any transition is performed in a professional and businesslike manner and comply with reasonable requests and requirements of NGPC, to accomplish a successful, seamless, and unhindered transfer of responsibilities.

Camis understands that it is imperative that the State Park Reservation System remain operational during the transition to a new contractor upon termination or expiration of the current contract. Camis agrees to make an orderly transition of the service defined in this RFP and to perform all tasks in good faith, necessary to preserve the integrity of the State Park Reservation System. Camis agrees to make every reasonable effort to ensure any transition is performed in a professional and businesslike manner and will comply with reasonable requests and requirements of NGPC to accomplish a successful, seamless, and unhindered transfer of responsibilities. Camis will work with both NGPC and the new vendor to develop an appropriate transition plan including necessary timelines for each transitional task.

Functional Requirements (Attachment 6 – FUN RTM)

Attachment 6 – FUN RTM starts on the next page.

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

Bidder Name: **Camis USA**

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

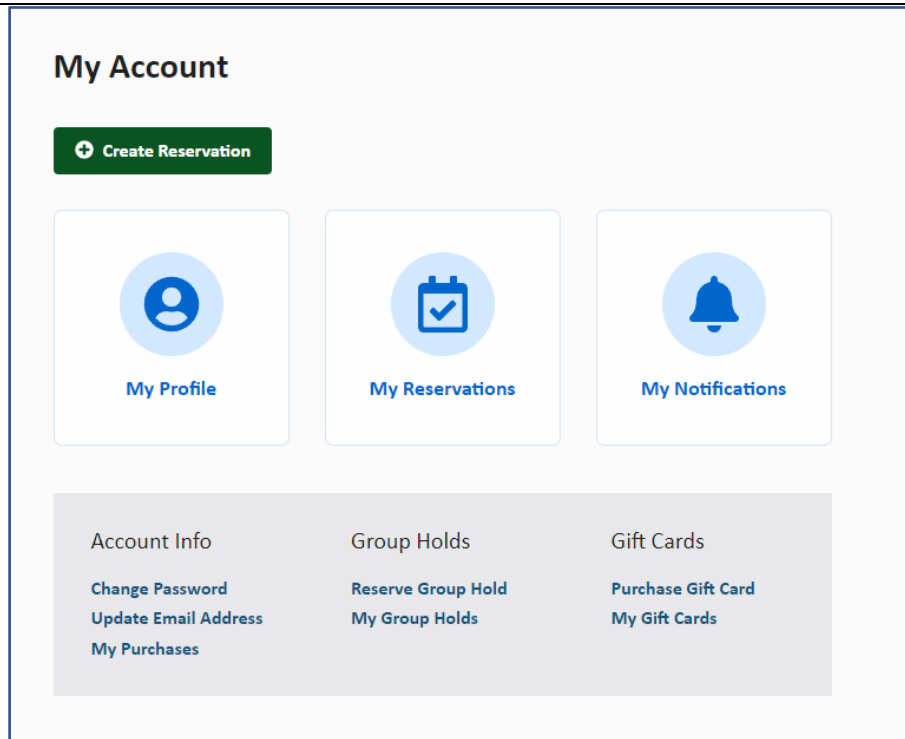
General Statement of Requirements
<p>The State of Nebraska (State), Nebraska Game and Parks Commission (NGPC), is seeking a qualified Contractor to provide a statewide, Web-Based State Park Reservation System that provides for reservations and registrations, group functions capabilities, Customer Communication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

FUN # 001	Customer Profile	Yes	Customization Required	No	Alternate
FUN-001 Section VI	<p>Describe the system's Customer profile and the data it collects. Reference Attachment 3 for minimum required fields.</p>	X			
	<p>Bidder Response:</p> <p>The Camis solution's Customer Profile includes the required fields outlined in Attachment 3.</p> <p>Every time a customer makes a reservation, a unique Customer Profile is created to make future reservations more efficient and to maintain a complete history of their visits. This profile captures essential information such as the customer's name, mailing and email addresses, and phone number.</p>				

Attachment 6

Requirements Traceability Matrix (RTM)



Request for Proposal 6909 Z1



The My Account page on the Camis Reservation Website

Additionally, **customers have the option to provide details such as their preferred equipment and vehicle information.** If eligible for any discount rates, they can also add these to their profile. Collecting this optional information helps speed up both the reservation and check-in processes at the park. When customers have these details saved in their profile, the fields are automatically filled out for them during reservations or check-ins, reducing the effort needed from both the customer and park staff.

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

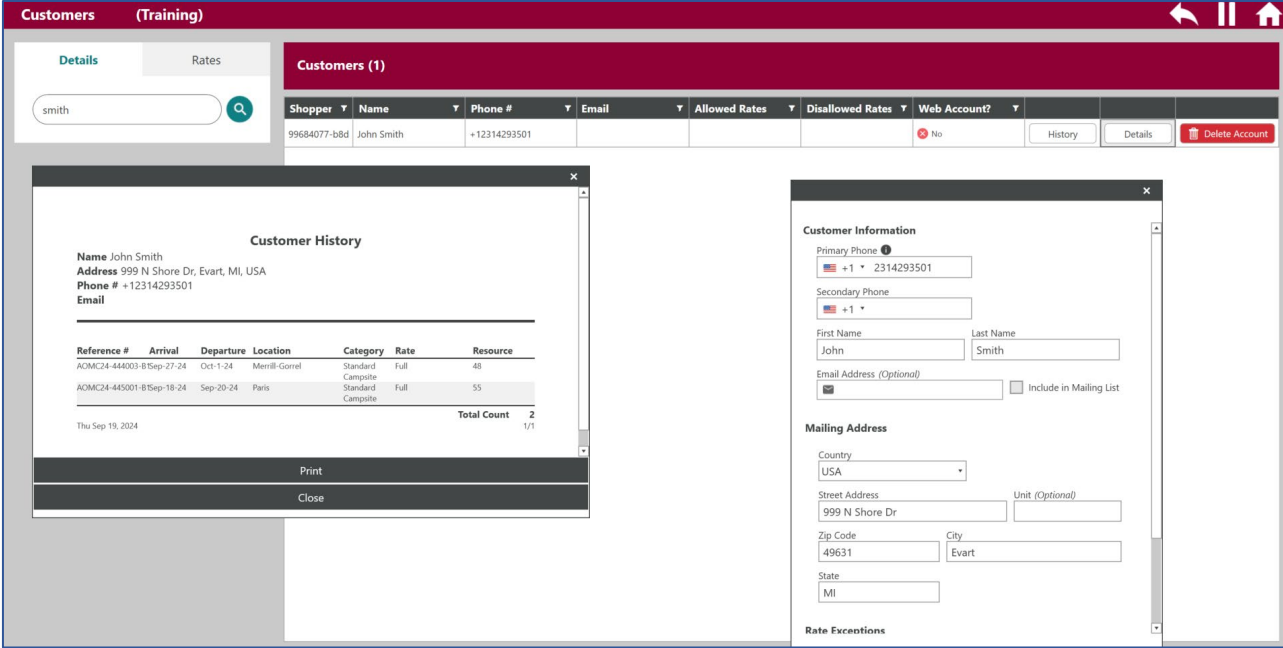
FUN # 001	Customer Profile	Yes	Customization Required	No	Alternate
	<div data-bbox="325 418 1075 1253"> <h3>Update Account</h3> <p>Profile Details Additional Info My Search Preferences</p> <hr/> <p> Vehicle Information</p> <p>License Plate <input type="text"/> State <input type="text"/></p> <p> Boat Information</p> <p>Boat Type <input type="text"/> Length (ft) <input type="text"/></p> <p>Beam (ft) <input type="text"/> Draft (ft) <input type="text"/></p> <p>Boat Name <input type="text"/> Registration Number <input type="text"/></p> <p align="center">Update Account</p> <p>To find out more about how we handle and store your personal information, please read our Privacy Policy</p> </div> <p><i>The Update Account page on the Camis Reservation Website</i></p> <p>To protect customer information, each profile is secured with a unique username (the customer's email) and password. Email addresses must be valid and can only be associated with one account, ensuring security and ease of access.</p>				

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

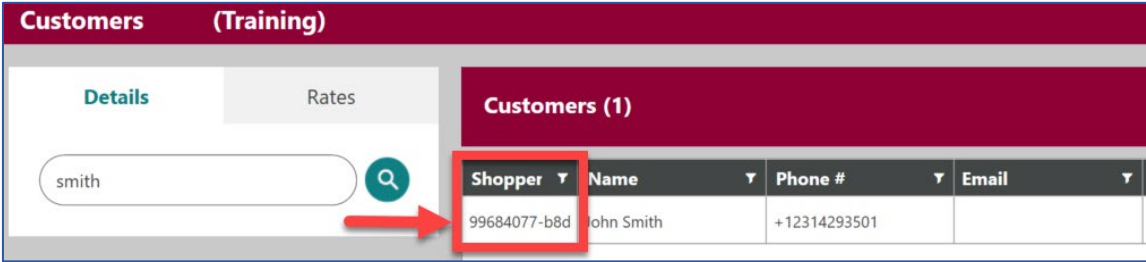
FUN # 002	Customer Profile	Yes	Customization Required	No	Alternate
FUN-002 Section VI	<p>Describe the process for a customer to edit their profile.</p> <p>Bidder Response:</p> <p>In order to edit their profile, customers can log into their account via the reservation website. Under Update Account, customers can edit their Profile Details, as shown below:</p> <div data-bbox="327 625 848 1295" style="border: 1px solid black; padding: 5px;"> <p>Update Account</p> <p>Profile Details Additional Info My Search Preferences</p> <hr/> <p>Profile Details</p> <p>First Name Last Name <input type="text" value="Tom"/> <input type="text" value="Oldershaw"/></p> <p>Primary Phone Secondary Phone (Optional) <input type="text" value="+17348349098"/> <input type="text"/></p> <p>Country <input type="text" value="USA"/></p> <p>Street Address Unit (Optional) <input type="text" value="101 Main"/> <input type="text"/></p> <p>Postal/Zip Code City <input type="text" value="48103"/> <input type="text" value="Ann Arbor"/></p> <p>State/Province <input type="text" value="Michigan"/></p> <p><input type="checkbox"/> Yes, I would like to receive email updates and promotions. Your personal information will not be shared with third parties.</p> <p style="text-align: center;">Update account</p> <p><small>To find out more about how we handle and store your personal information, please read our Privacy Policy</small></p> </div> <p>Under Additional Info, customers can edit their vehicle and boat information.</p>	X			

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

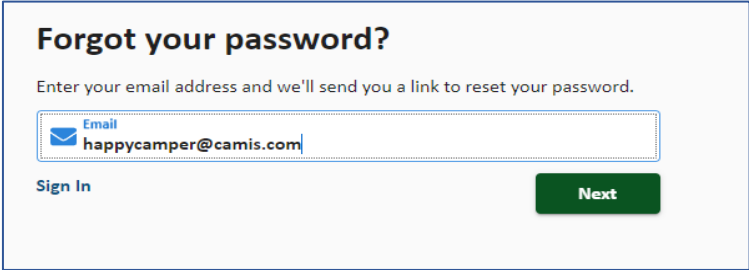
FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-003 Section VI	<p>Describe the process for NGPC staff to edit a customer's profile.</p> <p>Bidder Response:</p> <p>The Customers Dashboard provides administrators with a dedicated space to search for, view, and update customer profiles. From the Customers Dashboard, administrators can view and update customers' contact information, view, export, or print a Customer History Report, manage customer restrictions, and delete a customer account.</p>  <p><i>The Customers Dashboard</i></p>	X			

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

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			
<p>Bidder Response:</p> <p>Each customer account within the Camis solution is automatically assigned a unique identification number. This identification number can be found by approved staff via the Customers Dashboard, as shown below:</p>  <p>The screenshot shows a web interface titled 'Customers (Training)'. It has tabs for 'Details' and 'Rates'. A search bar contains 'smith' with a magnifying glass icon. Below the search bar is a table with the header 'Customers (1)'. The table has columns: Shopper, Name, Phone #, and Email. A red box highlights the first row, and a red arrow points to the 'Shopper' cell containing '99684077-b8d'.</p>					


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			
<p>Bidder Response:</p> <p>Customers can restore a forgotten password by using the <i>Forgot your password?</i> feature on the reservation website. The Camis solution will send a link to the email address used for the customer profile. The customer will be able to regain access to their account through the link in the email and set a new password.</p>					

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	 <p>For security reasons, the system does not allow administrators to reset customer passwords. Allowing this feature could introduce vulnerabilities, such as unauthorized access to customer profiles. Instead, empowering customers to manage their own password resets ensures that only the account holder has access to their login credentials. While NGPC administrators have the ability to reset staff passwords, which are subject to internal controls, customer accounts are protected from administrative access in alignment with best practices for data security and privacy.</p>				

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			
	<p>Bidder Response:</p> <p>During the account creation and modification workflow via both the reservation website and the field application, the Camis solution prompts for the postal or zip code and automatically populates the city and state fields based on the zip/postal code entered. The Camis solution validates to ensure that only valid postal and zip codes are accepted. If an invalid zip code is entered, the website will prompt the customer to enter a correct zip code and will not allow the customer to proceed without doing so.</p>				

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
					

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-007 Section VI	<p>Describe how the system flags or identifies specific customer groups such as Standard or Tax Exempt.</p> <p>Bidder Response:</p> <p>The Camis system allows for the creation of custom Rate Categories, such as Standard or Tax Exempt. These rate categories can be assigned to specific users via the Customers Dashboard. These Rate Categories determine the fees that the customer is charged, including the ability for fees to be non-taxable. See below for an example of Rate Category configuraiton:</p>	X			

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

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	<p>Details</p> <p>Name Display Order</p> <p>Non-Profit - No Tax 520 ▲▼</p> <p>Description <i>(optional)</i></p> <p><input type="text"/></p> <p>Verification Message <i>(optional)</i> ⓘ</p> <p><input type="text"/></p> <p>Visibility ⓘ</p> <p>Restricted <input checked="" type="checkbox"/> Public</p> <p>Allowed Countries <i>(optional)</i> ⓘ</p> <p><input type="text" value="Enter a country name"/></p> <p>Allowed Regions <i>(optional)</i> ⓘ</p> <p><input type="text" value="Enter a region name"/></p> <p>Collect Pass Number</p> <p><input checked="" type="checkbox"/> No <input type="checkbox"/> Yes</p>				

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	<p>Describe how the system uses real-time updating of availability information in the database to prevent double booking or loss of reservations.</p> <p>Bidder Response:</p> <p>The Camis solution has a proven track record of ensuring that double bookings of campsites, facilities, entry permits, and any other reservable inventory is not possible. The Camis solution includes vigorous check points to ensure that when a customer or user is making a reservation that no one else can, and that the reservable inventory is available.</p> <p>All sales channels (reservation website, call center, and field) share the same centralized database, meaning that any held inventory or completed transaction is immediately reflected in all locations. For example, via the reservation website and the field/call center application, when a user has placed an item of reservable inventory in their shopping cart, the inventory is blocked via all sales channels and shows as unavailable for the selected dates, allowing the user to add additional items if desired, and complete their transaction, without worrying about losing the inventory in the interim. The shopping cart has a client configurable timer (e.g. 15 minutes), meaning that after that time has elapsed without the transaction being completed, all the inventory in the cart is released.</p>	X			

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

Shopping Cart

All reservations in your shopping cart will be held for 15 minutes or until the reservation has been paid for.

[Add Another Reservation](#) [Add a Gift Card](#)

Reservations

Tue, Feb. 1 - Wed, Feb. 2, 2022
491 - Pinery Provincial Park

Riverside Area 1 1 Night

1 x \$47.50 CampFee-A-Elec	\$47.50
1 x \$9.73 ReservationFee-web	\$9.73
Subtotal	\$57.23

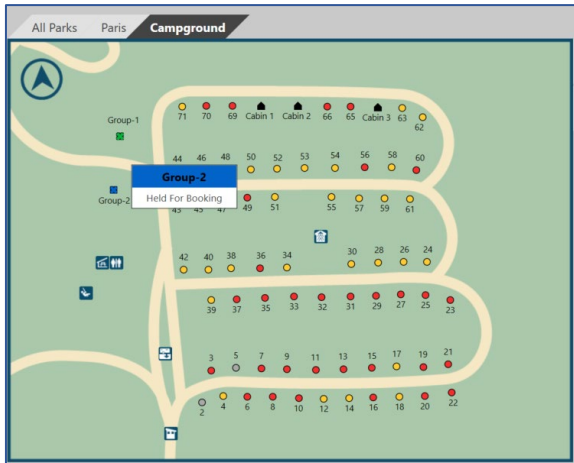
[Edit Reservation](#) [Remove Reservation](#)

TOTAL (CAD) \$64.67*

*Estimated, taxes included. Additional fees or discounts may apply.

[Proceed to Checkout >](#)

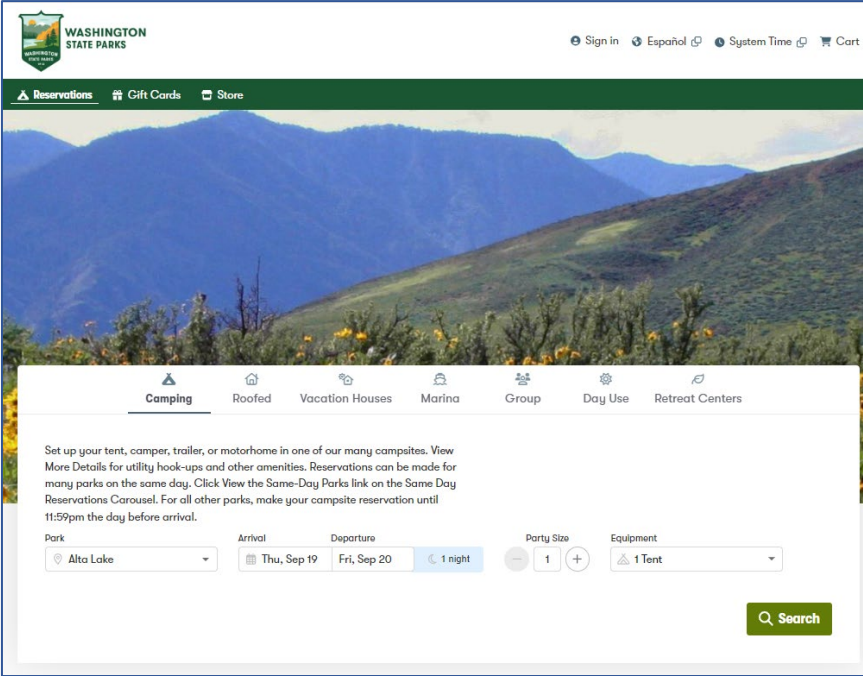
The shopping cart on the Camis Reservation Website



Selecting a site via the Camis Field Application. This site is now held in the centralized database.

Attachment 6

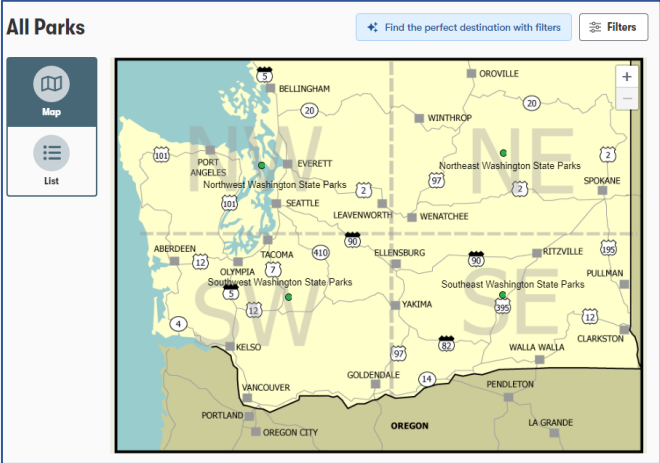

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

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			
<p>Bidder Response:</p> <p>The Camis reservation website starts with the customer searching for available inventory. In order to do this, they can select an inventory type, e.g. Campsite, Lodging, Day Use. Inventory types and sub-inventory types are completely customizable and flexible depending on the client's needs.</p> 					

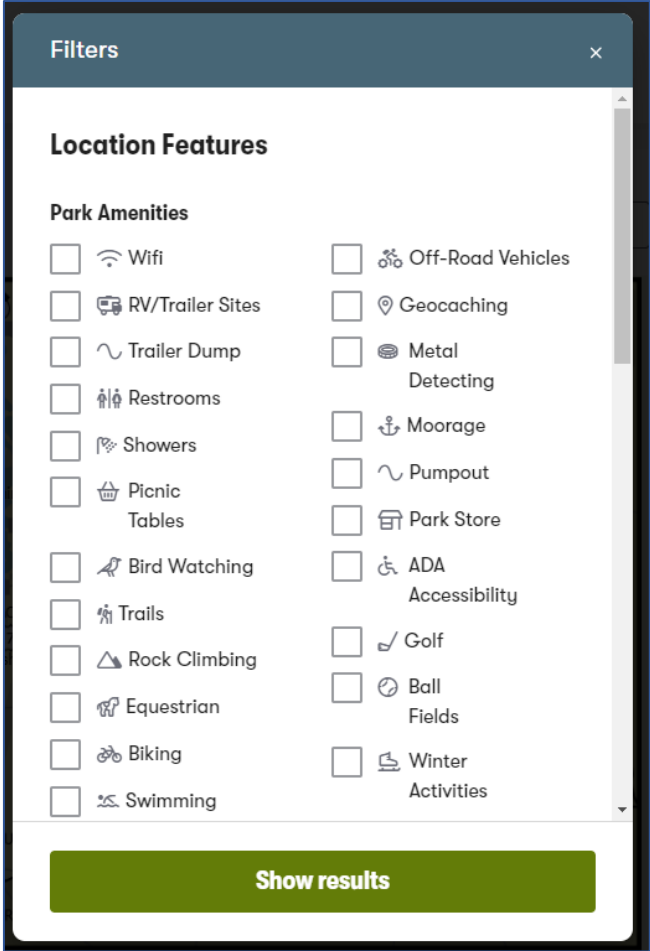
Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

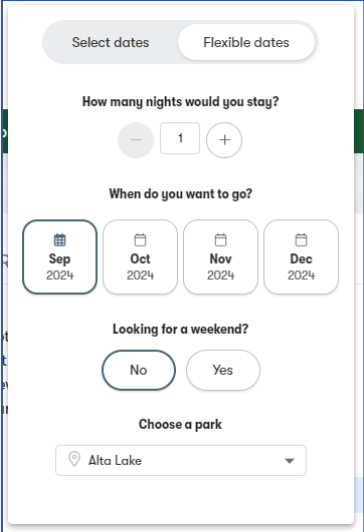
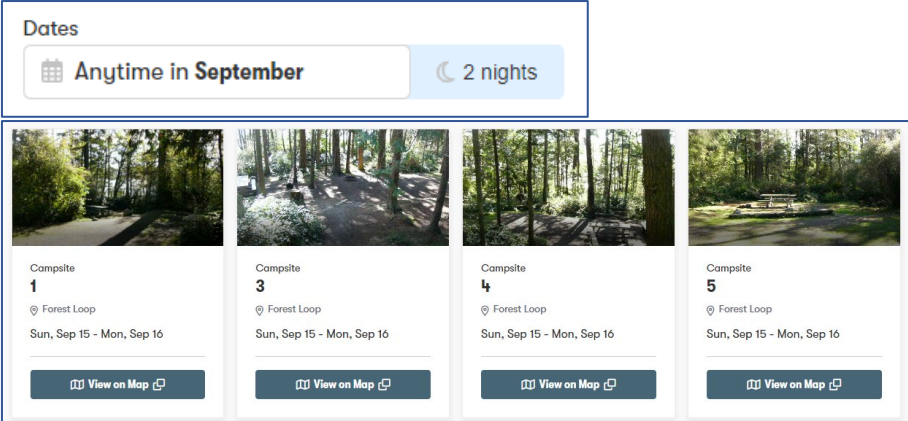
FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<p>Depending on the inventory type selected, the website will display search parameters that the customer fills in. A key feature of the Camis reservation website is that customers are able to search at a specific location, or across the entire state.</p>  <p>Based on the type of search that is made, customers are able to drill down into specific regions and parks. At each map level, the system displays a graphical representation of the availability, preventing customers from drilling down into areas that don't have availability for the parameters entered in.</p> 				

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

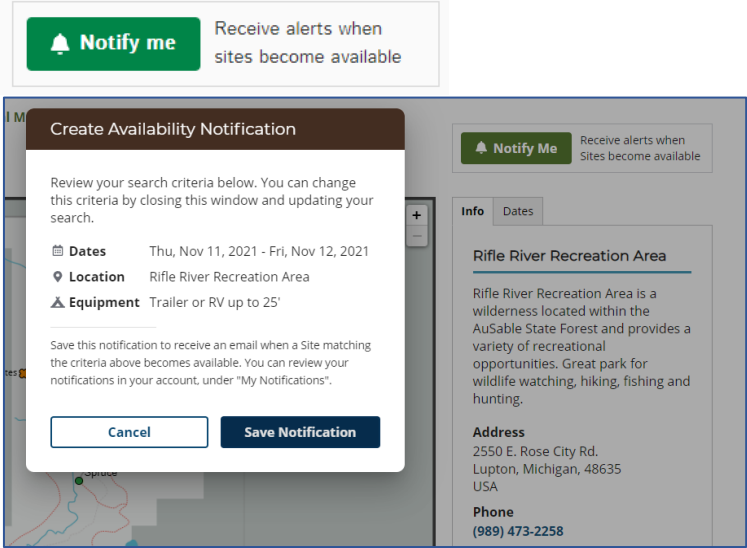
FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<p>Customizable location amenity filters allow the customer to find parks with the specific features they are looking for.</p>  <p>The screenshot shows a 'Filters' dialog box with a close button (X) in the top right corner. The main heading is 'Location Features'. Underneath, there is a sub-heading 'Park Amenities' followed by a grid of 20 checkboxes, each with an icon and a label. The labels are: Wifi, RV/Trailer Sites, Trailer Dump, Restrooms, Showers, Picnic Tables, Bird Watching, Trails, Rock Climbing, Equestrian, Biking, Swimming, Off-Road Vehicles, Geocaching, Metal Detecting, Moorage, Pumpout, Park Store, ADA Accessibility, Golf, Ball Fields, and Winter Activities. At the bottom of the dialog box is a green button labeled 'Show results'.</p>				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

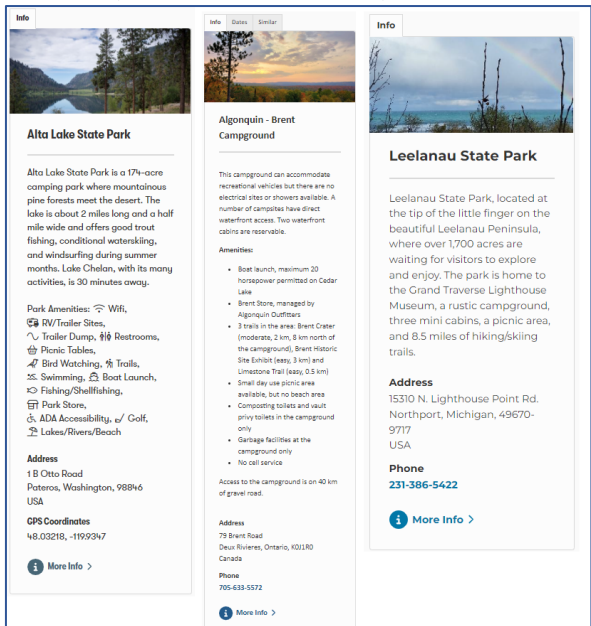
FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<p>A Flexible Dates search feature is also available. Customers can enter in parameters that they are interested in without needing to enter specific dates, and the system will display a grid of available resources for the customer to select from.</p>  				

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

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<p>The Camis reservation website also features Availability Notifications functionality. If a customer cannot find an available site at their desired location or wishes to be notified of last-minute availability, the Camis solution allows a customer to sign up for availability notifications. Using their entered search criteria including dates, equipment, and park, customers can sign up to be notified when availability opens at their desired location for their preferred dates.</p>  <p>The screenshot shows a green 'Notify me' button with a bell icon and the text 'Receive alerts when sites become available'. Below it is a 'Create Availability Notification' dialog box with the following details: <ul style="list-style-type: none"> Dates: Thu, Nov 11, 2021 - Fri, Nov 12, 2021 Location: Rifle River Recreation Area Equipment: Trailer or RV up to 25' The dialog also includes a 'Save Notification' button and a 'Cancel' button. In the background, the website interface for the Rifle River Recreation Area is visible, showing its address and phone number. </p> <p>Notifications can be viewed and managed from a customer's online account. When the solution finds a site matching their search criteria, they are sent a notification email indicating that availability has been found and encouraging them to go to the reservation website and make a booking.</p>				

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			
<p>Bidder Response:</p> <p>For each location within the reservation website, a description of the park is displayed, along with the option for photos, activities, contact information, and links.</p> <div data-bbox="323 659 909 1281" style="border: 1px solid black; padding: 5px;">  <p>The screenshot displays three park listings side-by-side. Each listing includes a header image, a title, a brief description, a list of amenities with icons, an address, and a phone number. A 'More Info' link is provided for each listing.</p> </div> <p><i>Examples of how park information is displayed on the Camis Reservation Website.</i></p> <p>The Camis reservation website also features deep linking, meaning that it is possible for clients to link directly to the page and map for a specific park if desired.</p>					

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

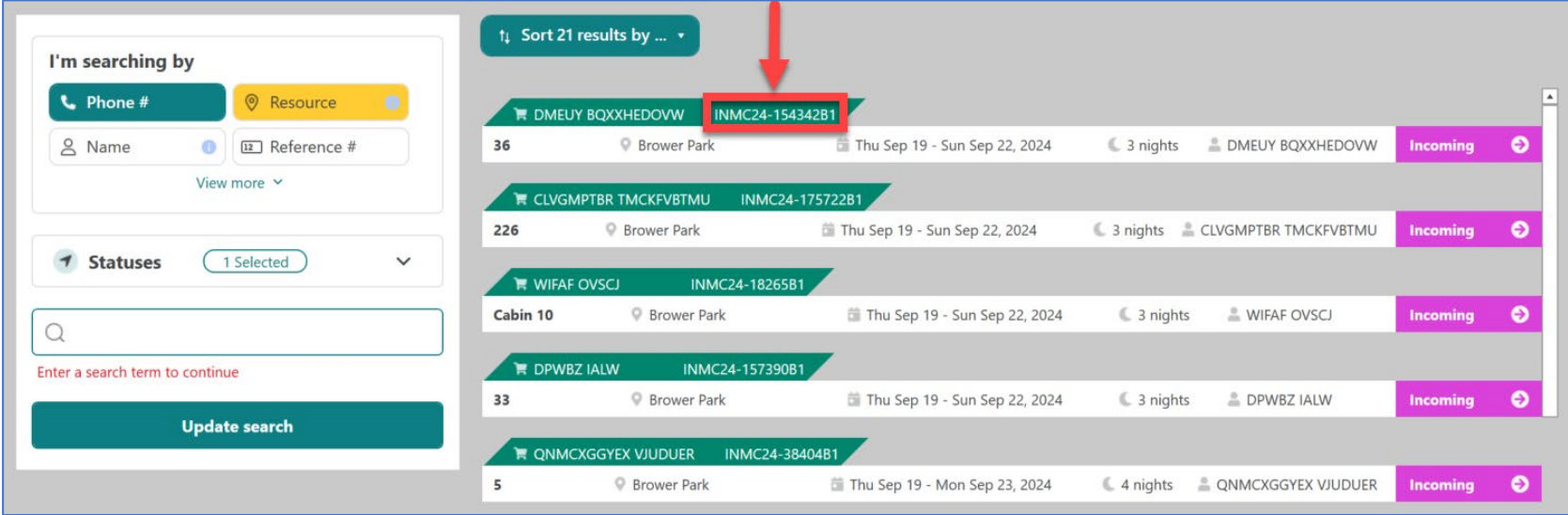
FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-011 Section VI	Describe how the system allows the reservation of specific unit(s) including multiple units in a single transaction as allowed by NGPC business rules.	X			
	<p>Bidder Response:</p> <p>The system allows customers to reserve specific units, including multiple units, within a single transaction according to NGPC's business rules. Customers can continue adding items to their cart until they reach the maximum limit set by administrators. Once that limit is reached, they must either complete the transaction or remove items from the cart to proceed.</p> <p>Administrators have the flexibility to configure two different levels of maximum cart limits through the system's configuration management interface, which is highly secured and only accessible by authorized users. These settings allow administrators to control the maximum number of items that can be reserved across the entire organization, as well as define stricter limits for individual parks, if necessary. For example, while the organization-wide limit might allow up to five items in the cart, a particularly popular park could have its own restriction where only two of those items can be from that specific location. This ensures fair access to high-demand sites while still allowing customers to reserve multiple units in one transaction.</p>				

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

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate																		
	<div data-bbox="373 435 579 467">Shopping Cart</div> <div data-bbox="380 493 1759 649"> <p>! Notice</p> <p>You have reached the maximum number of bookings allowed in your shopping cart (5). You must check out to complete your transaction or modify your shopping cart.</p> <p>All reservations in your shopping cart will be held for 15 minutes or until the reservation has been paid for.</p> <p>+ Add a Gift Card</p> </div> <div data-bbox="373 748 525 773">Reservations</div> <div data-bbox="373 797 1759 1274"> <table border="1"> <tr> <td colspan="2"> B1 Tue., Feb. 1 -Wed., Feb. 2, 2022 491 - Pinery Provincial Park </td> <td></td> </tr> <tr> <td> Riverside Area 1 </td> <td> 1 Night </td> <td> 1 x \$47.50 CampFee-A-Elec \$47.50 1 x \$9.73 ReservationFee-web \$9.73 <hr/> Subtotal \$57.23 </td> </tr> <tr> <td colspan="2"> Edit Reservation Remove Reservation </td> <td></td> </tr> <tr> <td colspan="2"> B2 Tue., Feb. 1 -Wed., Feb. 2, 2022 490 - Pinery Provincial Park </td> <td></td> </tr> <tr> <td> Riverside Area 1 </td> <td> 1 Night </td> <td> 1 x \$47.50 CampFee-A-Elec \$47.50 1 x \$9.73 ReservationFee-web \$9.73 <hr/> Subtotal \$57.23 </td> </tr> <tr> <td colspan="2"> Edit Reservation Remove Reservation </td> <td></td> </tr> </table> </div> <div data-bbox="321 1307 1816 1339"> <p><i>Example of a user reaching the maximum number of items (as set by client administrators) in their shopping cart on the Reservation Website.</i></p> </div>	B1 Tue., Feb. 1 -Wed., Feb. 2, 2022 491 - Pinery Provincial Park			Riverside Area 1	1 Night	1 x \$47.50 CampFee-A-Elec \$47.50 1 x \$9.73 ReservationFee-web \$9.73 <hr/> Subtotal \$57.23	Edit Reservation Remove Reservation			B2 Tue., Feb. 1 -Wed., Feb. 2, 2022 490 - Pinery Provincial Park			Riverside Area 1	1 Night	1 x \$47.50 CampFee-A-Elec \$47.50 1 x \$9.73 ReservationFee-web \$9.73 <hr/> Subtotal \$57.23	Edit Reservation Remove Reservation						
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Edit Reservation Remove Reservation																							

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	<p>Describe how the system generates a unique identification number for each reservation.</p> <p>Bidder Response:</p> <p>Each reservation, registration, change, and cancellation made in the Camis solution is assigned a unique Transaction number. This transaction number is immutable and can always be referenced via a search or query. An example of where the number is viewed in search results within the Camis Field Application is shown below:</p> 	X			


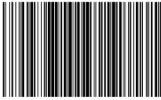
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-013 Section VI	<p>Describe how the system generates customizable email confirmations for all reservations for the following actions:</p> <ul style="list-style-type: none"> a. a new reservation is made. b. a reservation is modified or transferred. c. an accounts receivable transaction is made. <p>Bidder Response:</p> <p>For all three of the listed actions, the Camis solution generates an email confirmation which is sent to the customer. These branded confirmation emails are customizable and can be adapted to accommodate alternative format configurations. Each confirmation email includes all relevant details of the completed transaction, including booking messages regarding their specific reservation. The email sender appears to the customer as from "Nebraska Game and Parks Commission Reservation Service" (or similar). An example email is shown below:</p>	X			

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate																														
	<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 45%;">  <p>Your Full Hook-up Campsite is reserved.</p> <p>Tom Oldershaw 123 Main Ann Arbor, MI, 48103 USA</p> <p>Hello Tom</p> <p>Thank you for using the Mecosta County Parks Reservation Service. Below are the details of your nightly campsite reservation.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Reservation Number</td> <td colspan="2">INMC24-4000281</td> </tr> <tr> <td>Booking Date</td> <td colspan="2">April 23, 2024</td> </tr> <tr> <td>Booking Type</td> <td colspan="2">Nightly Campsite</td> </tr> <tr> <td></td> <td colspan="2" style="text-align: center;"> School Section Lake Veteran's Park 9003 90th Ave Mecosta, Michigan 49332 231-972-7450 </td> </tr> <tr> <td>Arriving</td> <td>Thursday, July 11, 2024</td> <td>Check In: 3:00 PM</td> </tr> <tr> <td>Departing</td> <td>Saturday, July 13, 2024</td> <td>Check Out: 1:00 PM</td> </tr> <tr> <td>Location</td> <td colspan="2">1-69</td> </tr> <tr> <td>Site</td> <td colspan="2">21</td> </tr> <tr> <td>Party Size</td> <td colspan="2">1</td> </tr> </table> </div> <div style="width: 45%; text-align: center;">  <p>INMC24-4000281</p> </div> </div>	Reservation Number	INMC24-4000281		Booking Date	April 23, 2024		Booking Type	Nightly Campsite			School Section Lake Veteran's Park 9003 90th Ave Mecosta, Michigan 49332 231-972-7450		Arriving	Thursday, July 11, 2024	Check In: 3:00 PM	Departing	Saturday, July 13, 2024	Check Out: 1:00 PM	Location	1-69		Site	21		Party Size	1								
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	<p>Emails are sent via an integration with SendGrid, owned by Twilio. SendGrid is hosted in the USA. All emails are relayed from the Camis system to SendGrid using encrypted protocols (HTTPS and TLS 1.2). SendGrid retains the emails for 72 hours after which time they are purged. Camis will continue to maintain copies of all emails for the purposes of support, troubleshooting and data retention policies or requirements.</p>																																		

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

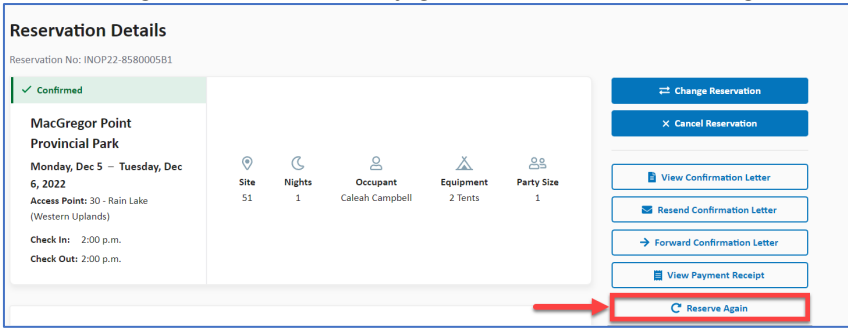
FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-014 Section VI	<p>Describe how the system notifies a customer who is unsuccessful in making a reservation through the website because of established business rules and the reason why the reservation could not be completed.</p> <p>Bidder Response:</p> <p>The Camis reservation website displays clear messaging to the customer explaining why a reservation cannot be made due to client business rules. The messaging is shown as early as possible in the booking process, and it is not possible for customers to put an item of inventory in their shopping cart if their reservation breaks business rules. Below are some examples of the messaging:</p> <div data-bbox="325 800 1014 993" style="border: 1px solid black; padding: 5px;"> <p style="margin: 0;">Arrival Departure</p> <div style="display: flex; align-items: center; gap: 10px;"> <div style="border: 1px solid red; padding: 2px;"> 📅 Sun, Sep 15 </div> <div style="border: 1px solid red; padding: 2px;"> Sun, Oct 6 </div> <div style="background-color: #e0f0ff; padding: 2px;"> 🌙 21 nights </div> </div> <p style="margin: 5px 0 0 0; color: red;">❗ You may only stay for 15 or fewer nights.</p> </div>	X			

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

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<div data-bbox="325 440 1218 1214"> </div>				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

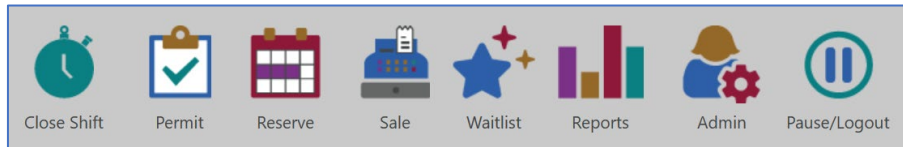
FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-015 Section VI	<p>Describe how the system provides the ability to “bookmark” or “favorite” sites and/or facilities to allow customers to save the site and facility information to their profile.</p> <p>Bidder Response: As part of their online account, customers can view their current and past reservations and easily re-book the site with the same campground, site and equipment pre-loaded. Each reservation record in the customer account includes a Reserve Again link to efficiently guide the customer through the reservation process.</p> 	X			

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-016 Section VI	<p>Describe how the system provides a waitlist function.</p> <p>Bidder Response: The Camis solution includes a fully developed waitlist function that is ready for use by clients. Administrators can easily set up a waitlist within the system, with the flexibility to define both an application period and a claim period.</p>	X			

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1



The Waitlist function within the Camis Field Application

Details Inventory **Application** Messaging

Waitlist Application Settings

Note that the waitlist application form will automatically inherit fields collected as part of reservation settings (such as party size and equipment collection) from the inventory's booking category.

Display Map Link? No Yes

Application Fee

Renewal Fee

Renewal Email Date

Send reminder 30 days from renewal email date? No Yes

Waitlist setup


The waitlist can be configured in two ways:

1. Queued: The system automatically selects applicants in the order they applied.
2. Manual: Client users manually select which applicants are successful.

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

Party Information

Occupant
  **Add**


Boat Information


Boat Type (optional)

Boat Name

Registration Number (optional)

Length (ft) Beam (ft) Draft (ft)

Slip Preference (optional) 
1st preference

Flexible on Slip? 
 No Yes

Waitlist application via the Field Application

During the application period, customers can apply to the waitlist either through the online reservation website or via the call center/field application at the park/harbor. Clients have the option to charge an application fee if desired. All customer details are captured and made available through the internal Waitlist feature within the system, and the waitlist can be exported as needed for further review or record-keeping.

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

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	<p>Once a customer is selected from the waitlist, they have the opportunity to book the specific inventory during the claim period. During this time, the inventory is reserved for them and is unavailable for anyone else to book, ensuring a seamless and fair process.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <div style="background-color: #00728f; color: white; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> Waitlist Applications (Developer) ← 🏠 </div> <div style="display: flex; justify-content: space-between; align-items: flex-start; margin-top: 10px;"> <div style="width: 30%; border-right: 1px solid #ccc; padding-right: 10px;"> <div style="margin-bottom: 10px;"> <p>Location</p> <p>Non-Specific Harbor</p> </div> <div> <p>Waitlist</p> <p>Michigan Harbour</p> </div> <div style="text-align: center; margin-top: 10px;"> <p>🔍 View Applications</p> </div> <div style="margin-top: 10px;"> <p>Status Legend</p> <ul style="list-style-type: none"> ● Submitted Application has been submitted. ● Rejected Application has been removed from the Waitlist by staff. ● Unclaimed Application was successful but has yet to be claimed by the occupant. ● Claimed Application was successful and has been claimed by the occupant. ● Withdrawn Application was successful but the occupant withdrew their offer. ● Expired Application was successful but the occupant let their offer expire. ● Unsuccessful Application was unsuccessful. </div> </div> <div style="width: 70%; padding-left: 10px;"> <div style="background-color: #00728f; color: white; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> Applications 0/11 Visible Columns ▾ Export Selected Applications </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th>#</th> <th>Ref. #</th> <th>Date Sub.</th> <th>Occupant</th> <th>Phone</th> <th>Postal</th> <th>Notes</th> <th>Reg #</th> <th>Type</th> <th>Status</th> <th>Last Renewed</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>VAHC24-4028</td> <td>Mar-18-24 2:12:00 PM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td></td> <td>90000</td> <td>Sail Boat</td> <td>Renewed</td> <td>Apr 23, 2024</td> <td>Update</td> </tr> <tr> <td>2</td> <td>VAHC24-4029</td> <td>Mar-18-24 2:13:00 PM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td></td> <td>89000</td> <td>Power Boat</td> <td>Submitted</td> <td>Mar 19, 2024</td> <td>Update</td> </tr> <tr> <td>3</td> <td>VAHC24-4030</td> <td>Mar-18-24 3:03:00 PM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td>Waitlist application note</td> <td>23456</td> <td>Power Boat</td> <td>Payment Pend...</td> <td></td> <td>Update</td> </tr> <tr> <td>4</td> <td>VAHC24-4036</td> <td>Mar-19-24 9:08:00 AM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td></td> <td>456778</td> <td>Sail Boat</td> <td>Submitted</td> <td>Mar 19, 2024</td> <td>Update</td> </tr> <tr> <td>5</td> <td>VAHC24-4039</td> <td>Mar-19-24 9:47:00 AM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td></td> <td>5454</td> <td>Sail Boat</td> <td>Payment Pend...</td> <td></td> <td>Update</td> </tr> <tr> <td>6</td> <td>VAHC24-4040</td> <td>Mar-19-24 11:02:00 AM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td></td> <td>dffgggfd</td> <td>Power Boat</td> <td>Payment Pend...</td> <td></td> <td>Update</td> </tr> <tr> <td>7</td> <td>VAHC24-6001</td> <td>Apr-10-24 10:13:00 AM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td></td> <td>222333</td> <td>Power Boat</td> <td>Renewed</td> <td>Apr 23, 2024</td> <td>Update</td> </tr> <tr> <td>8</td> <td>VAHC24-6005</td> <td>Apr-23-24 1:58:00 PM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td></td> <td>12345</td> <td>Sail Boat</td> <td>Renewed</td> <td>Apr 23, 2024</td> <td>Update</td> </tr> <tr> <td>9</td> <td>VAHC24-6014</td> <td>Apr-23-24 3:52:00 PM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td></td> <td>222</td> <td>Sail Boat</td> <td>Renewed</td> <td>Apr 23, 2024</td> <td>Update</td> </tr> <tr> <td>10</td> <td>VAHC24-6016</td> <td>Apr-23-24 4:02:00 PM</td> <td>Meas, Roseanna</td> <td>+15198908888</td> <td></td> <td></td> <td>234234</td> <td>Sail Boat</td> <td>Renewed</td> <td>Apr 23, 2024</td> <td>Update</td> </tr> <tr> <td>11</td> <td>VAHC24-6017</td> <td>Apr-23-24 4:03:00 PM</td> <td>Manoj, sheeja</td> <td>+15197660901</td> <td>N1G5G3</td> <td></td> <td>333</td> <td>Sail Boat</td> <td>Payment Pend...</td> <td></td> <td>Update</td> </tr> </tbody> </table> </div> </div> </div>					#	Ref. #	Date Sub.	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The Waitlist Applications dashboard

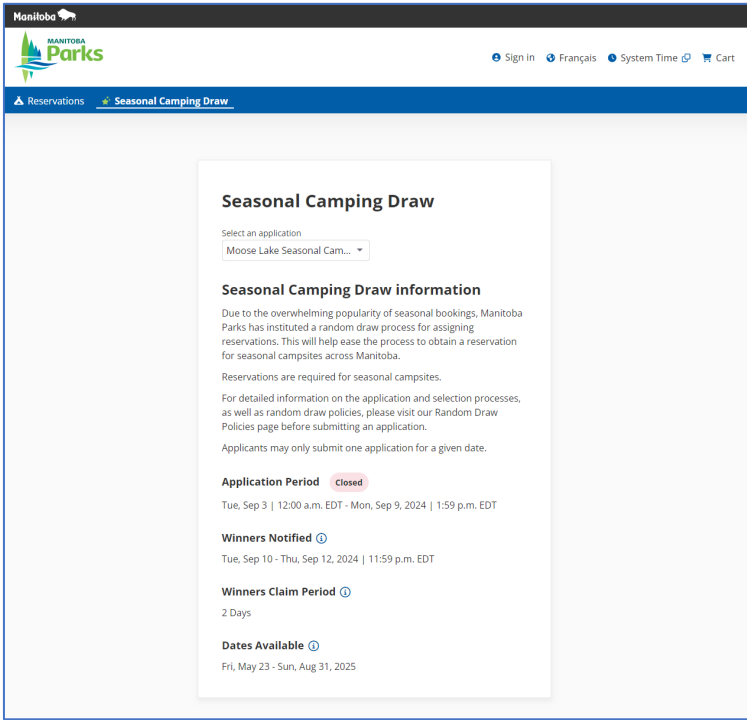
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Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

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 Camis solution includes a **fully integrated lottery function**, currently in use by some of our largest clients, designed for high-demand facilities such as marina boat slips, campsites, and other similar resources. Administrators can easily configure the lottery with a client-defined entry period and a claim period for successful applicants.



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

Date preferences

Add 1-2 date preferences. If your application is selected, we will check to see if any of these dates are available in the order that you ranked them.

Number of date preferences

− +

Date

1

Application

Frog Lake Shuttle Bus (May 24 Weekend)

Party information

Adult (18-64) Senior (65+) Youth (6-17)

− + − + − +

Child (0-5)

− +

Name

1

Age Category

Adult (18-64)

Emergency Contact ⓘ

Full Name

Phone number

Departure time preferences

If your application is selected, we will check to see if any of these departure time are available in the order that you ranked them

Departure time

I'm flexible on departure time ⓘ

During the entry period, customers can apply for the lottery through the reservation website. If desired by the client, customers can specify their date and time preferences as part of the application process. Clients also have the option to charge an application fee, providing flexibility depending on their operational needs.

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

The lottery can be configured to run in two modes:

1. **Random:** The Camis system randomly conducts the lottery draw, ensuring fairness and transparency by automating the selection process. This mode reduces the administrative burden on the client.
2. **Manual:** Client users can manually select the successful applicants, offering more control over the selection process when necessary.

Once the draw is complete, successful applicants are notified via email with client-configurable content. During the **claim period**, these customers can book the inventory they won, which remains unavailable to others until the claim period expires, ensuring fairness and exclusivity.



Your application for Frog Lake Shuttle Bus (May 24 Weekend) was unsuccessful

Hey Tom,

Ribbit. Too bad, you didn't win this time! But don't worry, the Frog King is still waiting for you to try again next year. Remember, remaining Frog Lake shuttle seats open to the public on July 10th so you still have a chance to snag a spot.

Application details

Campsite, Day Use and Group

Ironwood

Party size

2

Date(s)

May 25, 2024

May 26, 2024

Departure time preferences

12:30 PM bus

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Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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			
<p>Bidder Response:</p> <p>The Camis solution provides for detailed, interactive and visually appealing maps that provide accurate representations of park sites and amenities including campground/cabin areas, storage and marina areas. The maps within the Camis solution are drawn by Camis are based on real maps provided by clients.</p> <p>There is no limit to the number of maps that can be provided for each park, allowing an overview map with multiple additional maps for campgrounds, allowing the user to drill down to see areas of specific detail. The maps include amenity icons which can be hovered over to show their meaning, allowing users to see the specific facilities and their location within each campground.</p>					

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

< The Point
Find the perfect site with filters
Filters

- Map
- List
- Calendar

Info Dates

Brower Park

Brower Park provides access to the 18 miles of navigable water on the backwaters of the Hardy Dam. This beautifully wooded 280-acre park boasts almost 8000 feet of river frontage with 1000 feet of sandy beach. Watersports and family friendly amenities highlight the attractions of the park. The Hardy Pond is accessible by boat launches on the north and south shorelines. Family friendly activities include event programming, arts and crafts, hayrides, and movie nights. Additional park amenities include hiking trails, tennis courts, disc golf, volleyball, basketball, horseshoes, playgrounds and picnic areas. Brower Park contains 230 campsites and 10 Camp-N-Cabins. Pets are welcome.

Address
23056 Polk Rd.
Starwood, Michigan, 49346
USA

Phone
231-823-2561

Email
BrowerPark@MecostaCountyParks.com

Availability legend ^

Available ⓘ	Partial Availability ⓘ
Restrictions ⓘ	Unavailable ⓘ
Not Operating ⓘ	Held in Cart ⓘ

Shape legend ^

- Serviced Campsite

Map Icon Legend ^



Parking	Playground
Swimming	Boat Launch
Picnic Area	Volleyball
Garbage	Toilets
Boat Tie-up	

Example of a map on the Camis Reservation Website

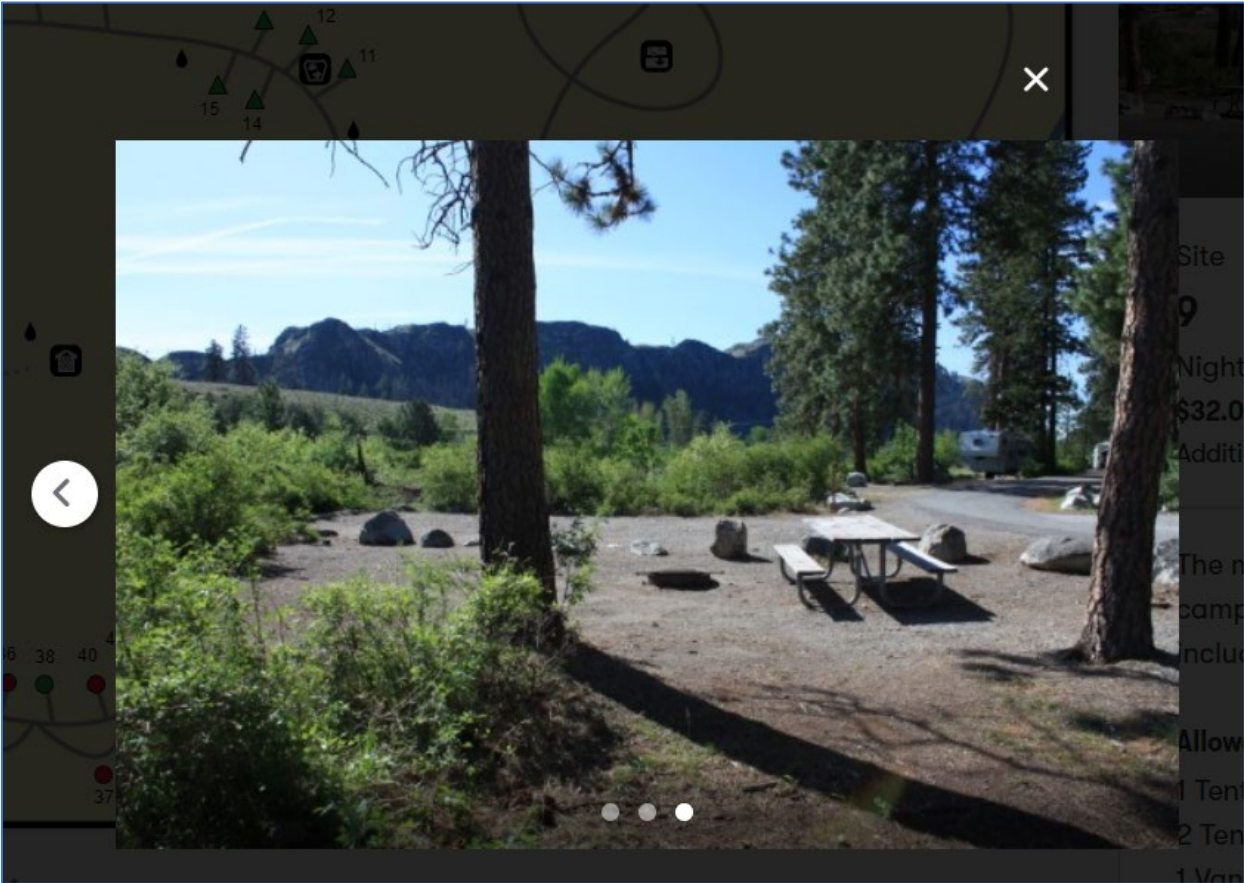
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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			
<p>Bidder Response:</p> <p>There is no limit to the number of maps that can be provided for each park, allowing an overview map with multiple additional maps for campgrounds, allowing the user to drill down to see areas of specific detail. The maps include amenity icons with a key, allowing users to see the specific facilities and their location within each campground.</p> <p>Users can click on each item of reservable inventory, such as a campsite, to see more detail regarding the site, including specific attributes such as size, electrical service, and shade. The attribute types and the choices for each attribute (e.g. Shade - Full/Partial/None) are completely customizable and dependent on the client's preference.</p>					


Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<div data-bbox="417 423 735 1341"> <p>Details Info Dates</p>  <p>Site</p> <p>68 Nightly Fees \$34.00 Additional fees or discounts may apply.</p> <hr/> <p>Allowed Equipment Truck Camper Trailer or RV up to 20' Trailer or RV up to 25' Trailer or RV up to 30' Trailer or RV up to 35' Trailer or RV up to 40'</p> <p>Electrical Service: 20 Amps, 30 Amps, 50 Amps Sewer Hookup: No Features: Fire Pit, Pet Friendly, Picnic Table Pull Through: No</p> <p>Site calendar</p> <p>View more details</p> <p>Reserve</p> </div>		<div data-bbox="850 449 1556 1351">  <p>68 Nightly Fees \$34.00 Additional fees or discounts may apply.</p> <p>Allowed Equipment Capacity limits</p> <p>Truck Camper 6 people max capacity Trailer or RV up to 20' Trailer or RV up to 25' Electrical Service: 20 Amps, 30 Amps, 50 Amps Trailer or RV up to 30' Sewer Hookup: No Trailer or RV up to 35' Features: Fire Pit, Pet Friendly, Picnic Table Trailer or RV up to 40' Pull Through: No Site Length: 45 Site Width: 43 ADA Only: No Site Shade: No Shade/Full Sun Adjacent To: Water Spigot Distance to Restroom: Within 200 feet Ground Cover: Grass Pets Allowed: Yes Equestrian: No</p> <p>Close</p> </div>		

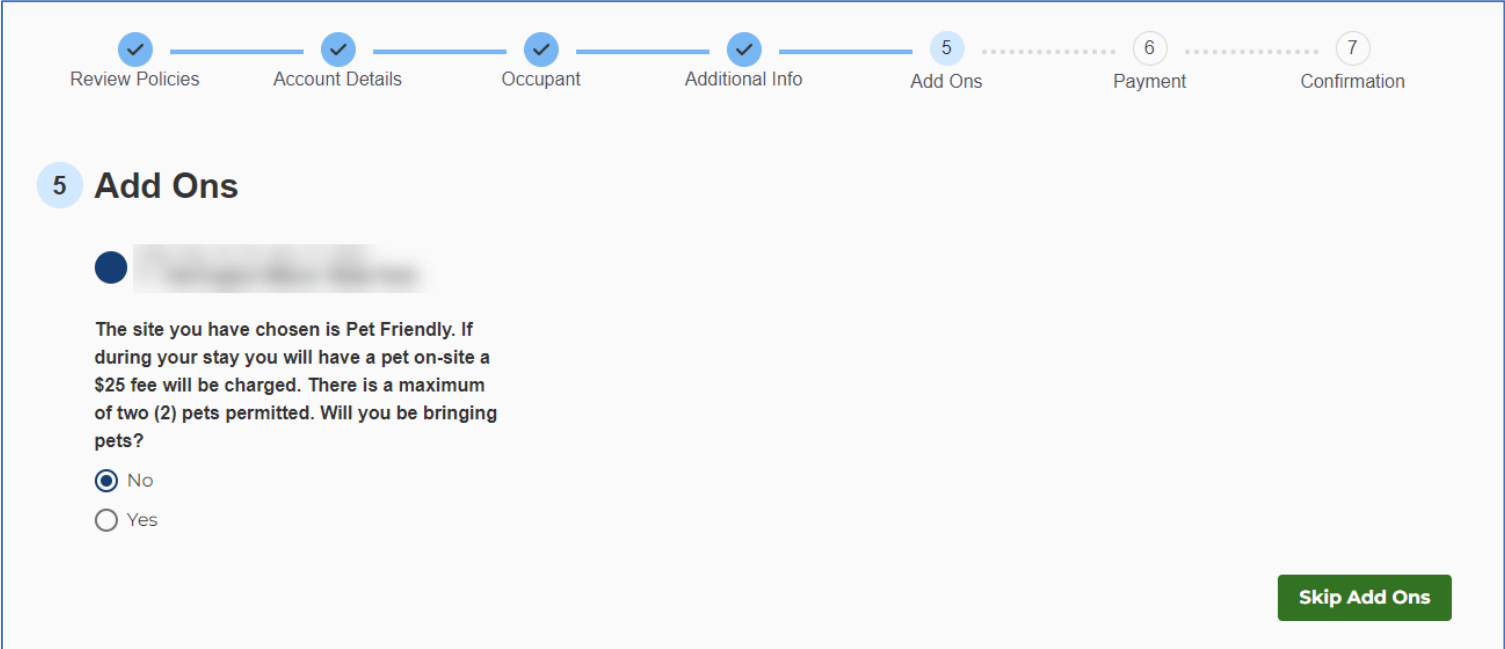
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<p>Users can view photos for each site or other item of reservable inventory. There is no restriction on the number of photos that can be displayed for each site. Clicking the photo displays it in a full-size view, and users can scroll through to see each photo for that site.</p> 				

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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<p>360-degree photos are also supported on the Camis website. This type of photo allows users to click and drag around a full 360-degree view.</p> 				

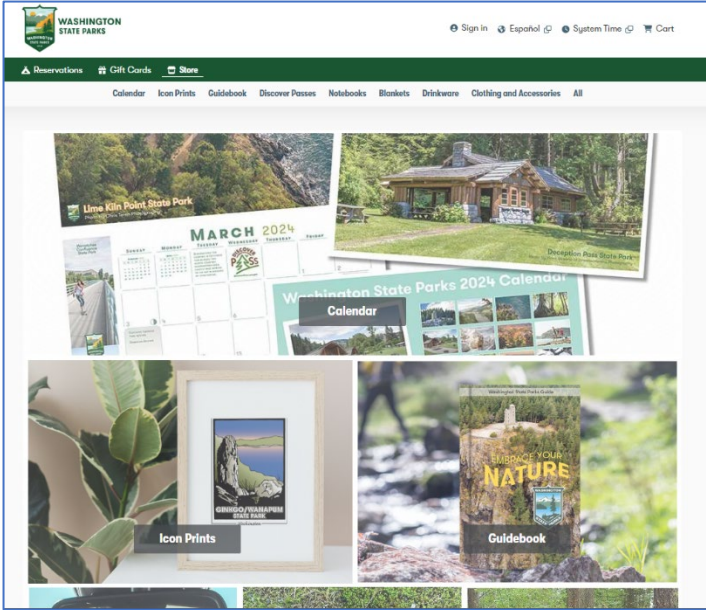
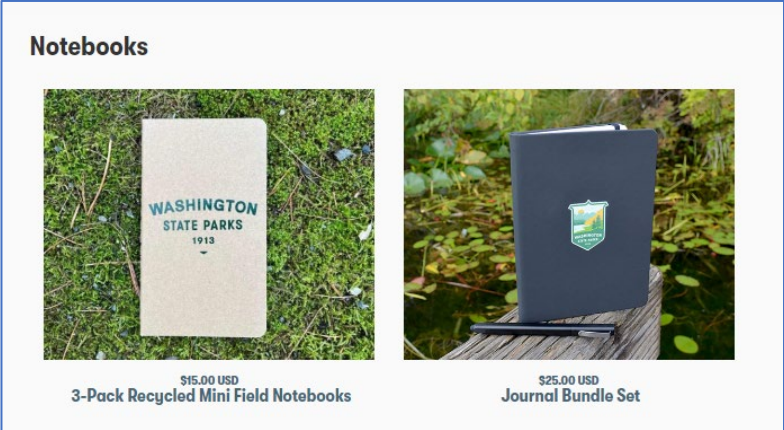
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-020 Section VI	<p>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.</p> <p>Bidder Response:</p> <p>The Camis solution's reservation website and field application is able to suggest booking-dependent add-ons during the reservation process. The answer defaults to No, meaning that users are not required to specifically select No in order to decline the add-on. Add-ons can be defined for a subset of resources within a resource type, meaning that all inventory items of the same type are not required to have the same list of add-ons. Add-ons can be fees, such as in the example below, or products, such as merchandise or firewood.</p> 	X			

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

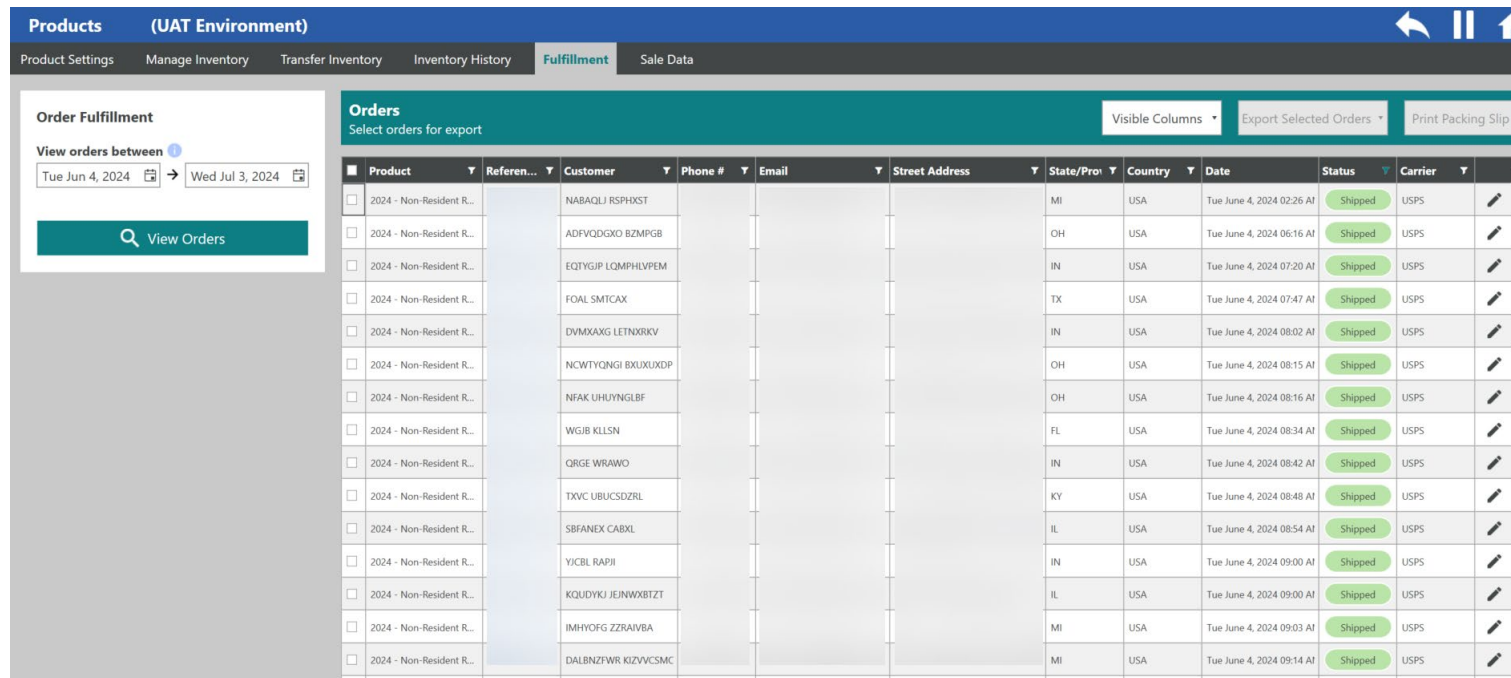
FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<p>The Camis solution also includes an online store fully integrated into our clients' reservation websites. The web store can be used for the sale of passes and merchandise, and customers are able to add items to their cart along with reservations, and pay for everything in one transaction. The store is easy to navigate, with intuitive item categorization and drill-down functionality. The online store allows organizations to sell a range of products including vehicle permits, physical gift cards, maps, and clothing and can be used to collect donations for the organization or specific projects. The web store is fully customizable and allows organizations to define a landing page and department structure that suits their needs. The online store comes with inventory management and controls, shipping cost configuration options, fulfillment reporting, and the ability to add shipping status updates.</p>				
	 				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1



FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
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Clients have access to a Fulfillment Dashboard within the Camis solution, which displays pending web store orders along with the customer mailing details, payment information, and the ability to change the status of orders in order to keep track of which orders have been fulfilled.



The fulfillment dashboard also includes the option to automatically send a shipping confirmation email with tracking information. When the person fulfilling the order changes the status of an order to "Shipped", the system prompts for the carrier and tracking number. A shipping confirmation email is automatically sent to the customer with a link to the tracking. The tracking email includes customizable messaging dependent on the carrier that is selected. A packing slip containing all the details of the order is also available to be printed out from our system.

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

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate																				
	<p>Mecosta County Parks Online Store. To:  tom.oldershaw@camis.com <tom.oldershaw@camis.com></p>  <p>Shipping Confirmation</p> <p>Your order has been shipped and will arrive in 3 - 6 business days. The details of your order are below.</p> <p>Order Status: Shipped Order Number: INMC24-2100601 Date/Time: Sunday, March 3, 2024 11:09:52 AM (EST) Tracking Number: 385738309 Carrier: FedEx Track Your Order</p> <p style="text-align: center;">Shipping information</p> <p>Sarah smith 123 Main Catalina, AZ, 85738 USA +1 734-834-9098</p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Order</th> <th style="text-align: left;">Product</th> <th style="text-align: right;">Unit Price</th> </tr> </thead> <tbody> <tr> <td>PS5-Annual MVEF Pass</td> <td></td> <td style="text-align: right;">\$80.00</td> </tr> <tr> <td>Shipping</td> <td></td> <td style="text-align: right;">\$6.00</td> </tr> <tr> <td>Grand Total</td> <td></td> <td></td> </tr> </tbody> </table> <p>Payment</p> <table border="0" style="width: 100%;"> <tbody> <tr> <td>SubTotal</td> <td style="text-align: right;">\$80.00</td> </tr> <tr> <td>Shipping</td> <td style="text-align: right;">\$6.00</td> </tr> <tr> <td>Taxes</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Total (USD)</td> <td style="text-align: right;">\$86.00</td> </tr> </tbody> </table> <p>Method of Payment Credit/Debit Refund & Exchange Policy</p>	Order	Product	Unit Price	PS5-Annual MVEF Pass		\$80.00	Shipping		\$6.00	Grand Total			SubTotal	\$80.00	Shipping	\$6.00	Taxes	\$0.00	Total (USD)	\$86.00				
Order	Product	Unit Price																							
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Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-021 Section VI	<p>Describe how the system allows the customer the functionality to review profile information including previous purchase history and account balances.</p> <p>Bidder Response:</p> <p>The Camis system provides customers with the ability to review their profile information, including previous purchase history and account balances, through a user-friendly interface. Upon logging into the reservation website, customers can click on the My Reservations section to view all current, future, and past reservations. This page offers key information at a glance, such as reservation dates and locations, but also allows customers to click into each individual reservation for more detailed information.</p> <div data-bbox="327 799 1577 1307" style="border: 1px solid #ccc; padding: 10px;"> <p>Reservations</p> <p>Current</p> <p>You have no current reservations.</p> <p>Upcoming</p> <p>Reservation No: AOMC24-443002B1</p> <div style="display: flex; align-items: flex-start;"> <div style="flex: 1;"> <p>Brower Park Fri, Apr 25 - Sun, Oct 5, 2025</p> <p>✓ Confirmed</p> <p>Check In: 08:00 Check Out: 15:00</p> </div> <div style="flex: 2; display: flex; justify-content: space-around; text-align: center;"> <div> <p>Site 184</p> </div> <div> <p>Nights 163</p> </div> <div> <p>Occupant Tom Oldershaw</p> </div> <div> <p>Equipment Tent or 2-Tents</p> </div> <div> <p>Party Size 1</p> </div> </div> <div style="flex: 0.5; margin-left: 10px;"> <p>↻ Change reservation</p> <p>✕ Cancel reservation</p> <p>ℹ View reservation details</p> </div> </div> </div>	X			

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate																								
	<div style="border: 1px solid #ccc; padding: 10px;"> <p>Past & Canceled</p> <p>View past and cancelled reservations ^</p> <p>Reservation No: AOMC24-5001B1</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Merrill-Gorrel Park Tue, Jan 30 - Wed, Jan 31, 2024</p> <p>× Canceled</p> <p>Check In: 15:00 Check Out: 13:00</p> <table style="width: 100%; text-align: center; font-size: small;"> <tr> <td> Site</td> <td> Nights</td> <td> Occupant</td> <td> Equipment</td> <td> Party Size</td> <td>View reservation details</td> </tr> <tr> <td>22</td> <td>1</td> <td>Tom Oldershaw</td> <td>Tent or 2-Tents</td> <td>1</td> <td></td> </tr> </table> </div> <p>Reservation No: AOMC24-2005B1</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>School Section Lake Veteran's Park Mon, Jan 29 - Tue, Jan 30, 2024</p> <p>× Canceled</p> <p>Check In: 15:00 Check Out: 13:00</p> <table style="width: 100%; text-align: center; font-size: small;"> <tr> <td> Site</td> <td> Nights</td> <td> Occupant</td> <td> Equipment</td> <td> Party Size</td> <td>View reservation details</td> </tr> <tr> <td>14</td> <td>1</td> <td>Tom Oldershaw</td> <td>Tent or 2-Tents</td> <td>1</td> <td></td> </tr> </table> </div> </div> <p>Within each reservation, customers can see:</p> <ul style="list-style-type: none"> Site photos Site attributes Payment history The confirmation email Any outstanding balances related to the booking <p>Customers are also able to change or cancel bookings from this page, and view any outstanding balances on the booking, as highlighted below:</p>					Site	Nights	Occupant	Equipment	Party Size	View reservation details	22	1	Tom Oldershaw	Tent or 2-Tents	1		Site	Nights	Occupant	Equipment	Party Size	View reservation details	14	1	Tom Oldershaw	Tent or 2-Tents	1	
Site	Nights	Occupant	Equipment	Party Size	View reservation details																								
22	1	Tom Oldershaw	Tent or 2-Tents	1																									
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Attachment 6 Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate																		
	<div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="margin: 0;">Reservation Details</h3> <p style="font-size: 0.8em; margin: 0;">Reservation No: AOMC24-443002B1</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 45%;"> <p>Brower Park Fri, Apr 25 - Sun, Oct 5, 2025</p> <p>Confirmed</p> <p>Check In: 08:00 Check Out: 15:00</p> </div> <div style="width: 45%; text-align: center;"> <table style="width: 100%; font-size: 0.8em;"> <tr> <td>Site</td> <td>Nights</td> <td>Occupant</td> <td>Equipment</td> <td>Party Size</td> </tr> <tr> <td>184</td> <td>163</td> <td>Tom Oldershaw</td> <td>Tent or 2-Tents</td> <td>1</td> </tr> </table> </div> </div> <div style="margin-top: 10px;"> <div style="display: flex; align-items: center;"> <div style="margin-left: 10px;"> <p>184</p> <p style="font-size: 0.8em;">This site is located near the bathhouse.</p> <p>View more details</p> </div> </div> </div> <div style="margin-top: 10px; text-align: right;"> <p>Change reservation</p> <p>Cancel reservation</p> <p>View confirmation letter</p> <p>Resend confirmation letter</p> <p>Forward confirmation letter</p> <p>View payment receipt</p> <p>Reserve again</p> </div> </div> <div style="margin-top: 20px;"> <h3 style="margin: 0;">Transaction Details</h3> <p style="font-size: 0.8em; margin: 0;">Wed, Sep 18, 2024</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Payment Details</p> <p style="font-size: 0.8em;">Rate:</p> <table style="width: 100%; font-size: 0.8em;"> <tr> <td>1x \$2,300.00Brower - Camping - Seasonal</td> <td style="text-align: right;">\$2,800.00</td> </tr> <tr> <td>1x \$500.00Seasonal Deposit Refund - 500</td> <td></td> </tr> <tr> <td>Total (USD)</td> <td style="text-align: right;">\$2,800.00</td> </tr> </table> </div> <div style="width: 45%; border: 2px solid red; padding: 5px;"> <p style="font-size: 0.8em; text-align: center;">September 18, 2024 at 01:55 PM</p> <p>Tom Oldershaw</p> <table style="width: 100%; font-size: 0.8em;"> <tr> <td>Visa *****1234</td> <td style="text-align: right;">\$500.00</td> </tr> <tr> <td>Total Paid (USD)</td> <td style="text-align: right;">\$500.00</td> </tr> <tr> <td>Balance Outstanding (USD)</td> <td style="text-align: right;">\$2,300.00</td> </tr> </table> </div> </div> </div>	Site	Nights	Occupant	Equipment	Party Size	184	163	Tom Oldershaw	Tent or 2-Tents	1	1x \$2,300.00Brower - Camping - Seasonal	\$2,800.00	1x \$500.00Seasonal Deposit Refund - 500		Total (USD)	\$2,800.00	Visa *****1234	\$500.00	Total Paid (USD)	\$500.00	Balance Outstanding (USD)	\$2,300.00
Site	Nights	Occupant	Equipment	Party Size																			
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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-022 Section VI	Describe how the system allows the application of discounts or promotional codes.	X			
	<p>Bidder Response:</p> <p>The Camis solution includes promotion code functionality. Promotion/offer codes support organizations encouraging usage of underutilized resources or time periods, celebrating milestones, and encouraging customer retention. The Camis solution allows administrators to define and configure offer codes for specific locations, dates, and booking types. Administrators can easily define which fees can and cannot be discounted and the amount of the discount – either percentage based or dollar amount based.</p> <p>The Camis solution allows customers to enter their offer code during the check-out workflow and assess to ensure it is valid. Promotion codes can be redeemed via the reservation website, the call center, and in-park.</p>				

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FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate																				
	<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;">Your cart</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Rate: Full</td> <td style="text-align: right;">\$21.50</td> </tr> <tr> <td>1 x \$19.00 Camp Fee</td> <td style="text-align: right;">\$19.00</td> </tr> <tr> <td>1 x -\$10.00 Offer Code - CAMP2020</td> <td style="text-align: right;">-\$10.00</td> </tr> <tr> <td>1 x \$12.50 ReservationFee</td> <td style="text-align: right;">\$12.50</td> </tr> </table> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;"></td> <td style="text-align: right;">Tax</td> <td style="text-align: right;">\$2.80</td> </tr> <tr> <td style="text-align: center;">TOTAL</td> <td></td> <td style="text-align: right;">\$24.30</td> </tr> </table> <div style="margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%; border: 1px solid #ccc; padding: 5px;">OFFER CODE CAMP2020</td> <td style="text-align: center; padding: 5px;">Apply</td> </tr> </table> <div style="background-color: #e0ffe0; padding: 5px; margin-top: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">CAMP2020</td> <td style="text-align: right;">-\$10.00</td> </tr> <tr> <td>SAVE \$10</td> <td style="text-align: right;">Remove</td> </tr> </table> </div> </div> </div> <p>The dedicated Offer Codes Report, shown below, provides insight into usage and effectiveness of the offer code. This report provides an overview of the impact and use of offer codes and includes details on customer origin and how far in advance the booking was created. Users can drill down to specific offer codes and filter by booking dates, as well as location.</p>	Rate: Full	\$21.50	1 x \$19.00 Camp Fee	\$19.00	1 x -\$10.00 Offer Code - CAMP2020	-\$10.00	1 x \$12.50 ReservationFee	\$12.50		Tax	\$2.80	TOTAL		\$24.30	OFFER CODE CAMP2020	Apply	CAMP2020	-\$10.00	SAVE \$10	Remove				
Rate: Full	\$21.50																								
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	Tax	\$2.80																							
TOTAL		\$24.30																							
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CAMP2020	-\$10.00																								
SAVE \$10	Remove																								

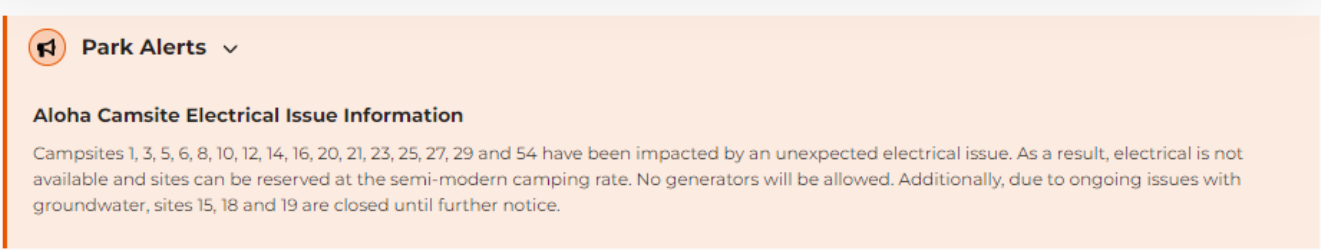
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Requirements Traceability Matrix (RTM)

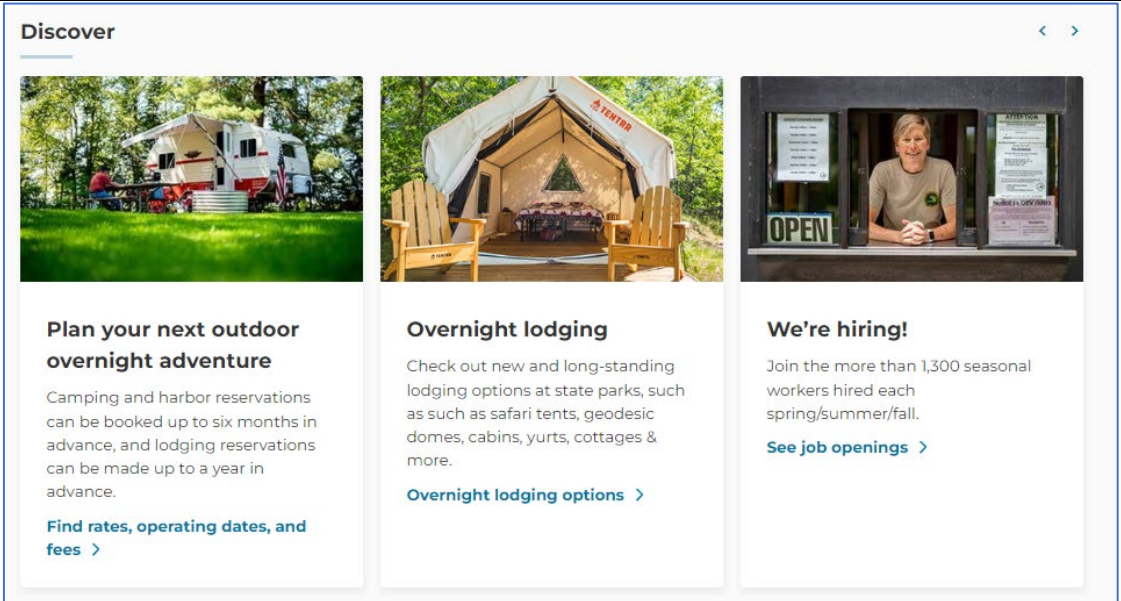
Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate																																												
	<div style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid #ccc; margin-bottom: 10px;"> Reports Advanced Reports </div> <div style="display: flex;"> <div style="width: 25%; border-right: 1px solid #ccc; padding-right: 10px;"> <p>Select a Report</p> <p>Project Financial Reports</p> <p>Workbook Offer Code</p> <p><small>View workbook help text below</small></p> <p>View Main</p> <p>Start Date Nov-18-20</p> <p>End Date Dec-18-20</p> <p style="text-align: center; background-color: #007060; color: white; padding: 5px; margin-top: 10px;">View Report</p> <div style="margin-top: 20px; background-color: #e0f2f1; padding: 5px; border-radius: 5px;"> <p style="text-align: center; margin: 0;">Offer Code</p> <p style="font-size: 0.8em; margin: 0;">This report provides an overview of the impact and usage of offer codes. Creation dates are used for the start and end date filter.</p> <p style="font-size: 0.8em; margin: 0;">Need more help? View User Guide</p> </div> </div> <div style="width: 75%; padding-left: 10px;"> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div> <h3>Offer Code Report</h3> <p><small>This report provides an overview of the impact and use of offer codes and includes details on customer origin and how far in advance the booking was created. Users can drill down to specific offer codes and filter by booking dates, as well as location.</small></p> <p style="text-align: right; font-size: 0.8em;">From: November 18, 2020 To: December 18, 2020</p> </div> <div style="flex-grow: 1;"> <p>Report Filters</p> <p>Resource Location: (All)</p> <p>Arrival Date: 11/30/2020 - 2/17/2021</p> <p>Departure Date: 12/2/2020 - 2/20/2021</p> </div> <div style="flex-grow: 1;"> <p>Financial Impact</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0f2f1;"> <th></th> <th>Minimum</th> <th>Maximum</th> <th>Average Per Booking</th> </tr> </thead> <tbody> <tr> <td>Arrival Date</td> <td>\$-1.92</td> <td>\$-56.50</td> <td>\$-11.57</td> </tr> </tbody> </table> </div> </div> <div style="margin-top: 20px;"> <div style="display: flex;"> <div style="flex-grow: 1;"> <p>Offer Codes</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em; margin-top: 5px;"> <thead> <tr> <th>Offer Code</th> <th>Frequency</th> <th>Discount Total</th> <th>Avg. Days Window</th> </tr> </thead> <tbody> <tr><td>FALL2020</td><td>3</td><td>\$29.25</td><td>0.67</td></tr> <tr><td>Flat Discount</td><td>3</td><td>\$101.70</td><td>0.33</td></tr> <tr><td>SNOWDAY2020</td><td>3</td><td>\$46.15</td><td>0.33</td></tr> <tr><td>Test</td><td>3</td><td>\$25.84</td><td>7.64</td></tr> <tr><td>Test1</td><td>3</td><td>50.00</td><td>18.80</td></tr> <tr><td>Test2</td><td>3</td><td>50.00</td><td>14.00</td></tr> <tr><td>TestFlat</td><td>3</td><td>\$90.40</td><td>18.80</td></tr> <tr style="background-color: #f8bbd0;"><td>WINTER2021</td><td>16</td><td>\$185.16</td><td>1.44</td></tr> </tbody> </table> </div> <div style="flex-grow: 1;"> <p>Customer Origin</p> <p style="font-size: 0.7em; margin-top: 5px;">© 2020 Mapbox © OpenStreetMap</p> </div> </div> </div> </div> </div> </div> <div data-bbox="930 1502 1050 1539" data-label="Page-Footer"> <p style="text-align: center;">Page 48</p> </div>						Minimum	Maximum	Average Per Booking	Arrival Date	\$-1.92	\$-56.50	\$-11.57	Offer Code	Frequency	Discount Total	Avg. Days Window	FALL2020	3	\$29.25	0.67	Flat Discount	3	\$101.70	0.33	SNOWDAY2020	3	\$46.15	0.33	Test	3	\$25.84	7.64	Test1	3	50.00	18.80	Test2	3	50.00	14.00	TestFlat	3	\$90.40	18.80	WINTER2021	16	\$185.16	1.44
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-023 Section VI	<p>Describe how the system provides a site feature to promote short-notice availability of reservable facilities.</p> <p>Bidder Response:</p> <p>The Camis system provides multiple features that allow clients to promote short-notice availability of reservable facilities effectively.</p> <p>The Park Alerts feature gives clients the ability to create customized alerts that appear on the reservation website. These alerts can be configured to display either across the entire organization or when a user selects a specific park. Many clients use this feature to highlight short-notice availability of reservable facilities, ensuring that visitors are immediately aware of available opportunities.</p> <div data-bbox="338 797 1650 1044" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;">  <p>The screenshot shows a notification titled "Park Alerts" with a dropdown arrow. Below the title is a sub-heading "Aloha Camsite Electrical Issue Information" followed by a paragraph of text: "Campsites 1, 3, 5, 6, 8, 10, 12, 14, 16, 20, 21, 23, 25, 27, 29 and 54 have been impacted by an unexpected electrical issue. As a result, electrical is not available and sites can be reserved at the semi-modern camping rate. No generators will be allowed. Additionally, due to ongoing issues with groundwater, sites 15, 18 and 19 are closed until further notice."</p> </div> <p>For clients utilizing the Camis lottery or waitlist features, the reservation website automatically displays a pop-up notice when users navigate to a park that has inventory currently offered through a lottery or waitlist. This pop-up directs users to the relevant feature, making it easy for them to apply for short-notice availability.</p> <p>The Discover section of the reservation website, which features marketing panels on the homepage, is entirely client-configurable and can be updated at any time. Clients often use this section to promote last-minute availability of inventory, making it a valuable tool for marketing short-notice opportunities directly to users. Together, these features provide clients with flexible and efficient ways to advertise short-notice availability to users through multiple channels. An example is shown below:</p>	X			

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

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
					

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			
	<p>Bidder Response:</p> <p>The Camis solution allows Nebraska Game and Parks Commission staff to create and manage advisory messages. The Camis solution includes a Park Alerts tool that is managed through the field application. Park alerts will display in all sales channels (reservation website, field application, call center) and will appear prominently as soon as a user navigates to a park for which a park alert has been set. Users are required to acknowledge park alerts before proceeding with a reservation. Park alerts can be set either globally or for individual parks and are set to display for a defined date</p>				

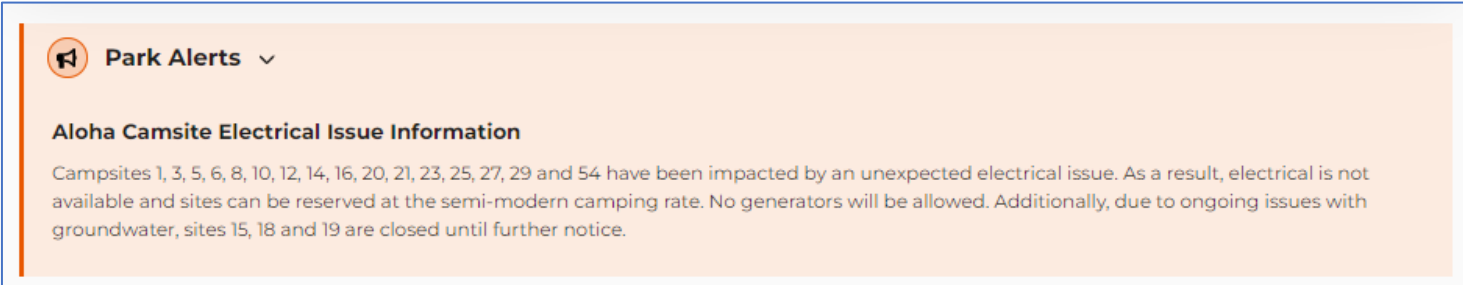
Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<p>range based on the customer's booking dates or transaction dates. Park alerts can contain hyperlinks in order to link users to other websites.</p> <div data-bbox="325 519 1228 1315" style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <h4 style="text-align: center;">Message Triggers</h4> <p>Global Park Alert ?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p><input type="checkbox"/> Resource Locations (0 selected)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Algonac State Park <input type="checkbox"/> Aloha State Park <input type="checkbox"/> Alpena Marina <input type="checkbox"/> Arcadia Veterans Marina <input type="checkbox"/> Bald Mountain Recreation Area <input type="checkbox"/> Baldwin Field Office <p>Transaction Dates</p> <p>Thu Sep 19, 2024 12:00 AM <input type="checkbox"/> → Fri Sep 20, 2024 12:00 AM <input type="checkbox"/></p> <p>Booking Dates ?</p> <p>Add Booking Dates</p> </div> <div style="width: 50%;"> <h4 style="text-align: center;">Message Content</h4> <p>English (United States)</p> <p>Message Title <i>(optional)</i> 0 / 200</p> <p><input type="text"/></p> <p>Message Body 0 / 600</p> <p><input type="text"/></p> <p><small>To add a hyperlink, highlight the text you would like to make clickable, then set your destination url by selecting the link icon.</small></p> <p style="background-color: #ffe6e6; padding: 5px;"><small>This park alert will be displayed in all sales channels and will require acknowledgement by the customer before proceeding to complete their reservation.</small></p> <p style="text-align: right;"> <input type="button" value="Save Park Alert"/> <input type="button" value="Cancel"/> </p> </div> </div> </div>				

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





FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	 <p>The screenshot shows a notification titled "Park Alerts" with a dropdown arrow. Below it, the heading "Aloha Campsite Electrical Issue Information" is followed by a paragraph: "Campsites 1, 3, 5, 6, 8, 10, 12, 14, 16, 20, 21, 23, 25, 27, 29 and 54 have been impacted by an unexpected electrical issue. As a result, electrical is not available and sites can be reserved at the semi-modern camping rate. No generators will be allowed. Additionally, due to ongoing issues with groundwater, sites 15, 18 and 19 are closed until further notice."</p>				

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			
	<p>Bidder Response:</p> <p>The Camis solution's Booking Messages feature provides a dynamic group of messages that display based on various aspects of a customer's booking. These messages are highly flexible and can be configured to trigger based on booking dates, transaction dates, for specific inventory types, or even specific attributes such as site characteristics. The messages can be set on one site, a group of sites, right up to across the entire organization. This ensures that only the most relevant and important information is presented to the customer during the reservation process.</p> <p>These messages are presented to customers during the online reservation checkout process or communicated by operators through the call center or field interface, and customers are required to acknowledge the messages before proceeding with the booking.</p>				

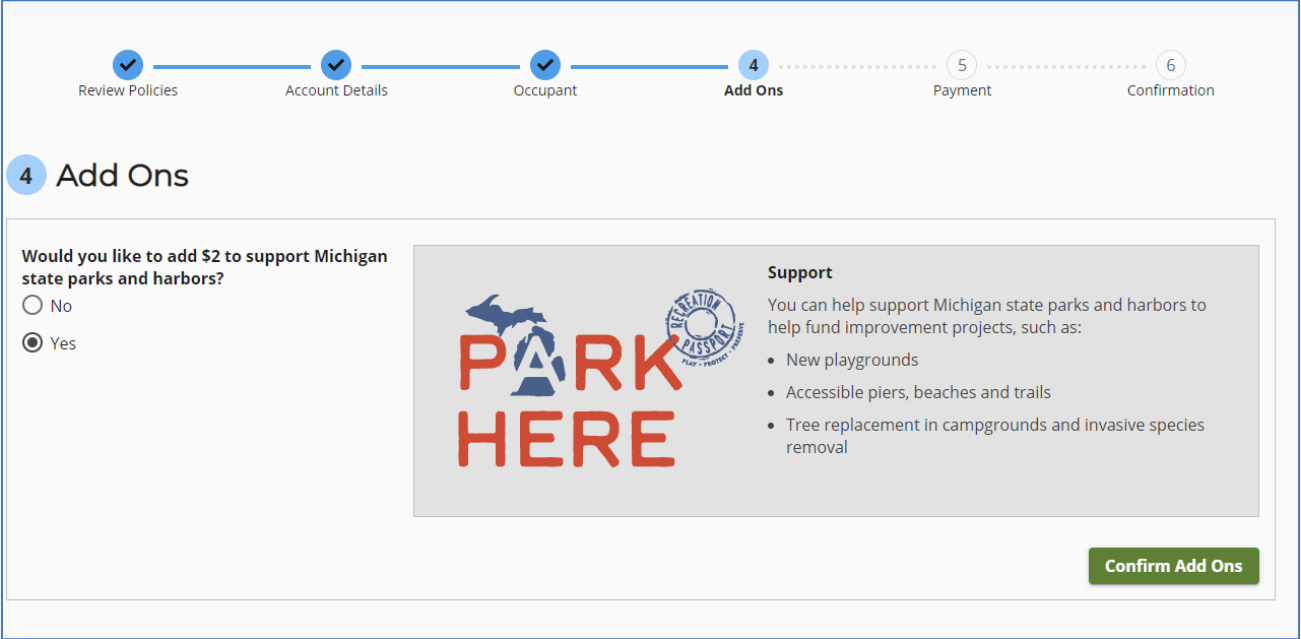
Attachment 6

Requirements Traceability Matrix (RTM)

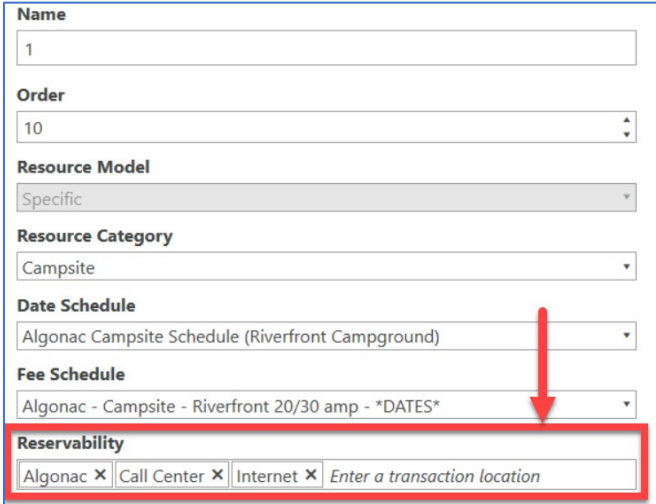
Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	<div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="margin: 0;">Review Reservation Details</h3> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>Pinery Provincial Park</p> <p>Monday, Jan 30 – Tuesday, Jan 31, 2023</p> <p>Check In: 2:00 p.m.</p> <p>Check Out: 2:00 p.m.</p> </div> <div style="width: 20%; text-align: center;">  Site 491 </div> <div style="width: 20%; text-align: center;">  Nights 1 </div> <div style="width: 20%; text-align: center;">  Equipment 2 Tents </div> <div style="width: 20%; text-align: center;">  Party Size 1 </div> </div> </div> <div style="margin-top: 10px;"> < Edit this reservation </div> <h4 style="margin: 10px 0;">Reservation Messages</h4> <p>I understand that Ontario Parks reservations cannot be sold to another party for more than the original cost of the reservation, and if there are attempts to sell a reservation for profit as determined by Ontario Parks, the reservation may be cancelled and all applicable penalty fees will apply.</p> <p>One vehicle is included in your campsite permit. Additional Vehicle Permits must be purchased and displayed for all other vehicles.</p> <p>No more than six people can occupy a campsite unless these people comprise a single-family group of parents and their children.</p> <p>The campsite permit holder must be sixteen years of age or older.</p> <p>When car camping, food must be stored in a locked vehicle's trunk or food locker when not in use; out of sight and smell from wildlife.</p> <p>Don't move firewood – Buy and burn firewood locally. Moving firewood from places where invasive insects and diseases have been found can be a violation of the <i>Plant Protection Act</i>. For more information about restrictions, visit the Canadian Food Inspection Agency.</p> <p>Discover the park through programs and special events! Check out our calendar of events to see what's happening during your stay.</p> <div style="background-color: #e0f0ff; padding: 10px; margin-top: 10px; border: 1px solid #007bff;"> <p>Please read and acknowledge</p> <p><input type="checkbox"/> All reservation details are correct.</p> <p><input type="checkbox"/> I have read and acknowledge all of the messages listed.</p> </div> </div>				
	<p>Booking messages can also be configured to be displayed in confirmation letters and tickets that are automatically sent to customers and available through their online account at any time.</p>				

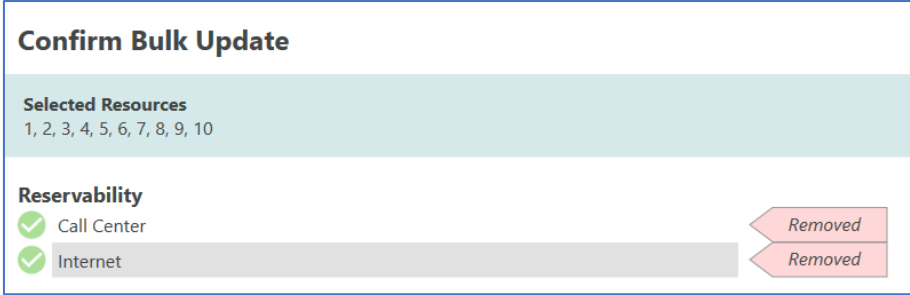
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

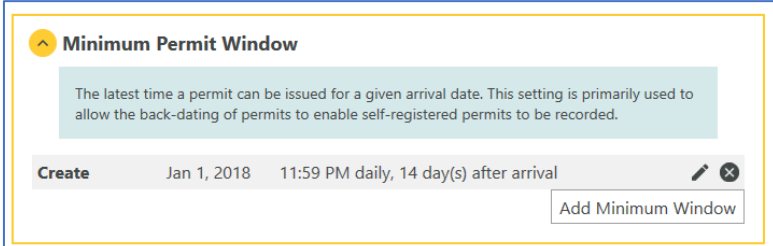
FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-026 Section VI	<p>Describe how the system provides the ability to submit a donation to NGPC upon checkout.</p> <p>Bidder Response:</p> <p>The Camis solution allows customers to add a donation to their shopping cart while they are making their reservations. Customers can be presented with the option to donate at the Add Ons stage of the checkout workflow. There is also the possibility for a stand-alone donation option, outside of the reservation process. Customers can choose which project or park they wish to direct their donation to and can donate on behalf of or in honor of someone. Reporting is available for donations to be able to measure their impact.</p> <div data-bbox="327 797 1619 1432" style="border: 1px solid #ccc; padding: 10px;">  </div>	X			

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

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-027 Section VI	<p>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.</p> <p>Bidder Response: Within the Camis solution's Content Management interface, administrators with the required permissions can designate the sales channels that have the ability to reserve specific inventory. This setting can be changed for one item of reservable inventory, for a subset of reservable inventory, or for all of a particular inventory type at a park or across an organization. The screenshot below shows the Reservability setting for a campsite at Algonac State Park, allowing its reservability to be set for any combination of sales channels:</p> 	X			

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

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	<p>As shown below, multiple resources can be selected to perform this change using the Bulk Update feature, allowing administrators to quickly change this setting for as many sites as they need to in one action:</p> 				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-028 Section VI	<p>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.</p> <p>Bidder Response:</p> <p>The Camis solution's Date Schedules feature includes a "Minimum Permit Window" setting, allowing administrators with the required permissions to set a number of days that an item of inventory can be backdated. The example below shows this setting for a specific park:</p> 	X			

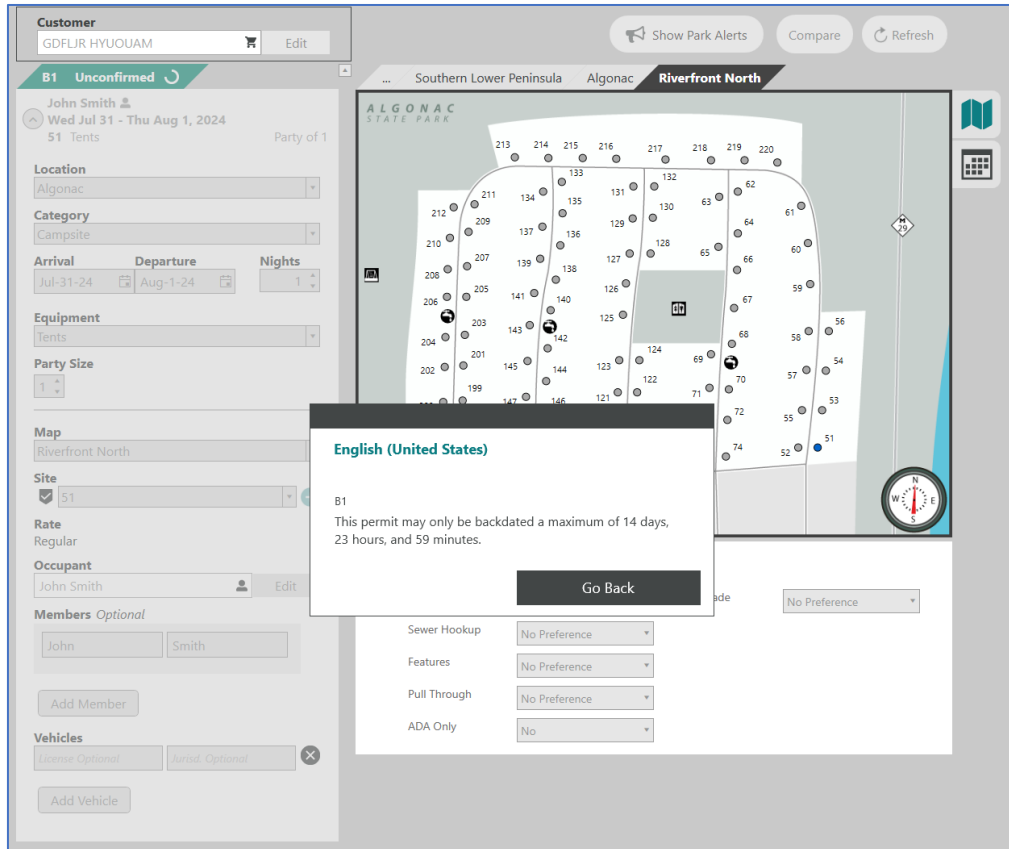
Attachment 6

Requirements Traceability Matrix (RTM)

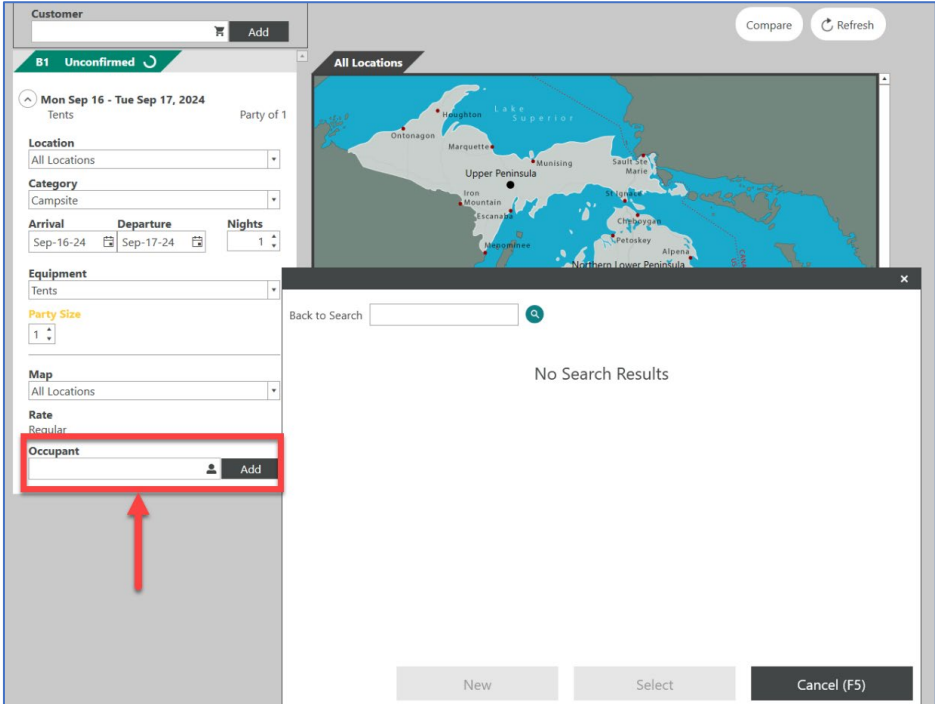
Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
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Date Schedules can be applied to a specific item of inventory, to multiple, to all at a specific park, to all of a specific inventory type, or even across an entire organization, allowing the ultimate flexibility in setting your business rules. Below, you can see the messaging shown to a user who attempts to backdate a permit further than the amount specified. Users with the appropriate permissions can override this restriction:

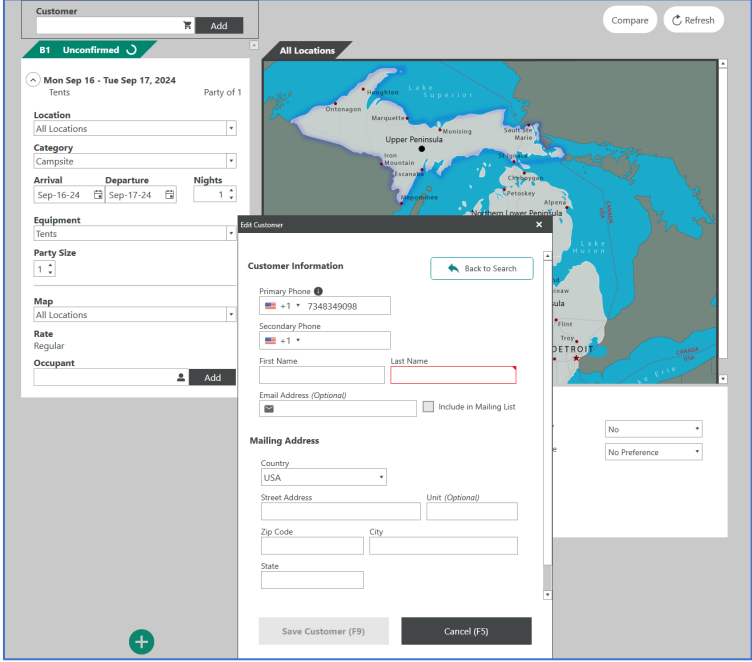


Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-029 Section VI	<p>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.</p> <p>Bidder Response:</p> <p>When issuing a walk-in permit or creating a reservation, staff are required to select an existing customer profile for the booking or create a new one. Under occupant, the user clicks Add. This brings up a search box, allowing the user to search for an existing profile via the customer's name, email address, or phone number. This centralized database of customer information includes customers with or without an account on the reservation website.</p> 	X			


Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	<p>By default, the New button is greyed out at this stage. This forces the user to initially search for the customer, reducing instances of duplicate accounts being created. If an account already exists for the customer, the staff member can select that account and associate it with the booking. If an account doesn't already exist, the staff member can click New and create an account for them. The search term that the staff member used is automatically populated into the appropriate section, so if a phone number was searched for, when the staff member clicks New, that phone number will appear in the Primary Phone section, saving the staff member from needing to fill it out again.</p> 				
	<p>Once the required information has been filled out, the staff member clicks Save Customer to associate the customer with the booking. This account now exists in the system and can be pulled up again for future bookings.</p>				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-030 Section VI	<p>Describe how the system allows check-in of guests.</p> <p>Bidder Response:</p> <p>The Camis solution provides robust and efficient registration functionality, allow park staff to check in and out clients, register walk in clients, and change and cancel a reservation.</p> <p>The Camis solution allows staff with appropriate permissions to register clients upon arrival at the park by first locating the reservation to be checked in. Park staff can do this by searching for the reservation using the reservation number, client name, phone number, email address, or the campsite or accommodation number or name. Park staff can also initiate a search by scanning the barcode presented by a client on a printed confirmation letter or on their mobile device. Additionally, park staff can find reservations by clicking on the incoming square of the Today's Activity Widget or selecting the reference number from the Arrivals Dashboard.</p>  <p><i>The Search Results screen, showing a list of Incoming and Late Arrival bookings</i></p>	X			

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
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Operations Dashboard (UAT Environment)
← || ↑

Arrivals | Campground Log | Departures | Available Resources | Remote Activity

Arrivals

Location
Young State Park

Booking Category

All Auxiliary Campsite

Equestrian Group Modern Lodging

Overnight Lodging Picnic Shelter

RRM Cabins/Cottages/GeoDomes

Tentr Cabins Tentr Dining Hall

Log Dates

Thu Sep 19, 2024 → Thu Sep 19, 2024

Include

Associated Sales

Late arrivals

Site moves

Only Show

Group Holds

View Arrivals

Arrivals (44)
Select arrivals for export

Batch Permits | Export | Print

Arrive	Site	Ref. #	Occupant	Phone #	Party Size	Category	Depart	
<input type="checkbox"/>	Sep 14	37	INMI24-3351915B1	XANGDTB, AHCZIELZX	+1 989-555-0144	4	Campsite	Sep 20
<input type="checkbox"/>	Sep 14	61	INMI24-2245046B1	ZTCDS, IOVBH	+1 631-555-0137	2	Campsite	Sep 22
<input type="checkbox"/>	Sep 14	62	INMI24-2243818B1	KNHJIJ, BLEIXBNXN	+1 548-555-0188	2	Campsite	Sep 22
<input type="checkbox"/>	Sep 15	8	INMI24-4020509B1	NGGKMQXQU, UZAGXI	+1 660-555-0123	2	Campsite	Sep 22
<input type="checkbox"/>	Sep 15	83	INMI24-2510029B1	TYISRR, GXACQCFNI	+19635550133	1	Campsite	Sep 20
<input type="checkbox"/>	Sep 15	84	INMI24-2510029B2	KGPMB, TPIUJ	+1 763-555-0194	1	Campsite	Sep 20
<input type="checkbox"/>	Sep 15	90	INMI24-4227712B1	DNLUK, IQEAB	+1 978-555-0116	2	Campsite	Sep 22
<input type="checkbox"/>	Sep 16	26	INMI24-2264823B1	MSMXWJDCW, BVRZXM	+1 622-555-0155	2	Campsite	Sep 20
<input type="checkbox"/>	Sep 16	31	INMI24-2273054B1	FZEKZTLNE, VJOG	+10105550103	2	Campsite	Sep 25
<input type="checkbox"/>	Sep 16	32	INMI24-2273126B1	CNQHDFO, UIHFFHG	+1 773-555-0158	2	Campsite	Sep 25
<input type="checkbox"/>	Sep 16	40	INMI24-2336464B1	ZCCOJOIXN, ZMCRVDG	+11175550147	2	Campsite	Sep 20
<input type="checkbox"/>	Sep 16	54	INMI24-2264541B1	YDXBKKJK, RMXQJMG	+12735550153	2	Campsite	Sep 27
<input type="checkbox"/>	Sep 16	Timberdoodle	INMI24-3498883B1	WIZIPSAHXY, BLEIXBNXN	+1 971-555-0117	2	Overnight Lodging	Sep 20
<input type="checkbox"/>	Sep 17	27	INMI24-2279429B1	NTCGBRRI, NEYU	+1 708-555-0118	2	Campsite	Sep 26
<input type="checkbox"/>	Sep 17	28	INMI24-2279743B1	IZXIMI, LQBVGZN	+1 573-555-0192	2	Campsite	Sep 26
<input type="checkbox"/>	Sep 17	33	INMI24-2318703B1	LCBVLK, PWIAINSJA	+10165550183	2	Campsite	Sep 25
<input type="checkbox"/>	Sep 17	38	INMI24-3531591B1	PGHQM, ARXCHANJVD	+1 343-555-0130	2	Campsite	Sep 20
<input type="checkbox"/>	Sep 17	51	INMI24-2341410B1	NWOZVSRZ, IVWTTW	+1 407-555-0193	1	Campsite	Sep 25

The Arrivals report, displaying a list of incoming bookings

INMI24-3351915 AHCZIELZX XANGDTB

B1 AHCZIELZX XANGDTB Late Arrival

Young State Park (Oak)

Sat Sep 14 - Fri Sep 20, 2024 6 nights

Party of 4

Rate: Regular

Campsite: 37

Change
Check In
Pre-Register
Cancel
Confirmation

Transaction History

May-17-24 6:49:47 PM EDT

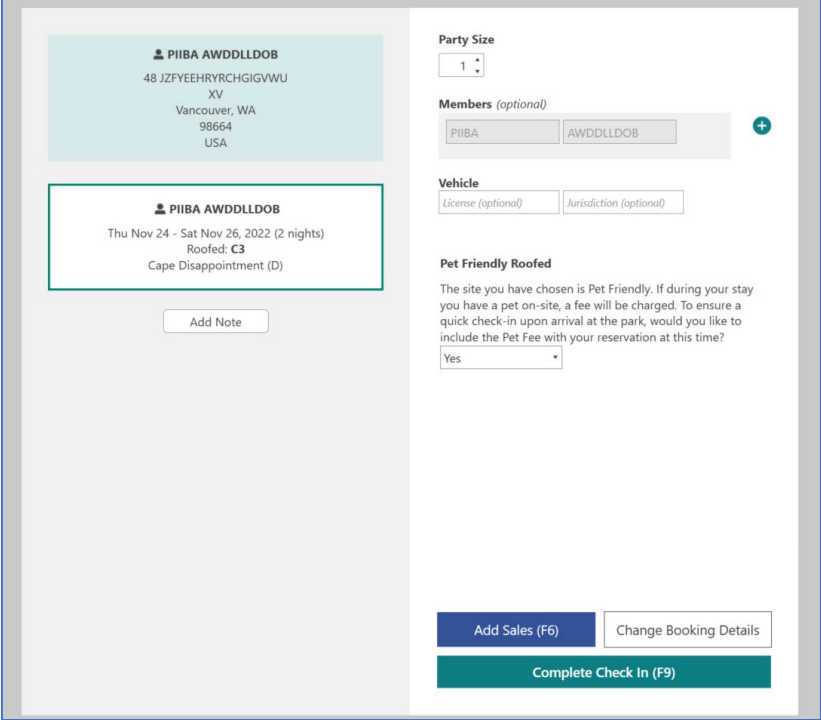
Booking Summary

View Account
Add Sale
Close

Page 61

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	<p>Once located, park staff will select the reservation and choose the Check In button from the available options. Park staff are then brought to the quick check-in page where most information is already filled in. Park staff can validate that the information is accurate and add any information, such as party member names, that may be outstanding. If all the information is accurate, park staff simply select Complete Check in and the Camis solution will print the appropriate physical permits and receipts and return the park staff user to the home screen to begin another transaction. There are just three clicks between search and the client being fully registered, making registration simple and efficient.</p>  <p>If any details need to be changed, park staff can do that easily from the check-in screen by navigating to the Change Booking Details button. This will take the park staff user to the booking screen and allow them to change the number of nights, campsite, customer information, or equipment.</p>				

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

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			
	<p>Bidder Response:</p> <p>The Camis solution supports the checking-in of multiple guests in a single transaction via the running of an automated process which performs the check-ins. This automated job can check in multiple sites simultaneously at a time decided by the client, ensuring that the process is handled efficiently and without requiring manual intervention for each site.</p> <p>This approach allows park staff to focus on customer service while the system performs the necessary actions behind the scenes. Additionally, the automated job ensures consistency, accuracy, and scalability, particularly during busy check-in periods when managing multiple sites can become time-intensive. Our system's flexibility with automation guarantees that the check-in process is handled smoothly, providing the desired outcome for managing multiple site check-ins in a highly efficient manner.</p>				

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			
	<p>Bidder Response:</p> <p>Our system streamlines the visitor checkout process by automatically checking out visitors at their designated checkout time on their departure date, reducing the need for staff to manually perform this action. This automation not only saves time but also ensures accuracy and consistency in managing guest departures.</p> <p>Additionally, for scenarios where multiple checkouts need to be processed simultaneously, our system can be configured to run a job that automates the checkout of multiple sites at once. This functionality allows for efficient handling of high-volume departures, ensuring that staff can focus on other tasks while the system manages the checkout process behind the scenes.</p>				

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

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-033 Section VI	<p>Describe the number of steps required for staff to complete each of the following actions:</p> <ul style="list-style-type: none"> a. reservation steps b. registration steps c. point of sale (POS) purchase <p>Bidder Response:</p> <p>The steps for performing each action are listed below:</p> <p>Creating a Reservation:</p> <ul style="list-style-type: none"> 1. From the Home Screen, click Reserve. 2. Fill out the required information for the booking, typically Park, Dates, Equipment, and Party Size. 3. Select a site from the map. 4. Add an Occupant to the booking. 5. Click Continue. 6. Select a Payment Method and click Save Transaction. <p>Issuing a Permit/Registration:</p> <ul style="list-style-type: none"> 1. From the Home Screen, click Permit or use the Quick Permit widget. 2. Fill out the required information for the booking, typically Park, Dates, Equipment, and Party Size. 3. Select a site from the map. 4. Add an Occupant to the booking. 5. Click Continue. 6. Select a Payment Method and click Save Transaction. <p>POS Purchase:</p> <ul style="list-style-type: none"> 1. From the Home Screen, select an item from the Quick Sale widget. 2. Click Pay Now. 3. Select a Payment Method and click Save Transaction. 	X			

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate																																																																																																																																																																																				
FUN-034 Section VI	<p>Describe how the system updates units as reserved when reservations or registrations are made.</p> <p>Bidder Response:</p> <p>The Camis solution ensures that units are updated as reserved in real-time across multiple channels whenever a reservation or registration is made.</p> <p>First, the system immediately updates the availability status in the map, list, and calendar views. This update is reflected consistently across all sales channels, including the public website and internal applications used in the field and call center. This instant synchronization helps to prevent overbooking and ensures that staff and customers always have the most current information.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p style="font-size: 0.8em; margin: 0;">Split your stay across sites +</p> <p style="margin: 0;">< 70-143, Cabins 6 - 7 Find the perfect site with filters Filters</p> <div style="display: flex; border-bottom: 1px solid #ccc; margin-bottom: 5px;"> <div style="border-right: 1px solid #ccc; padding: 5px; text-align: center; width: 30px;"> Map </div> <div style="padding: 5px;"> <p style="margin: 0;">Availability Calendar</p> <p style="margin: 0;">< Previous Next ></p> <p style="margin: 0; font-size: 0.8em; color: #ccc;">Your searched dates</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center; font-size: 0.7em;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 5%;">Tue</th> <th style="width: 5%;">Wed</th> <th style="width: 5%;">Thu</th> <th style="width: 5%;">Fri</th> <th style="width: 5%;">Sat</th> <th style="width: 5%;">Sun</th> <th style="width: 5%;">Mon</th> <th style="width: 5%;">Tue</th> <th style="width: 5%;">Wed</th> <th style="width: 5%;">Thu</th> <th style="width: 5%;">Fri</th> <th style="width: 5%;">Sat</th> <th style="width: 5%;">Sun</th> <th style="width: 5%;">Mon</th> </tr> <tr> <th style="text-align: left;">Site</th> <th>24</th> <th>25</th> <th>26</th> <th>27</th> <th>28</th> <th>29</th> <th>30</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>6</th> <th>7</th> </tr> <tr> <th></th> <th>Sep</th> <th>Sep</th> <th>Sep</th> <th>Sep</th> <th>Sep</th> <th>Sep</th> <th>Sep</th> <th>Oct</th> <th>Oct</th> <th>Oct</th> <th>Oct</th> <th>Oct</th> <th>Oct</th> <th>Oct</th> </tr> </thead> <tbody> <tr> <td>70</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✗</td> <td>✗</td> <td>⊘</td> <td>⊘</td> </tr> <tr> <td>71</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>⊘</td> <td>⊘</td> </tr> <tr> <td>72</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>⊘</td> <td>⊘</td> </tr> <tr> <td>73</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>⊘</td> <td>⊘</td> </tr> <tr> <td>74</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>⊘</td> <td>⊘</td> </tr> <tr> <td>75</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>⊘</td> <td>⊘</td> </tr> <tr> <td>76</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✗</td> <td>✓</td> <td>⊘</td> </tr> <tr> <td>77</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>⊘</td> <td>⊘</td> </tr> <tr> <td>78</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>⊘</td> <td>⊘</td> </tr> </tbody> </table> </div> <p style="font-size: 0.8em; margin: 0;">The Availability Calendar</p> </div> </div>		Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Site	24	25	26	27	28	29	30	1	2	3	4	5	6	7		Sep	Sep	Sep	Sep	Sep	Sep	Sep	Oct	Oct	Oct	Oct	Oct	Oct	Oct	70	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	⊘	⊘	71	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	⊘	⊘	72	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	⊘	⊘	73	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	⊘	⊘	74	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	⊘	⊘	75	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	⊘	⊘	76	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	⊘	77	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	⊘	⊘	78	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	⊘	⊘	X			
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	<p>Additionally, the system promptly updates the Today's Activity widget, providing real-time insights into the number of bookings that have arrived or are incoming. This feature allows staff to efficiently manage operations by having a clear view of arrivals throughout the day.</p> <div data-bbox="327 586 1121 1227" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>The screenshot shows a 'Today's Activity' widget with a search bar at the top. Below the search bar are four colored cards: a purple card for 'Incoming' with 42, a teal card for 'Late Arrivals' with 26, a blue card for 'Departing' with 1, and a red card for 'Arrived' with 3. Each card has a corresponding icon: a right-pointing arrow for Incoming, a clock for Late Arrivals, a left-pointing arrow for Departing, and a person icon for Arrived.</p> </div> <p>Finally, the Camis solution also ensures that key operational reports, such as the arrivals report and the campground log, are updated immediately. This seamless updating of reports equips staff with the tools needed to monitor and manage day-to-day operations effectively, making sure that the information they rely on is always accurate and up-to-date.</p>				

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	<p>Describe how the system allows staff to adjust fees on reservations and registrations.</p> <p>Bidder Response:</p> <p>The Camis solution enables staff to administratively decrease, increase, or waive fees where appropriate. The Modify Fee functionality allows a user to set a new unit price or total price, or reduce the unit price or total price by a specific amount. For auditing, staff are always required to leave a note before saving a fee modification, and the fee modification and note are tracked against the transaction, the shift, and the operator. The Camis solution offers a Fee Modification Report to allow Administrative staff to quickly find all fees modified in a given reporting period.</p> <p>Administrators can also create pre-set Modification Codes, requiring the user to select a reason for the modification from a list as opposed to typing out a custom note.</p> <div data-bbox="325 837 1016 1380" data-label="Image"> </div> <p><i>The Modify Fee function</i></p>	X			

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

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-036 Section VI	<p>Describe how the system sends a confirmation of a new, modified, or canceled reservation and generates receipts.</p> <p>Bidder Response:</p> <p>For various customer actions in the Camis solution, including reservation creation/cancellations/changes, payments, lease renewals, and waitlist/lottery updates, the Camis solution generates an email confirmation which is sent to the customer. These branded confirmation emails are customizable and can be adapted to accommodate alternative format configurations. Each confirmation email includes all relevant details of the completed transaction, including booking messages regarding their specific reservation.</p> <p>Emails are sent via an integration with SendGrid, owned by Twilio. SendGrid is hosted in the USA. All emails are relayed from the Camis system to SendGrid using encrypted protocols (HTTPS and TLS 1.2). SendGrid retains the emails for 72 hours after which time they are purged. Camis will continue to maintain copies of all emails for the purposes of support, troubleshooting and data retention policies or requirements.</p> <p>The Camis solution allows staff to print an itemized receipt each time a transaction is completed. Receipts may be customized with details such as the name, phone number, and address of the location at which the transaction took place; an organization logo; and custom messaging.</p> <p>The Camis solution also allows for flexible control of when a receipt is to be printed and how many receipts should print. For example, a state park may prefer to print two receipts per transaction, while others may prefer to print just one. Similarly, the Camis solution can be configured such receipts print automatically for transactions over a configured value, while for transactions under that value the field application will prompt users to choose to print a receipt or not.</p>	X			

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


TEST

Headquarters
P.O. Box 30257
Lansing, Michigan, 48909
231-627-9011


Issued On	2024-Sep-20 12:20 AM
Reference Number	HQMI24-64001
Terminal	LT-AA-OLDERSHAW
Operator	TO

Dump Station Use		\$10.00
	1 @ \$10.00	
Firewood 1 Bundle*		\$12.00
	2 @ \$12.00	
Total		\$22.00
*Inclusive Tax		\$0.68
Card		\$22.00

PURCHASE
YOUR RECEIPT - PLEASE RETAIN


HQMI24-64001

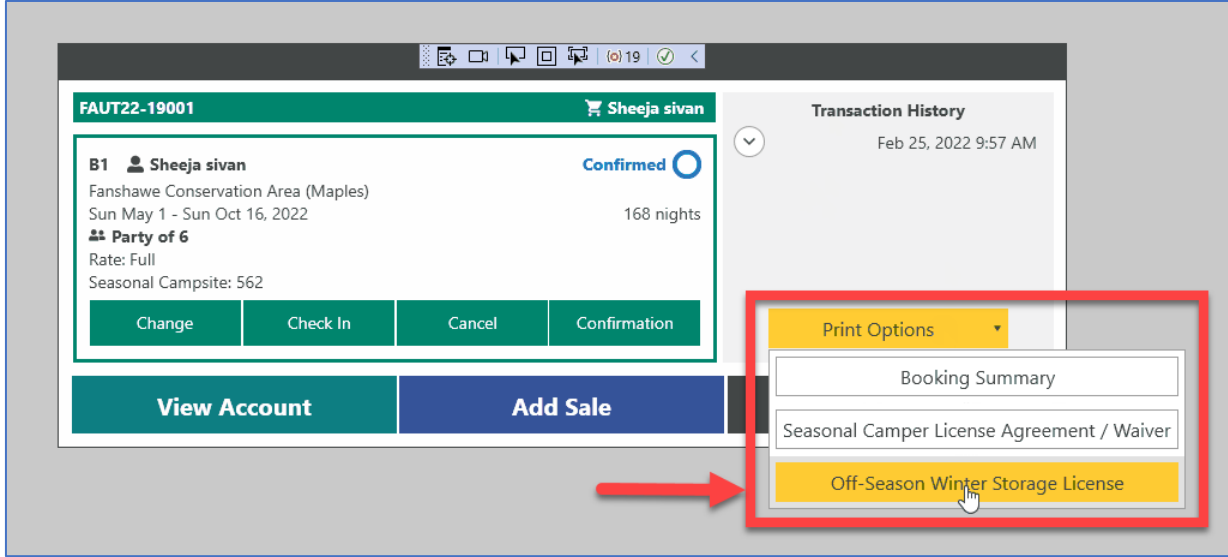
Thank you for visiting Michigan State Parks and Harbors.
www.midnrreservations.com
1-800-44-PARKS (447-2757)



Example receipt

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

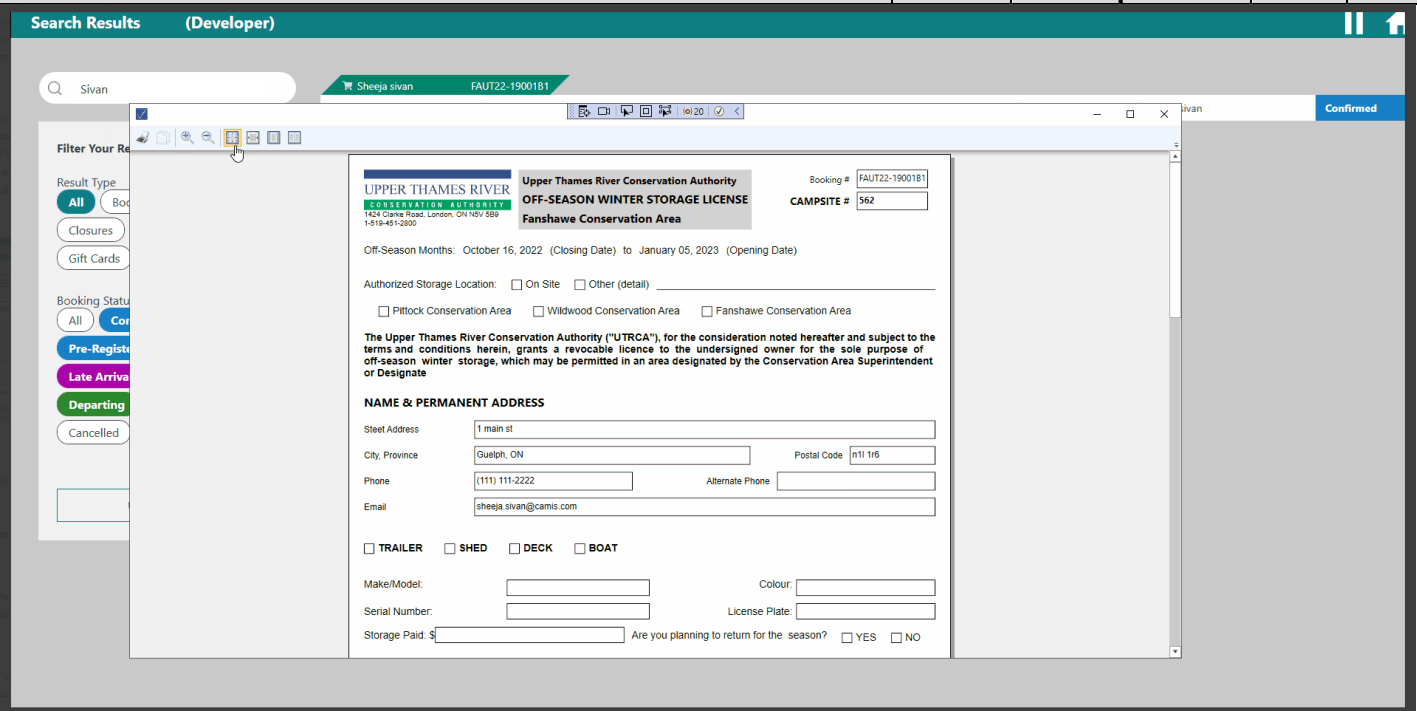
FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-037 Section VI	Describe how the system generates guest registration forms. Bidder Response: The Camis solution's Printable Agreements feature allows clients access to an inventory of customizable, branded forms which can be accessed from any location. The forms can include pre-filled customer information, such as the customer's contact details and boat information. The screenshot below shows where these forms are accessed:	X			



Attachment 6

Requirements Traceability Matrix (RTM)

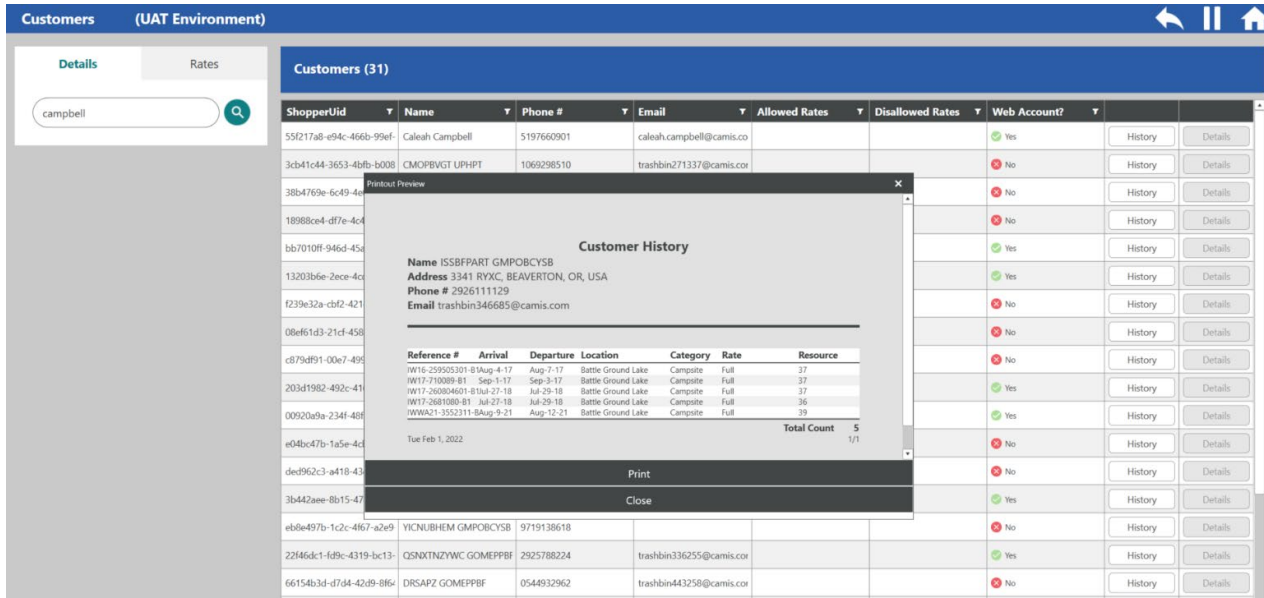
Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	 <p style="text-align: center; color: #4F81BD; font-style: italic;">Example of a printable form displayed within the Camis Field Application</p>				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-038 Section VI	<p>Describe how the system retains historical information about reservations and profiles made in the field and how history and profiles are viewed.</p> <p>Bidder Response:</p> <p>The Camis solution supports administrators viewing the history of transactions across customer profiles both as part of the customer profile as well as through a dedicated Customers Dashboard. Each customer profile includes a detailed Customer History that provides detailed information on the customer, all their transactions as well as pertinent details about that transaction including the arrival and departure date, location, type of booking, discount rate, and the site that was booked. Additionally, each transaction can be viewed to provide more information on the individual transaction through the Transaction History. Each transaction has a detailed date, time, and operator stamped history that records every action that was taken against the transaction and any subsequent payments or refunds.</p>	X			

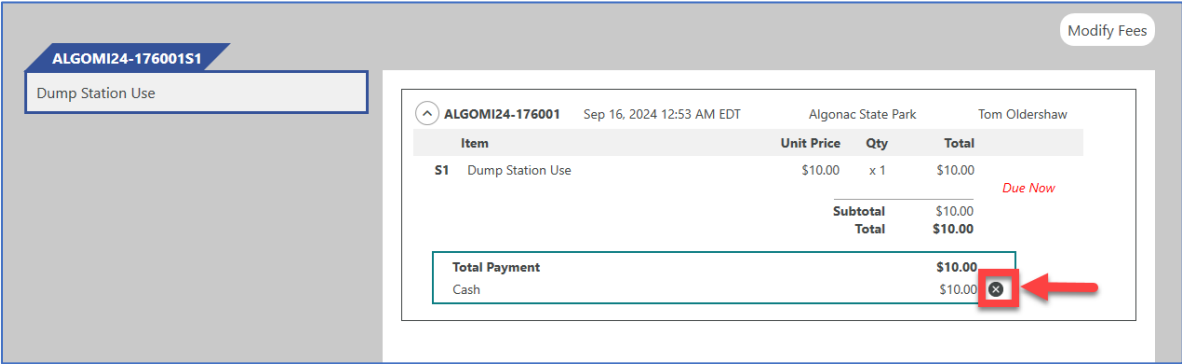
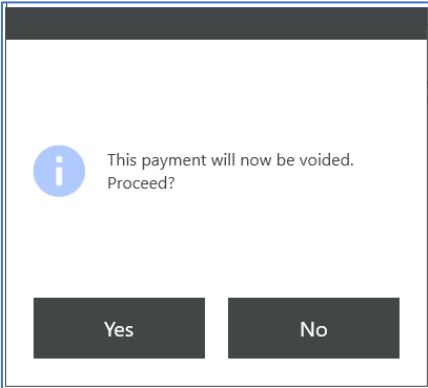


Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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			
<p>Bidder Response:</p> <p>The Camis solution allows both customers and staff to find and select reservations for cancellations. Through the field application, staff can select a booking from search results or a report, then complete the cancellation process (including processing a refund in accordance with the refund policy, releasing the formerly reserved inventory, and generating an automatic email notification). For registered bookings, staff are able to manually check out a booking ahead of the departure date.</p> <p>Through the reservation website, customers can view a list of their future bookings, select one, and complete the cancellation process online, assuming business rules allow it. During the cancellation workflow, customers will be asked to confirm that they wish to cancel their booking. The Camis solution will automatically calculate the appropriate fees in accordance with NGPC's cancellation and refund policy. The customer will be informed of the refund and the refund will be applied to the original method of payment. The reservation will then be marked as cancelled and the inventory held by the reservation is released. Customers will automatically receive a cancellation email.</p> <p>The Camis solution includes a highly flexible system of cancellation penalties, including the ability to assess fees dependent on how soon before the arrival date the cancellation takes place and how long the customer has held the reservation for. We are dedicated to working with our clients to match their business rules and cancellation policies to our functionality, and through our many years of experience can suggest policies that increase revenue and occupancy. Fees can be charged as a flat fee or as a percentage-based penalty and can vary depending on a number of factors including the time of year, holiday dates, location and inventory type.</p>					

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-040 Section VI	Describe how the system allows field staff to void: <ul style="list-style-type: none"> a. Reservations b. Registrations c. POS Sales 	X			
<p>Bidder Response:</p> <p>For reservations, registrations, and POS sales, users can void payments by clicking the X next to the payment on the Account screen:</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;">  </div> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;">  </div>					

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

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			
<p>Bidder Response:</p> <p>The Camis solution includes a Closures tool. This tool enables administrators with the appropriate permissions to temporarily close any site or group of sites for a specified date range. Sites closed in this manner become non-reservable for the duration of the specified date range, overriding the usual reservability settings for that site/group of sites. Closures can even be placed over existing reservations for optimal flexibility, as the need for a closure is often due to an urgent matter and cannot wait until after adjustments or cancellations have been made for existing reservations. In cases where a closure is placed over an existing reservation, the Camis solution will warn the user creating the closure and provide a list of all conflicting reservations to assist in necessary follow-up with the affected customers. In addition to warning the user of conflicts at the time the closure is created, a Closure Conflicts report is also available, which can be run at any time to regenerate this list. Administrators can also use the Closures tool to manage existing closures, including extending or shortening the duration of the closure, and removing individual sites from the closure.</p> <p>Administrators can select sites or other inventory items for the closure by clicking on the sites from the map, by using the Add Range feature to add a range of sites (100-140, for example), or by simply clicking Add All From Map, which adds all the sites on the map to the closure in one click.</p>					

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

Closure Dates ⓘ

Fri Feb 18, 2022 → Sat Feb 19, 2022

Location

Pinery Provincial Park

Fri Feb 18 - Sat Feb 19, 2022 (1 night)

501	!	✕
Riverside Area 1		
499	!	✕
Riverside Area 1		
495	!	✕
Riverside Area 1		
494	!	✕
Riverside Area 1		

Remove All

Note 27 / 250

Closing due to downed trees

Save Closure
Cancel

Pinery **Riverside Area 1**

Resources

From → To Add Range Add All from Map

Creating a Closure

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

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate																																																								
	<div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;"> <p align="center">Closure Conflict</p> <p align="center">1-Jun-23 to 1-Jul-23</p> <hr/> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="5" style="text-align: left;">Booking</th> <th colspan="3" style="text-align: left;">Closure</th> </tr> <tr> <th style="text-align: left;">Closed Site</th> <th style="text-align: left;">Registered</th> <th style="text-align: left;">Reference #</th> <th style="text-align: left;">Arr</th> <th style="text-align: left;">Dep</th> <th style="text-align: left;">Reference #</th> <th style="text-align: left;">Start</th> <th style="text-align: left;">End</th> </tr> </thead> <tbody> <tr> <td>101</td> <td>Yes</td> <td></td> <td>23-Jun-23</td> <td>2-Jul-23</td> <td></td> <td>1-Jul-23</td> <td>2-Jul-23</td> </tr> <tr> <td>108</td> <td>Yes</td> <td></td> <td>2-Jun-23</td> <td>5-Jun-23</td> <td></td> <td>30-May-23</td> <td>3-Jun-23</td> </tr> <tr> <td>118</td> <td>Yes</td> <td></td> <td>1-Jul-23</td> <td>2-Jul-23</td> <td></td> <td>1-Jul-23</td> <td>2-Jul-23</td> </tr> <tr> <td>127</td> <td>Yes</td> <td></td> <td>30-Jun-23</td> <td>9-Jul-23</td> <td></td> <td>30-Jun-23</td> <td>22-Sep-23</td> </tr> <tr> <td>201</td> <td>Yes</td> <td></td> <td>13-Jun-23</td> <td>14-Jun-23</td> <td></td> <td>12-Jun-23</td> <td>14-Jun-23</td> </tr> </tbody> </table> </div> <p><i>The Closure Conflict report</i></p>	Booking					Closure			Closed Site	Registered	Reference #	Arr	Dep	Reference #	Start	End	101	Yes		23-Jun-23	2-Jul-23		1-Jul-23	2-Jul-23	108	Yes		2-Jun-23	5-Jun-23		30-May-23	3-Jun-23	118	Yes		1-Jul-23	2-Jul-23		1-Jul-23	2-Jul-23	127	Yes		30-Jun-23	9-Jul-23		30-Jun-23	22-Sep-23	201	Yes		13-Jun-23	14-Jun-23		12-Jun-23	14-Jun-23				
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FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-042 Section VI	<p>Describe how the system allows authorized staff to override business rules or policies and describe the comprehensive audit trail for overrides.</p> <p>Bidder Response:</p> <p>The Camis solution provides robust support for role-based access, allowing administrators to assign and manage roles with granular permissions. This includes the ability to override business rules or policies where necessary. Administrators can create and manage user roles through the user management functionality, specifying a login name, start and end date, and the role for each user. Roles can be assigned for specific locations, allowing for flexibility in permissions based on the user's responsibilities across different sites.</p>	X			

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> | Override Allowed Arrival/Departure Day Validation |
| <input checked="" type="checkbox"/> | Override Allowed Equipment Business Rules |
| <input type="checkbox"/> | Override Boat Dimension Restrictions |
| <input type="checkbox"/> | Override Booking Category Max Consecutive Stay Validation |
| <input checked="" type="checkbox"/> | Override Booking Overlaps Closure Rule |
| <input checked="" type="checkbox"/> | Override Date Schedule Business Rules |
| <input type="checkbox"/> | Override Date Schedule Max Stay Validation |
| <input type="checkbox"/> | Override Location Status |
| <input type="checkbox"/> | Override Max Occupancy Per Period Validation |
| <input type="checkbox"/> | Override Minimum Vacancy Validation |
| <input checked="" type="checkbox"/> | Override Party Size Business Rules |
| <input type="checkbox"/> | Override Rate Category Pass Number Validation |
| <input type="checkbox"/> | Override Reservation Window Business Rules |
| <input type="checkbox"/> | Override Resource Max Stay Business Rules |
| <input type="checkbox"/> | Override Trip Validation |
| <input type="checkbox"/> | Override Unique Site Occupant Restriction |

Examples of the granular override options available when creating Roles in the Camis solution

Each role in the Camis solution has a comprehensive set of individual permissions, enabling specific operational access. For example, a role such as "Agency Coordinator" can be created with explicit permissions to override booking rules or other business policies. This ensures that only authorized staff have the ability to perform overrides, providing an additional layer of control.

Additionally, the Camis solution tracks every user action, including overrides, through a comprehensive logging system. This audit trail records all interactions within the system and is available for review by authorized users. The detailed logs ensure full transparency and accountability, allowing administrators to review overrides and other critical actions, which enhances system security and operational integrity.



Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate																																																												
FUN-043 Section VI	<p>Describe how the system allows authorized NGPC staff define and report on key performance indicators (KPIs) using system data for real-time dashboard reporting.</p> <p>Bidder Response:</p> <p>The Camis solution includes a number of reports that allow authorized staff to report on KPIs. For example, the KPI Dashboard, shown below, within the Camis solution's Advanced Reports feature provides annual and year over year reporting on occupancy, visitation and revenue.</p> <div data-bbox="325 730 1396 1315" style="border: 1px solid black; padding: 5px;"> <p>Key Performance Indicators (KPI) Dashboard Annual from June 5, 2022 to June 5, 2023</p> <p>Occupancy 794,701 Total Occupancy 42.03% Occupancy Rate</p> <p>Revenue Total Revenue: \$27.72M Revenue Per Available Reservable Site: \$14.66</p> <p>Occupancy and Revenue by Month</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Occupancy Rate (%)</th> <th>Revenue (\$)</th> </tr> </thead> <tbody> <tr><td>Jun</td><td>5%</td><td></td></tr> <tr><td>Jul</td><td>73%</td><td></td></tr> <tr><td>Aug</td><td>69%</td><td></td></tr> <tr><td>Sep</td><td>52%</td><td></td></tr> <tr><td>Oct</td><td>14%</td><td></td></tr> <tr><td>Nov</td><td>19%</td><td></td></tr> <tr><td>Dec</td><td>11%</td><td></td></tr> <tr><td>Jan</td><td>14%</td><td></td></tr> <tr><td>Feb</td><td>17%</td><td></td></tr> <tr><td>Mar</td><td>22%</td><td></td></tr> <tr><td>Apr</td><td>31%</td><td></td></tr> <tr><td>May</td><td>41%</td><td></td></tr> <tr><td>Jun</td><td>47%</td><td></td></tr> </tbody> </table> <p>Locations Top Five</p> <table border="1"> <thead> <tr> <th>Rank</th> <th>Occupancy Rate</th> <th>Revenue</th> </tr> </thead> <tbody> <tr><td>1</td><td>94.1% Occupied</td><td>\$1,900,311</td></tr> <tr><td>2</td><td>69.68% Occupied</td><td>\$1,803,399</td></tr> <tr><td>3</td><td>67.79% Occupied</td><td>\$1,342,941</td></tr> <tr><td>4</td><td>67.55% Occupied</td><td>\$1,087,829</td></tr> <tr><td>5</td><td>66.67% Occupied</td><td>\$876,707</td></tr> </tbody> </table> </div>	Month	Occupancy Rate (%)	Revenue (\$)	Jun	5%		Jul	73%		Aug	69%		Sep	52%		Oct	14%		Nov	19%		Dec	11%		Jan	14%		Feb	17%		Mar	22%		Apr	31%		May	41%		Jun	47%		Rank	Occupancy Rate	Revenue	1	94.1% Occupied	\$1,900,311	2	69.68% Occupied	\$1,803,399	3	67.79% Occupied	\$1,342,941	4	67.55% Occupied	\$1,087,829	5	66.67% Occupied	\$876,707	X			
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-044 Section VI	<p>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.</p> <p>Bidder Response:</p> <p>The Camis solution provides comprehensive training materials and support for field location reservations and registrations, ensuring that Nebraska Game and Parks Commission (NGPC) staff are fully equipped to use the system effectively.</p> <p>The Camis Product Specialist team will work closely with NGPC to develop a tailored training plan, determining the best combination of content and delivery methods. Training can be provided through live and pre-recorded webinars, instructional videos, and self-guided training booklets. Camis also provides a complete user manual for the software, which is built into the Camis solution and always available for reference. Training videos are hosted in Wistia and updated annually, with a comprehensive package of videos available to NGPC staff year-round.</p> <p>In addition, Camis maintains a dedicated training environment for both the field interface and the reservation website. This environment is available at all times for training purposes or to test system functionality, ensuring that NGPC staff can practice and familiarize themselves with the system in a sandbox environment which is a duplicate of the live system.</p> <div data-bbox="325 1135 1054 1385" style="border: 1px solid black; padding: 10px; margin: 10px 0;">  <p style="text-align: center;">  <small>Welcome to the Camis Support Hub - Bienvenue au centre de soutien de Camis</small> </p> </div> <p><i>Homepage of the Camis Support Hub, which contains user guides, tips from the trainer, and videos</i></p>	X			

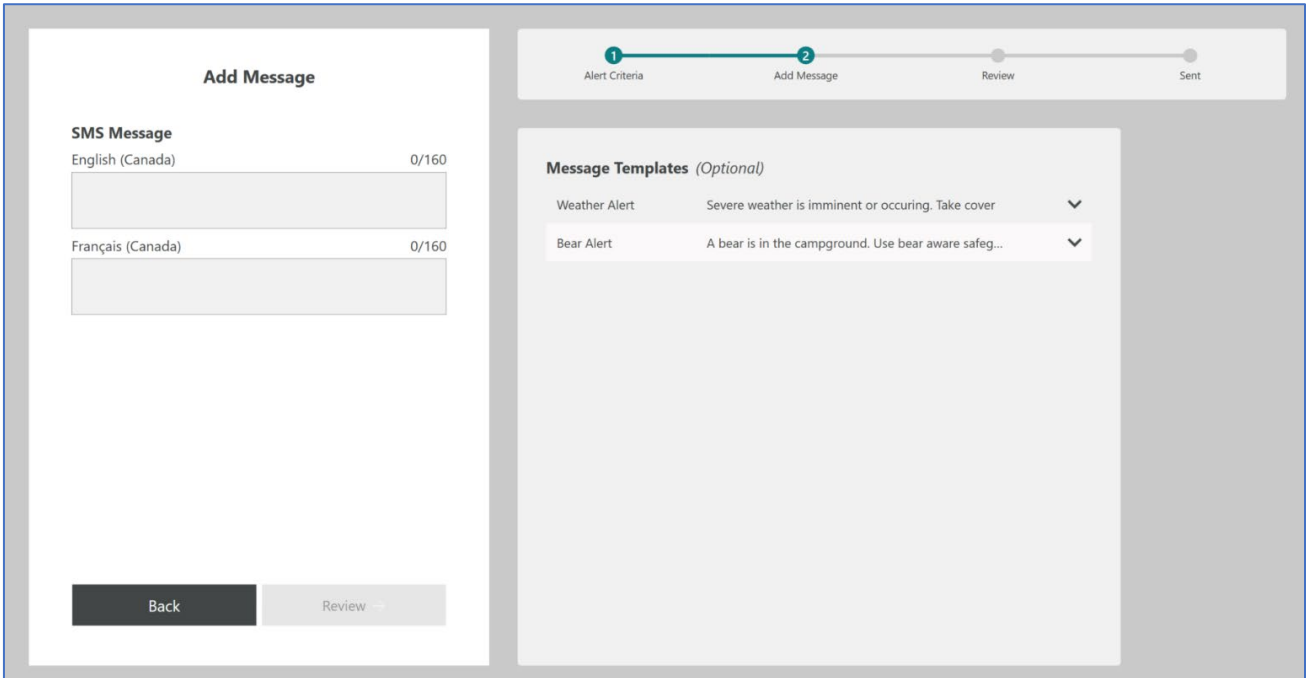
Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	<p>Camis provides extensive support services via phone and live chat, with a staffed Help Desk as the first point of contact for any questions or issues related to the Camis solution. All Help Desk staff are Camis employees who are not outsourced and are solely dedicated to supporting state parks. This ensures a deep understanding of the specific needs and challenges of state park operations.</p> <p>Help Desk support covers every component of the Camis solution, including software installation, bookings, sales items, reporting, and user account management. Our Help Desk team is highly trained and experienced, leveraging knowledge gained from supporting clients across North America to ensure NGPC receives top-tier support.</p> <p>Camis continuously strives to improve service quality through ongoing training programs, process improvements, and close collaboration with NGPC teams. Help Desk staff undergo a rigorous two-week training program, covering all aspects of system support, with additional ongoing training to maintain high service standards. Performance metrics, such as ticket resolution times and customer satisfaction scores, are monitored to ensure continuous improvement.</p>				

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			
	<p>Bidder Response:</p> <p>The Camis solution offers multiple ways to allow your staff to communicate with customers.</p> <p>Firstly, the Camis solution includes SMS messaging functionality via an integration with Twilio to allow authorized staff to send SMS messages to campers. This functionality is particularly useful in emergency/urgent situations when your staff need to be able to contact both incoming and already checked-in campers quickly. This feature is fully integrated into the Camis field application and doesn't require staff to log in to any outside service. Using this feature, authorized staff are able to select which groups of campers at their location they want to send the message to (any</p>				

Attachment 6


Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	<p>combination of incoming, already checked-in, or future arrivals), and then draft the message to send out. The system will display a preview of the number of messages that are going to be sent. This feature also includes the ability to create Message Templates that staff can quickly access and use rather than having to type out a message every time.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;">  </div>				
	<p>Secondly, we have a Mass Cancellation Project process that we use many times a year for various clients. Some of the emergencies we have helped parks with in the past include evacuation due to forest fires, flooded sites, emergency tree removal, and COVID-19 restrictions. Once the details of the closure are received by the park or staff in a ticket. the call center will begin actioning within 2 hours. A contact list will be retrieved from the Camis solution based on the parameters provided. Once the list is reviewed and finalized, an email campaign will be created</p>				

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

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	<p>notifying customers of the upcoming closure or situation. The verbiage of the email will be provided or approved by the NGPC before being sent. Once the email notification has been sent, a phone campaign will be created in the Genesys Cloud solution. The campaign will auto-dial the phone numbers in the list generated and provide them with a pre-approved recorded message. Depending on the nature of the emergency, we can also assign reservation agents to make contact with the NGPC visitors with a live call.</p> <p>Thirdly, the Camis solution supports sending satisfaction surveys to visitors.</p> <p>After a visitor has completed their trip/visit, the Camis solution can automatically send a post-stay survey. Once a configurable number of days has passed following a customer's trip, the survey will be automatically sent to customers who opted in when creating their account. Post-stay surveys are configurable based on offer type and NGPC staff can determine the survey content for each survey based on offer type. See a screenshot of an example post-stay survey below:</p>				

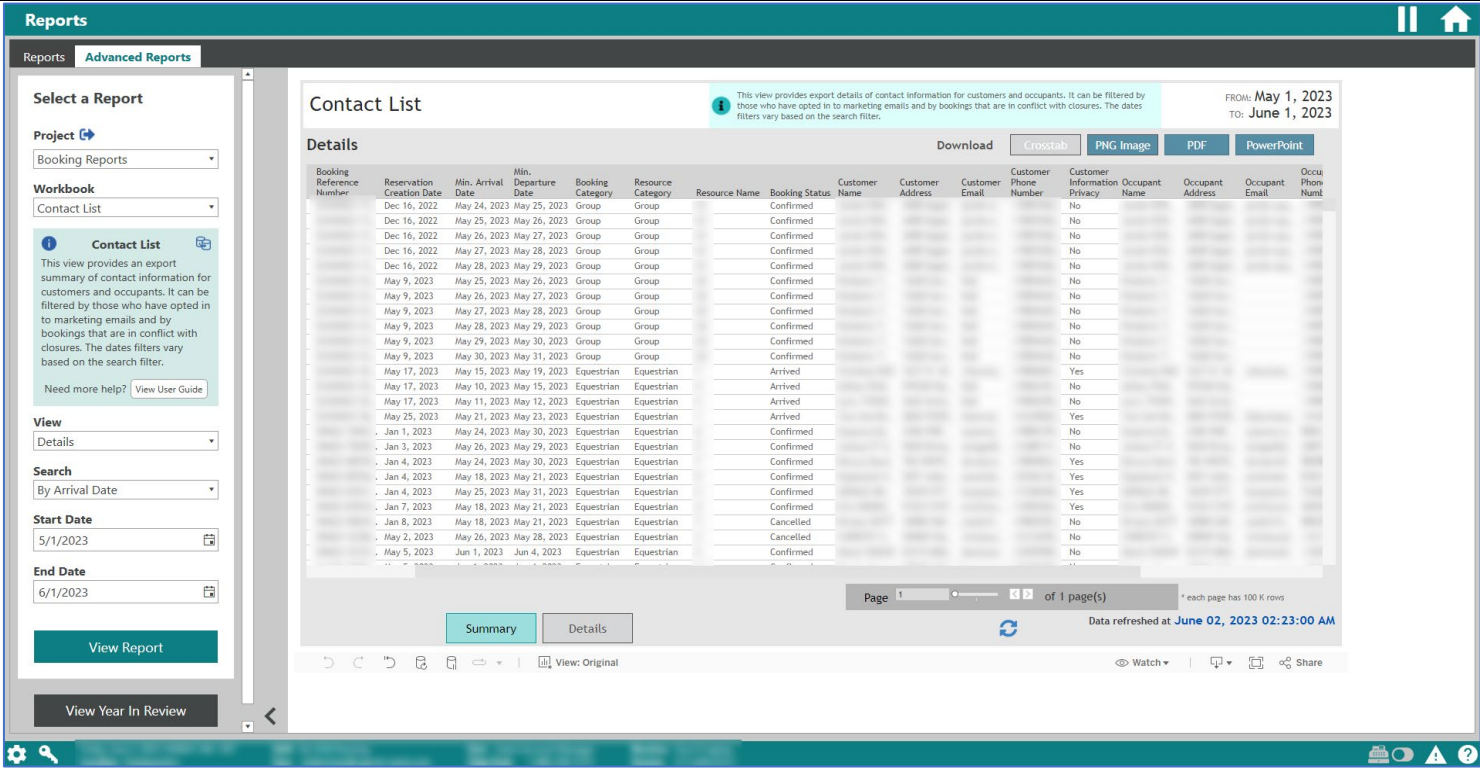
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	<p data-bbox="331 427 594 446">Subject: Post Stay Customer Survey</p>  <p data-bbox="331 792 443 812">Dear jess Test,</p> <p data-bbox="331 837 1562 880">Thank you for choosing Washington State Parks. We hope your stay was enjoyable and that you will come back again to this park or any of your more than 150 Washington state parks and park properties. You can learn more about state parks at: http://parks.state.wa.us/</p> <p data-bbox="331 906 1562 948">We appreciate your visit and want to make sure we met your expectations. Please tell us about your experience at the park and the service you received by completing this survey at:</p> <p data-bbox="331 974 615 993">https://www.research.net/r/WA-Parks</p> <p data-bbox="321 1050 1493 1079">For the purposes of obtaining customer emails, clients can access the Contact List report.</p> <p data-bbox="321 1117 1814 1248">This report provides a list of customers along with various information collected. This report can be run for a date range, pulling bookings by arrival date, creation date, or departure date, and can be filtered for a number of criteria. This report also includes a Customer Privacy field, indicating whether the customer agreed to have their information used for marketing purposes when creating their online account or not. A screenshot of the report is shown below:</p>				

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
					

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:				

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

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	<p>The Camis solution includes a variety of cash management controls, built around a reconciliation process that is based on operator shift-level accountability. All operators must log on to the system and initiate a 'shift' or activate a cash drawer ('till') before being able to process a financial transaction. The shift-on process includes an accounting of any change float for which the operator is responsible. All transactions performed by the operator are grouped within the 'shift' and can be reviewed at any time by a park administrator. During the shift, all transactions, including incomplete transactions, and all processed payments including voided payments are logged and attributed to the operator. These can be reviewed by park administrators on the Activity Detail dashboard or as part of the operator's Shift Summary Report. The types of acceptable payments can be defined by location and refund options can also be restricted based on the value of the refund and the original form of payment.</p> <p>At the end of the workday, the Camis solution provides standard functionality for various levels of blind or partial-blind operator cash-outs where the operator enters their deposit totals. Operators are notified of any discrepancies that exist and are required to enter a note to explain discrepancies if they cannot correct them. Once the shift is closed the user will be prompted to print their daily Shift Summary report for remittance to their administrator.</p> <p>Park administrators have access to our dedicated Shift Dashboard, which allows them to review shifts including individual transactions, transactions with modified fees, and to correct any discrepancy in the shift deposit amount. The administrator can then certify the individual operator shifts, and certified shifts can then be grouped into a bank deposit to reflect any funds physically deposited at the bank. This process provides an effective cash management strategy and accountability for parks. The accompanying bank deposit report will provide the revenue breakdown required to post associated revenue to the government accounting system.</p>				

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

Shift (UAT Environment)

Transaction Location
Algonac

Location
Algonac

Search Method
 Date Range Shift Range

Date Range ⓘ
Sun Sep 15, 2024 → Sun Sep 22, 2024

Only Show Shifts By

User
All

Till
All

Include

Certified shifts

Deposited shifts

Search Shifts

Shift Reports
Select a shift to run a report

Shift Summary
Fee Modifications
Product Sales
Transaction Detail

Number	Operator	Start Date	End Date	Till	USD Deposit	Cash Discrep.	Stock Discrep.	Status	
175	Tom Oldershaw	Sep-5-24 2:52:05 PM	Sep-15-24 12:54:11 PM	tom.oldershaw@camis.com	\$0.00	(\$87.00)	No	Closed	Correct/Certify
176	Tom Oldershaw	Sep-15-24 11:00:19 PM	Sep-18-24 12:26:21 PM	tom.oldershaw@camis.com	\$0.00	\$0.00	No	Closed	Correct/Certify
177	Megan DCosta	Sep-19-24 1:57:21 PM	Sep-19-24 2:50:43 PM	megan.dcosta@camis.com	\$0.00	(\$59.00)	No	Closed	Correct/Certify

The Shift Dashboard

System-wide reporting capability provides options for park-level or system-wide daily credit card reconciliation processes. These processes can be tailored to match local batch or business day cut-offs as set by the payment processor. The standard process includes the Card Reconciliation Dashboard where an administrator can review all card transactions recorded in the system and the recorded status of each transaction. This allows for easy reconciliation with merchant online reporting tools to see totals for completed payments and refunds by card type, merchant ID, and date. If a discrepancy exists, the dashboard will facilitate the reconciliation through the ability to filter for relevant transactions – e.g., all MasterCard transactions with a \$52.00 value.

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

Shift Summary Report					
Algonac State Park					
Shift: 175 User: Tom Oldershaw					
Started on 5-Sep-24 2:52 PM Ended on 15-Sep-24 12:54 PM					
Cash Reconciliation					
Float Confirmation	Cash Inputs		Cash Outputs		
Prior End Float	\$0.00	Starting Float	\$0.00	Interim Deposit	\$0.00
Less Start Float	\$0.00	Till Supplements	\$0.00	Closing Float	\$0.00
		Cash Receipts	\$87.00	USD Deposit	\$0.00
		Less Refunds	\$0.00		
Till Discrepancy	\$0.00	Total Cash Inputs	\$87.00	Total Cash Outputs	\$0.00
				Cash Discrepancy	-\$87.00
				Cash Total	\$0.00
Non-Cash / Gift Card / Check Refunds					
Category					
Non-Cash Total					
Revenue Summary					
Item	Account Number	Qty	Pre-tax	Tax	Post-tax
CampFee-M34	5601-751PRD0002-9401	1	\$34.00	\$0.00	\$34.00
CampFee-M37	5601-751PRD0002-9401	1	\$37.00	\$0.00	\$37.00
Reservation Fee	5601-751PRD0002-9401	1	\$10.00	\$0.00	\$10.00
Firewood 1 Bundle	5601-751PRD0002-9496	1	\$5.66	\$0.34	\$6.00
		Totals:	\$86.66	\$0.34	\$87.00
				Total Discrepancy	-\$87.00
Notes					
Date	Type	Reference #	User	Note	
15-Sep-24 12:54 PM	Shift Off	HQMI24-A259001	Tom Oldershaw		

The Shift Summary Report

When it is time to enter values into the Government accounting system, the Camis solution contains a Revenue Transfer Dashboard that provides a process for identifying revenue based on the reconciled location and the account codes associated with that revenue. For example, once the reconciliation process is complete the Camis solution can easily provide an export of revenue associated with payments made through the Call Center merchant ID for a specific time period, identifying the revenue location and revenue code for the amount paid.

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

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-047 Section VI	<p data-bbox="369 488 1157 521">Describe how the system allows for monitoring of call length.</p> <p data-bbox="321 526 558 558">Bidder Response:</p> <p data-bbox="321 594 1833 721">The Camis system integrates with the Genesys Cloud contact center solution, which provides robust capabilities for real-time monitoring of various call metrics, including call length. Genesys Cloud offers a live dashboard that displays call statistics, allowing for continuous monitoring of key performance indicators, such as the duration of individual calls.</p> <p data-bbox="321 760 1803 857">Camis dedicates a full-time resource to this real-time monitoring, ensuring that call center operations adhere to established standards and service levels. This Real Time Monitor regularly reviews dashboard statistics and tracks ongoing calls, paying close attention to calls that are approaching a duration of 10 minutes or longer.</p> <p data-bbox="321 896 1818 1026">In cases where a call is identified as unusually long, the Real Time Monitor will reach out to provide chat support to the Reservation Agent handling the call. If necessary, they can remotely listen to the call to assess the situation and provide immediate assistance. This proactive approach helps ensure that customer inquiries are resolved efficiently, minimizing wait times and optimizing call center performance.</p> <p data-bbox="321 1065 1808 1192">Additionally, the Real Time Monitor communicates with the call center management team regarding schedule adherence issues or emerging call volume challenges. If needed, the monitor will recommend bringing in additional resources to maintain service standards. This combination of real-time monitoring and responsive support ensures that call length is managed effectively, while maintaining a high standard of customer service.</p>	X			

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

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			
<p>Bidder Response:</p> <p>The Camis system integrates with the Genesys Cloud contact center solution, which provides robust reporting capabilities, including detailed tracking of the number of calls handled by each operator. The Genesys Cloud platform includes a live dashboard that displays key performance metrics, including the total number of calls handled by individual operators over a specified period.</p> <p>Camis dedicates a full-time resource to monitoring these call metrics in real time, ensuring that all calls are tracked and assigned appropriately. The system provides detailed reports that allow supervisors to analyze call volumes per operator, identify trends, and ensure that workloads are balanced across the team. This data is invaluable for managing staffing levels, identifying top performers, and providing targeted support to operators as needed.</p> <p>Additionally, the call center management team can access historical data, enabling them to review the number of calls handled by each operator on a daily, weekly, or monthly basis. This detailed reporting ensures that NGPC has full visibility into operator performance and overall call center efficiency.</p>					

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			
<p>Bidder Response:</p> <p>The call center module of the Camis solution is fully integrated into the system. Call Center users log in to a login location which is given access to create bookings for all locations within the system. Users with the required permissions login to the Call Center location, and then are able to create reservations for all parks on the system that the call center has been given access to. When users at this location click Reserve, they start at the top</p>					

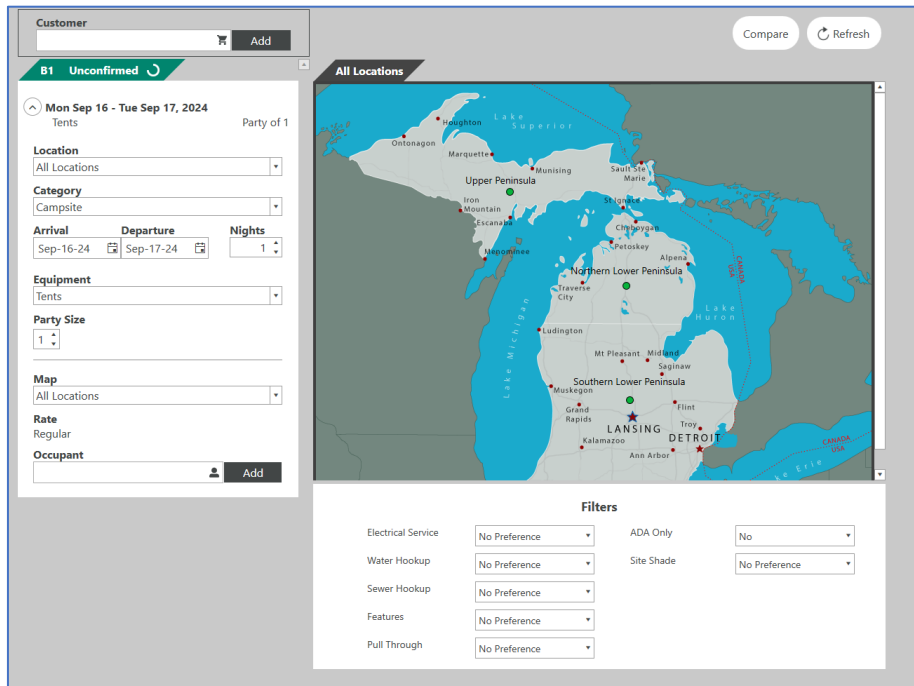
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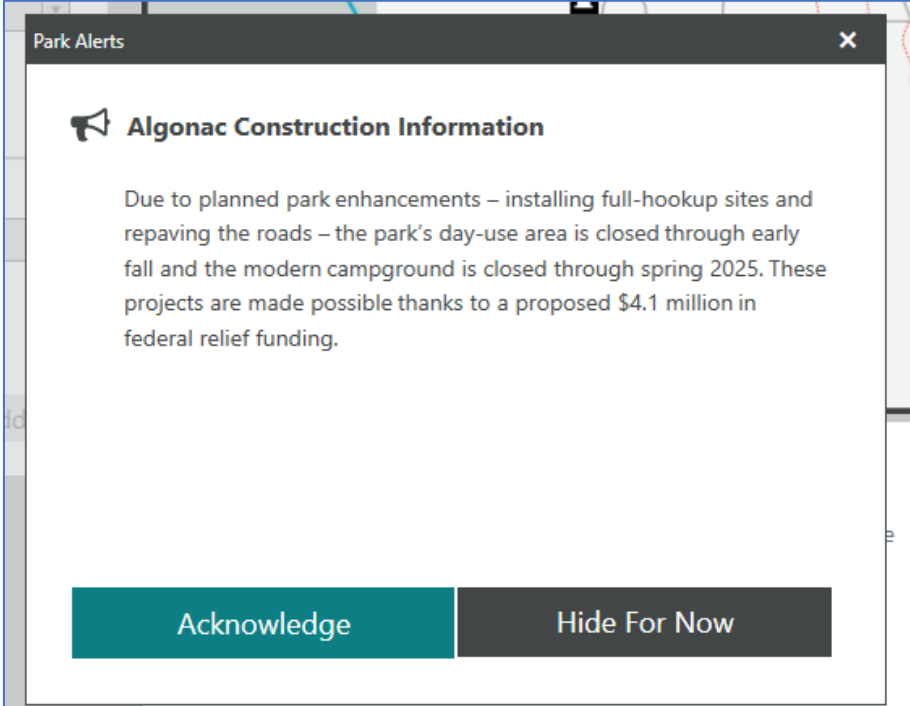
FUN #	Call Center	Yes	Customization Required	No	Alternate
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level organization map, and are able to select a specific location if the customer has a specific location in mind, or can enter dates and view availability for all locations via a map view or calendar view - the same maps available to the customers on the reservation website are also available to call center users, and the centralized database ensures that the call center agent sees the most up-to-date availability. The color-coded availability is displayed at each level, ensuring that the user only clicks into regions or parks where availability exists for the entered dates. Below is a screenshot of the top-level map displayed via the call center login location:



Creating a reservation while logged into the call center location

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

FUN #	Call Center	Yes	Customization Required	No	Alternate
	<p>Park alerts and booking messages are also displayed via the call center login location, allowing the agent to read the information to the customer for the customer to verbally acknowledge:</p> 				

Attachment 6
Requirements Traceability Matrix (RTM)
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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			
<p>Bidder Response:</p> <p>The Camis Call Center tracks calls using the Jira ticketing system. Each call is logged and categorized based on the specific reason for the inquiry, as well as the outcome of the call. Jira allows the Call Center to capture detailed information about each call, ensuring that recurring issues and complaints are accurately recorded and monitored. Call Center management reviews these tickets daily and can identify any emerging trends or patterns in call activity. If trends or recurring complaints are identified, we will notify Nebraska Game and Parks Commission.</p> <p>Depending on the nature of the trends, Camis will either take appropriate action to address any customer service-related issues or, if the complaints stem from policies or park-related inquiries, we will work with NGPC to suggest potential improvements.</p>					

Attachment 6
Requirements Traceability Matrix (RTM)
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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			
<p>Bidder Response:</p> <p>Camis has a well-established brick and mortar call center located in Ann Arbor, Michigan that houses 70 workstations for Reservation Agents, Customer Support Analysts and Call Center Management. The call center contains two dedicated private coaching rooms, one large conference room for meetings and training, as well as a staff room with lockers. We also have call centers located in Kenosha, WI and Cumberland, MD, with 16 and 10 additional workstations respectively.</p> <p>In addition to on-site staff, Camis has an established Work from Home (WFH) program for staff who have proven to exceed performance and attendance expectations. Work from home computers are provided by Camis from which staff can access work tools through a secure VPN as they would on the call center floor. The WFH program provides the benefit of increased talent acquisition and responsive scheduling.</p> <p>Every Work-From-Home (WFH) Call Center Agent must carefully go through and acknowledge (sign) the Acceptable Use Policy (AUP), Section 4.3 of the policy document provides details about downloading and installing the applications. Furthermore, the computer devices issued to all WFH Call Center Agents have restricted access to prevent downloading or installing software on these workstations.</p> <p>Access for every Work-From-Home (WFH) Call Center Agent is limited to a preapproved list of software applications, and network access is granted solely for the purpose of performing their job. These agents do not have the authority to make any changes to the access permissions. Work-From-Home (WFH) Call Center Agents are not allowed to use their home (personal) computers.</p> <p>Before gaining access to any resources, every Work-From-Home (WFH) Call Center Agent is required to establish a VPN connection with mandatory two-factor authentication. To ensure compliance with security requirements, the VPN software conducts a Host Intrusion Prevention System (HIPs) check on the agent's computer. This check verifies that the computer meets all specified compliance and security criteria, such as having an updated antivirus, current Windows patching, enabled Windows domain, and active public and private firewalls. As per the Camis internal compliance standard, a monthly vulnerability scan is conducted across the entire Camis IT infrastructure. Any vulnerabilities</p>					

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Call Center	Yes	Customization Required	No	Alternate
	<p>identified during these scans are promptly addressed in accordance with the vulnerability and patch management policy. Before gaining access to any resources, every Work-From-Home (WFH) Call Center Agent is required to establish a VPN connection with mandatory two-factor authentication. To ensure compliance with security requirements, the VPN software conducts a Host Intrusion Prevention System (HIPs) check on the agent's computer. This check verifies that the computer meets all specified compliance and security criteria, such as having an updated antivirus, current Windows patching, enabled Windows domain, and active public and private firewalls. Every Work-From-Home (WFH) Call Center agent activity is logged to a centralized SIEM solution and retained for one year.</p> <p>Camis USA leverages Genesys' cloud-based VOIP solution, featuring a secure Interactive Voice Response (IVR) platform. This platform is equipped with robust support for secure transport and data storage mechanisms, aligning with certifications such as PCI and HIPAA to ensure stringent security and compliance standards are met.</p>				

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			
	<p>Bidder Response:</p> <p>Common SLAs that the call center adhere to include:</p> <p>95% of calls answered within 300 seconds, monthly Abandoned rate not to exceed 5%, monthly Agent Occupancy of 75% or less Average Handle Time of 4:00 – 5:00 minutes depending on the time of year</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Call Center	Yes	Customization Required	No	Alternate
	<p>Managing schedules is a dynamic process, and Genesys CX allows Camis to communicate and coordinate staff to the nearest fifteen-minute interval to achieve service expediency around the clock. Schedules are available to staff on a two-week rolling window which allows for work-life balance as well as effective ramping up and down of resources as the business requires.</p> <p>Call volumes don't always come in as forecasted, when things go off course, Camis is skilled at analyzing what is needed to correct and acting quickly to ensure service level expectations are met and customers continue to receive expedited service. The Genesys workforce management solution provides Camis the ability to reforecast quickly based on new patterns observed to ensure adequate staffing for unforeseen events or circumstances. Based on the new call patterns and forecasts, management will adjust agent hour hours as required. If needed, reservation agents will be called in to cover the unexpected queues and offered overtime to make sure calls are answered in a timely manner and service level expectations are met.</p> <p>Customer satisfaction surveys are an excellent means to gauge Call Center performance. Camis can configure surveys through the Genesys Cloud Contact Center solution. Results of the surveys will be monitored weekly by management staff and action taken as required. Camis will share results with the DNR weekly for feedback. Camis will be able to meet the Call Quality standard easily because of our thorough Quality Program as described above.</p> <p>The Genesys Cloud Contact Center Solution is equipped with a real time and historical report suite. The call center management team uses Genesys Cloud reporting to monitor in real time all call and agent activity. Real-time monitoring highlights deviations in forecasted call volumes, handle times and staffing level requirements. This visibility allows us to react quickly to spikes in call volumes or longer handle times.</p> <p>Calls taken for the NGPC will have the performance standards configured in the solution to continually measure contract performance. Historical reports can be generated and provided to the NGPC on a daily, weekly, and monthly basis, delivering all required statistics. A sample report is provided below:</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Call Center	Yes	Customization Required	No	Alternate																																																																																																																											
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="12" style="text-align: center;">Washington State Parks - Call Center Performance Report</th> </tr> <tr> <th></th> <th>Offered</th> <th>Answered</th> <th>Calls Abnd</th> <th>CallBacks</th> <th>Answered After 300 secs</th> <th>Abandon % New</th> <th>Max Answer Delay</th> <th>Avg Speed of Ans</th> <th>Avg Wait - Abnd</th> <th>AHT</th> <th>TSF300</th> </tr> </thead> <tbody> <tr> <td>Grand Total</td> <td>15,628</td> <td>13,934</td> <td>769</td> <td>0</td> <td>391</td> <td>4.92%</td> <td>00:27:50</td> <td>00:00:51</td> <td>00:01:29</td> <td>00:04:14</td> <td>97.19%</td> </tr> <tr> <td>WA Total</td> <td>15,588</td> <td>13,931</td> <td>769</td> <td>0</td> <td>391</td> <td>4.93%</td> <td>00:27:50</td> <td>00:00:51</td> <td>00:01:30</td> <td>00:04:14</td> <td>97.19%</td> </tr> <tr> <td>1 July, 2022</td> <td>630</td> <td>544</td> <td>38</td> <td>0</td> <td>27</td> <td>6.03%</td> <td>00:27:50</td> <td>00:01:03</td> <td>00:01:47</td> <td>00:03:57</td> <td>95.04%</td> </tr> <tr> <td>2 July, 2022</td> <td>402</td> <td>363</td> <td>19</td> <td>0</td> <td>8</td> <td>4.73%</td> <td>00:09:55</td> <td>00:00:30</td> <td>00:01:25</td> <td>00:03:53</td> <td>97.80%</td> </tr> <tr> <td>3 July, 2022</td> <td>261</td> <td>237</td> <td>7</td> <td>0</td> <td>5</td> <td>2.68%</td> <td>00:08:03</td> <td>00:00:37</td> <td>00:01:02</td> <td>00:04:22</td> <td>97.89%</td> </tr> <tr> <td>4 July, 2022</td> <td>260</td> <td>230</td> <td>10</td> <td>0</td> <td>3</td> <td>3.85%</td> <td>00:06:15</td> <td>00:00:37</td> <td>00:01:21</td> <td>00:04:06</td> <td>98.70%</td> </tr> <tr> <td>5 July, 2022</td> <td>523</td> <td>487</td> <td>18</td> <td>0</td> <td>2</td> <td>3.44%</td> <td>00:08:23</td> <td>00:00:29</td> <td>00:01:25</td> <td>00:04:42</td> <td>99.59%</td> </tr> <tr> <td>6 July, 2022</td> <td>606</td> <td>507</td> <td>49</td> <td>0</td> <td>28</td> <td>8.09%</td> <td>00:16:09</td> <td>00:01:32</td> <td>00:01:35</td> <td>00:04:24</td> <td>94.48%</td> </tr> </tbody> </table>					Washington State Parks - Call Center Performance Report													Offered	Answered	Calls Abnd	CallBacks	Answered After 300 secs	Abandon % New	Max Answer Delay	Avg Speed of Ans	Avg Wait - Abnd	AHT	TSF300	Grand Total	15,628	13,934	769	0	391	4.92%	00:27:50	00:00:51	00:01:29	00:04:14	97.19%	WA Total	15,588	13,931	769	0	391	4.93%	00:27:50	00:00:51	00:01:30	00:04:14	97.19%	1 July, 2022	630	544	38	0	27	6.03%	00:27:50	00:01:03	00:01:47	00:03:57	95.04%	2 July, 2022	402	363	19	0	8	4.73%	00:09:55	00:00:30	00:01:25	00:03:53	97.80%	3 July, 2022	261	237	7	0	5	2.68%	00:08:03	00:00:37	00:01:02	00:04:22	97.89%	4 July, 2022	260	230	10	0	3	3.85%	00:06:15	00:00:37	00:01:21	00:04:06	98.70%	5 July, 2022	523	487	18	0	2	3.44%	00:08:23	00:00:29	00:01:25	00:04:42	99.59%	6 July, 2022	606	507	49	0	28	8.09%	00:16:09	00:01:32	00:01:35	00:04:24	94.48%			
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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			
	<p>Bidder Response: Reservation Agents are provided extensive training and are given numerous resources to help support customers of the NGPC. Camis has a strategic training program that has equal theory and practicum elements. Using this approach reinforces that material is retained effectively and that correct information and procedures are relayed to customers.</p> <p>Trainees are led through the requirements of the Reservation Agent position and are oriented on the work tools needed to achieve these expectations. Standardized training programs administered at Camis include visual presentations, group activities, assessments for each topic, observing live calls, and a final test in which a minimum grade of 85% must be obtained. Training content is presented to Reservation Agents and reinforced through a combination of review exercises and practical demonstrations. Reservation Agents are evaluated by the trainer daily on comprehension of the material. Reservation Agents listen to live and recorded calls to provide a good</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Call Center	Yes	Customization Required	No	Alternate
	<p>understanding of call flow and efficient software use. They are provided the opportunity to role play with scripted relevant scenarios. These methods will ensure reservation agents will provide prompt and accurate service to the customer of the DNR from day one taking live calls.</p> <p>Camis uses an online knowledge base to post training materials and client information that is maintained for staff in real time. Information such as hours of operation, optimal park cross selling, policies, and frequently asked questions are accessible to staff in a standardized format for quick recall. As information changes, resources are updated to ensure a consistent message is always given to your customers.</p> <p>Training Overview:</p> <p>Training for Reservation Agents is divided into three main sections, each comprised of theoretical and practicum elements to provide a variety of training elements to meet the needs of all employees:</p> <ol style="list-style-type: none"> 1. Introduction to Nebraska Game and Parks Commission locations and Policy/Business Rule training <ul style="list-style-type: none"> • Familiarity with the state, the parks, and resources available for reservations • Mapping activities to help agents familiarize themselves with state parks and harbors and general locations and geography • Campground policies such as minimum/maximum stays, change and cancel deadlines, and fees • Activities, quizzes, and tests to ensure agent comprehension of material 2. Software Training <ul style="list-style-type: none"> • Learning how to use Camis solution to make, change, or cancel a reservation • Learning how to help customers navigate through the reservation websites to assist in online reservations, changes, and cancellations • Understanding account line items in the Camis solution • Practicing transactions 3. Customer Service and Knowledge Base Training <ul style="list-style-type: none"> • Phone Training and Customer Service Techniques • Call Handling Training including interview and sales techniques • Knowledge Base Training – where to find information to answer customer questions efficiently 				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Call Center	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> • Dealing with Difficult and Disappointed Customers • Role playing with different customer service scenarios <p>Reservation Agents must pass a “customer call” with the Call Center Trainer, showing they understand the Call Quality expectations. Once all these elements are completed by the agent, they will graduate to taking live customer calls.</p> <p>Training for our more specialized Customer Support Analyst Team includes Reservation Agent training as described above in addition to the following topics:</p> <ol style="list-style-type: none"> 1. Advanced Customer Service Techniques <ul style="list-style-type: none"> • Identifying underlying customer needs • Gaining agreement with customers and co-workers • Effective listening for better customer satisfaction • Problem resolution techniques • Handling customer escalations 2. Software Troubleshooting 3. JIRA ticketing 4. Web Comment and Chat training including best writing practices <p>With the training program Camis has implemented, and the excellent history we have with our current clients, Camis is certain we can provide the best possible service for NGPC customers. Camis prides itself in providing a high trust relationship with our clientele as it relates to call center services.</p>				

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

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Call Center	Yes	Customization Required	No	Alternate
	<p>The Camis call center utilizes a comprehensive training program designed to enhance learning and skill development among staff members. This training process spans three weeks of full-time, structured learning, ensuring that agents are well-prepared to handle customer inquiries and support various clients effectively.</p> <p>Training Structure:</p> <ol style="list-style-type: none"> 1. Week 1: Agents are introduced to Camis call center policies, the Confluence knowledge base, PureCloud (our contact center solution), and Camis 5, the reservation system used by clients. Additionally, agents receive in-depth training on one specific client, learning the client’s policies, procedures, and system-specific information. 2. Week 2: Agents transition to live calls, handling inquiries for the first client they trained on. During this week, they put their skills into practice, supported by supervisors and training resources to ensure they are comfortable and effective on the phones. 3. Week 3: Agents undergo cross-training with another one or two clients, further broadening their knowledge and allowing them to support multiple client accounts. <p>Tools and Resources:</p> <p>To support the learning process, Camis utilizes several key tools:</p> <ul style="list-style-type: none"> • Confluence: A central knowledge base that houses all essential information, including call center policies, client-specific guidelines, must-read documents, and other resources. Agents use Confluence as a reference during training and on the job to ensure they have quick access to the latest information. • PureCloud: The call management platform that agents use to handle customer interactions, allowing them to apply their training in a real-world environment while maintaining high-quality service standards. • Camis 5: The reservation system agents are trained on to assist customers with their bookings and inquiries. <p>This blend of classroom-style learning, on-the-job training, and access to key tools and resources ensures that call center agents are well-equipped to deliver excellent service across multiple clients, with continuous support from the knowledge base and management team.</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-055 Section VI	Describe how the system tracks the time it takes to answer support calls, the type of support calls received, and the time it takes to resolve all issues. Provide analytics regarding support call volume, answer times, response times, resolution rate, abandonment rate, etc.	X			
<p>Bidder Response:</p> <p>All technological solutions require support for end users that are easily accessible, provide minimal wait and low handle times, friendly and efficient service, and high first contact resolution rates. The combination of these factors allows NGPC staff to receive the support they require and resume their primary role with the organization. Camis will provide a staffed Help Desk as a first point of contact for all problems or questions. Support is provided for each component of the Camis solution, including but not limited to software installation, individual or group bookings, sale items, operational and financial reporting, area or site parameters, and user account management. Help Desk staff currently provide support for the Camis solution to various clients across North America and will leverage this experience to provide an exemplary level of system support for NGPC. We continuously work toward improving our service through initiatives designed to enhance overall service quality and efficiency including ongoing training programs, process improvements, and maintaining clear communication with the various teams at Camis.</p> <p>Camis recruits candidates with excellent communication and troubleshooting skills along with technical education, certifications, and customer service experience. Help Desk staff are fully equipped to support the Camis solution through a rigorous two-week new hire training program. This program encompasses all aspects of support through classroom training, presentations by subject matter experts, mock scenarios, and hands-on activities.</p> <p>Quality is maintained on an ongoing basis with the help of dedicated Quality Specialists through recurrent training, ticket and quality audits, individual coaching sessions, and team meetings, which ensure accurate information is provided with each contact. Statistical performance metrics such as quantity of tickets managed, average handle time, and first contact resolution are monitored. These statistics, as well as customer service satisfaction scores, are used to set goals with regard to performance improvements on an ongoing basis. Help Desk Technicians regularly receive comprehensive ticket and call audits, where interactions are graded on professionalism, communication, troubleshooting, efficiency, ticket categorization, and ticket content. In addition, informal ticket audits</p>					

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FUN #	Call Center	Yes	Customization Required	No	Alternate										
	<p>are completed on a regular basis and any incident not meeting Camis standards can be flagged as an 'Opportunity for Improvement.' Quality Specialists review each of these incidents and provide feedback to the technician who handled the case or update our support documentation if a gap is identified.</p> <p>Camis will provide support services during the hours, days, and seasons unique to the operational needs of NGPC. Help Desk staff comprise both year-round and seasonal staff that is scalable to meet peak season volume demands, including weekends and holidays, ensuring resources are available to address problems.</p> <p>Camis' standard service levels for application support are:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Metric</th> <th style="text-align: center;">Goal</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">Telephone Service Factor (TSF)</td> <td>80% of Help Desk calls answered within 30 seconds 5% or fewer Help Desk calls in queue for 5 minutes prior to reaching a technician</td> </tr> <tr> <td style="vertical-align: top;">Abandon Rate</td> <td>5% or fewer Help Desk calls abandoned prior to reaching a technician</td> </tr> <tr> <td style="vertical-align: top;">Voicemail Return Response</td> <td>100% of voicemails returned within 15 minutes of receipt</td> </tr> <tr> <td style="vertical-align: top;">Support Call Talk Time</td> <td>10 minutes or less per call</td> </tr> </tbody> </table>	Metric	Goal	Telephone Service Factor (TSF)	80% of Help Desk calls answered within 30 seconds 5% or fewer Help Desk calls in queue for 5 minutes prior to reaching a technician	Abandon Rate	5% or fewer Help Desk calls abandoned prior to reaching a technician	Voicemail Return Response	100% of voicemails returned within 15 minutes of receipt	Support Call Talk Time	10 minutes or less per call				
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FUN #	Call Center	Yes	Customization Required	No	Alternate						
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FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-056 Section VI	Describe the system's option for multilingual support.	X			
	<p>Bidder Response:</p> <p>Camis has over 25 years' experience of recruiting and employing bilingual staff to meet and exceed our clients' needs each season. Camis currently provides Spanish bilingual staff to service the following contracts – Washington State Parks, Maryland State Parks, and Tacoma Power Parks.</p> <p>The Genesys Cloud CX solution provides support in multiple languages for the IVR. Customers are able to select between English and Spanish language preference.</p>				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-057 Section VI	Describe bidder's call center operating hours.	X			
	<p>Bidder Response:</p> <p>The Camis call center provides flexible operating hours tailored to the needs of each client, with the ability to adjust hours based on the time of year or day of the week. All call center hours are set in the client's local time zone to ensure smooth communication and service. Below are examples of operating hours we currently offer to clients of a similar size to the Nebraska Game and Parks Commission:</p>				

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FUN #	Call Center	Yes	Customization Required	No	Alternate
	<p>Client 1: 7AM - 8PM, Monday - Sunday, year-round</p> <p>Client 2: 9AM - 5PM, Monday - Sunday, November 1 through April 30 / 9AM – 11PM, Monday - Sunday, May 1 through October 31</p> <p>Client 3: 8AM - 8PM, Monday - Friday, year-round / 9AM - 5PM, Saturday - Sunday, year round</p> <p>Our flexibility allows us to customize operating hours to best meet client needs, ensuring support is available when it's most needed.</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Self Service Kiosks	Yes	Customization Required	No	Alternate
FUN-058 Section VI	Describe whether the kiosk solution uses a proprietary kiosk model or integrates with existing kiosk systems. Detail the range of services the kiosk solution offers and how it interfaces with the system, including services such as camping registration, park entry permit purchases, and any other relevant offerings.	X			
<p>Bidder Response:</p> <p>Camis has expertise in provisioning and supporting reliable and durable self-serve kiosks. Our Field & Corporate Infrastructure Team (F&CI Team) spends numerous hours in research and development of field hardware. The F&CI Team collaborates closely with vendors on obtaining high availability, compact, rugged, reliable, secure, and robust business class hardware that is available on the market supporting seamless integration with all operating systems.</p> <p>Camis has reseller agreements with multiple Kiosk vendors, allowing us to offer NGPC a choice of vendors for this project – Ventek or Sanistar.</p> <p>The Ventek venSTATION is a digital automated pay station designed to perform anywhere that you may need to collect tolls, fees, rentals or payments. From remote locations in parks and recreational areas to transit stations to street-side bus tops, the venSTATION can be used virtually anywhere and offers three different power configurations: battery only, A/C with battery backup, and solar power with battery backup. The model offers six types of payment configurations, including Flat Rate, Quick-Pick, Pay by Display, Pay-By-Space, Variable and Multi-Rate, and Coupon and Remote Validation. Customers can pay with cash, coins, or credit cards, and the system also allows for the use of loyalty cards, smart cards, and university campus cards.</p> <p>The Sanistar Remote Off Grid Kiosk, also known as The ROK, is designed to replace inefficient iron ranger fee tube systems. The ROK’s unique fee collection technology significantly reduces labor costs associated with tedious, time-consuming fee envelope systems that require multiple staff members to collect and count cash. Using the patent pending “SaniStar Remote” software and innovative kiosk, the ROK is a cost-effective, cashless, flexible way to manage fees and tickets at boat launches, day use / parking areas and campgrounds.</p>					

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

FUN #	Self Service Kiosks	Yes	Customization Required	No	Alternate
	<p>The ROK provides fully PCI compliant contactless payment options for credit and debit cards including Apple Pay and Google Pay.</p> <p>The ROK does not require access to on-site power or any data signal to operate but, can utilized regular power, cellular or ethernet data signal where available.</p> <p>The kiosks are fully customizable, including custom tickets, campsite types (group or individual sites), campground loops, senior and access discounts, firewood, annual passes, boat launches and more. The ROK can be programmed in multiple languages. Each ROK has full reporting capabilities for collecting all usage data for accounting purposes. Visitor tickets are printed on water resistant thermal paper in large format (3" x 5") so they can be viewed easily from a distance by park rangers.</p>				

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			
	<p>Bidder Response:</p> <p>The Camis system supports the creation of group or organization profiles, allowing for efficient management and reporting of bookings made by larger entities. When creating a profile, users can designate it specifically as a group or organization, capturing essential details such as the organization's name and other relevant information. This designation ensures that the profile is recognized for reporting purposes, enabling park staff to generate reports that separate individual bookings from group or organizational reservations. This feature is particularly useful for managing recurring group events, corporate outings, or other large bookings that require special handling and tracking.</p>				

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

FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate
FUN-060 Section VI	<p>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:</p> <ul style="list-style-type: none"> 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			
<p>Bidder Response:</p> <p>The Camis solution features Events Management functionality with group bookings, packages, and meeting space rentals fully integrated into the system.</p> <p>Via the field application, staff are able to access the Events interface. From this interface, they are able to view a full screen calendar showing all events at a location or multiple locations. The calendar view includes color coding for easy reading of different events, labels that highlight the rooms/resources being used for a selected event, and a summary of event details including meals and a guest count.</p>					

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

The screenshot shows a web-based calendar interface. The main area is a weekly grid for January 2024. Events are represented as colored bars across the days of the week. For example, 'New Year Hike' is on Monday (Jan 01) with 50 guests. 'New Year Birders' is on Tuesday (Jan 02) with 15 guests. 'Joe's Group' is on Thursday (Jan 04) with 7 guests, associated with Huron and Ontario lodges. 'Thirsty Birders' is on Thursday (Jan 04) with 8 guests, associated with Ontario and Straits lodges. 'Birders Unlimited' is on Friday (Jan 05) with 7 guests, associated with Erie, Huron, Michigan, Ontario, Superior, and Straits lodges. 'Hump Day Frolic' is on Wednesday (Jan 10) with 10 guests. 'Jill's Groups' is on Thursday (Jan 11) with 0 guests, associated with Ontario lodge. 'Midweek Meander' is on Monday (Jan 22) with 7 guests, associated with Erie and Huron lodges. 'Feb First Hike' is on Thursday (Jan 25) with 0 guests.

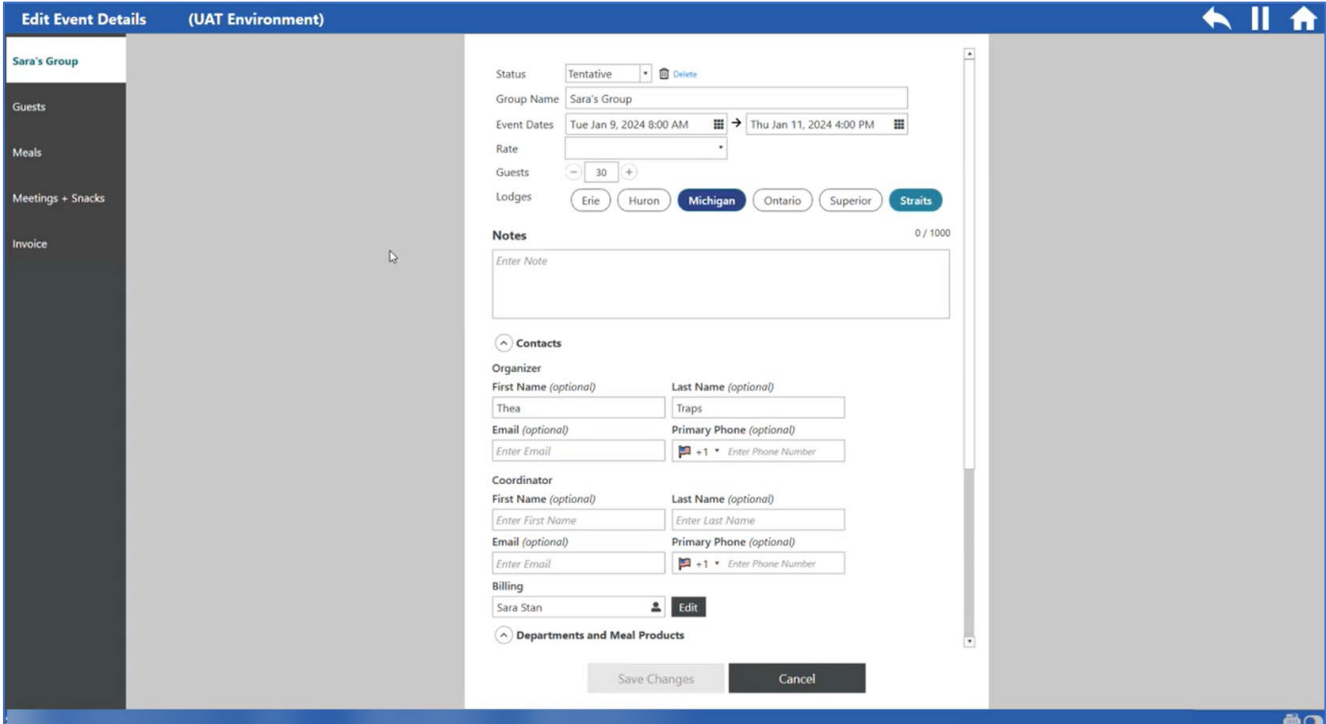
The right sidebar for the selected event shows the following details:

- Event Status:** Confirmed
- Group Name:** Birders Unlimited
- Date Range:** Fri Jan 5 8:00 AM - Sun Jan 7 1:00 PM
- Rate:** Non-Profit - Taxable
- Guests:** 7
- Lodges:** Erie, Huron, Michigan, Ontario, Superior, Straits
- Meal Count:** Breakfast: 19, Lunch: 12, Dinner: 39, Reduced Dinner: 0
- Billing:** DEUMO PRIMSVZD

The Event Calendar

Staff have the ability to create an event. Information that can be added to the event at this stage includes event details such as dates, guest count, rate, notes, and resources (meeting room, lodge etc.) being used. In addition, a full guest register is available for recording details regarding each guest, such as their first and last name, gender, attendance status, room type, where they will be staying, and their meal requirements.

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

FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate
					

Attachment 6

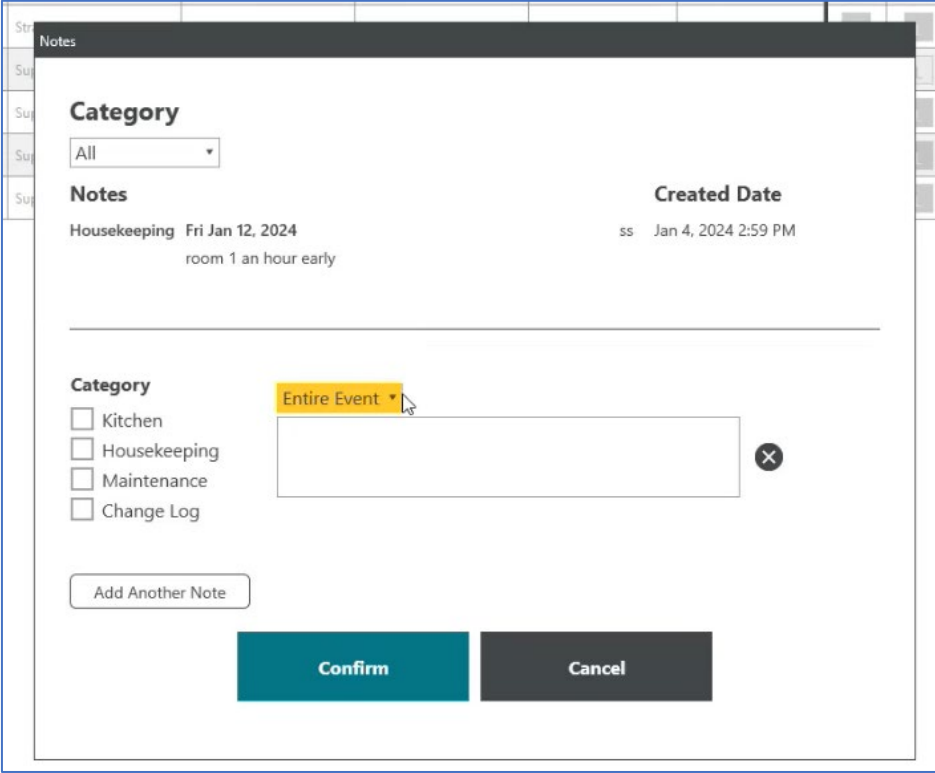
Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate																																																																																																																																																	
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Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate
	<p>The system includes the functionality to add specific notes to an event for the kitchen, housekeeping, and maintenance. Specific meeting room requirements such as AV equipment and snacks can also be recorded.</p> 				

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate																																	
	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="background-color: #0056b3; color: white; padding: 2px 5px; display: flex; justify-content: space-between; align-items: center;"> Edit Event Details (UAT Environment) ← ↗ </div> <div style="background-color: #00728f; color: white; padding: 2px 5px; display: flex; justify-content: space-between; align-items: center;"> Add New Meeting Save Changes Notes </div> <div style="padding: 5px;"> <p>Tent Room Fri Jan 12 9:00 AM - Fri Jan 12 2:00 PM Guests: 15</p> <p>Meeting Room: Tent Room Date and Time: Fri Jan 12, 2024 9:00 AM → Fri Jan 12, 2024 2:00 PM Guests: 15</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Snacks</th> <th style="width: 10%;">Qty</th> <th style="width: 15%;">Delivery Time</th> <th style="width: 10%;"></th> <th style="width: 30%;">AV Equipment</th> <th style="width: 10%;">Qty</th> <th style="width: 15%;">Delivery Time</th> <th style="width: 10%;"></th> </tr> </thead> <tbody> <tr> <td>Ice Cream Social (per person)</td> <td>20</td> <td>8:30 AM</td> <td>⌚ ⊗</td> <td>AV Equip - AV Cart</td> <td>1</td> <td>8:30 AM</td> <td>⌚ ⊗</td> </tr> <tr> <td>Assorted Soft Drinks (per can)</td> <td>20</td> <td>8:30 AM</td> <td>⌚ ⊗</td> <td>AV Equip - LCD Projector</td> <td>1</td> <td>8:30 AM</td> <td>⌚ ⊗</td> </tr> <tr> <td>Bottled Water (per bottle)</td> <td>15</td> <td>8:30 AM</td> <td>⌚ ⊗</td> <td></td> <td></td> <td></td> <td>+</td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <p>Audio-Visual 0 / 100</p> <p>Enter Audio-Visual Note</p> <p>Seating 0 / 100</p> <p>Enter Seating Note</p> <p>Notes 0 / 250</p> <p>Enter Note</p> </div> <div style="text-align: right; margin-top: 10px;"> <p>Snacks Qty Delivery Time</p> <p>Assorted Soft Drinks (per can) 20 8:30 AM</p> <p>Bottled Water (per bottle) 15 8:30 AM</p> <p>Ice Cream Social (per person) 20 8:30 AM</p> <p>AV Equipment Qty Delivery Time</p> <p>AV Equip - AV Cart 1 8:30 AM</p> <p>AV Equip - LCD Projector 1 8:30 AM</p> </div> <div style="text-align: right; margin-top: 10px;"> <p>Delete</p> </div> </div> </div>	Snacks	Qty	Delivery Time		AV Equipment	Qty	Delivery Time		Ice Cream Social (per person)	20	8:30 AM	⌚ ⊗	AV Equip - AV Cart	1	8:30 AM	⌚ ⊗	Assorted Soft Drinks (per can)	20	8:30 AM	⌚ ⊗	AV Equip - LCD Projector	1	8:30 AM	⌚ ⊗	Bottled Water (per bottle)	15	8:30 AM	⌚ ⊗				+					
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-061 Section VI	<p>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).</p> <p>Bidder Response:</p> <p>The Camis system allows customers to create and maintain accounts with their personal information, contact details, and boat information, offering a seamless and user-friendly experience for managing reservations. While customers are required to have an account to complete a reservation, they are not required to log in immediately when browsing the reservation website. Customers can add inventory to their cart and hold it before being prompted to log in during the checkout process. This feature offers convenience, allowing users to browse and select options without the need to log in until they are ready to finalize their booking.</p> <p>When creating an account, customers provide essential contact information such as their name, address, phone number, and email (which serves as their username for future logins). In addition to these details, the system supports the input of comprehensive boat information, including:</p> <ul style="list-style-type: none"> • Boat type • Boat name • Registration number • Beam (width) • Length • Draft (depth) <p>This boat information is saved to the customer's profile and can be easily accessed for future reservations, helping streamline the booking process. Once logged in, customers can update their profile details at any time, ensuring that their contact and boat information remains current and ready for quick use in subsequent transactions.</p> <p>By maintaining personal and boat information in their profile, customers enjoy a faster, more efficient reservation process, as their stored data is automatically applied to relevant bookings, reducing the need for repeated manual entry.</p>	X			

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

Update Account

Profile Details

Additional Info

My Search Preferences

Profile Details

First Name

Last Name

Primary Phone

Secondary Phone (Optional)

Country

Street Address

Unit (Optional)

Postal/Zip Code

City



State/Province

Yes, please send me email updates about what's going on in Michigan State Parks/ Harbors. Client information is not shared with third parties.

Update account

To find out more about how we handle and store your personal information, please read our [Privacy Policy](#)

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

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
	<div data-bbox="327 418 1230 1295" style="border: 1px solid black; padding: 10px;"> <h3 style="margin-top: 0;">Update Account</h3> <p style="margin-top: 5px;"> Profile Details Additional Info My Search Preferences </p> <hr/> <div style="margin-bottom: 15px;">  Vehicle Information </div> <p>License Plate <input style="width: 150px;" type="text"/></p> <p>State <input style="width: 150px;" type="text"/></p> <div style="margin-bottom: 15px;">  Boat Information </div> <p>Boat Type <input style="width: 150px;" type="text"/></p> <p>Length (ft) <input style="width: 150px;" type="text"/></p> <p>Beam (ft) <input style="width: 150px;" type="text"/></p> <p>Draft (ft) <input style="width: 150px;" type="text"/></p> <p>Boat Name <input style="width: 150px;" type="text"/></p> <p>Registration Number <input style="width: 150px;" type="text"/></p> <div style="text-align: center; margin-top: 10px;"> <input style="background-color: #006666; color: white; padding: 5px 20px; border: none;" type="button" value="Update account"/> </div> <p style="font-size: small; margin-top: 10px;"> To find out more about how we handle and store your personal information, please read our Privacy Policy </p> </div>				

Attachment 6

Requirements Traceability Matrix (RTM)


Request for Proposal 6909 Z1

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			
<p>Bidder Response:</p> <p>The Camis solution features a fully-functional harbor/marina management system, which includes the ability to capture vessel dimensions, names, and registration numbers during reservation. Customers are also able to save the details of their vessel to their online profile, saving them from having to enter the information every time they make a reservation. Pricing for harbor reservations can be set up per length of boat per time period (e.g. \$1.50 per foot per night) or as a fixed amount per time period. Differing business rules can be configured for multiple systems of harbor management (as described below) and can include minimum and maximum boat lengths and minimum and maximum stay lengths. Staff with appropriate permissions are able to modify the prices for harbor reservations on a temporary basis in a number of ways, including by modifying the fees, by adjusting the fees in the Camis solution's Content Management system, or by the use of offer codes.</p> <div data-bbox="323 894 1409 1417" style="border: 1px solid #ccc; padding: 10px;"> <p>The screenshot displays the 'South 24-48' marina management interface. On the left, there are navigation options for 'Map', 'List', and 'Calendar'. The main area shows a map of the marina with slips labeled A24 through A48. A detailed view of slip A43 is shown on the right, including a photo of the slip and the following information:</p> <ul style="list-style-type: none"> Slip A43 Nightly Fees: \$1.24 /Foot Additional fees or discounts may apply. Maximum Boat Draft: 5 Maximum Boat Length: 50 Maximum Boat Beam: 18 Electrical Service: 30/50 Amps Slip calendar </div>					

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

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
	<p>Multiple systems of accommodating vessels and making harbor reservations are available via the Camis solution:</p> <p>The first involves vessels occupying defined "slips" in a harbor/marina. The slips can be reserved on a slip-specific basis, meaning that a defined, numbered slip in the harbor is held at the time that the reservation is made, or on a slip-standard basis, meaning that the reservation is made against (and reduces the capacity of) a group of slips at the harbor, and the specific slip is assigned by harbor staff at the time of check-in. Each slip or slip group has defined boat dimensions that it can accommodate and the visitor is required to enter their boat dimensions when searching for availability, ensuring that visitors will only be able to make reservations for slips that match their stated boat dimensions. This system satisfies the Mooring Buoys requirement as defined in the question.</p> <p>The second system involves the assignment of boats to "Broadside" docks, where boats are moored lengthwise along a dock. These docks are set up in the Camis solution to accept multiple vessels and continue to display as available after a boat has been assigned to them. Camis will extend this functionality to leverage the already-collected boat dimensions provided by the customer. A broadside dock will have a maximum length capacity. Boats assigned to the dock will deplete the available capacity, and a boat whose entered length is greater than the remaining capacity will not be able to be assigned to that dock.</p> <p>Users are able to go online, find a marina with available slips or boat storage, enter their time period, and find an available slip. During the checkout workflow customers will be required to sign in or create an account and provide their personal information. Customers can be required to provide their boat name, type, and registration number if desired. The Camis solution will present them with any required messages and acknowledgments required for marina reservations or the specific marina. The Camis solution will calculate the appropriate fees and the customers will be prompted to pay. Once payment has been completed the customer will be automatically emailed a confirmation email including their permit details, slip, timeframe, personal information, registration information, and any important messages from the marina.</p>				

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

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-063 Section VI	<p>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.</p> <p>Bidder Response:</p> <p>The Camis solution includes a fully developed waitlist function that is ready for use by clients. Administrators can easily set up a waitlist within the system, with the flexibility to define both an application period and a claim period.</p> <div data-bbox="325 734 1228 876" style="border: 1px solid gray; padding: 5px; text-align: center;">  <p>Close Shift Permit Reserve Sale Waitlist Reports Admin Pause/Logout</p> </div> <p><i>The Waitlist function within the Camis Field Application</i></p>	X			

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

The screenshot shows a web interface with a dark header containing tabs for 'Details', 'Inventory', 'Application' (which is active), and 'Messaging'. Below the header, the title 'Waitlist Application Settings' is displayed. A light blue note box contains the text: 'Note that the waitlist application form will automatically inherit fields collected as part of reservation settings (such as party size and equipment collection) from the inventory's booking category.' Below the note are several settings: 'Display Map Link?' with a radio button selected for 'No'; 'Application Fee' and 'Renewal Fee' both set to 'Camp Fee' via dropdown menus; 'Renewal Email Date' set to 'Oct 1' with a calendar icon; and 'Send reminder 30 days from renewal email date?' with a radio button selected for 'Yes'.

Waitlist setup


The waitlist can be configured in two ways:

1. Queued: The system automatically selects applicants in the order they applied.
2. Manual: Client users manually select which applicants are successful.

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

Party Information

Occupant
  **Add**


Boat Information


Boat Type (optional)

Boat Name

Registration Number (optional)

Length (ft) Beam (ft) Draft (ft)

Slip Preference (optional) 
1st preference

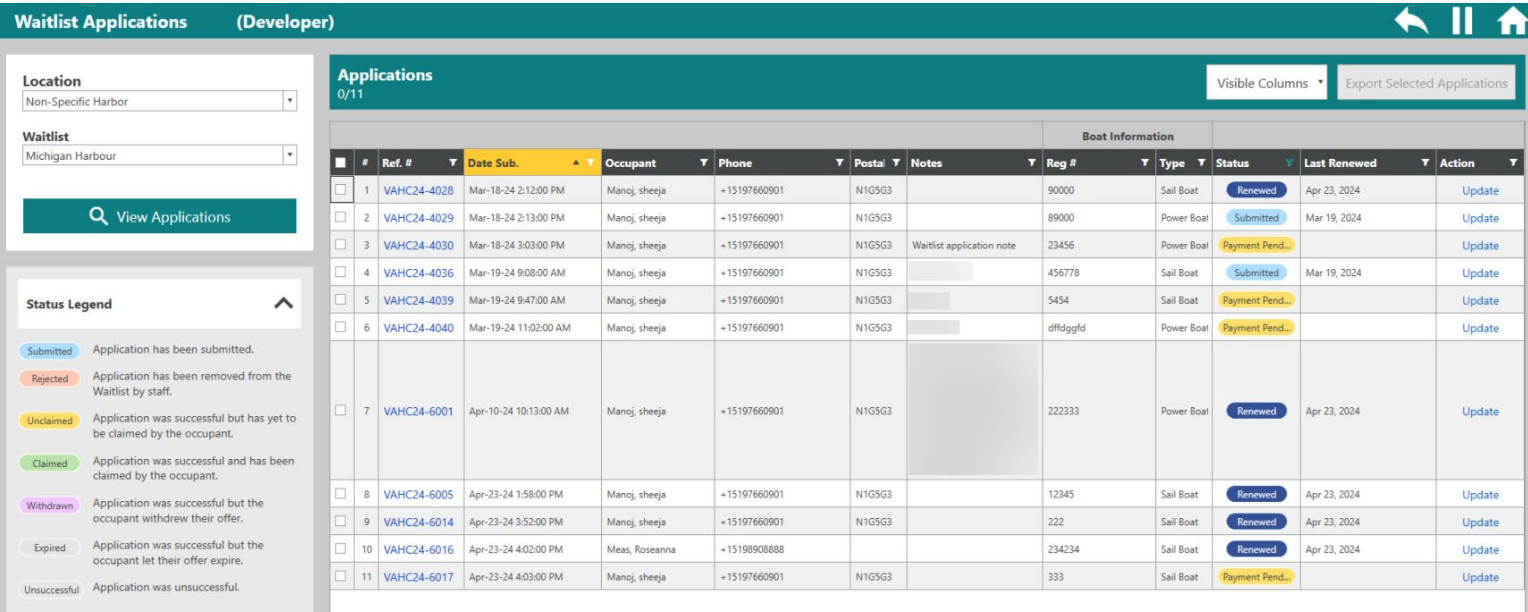
Flexible on Slip? 
 No **Yes**

Waitlist application via the Field Application

During the application period, customers can apply to the waitlist either through the online reservation website or via the call center/field application at the park/harbor. Clients have the option to charge an application fee if desired. All customer details are captured and made available through the internal Waitlist feature within the system, and the waitlist can be exported as needed for further review or record-keeping.

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
	<p>Once a customer is selected from the waitlist, they have the opportunity to book the specific inventory during the claim period. During this time, the inventory is reserved for them and is unavailable for anyone else to book, ensuring a seamless and fair process.</p>  <p><i>The Waitlist Applications dashboard</i></p>				

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:				

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

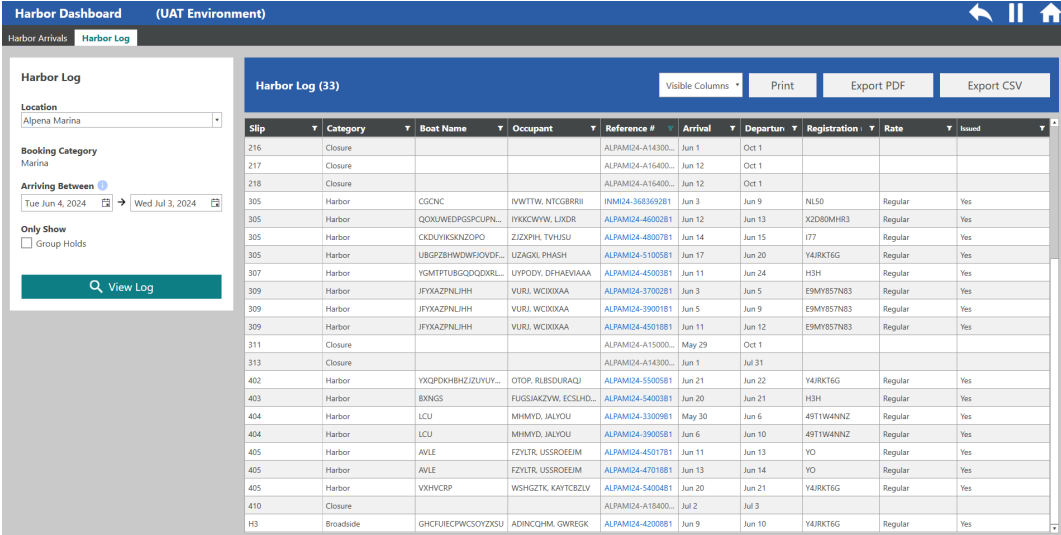
FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
	The Camis reservation website allows users to access the details of any booking, including leases, through the My Reservations page. This page contains all the details of the lease, including dates, payment history, and any outstanding balance.				

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			
	<p>Bidder Response:</p> <p>The Camis system allows customers to opt for dock boxes through the add-ons feature during the checkout process. When a customer books a slip, the system automatically offers the option to rent a dock box as an add-on, ensuring that it is only available for relevant reservations. This feature does not apply to unrelated bookings, such as camping reservations, where a dock box would not be applicable.</p> <p>The system allows flexibility in specifying the rental duration for the dock box. Customers can choose to rent the dock box for the entire duration of their stay or for specific days within their reservation. The dock box rental is applied as a surcharge to the booking, and customers proceed to payment with the dock box rental included, allowing them to pay for both the slip and the dock box in a single transaction.</p> <p>This setup ensures that customers have the convenience of selecting and paying for optional services like dock boxes as part of their overall reservation, with complete control over the rental duration.</p>				

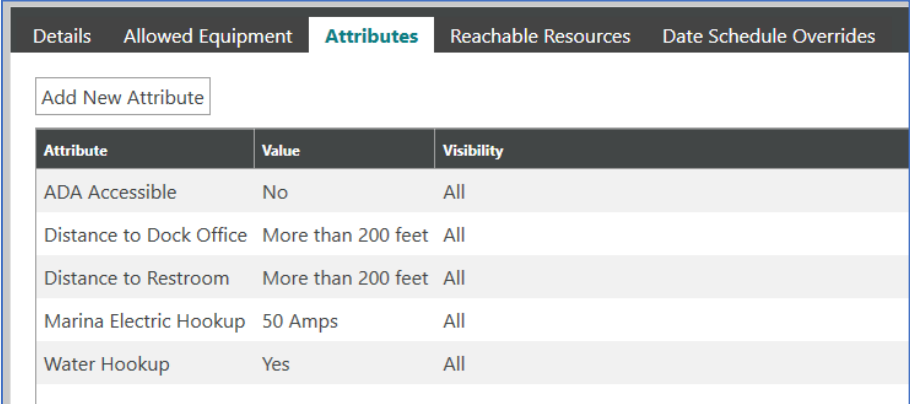
FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-066 Section VI	Describe the tools and functionalities available to staff for efficient oversight and control of lease allocations and waitlist management.	X			
	Bidder Response:				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
	<p>For lease allocations, staff have access to several key reports, such as the Harbor Log, which offers a filterable list of all current and incoming bookings at the marina, as well as available slips. This tool allows staff to easily track occupancy, upcoming arrivals, and vacancies. The Outstanding Balance Dashboard is another critical tool, displaying bookings with outstanding payments, enabling staff to follow up on financial matters promptly. Additionally, the system includes a powerful search feature that allows staff to quickly locate bookings by occupant name, customer information (phone number, email), boat name, or boat registration number, providing efficient access to booking details.</p>  <p><i>The Harbor Dashboard</i></p>				
	<p>For waitlist management, the system offers a dedicated Waitlist Dashboard. This dashboard presents a filterable list of all applications for a given waitlist, helping staff to efficiently manage and prioritize requests for slip allocations as spaces become available. These tools, combined with the reporting and search functionalities, streamline the oversight and control of marina lease management and waitlist operations, ensuring smooth and efficient handling of customer bookings and requests.</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-067 Section VI	<p>Describe the system's ability to maintain a comprehensive database of slips with details such as availability, size, location, and any specific amenities.</p> <p>Bidder Response: The Camis solution's Marina Management functionality includes a detailed database of slips available at each marina location. This list is managed under the Resources section of Content Management.</p> <p>The list includes the ability to control attributes and descriptions for each slip.</p> 	X			

Attachment 6
Requirements Traceability Matrix (RTM)
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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			
<p>Bidder Response:</p> <p>The Camis system calculates and includes dock box fees in the payment process by utilizing the add-ons feature to apply the dock box as a surcharge to the customer's order. Dock box fees can be configured in multiple ways, offering flexibility depending on the desired pricing structure.</p> <p>Dock boxes can be charged as either:</p> <ul style="list-style-type: none"> • A flat fee that applies once for the entire reservation, or • A nightly fee that is calculated based on the number of nights the dock box is rented. <p>Additionally, the system allows for multiple pricing options. For example, customers can be offered a best rate option where, if they rent the dock box for a longer duration, they save on the nightly rate. A full-season dock box rental can also be set up to provide the best overall rate for extended stays.</p> <p>Once the customer selects the dock box and the appropriate rental period, the system automatically calculates the fees and includes them in the total payment process. This ensures a seamless experience, allowing customers to pay for both their reservation and the dock box in a single transaction.</p>					

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			
<p>Bidder Response:</p> <p>For various customer actions in the Camis solution, including reservation creation/cancellations/changes, payments, lease renewals, and waitlist/lottery updates, the Camis solution generates an email confirmation which is sent to the customer. These branded confirmation emails are customizable and can be adapted to accommodate alternative format</p>					

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

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
	<p>configurations. Each confirmation email includes all relevant details of the completed transaction, including booking messages regarding their specific reservation.</p> <p>Emails are sent via an integration with SendGrid, owned by Twilio. SendGrid is hosted in the USA. All emails are relayed from the Camis system to SendGrid using encrypted protocols (HTTPS and TLS 1.2). SendGrid retains the emails for 72 hours after which time they are purged. Camis will continue to maintain copies of all emails for the purposes of support, troubleshooting and data retention policies or requirements.</p>				

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-070 Section VI	<p>Describe the system’s ability to support easy communication between marina staff and customers if they have any queries or special requests.</p> <p>Bidder Response:</p> <p>The Camis system offers several tools to facilitate seamless communication between marina staff and customers, particularly when handling queries or special requests.</p> <p>First, during the reservation process—whether through the public website or the field solution—customers have the option to include special requests or notes. This feature allows customers to provide important information or make specific requests to the harbor master directly during the booking process. These notes are easily accessible to marina staff, ensuring that they can accommodate customer needs and respond accordingly.</p> <p>Additionally, the system supports SMS integration, enabling the harbor master to send text messages directly to customers. This feature allows for quick and efficient communication of important updates, such as changes in slip assignments, weather alerts, or other relevant information. By providing a direct and convenient line of communication, the SMS feature enhances the customer experience and ensures that marina staff can respond promptly to any queries or special requests.</p>	X			

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

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			
<p>Bidder Response:</p> <p>The Camis solution fully supports password recovery and reset, automated password expiration dates, password masking, account lock-outs, and session time-outs. Each of these values may be configured within the integrated configuration management system should the native user accounts be used. Alternatively, and in order to facilitate centralized account and policy management, the Camis solution can be integrated with an Azure Active Directory or a similar authentication service owned by Nebraska Game and Parks Commission that supports OpenID Connect.</p> <p>Each individual user of the Camis solution will be provided with a unique login name and password to access the application. The Camis solution requires reservations and web store website accounts to be unique by customer email address. Within the field and administration app permissions are role-based, so both users and administrators can use their assigned credentials to access the functions specific to their responsibilities. This role-based structure allows control over who can administer individual accounts and if there is suspicion that a user has shared their credentials with others, an administrator can act immediately to disable it. New individual accounts are created by each location's administrator, who will provide the user with the appropriate login credentials, including a temporary password which the user will be required to change after their first login. New administrator accounts are created by an NGPC Headquarters representative, who will have the highest level of access in the organization. If a user requires a password reset their identity is confirmed by an individual with permission to administer the account, which further ensures individual account assignment. Users will be referred to their supervisor or individual at their location with a higher permission level to perform a reset on the account. If the user has the highest level of access at their location, they will be referred to an NGPC Headquarters representative to facilitate the request. If the Headquarters representative needs a reset, they can contact the Camis Help Desk which will confirm their identity and reset their account. This chain of authority on account creation and password management further reduces the risk of any user</p>					

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>or administrator accounts being shared.</p> <p>The Camis solution fully implements the credential lifecycle from initial registration to deactivation and all the user management features in between. The customer login system is separate and self-serve. Account creation and password reset processes are completed via email verification. Customer passwords do not expire, and we retain only the current encrypted password. After a successful password reset the old credentials are deleted. Accounts are temporarily locked for 60 minutes after 10 failed login attempts. If using the integrated login and user management system for staff, newly created users by an admin are created in an active reset state with a one-time use generated complex password. The only operation users in this state can perform is to change their password. After the password reset is complete the user can then access the rest of the application scoped to their assigned role. Password expiry and retention are configurable and will be set to meet Nebraska Game and Parks Commission standards and guidelines. Staff accounts are temporarily locked for 30 minutes after five failed login attempts. Accounts can also be manually deactivated and re-activated by administrators. Additionally, administrators can set future expiry dates on staff accounts. Whenever an account is deactivated, expires, or is locked all associated active user access tokens are revoked; active user sessions are immediately impacted.</p>				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-072 Section VI	<p>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.</p> <p>Bidder Response:</p> <p>The Camis solution provides NGPC administrators with robust functionality to manage user accounts in real-time through the Manage Users feature. This functionality allows administrators to effectively add, remove, and manage user access, ensuring that user permissions align with operational needs at all times.</p> <p>When creating a new user, administrators define key attributes such as the login name, role, and access dates (start and end date). The system supports role-based access control, meaning users can be assigned roles that dictate their</p>	X			

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>permissions and access levels. Roles can be assigned on a per-location basis, allowing for flexibility when managing staff with access to multiple sites. Each role is composed of a variety of individual permissions, which are customizable to match operational requirements. Administrators can create new roles as needed, with no limit on the number of roles that can be established in the system.</p> <p>For managing user accounts, administrators have the ability to:</p> <ul style="list-style-type: none"> • Add new users and assign them appropriate roles. • Disable user accounts when necessary, either temporarily or permanently. • Reset passwords to restore user access when needed. <p>The Camis system also allows administrators to modify the permissions of any role, effectively granting or removing access privileges for all users assigned to that role. This enables real-time control over user permissions and ensures that access to critical system functions is restricted to authorized personnel.</p> <p>Additionally, the system features a status control for each user account, allowing administrators to set a user's status as "Active" or "Inactive" at any time. This status can be modified in real time, enabling immediate disabling or reactivation of accounts. Furthermore, each user profile includes a Start Date and End Date, which can be set and edited by administrators. Once a user's end date is reached, the system automatically updates their status to "Inactive," ensuring that access is only available during authorized periods.</p> <p>These administrative controls and procedures provide NGPC with the tools needed to manage user access privileges effectively, ensuring that access is granted based on operational needs while maintaining system security and compliance.</p>				

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:				

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>The Camis solution does not currently offer the ability to automatically disable user accounts following a set period of inactivity.</p> <p>The Camis system allows administrators to modify the permissions of any role, effectively granting or removing access privileges for all users assigned to that role. This enables real-time control over user permissions and ensures that access to critical system functions is restricted to authorized personnel.</p> <p>Additionally, the system features a status control for each user account, allowing administrators to set a user's status as "Active" or "Inactive" at any time. This status can be modified in real time, enabling immediate disabling or reactivation of accounts. Furthermore, each user profile includes a Start Date and End Date, which can be set and edited by administrators. Once a user's end date is reached, the system automatically updates their status to "Inactive," ensuring that access is only available during authorized periods.</p> <p>These administrative controls and procedures provide NGPC with the tools needed to manage user access privileges effectively, ensuring that access is granted based on operational needs while maintaining system security and compliance.</p>				

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			
	<p>Bidder Response:</p> <p>The Camis solution supports the use of role-based access, with the granularity to enable/disable the various functions within the application, and the ability to assign multiple users to a role. Administrators can add, remove, and manage users through the solution's manage user functionality. When creating a new user, administrators define a login name, start and end date, and role for the individual. A user can be assigned a role for each location they have access to. This</p>				

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>can be the same role at each location or vary based on their required access at alternate locations. Each role in the Camis solution has several different individual permissions assigned to them which reflects their operational needs and required access.</p> <p>There is no limit on the number of roles that can be created in the system and new roles can be created at any time as the need arises. A user with the necessary permissions can modify the permissions assigned to a given role and thereby grant or remove permissions for all users assigned that role. Through Manage Users, administrators can add new users, modify existing, disable user accounts, and reset passwords.</p>				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-075 Section VI	<p>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.</p>	X			
	<p>Bidder Response:</p> <p>The System Users dashboard displays a list of Active users for a single location or multiple locations. It includes the users' name, login name, start and end date, location(s), permission role, last login, and their status. The report can be sorted and filtered by any of the columns, and exported to CSV or PDF:</p>				

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate																																																																																																																																																																																																															
	<div style="background-color: #f0f0f0; padding: 5px;"> <p>System Users Dashboard (UAT Environment)</p> <div style="display: flex;"> <div style="width: 30%; border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>View Users from <input type="radio"/> One Location <input checked="" type="radio"/> Multiple Locations</p> <p>Location</p> <div style="border: 1px solid #ccc; background-color: #fff; padding: 2px; min-height: 100px;"> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> </div> <p style="text-align: right;"><input type="button" value="Select All"/> <input type="button" value="Deselect All"/></p> <p>User Status <input type="radio"/> All <input checked="" type="radio"/> Active <input type="button" value="Active Reset"/> <input type="radio"/> Deleted <input type="radio"/> Inactive <input type="radio"/> Locked</p> <p>Roles (optional) Search Roles</p> <p>Name <input type="text" value="All"/></p> <p>Login <input type="text" value="All"/></p> <p style="text-align: center; background-color: #4a7c59; color: white; padding: 5px; border-radius: 4px;">View Users</p> </div> <div style="width: 70%; padding: 5px;"> <p>User Summaries Change Columns Export Summary</p> <p>Select users for export</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr style="background-color: #4a7c59; color: white;"> <th><input type="checkbox"/></th> <th>Name</th> <th>Login</th> <th>Start Date</th> <th>End Date</th> <th>Location</th> <th>Role</th> <th>Last Login</th> <th>Status</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/></td><td></td><td></td><td>Jun 8, 2022</td><td>Jun 8, 2032</td><td>None</td><td>None</td><td>N/A</td><td>Active</td></tr> <tr><td><input type="checkbox"/></td><td></td><td></td><td>Jul 7, 2020</td><td>Nov 1, 2021</td><td>2</td><td>Vendor - 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Data Query	Jul 8, 2021 3:06 PM	Active	<input type="checkbox"/>			May 9, 2023	Oct 31, 2023	1	Basic User	Oct 7, 2023 6:19 PM	Active	<input type="checkbox"/>			Sep 6, 2021	Nov 20, 2030	2	Basic User	Oct 13, 2023 8:28 AM	Active	<input type="checkbox"/>			Apr 19, 2019	Nov 30, 2022	1	Basic User	Sep 22, 2022 12:00 PM	Active	<input type="checkbox"/>			Aug 28, 2019	Dec 31, 2050	1	State - Field Advanced User	Oct 20, 2023 7:17 AM	Active	<input type="checkbox"/>			Oct 22, 2013	Dec 31, 2030	2	State - Field Administrator	Oct 18, 2023 10:53 AM	Active	<input type="checkbox"/>			Oct 28, 2013	Dec 31, 2023	1	State - Field Advanced User	Oct 20, 2023 8:55 AM	Active	<input type="checkbox"/>			Aug 16, 2019	Oct 21, 2023	1	Basic User	Jul 31, 2023 1:30 PM	Active	<input type="checkbox"/>			May 25, 2023	May 26, 2024	1	Basic User	Sep 16, 2023 3:05 PM	Active	<input type="checkbox"/>			Apr 27, 2023	Oct 16, 2023	1	Basic User	Sep 17, 2023 4:03 PM	Active	<input type="checkbox"/>			Jul 30, 2023	Jul 31, 2024	1	Basic User	Oct 8, 2023 3:26 PM	Active	<input type="checkbox"/>			Jun 14, 2017	Jan 31, 2026	1	State - 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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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			
<p>Bidder Response:</p> <p>The Camis solution includes a robust audit trail that tracks all the actions processed in the system including changes and corrections. The audit trail records the name of the user account making a change or correction, the date and time, the location the correction was made, the note included with the correction, and the impact of the correction. Access to audit trails is restricted by user accounts and permission. General public user data access is limited to their own account. Searchable audit trail records are restricted to authenticated and authorized staff via the Camis 5 field interface.</p> <p>The Camis solution as a whole leverages Splunk Cloud as a Security Information and Event Management solution (SIEM) to manage auditing functions of activities performed in the environment. Event logs from the Camis platform, such as web traffic from the customer-facing websites, are ingested and transformed into operational intelligence. Splunk supports a wide variety of predefined log sources, such as SQL database logs, IIS logs, and Windows event logs, including customized Camis application log sources for ingesting those log details for correlation, aggregation, and reporting on events.</p> <p>Reports on a large subset of data can be generated quickly and can update based on the selected time frame, or other search criteria. Dashboards may also provide helpful information at a glance about inappropriate access and usage of the system. Finally, alerts can be configured to run defined searches at specified time intervals, and based on returned values, can be configured to send an email, or create an automatic incident in our ticket management system.</p> <p>The event logs from Camis domain controllers and syslogs from all firewalls are also sent to Splunk, stored for long-term retention, and available for automated alerting and ad-hoc investigations.</p>					

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

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	
<p>Bidder Response: The Camis solution takes multiple steps to reduce the possibility of multiple profiles existing in the system for the same customer:</p> <ul style="list-style-type: none"> • Firstly, each customer profile requires a unique email address. If a user attempts to create a profile for a customer with an email address that already exists on another profile, the system will prevent the profile creation from occurring and will notify the user that a profile already exists with that email address. • Secondly, when a user creates a booking via the field application and adds an occupant to the booking, the system prevents them from creating a new profile from scratch until they first search for an existing account. This is a specific measure to prevent duplicate account creation. The "New" button for creating a new profile is greyed out initially - the user is required to first search for the user (by first and/or last name, phone number, or email address) to first see if the profile already exists in the system. If it does, they are given the option to select that profile for the booking. If the profile doesn't already exist, they can now click New to create a new profile. As a time-saving step, the information that they had initially searched for automatically prefills in the correct field in the profile creation screen. <p>The Camis solution does not currently support the ability to merge customer profiles.</p>					

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			
<p>Bidder Response:</p>					

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>The Camis solution features a highly flexible tax scheduling system, allowing clients to configure tax rates based on various factors like tax names, rates, and locations. These tax schedules can be applied to each item being booked or sold, ensuring that the correct taxes are applied for each transaction. Our system supports multiple tax levels, including state, county, and location-specific taxes. For example, roofed accommodations may incur an additional lodging tax that doesn't apply to campsites. When a line item, such as a campsite booking, is created, it automatically references the relevant tax schedule to ensure the appropriate rate is applied based on the item type and location. Taxes can be displayed as either inclusive or exclusive of the total price, depending on client standards.</p>				

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			
	<p>Bidder Response:</p> <p>All reports generated within the Camis solution, whether Operational or Advanced Reports, contain the report name, date of generation, and timestamp.</p>				

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			
	<p>Bidder Response:</p> <p>The Camis system provides a high level of flexibility in configuring the display of financial, statistical, and demographic data, with various customization options available to meet user needs. Users can filter, sort, and query data using multiple criteria, ensuring that they can tailor reports to display the specific information they require.</p>				

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>Operational reports, such as financial or occupancy data, can be customized by filtering and sorting columns based on the chosen metrics. This allows users to view only the relevant data points. Additionally, when reports are printed or exported, the system preserves the applied filters and sorting, ensuring the output matches what’s displayed on screen.</p> <p>For more advanced reporting needs, the Camis system integrates with Tableau, a powerful business intelligence tool. Through this integration, users can apply a wide range of filters and generate highly customized views of financial, statistical, or demographic data. Tableau Desktop also enables users to connect to raw datasets, create custom reports, and display data in various formats. These customized reports can then be shared with other stakeholders or departments as needed.</p> <p>The system supports multiple export formats—including CSV, PDF, and Excel—making it easy for users to retrieve and share data in the format that best suits their needs. Whether working with real-time data or reviewing historical trends, the Camis system's flexibility ensures users can configure and display data in a way that best supports their decision-making process.</p>				

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			
	<p>Bidder Response: The Camis solution includes a number of reports that allow authorized staff to report on KPIs. For example, the KPI Dashboard, shown below, within the Camis solution's Advanced Reports feature provides annual and year over year reporting on occupancy, visitation and revenue.</p>				

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate																																														
	<div style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: left;"> <h3>Key Performance Indicators (KPI) Dashboard</h3> <p>Annual</p> <p>from June 5, 2022 to June 5, 2023</p> </div> <div style="text-align: right; font-size: 0.8em;"> <p>i This view allows you to review occupancy and resource revenue one year back from your End Date. This is the main view of the report and provides a comprehensive view of key performance indicators for revenue and occupancy, as well as the top and bottom 5 locations.</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 25%;"> <p>Dashboard Filters</p> <p>Region: All</p> <p>Program: All</p> <p>Resource Type: All</p> <p>Resource Location: All</p> <p>Resource Category: All</p> <p>Service Level: All</p> <p>Service Type: All</p> <p>Days * <input checked="" type="checkbox"/> Weekend <input checked="" type="checkbox"/> Weekday</p> <p>* weekends are grouped under default calendar definition: Sat/Sun Day Name: All</p> <p style="font-size: 0.7em;">Data refreshed at June 5, 2023 10:48:00 a.m.</p> </div> <div style="width: 50%;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <h4>Occupancy</h4> <div style="margin-bottom: 10px;"> <p>794,701</p> <p>Total Occupancy</p> </div> <div style="margin-bottom: 10px;"> <p>42.03%</p> <p>Occupancy Rate</p> <div style="display: flex; width: 100%; height: 10px; border: 1px solid #ccc;"> <div style="width: 42.03%; background-color: #008080; margin-right: 5px;"></div> <div style="width: 57.97%; background-color: #ccc; margin-right: 5px;"></div> </div> <p>Occupied Unoccupied</p> </div> <div style="width: 50%;"> <p>2,639,129 Total nights</p> <p>366 Nights</p> <p>7,378 Sites</p> <hr/> <p>1,890,597 Reservable Inventory</p> <p>2,639,129 Total Nights</p> <p>748,532 Closures</p> <hr/> <p>1,095,896 Total Available Nights</p> <p>1,890,597 Reservable Inventory</p> <p>794,701 Occupied Nights</p> </div> </div> <div style="width: 50%;"> <h4>Revenue</h4> <div style="margin-bottom: 10px;"> <p>\$27.72M</p> <p>Total Revenue</p> </div> <div style="margin-bottom: 10px;"> <p>\$14.66</p> <p>Revenue Per Available Reservable Site</p> </div> <div style="margin-bottom: 10px;"> <p>\$14.66</p> <p>Revenue Per Available Reservable Site</p> </div> <div style="margin-bottom: 10px;"> <p>\$27,715,036.48</p> <p>Total Revenue</p> </div> <div style="margin-bottom: 10px;"> <p>1,890,597</p> <p>Reservable Inventory</p> </div> </div> <div style="width: 25%;"> <p>Revenue Running Total</p> </div> </div> <div style="margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <h4>Occupancy and Revenue by Month</h4> <table border="1" style="font-size: 0.8em; width: 100%; text-align: center;"> <thead> <tr> <th>Month</th> <th>Occupancy Rate</th> </tr> </thead> <tbody> <tr><td>Jun</td><td>57%</td></tr> <tr><td>Jul</td><td>73%</td></tr> <tr><td>Aug</td><td>69%</td></tr> <tr><td>Sep</td><td>52%</td></tr> <tr><td>Oct</td><td>34%</td></tr> <tr><td>Nov</td><td>19%</td></tr> <tr><td>Dec</td><td>11%</td></tr> <tr><td>Jan</td><td>14%</td></tr> <tr><td>Feb</td><td>17%</td></tr> <tr><td>Mar</td><td>22%</td></tr> <tr><td>Apr</td><td>31%</td></tr> <tr><td>May</td><td>43%</td></tr> <tr><td>Jun</td><td>47%</td></tr> </tbody> </table> </div> <div style="width: 50%;"> <h4>Locations Top Five</h4> <table border="1" style="font-size: 0.8em; width: 100%; text-align: center;"> <thead> <tr> <th>Rank</th> <th>Occupancy Rate</th> <th>Revenue</th> </tr> </thead> <tbody> <tr><td>1</td><td>94.12% Occupied</td><td>\$1,900,311</td></tr> <tr><td>2</td><td>69.68% Occupied</td><td>\$1,803,399</td></tr> <tr><td>3</td><td>67.79% Occupied</td><td>\$1,342,941</td></tr> <tr><td>4</td><td>67.55% Occupied</td><td>\$1,087,829</td></tr> <tr><td>5</td><td>66.67% Occupied</td><td>\$876,707</td></tr> </tbody> </table> </div> </div> </div> </div></div></div>	Month	Occupancy Rate	Jun	57%	Jul	73%	Aug	69%	Sep	52%	Oct	34%	Nov	19%	Dec	11%	Jan	14%	Feb	17%	Mar	22%	Apr	31%	May	43%	Jun	47%	Rank	Occupancy Rate	Revenue	1	94.12% Occupied	\$1,900,311	2	69.68% Occupied	\$1,803,399	3	67.79% Occupied	\$1,342,941	4	67.55% Occupied	\$1,087,829	5	66.67% Occupied	\$876,707				
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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:				

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>The Camis solution includes an integrated configuration management tool that allows administrators to create and modify parks, campgrounds, campsites, fees, information, maps, alerts, park attributes including reservability and power amps, photos, revenue codes and promotions for all sales channels. The Camis solution allows administrators full control over parks and campsite details, photographs, and map management through the integrated configuration management interface.</p> <p>The Camis solution also supports bulk changes in several areas of the configuration management system, ensuring administrators can make changes efficiently and with ease. An administrator can select one or many items to change and use our “Bulk Update” option to make changes to various details of the individual items. For example, an administrator selects sites 60 through 65 to indicate they are being upgraded to electrical service. In doing so they update the fee schedule and site attributes to reflect that the sites should now be assessed at the electrical rate and provide electrical service information to visitors.</p> <p>Each campsite created in the system is associated with a park location and assigned allowed equipment and attributes, a site description as well as maximum stay information, a date and fee schedule, and multiple photos. To add, delete, or modify a campsite, administrators will access the Resource content of the configuration management interface. Resources are grouped by the park or campground they belong to. Administrators will fill in all the required and known details about a campsite including its name, fee, and date schedules, reservability, description, allowed equipment, and any other attributes such as the level of shade and privacy. Once created, administrators can use Photo content to add, remove, or update the photos associated to a campsite. Finally, administrators will plot the new campsite on the appropriate campground or loop map and can choose the position and icon used to describe the campsite. Adding new facilities follows a similar process.</p> <p>The Camis solution allows administrators to manage fees for campsites, entry permits, and retail items. Administrators create fees and fee schedules. Fees include a unique name, type, and designated revenue and deposit accounts where appropriate. Additionally, each fee can be set to have a different price based on</p>				

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	available discount rates and change based on an effective date. Fees are then assigned to fee schedules that dictate when and how fees are assessed; for example, if there are different weekday and weekend prices. These fee schedules can be assigned to one, many, or all sites within a campground, provincial park, or organization. Bulk update options allow a user to easily identify a range of sites and efficiently assign a fee schedule to all of them. Once created, administrators can add new fees or change fees through the integrated configuration management interface. Fee configuration is flexible and supports a variety of criteria including booking dates, holiday dates, weekdays and weekend pricing, best rates, and varying discount rate categories.				

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: The Camis solution can accommodate the designation of holding places at the beginning and end of reservations. This can be accommodated via the configuration of the Date Schedule for the specific item of inventory, creating non-reservable dates that are not able to be booked via the website or call center.				

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:				

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>The Camis system has supported both site-specific and site-standard reservation functionalities for many years, providing flexibility to meet a variety of needs across different facility types.</p> <p>For site-specific reservations, the system allows users to select and reserve a particular site within a location, such as a campsite or cabin. This functionality is commonly used for inventory like campsites and cabins, where customers often prefer to choose the exact site that best meets their needs. Once reserved, the selected site is immediately blocked from further bookings, ensuring the reservation is secure.</p> <p>In contrast, site-standard reservations are used for situations where a specific site is not assigned at the time of booking. Instead, the reservation is made within a broader category or zone, and the specific site or facility is assigned later. This is typically used for backcountry camping, where campers reserve a spot within a zone but don't have an assigned site. It's also common for marina reservations, where harbormasters prefer to assign the specific slip upon the customer's arrival. This allows for greater flexibility in managing availability and assigning spots based on real-time conditions.</p> <p>Both reservation types can be configured by location, facility type, or individual facilities, offering a tailored approach that meets the specific operational needs of different parks, campgrounds, and marinas.</p>				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-085 Section VI	<p>Configure reservation inventory to allocate a portion of each location's reservable facilities by resale location: call center, public website, park location.</p> <p>Bidder Response:</p> <p>Within the Camis solution's Content Management interface, administrators with the required permissions can designate the sales channels that have the ability to reserve specific inventory. This setting can be changed for one item of reservable inventory, for a subset of reservable inventory, or for all of a particular inventory type at a park.</p>	X			

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>The screenshot below shows the Reservability setting for a campsite at Algonac State Park, allowing its reservability to be set for any combination of sales channels:</p> <div data-bbox="325 487 1228 1185" style="border: 1px solid black; padding: 5px;"> <p>Name <input type="text" value="1"/></p> <p>Order <input type="text" value="10"/></p> <p>Resource Model <input type="text" value="Specific"/></p> <p>Resource Category <input type="text" value="Campsite"/></p> <p>Date Schedule <input type="text" value="Algonac Campsite Schedule (Riverfront Campground)"/></p> <p>Fee Schedule <input type="text" value="Algonac - Campsite - Riverfront 20/30 amp - *DATES*"/></p> <p>Reservability <input type="text" value="Algonac"/> <input type="text" value="Call Center"/> <input type="text" value="Internet"/> <input type="text" value="Enter a transaction location"/></p> </div> <p>As shown below, multiple resources can be selected to perform this change using the Bulk Update feature, allowing administrators to quickly change this setting for as many sites as they need to in one action:</p>				

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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<div style="border: 1px solid black; padding: 5px;"> <p>Confirm Bulk Update</p> <hr/> <p>Selected Resources 1, 2, 3, 4, 5, 6, 7, 8, 9, 10</p> <hr/> <p>Reservability</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Call Center Removed <input checked="" type="checkbox"/> Internet Removed </div>				

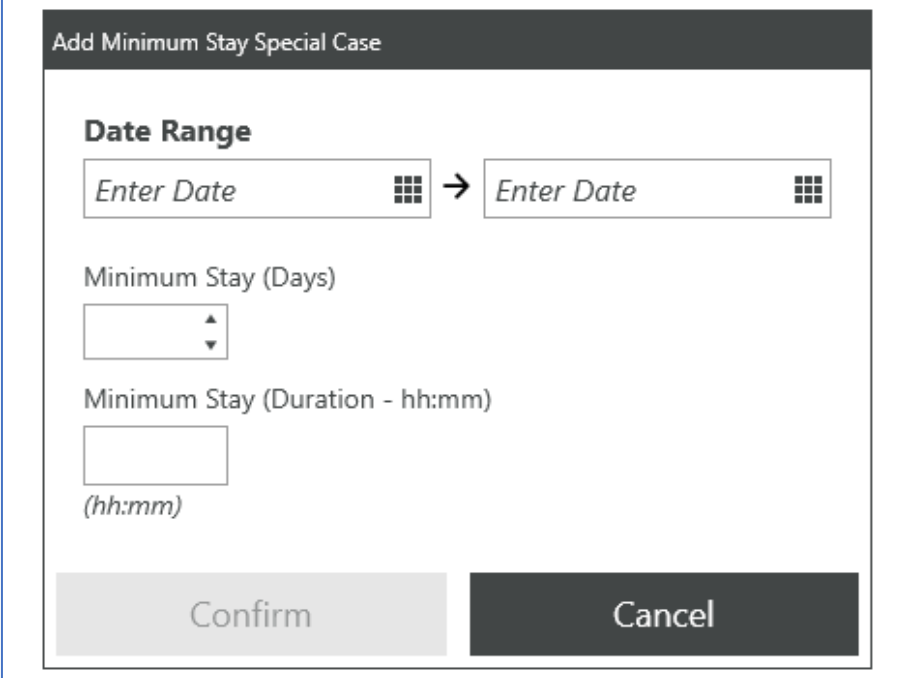
FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-086 Section VI	<p>Describe the system's ability to rent facilities for various periods: nightly, daily, and hourly.</p> <p>Bidder Response:</p> <p>The Camis solution is highly flexible, offering our clients the ability to rent facilities for various periods, including nightly, daily, hourly, as well as seasonally and monthly. We understand that different types of facilities require varying rental durations, and our system is designed to accommodate these needs seamlessly.</p> <p>For nightly rentals, such as campsites, our system allows users to easily select the number of nights they wish to book, with real-time availability updates ensuring accurate booking information. This feature is especially useful for campgrounds and parks, where visitors often need multi-night stays.</p> <p>For daily rentals, such as picnic shelters or group-use areas, the system provides an intuitive interface for both customers and staff to check availability and book facilities for single or consecutive days. This is ideal for accommodating day-use activities or special events that require a full-day booking.</p> <p>The system also supports hourly rentals for facilities like meeting rooms, event spaces, and parking spots. Users can choose their desired rental period down to the hour, and the system will update availability accordingly, making it an ideal solution for locations with high turnover or short-term usage needs.</p>	X			

Attachment 6
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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	In addition to these standard time frames, we also offer the flexibility to rent facilities on a seasonal or monthly basis, catering to customers who require extended stays or long-term use of a facility. This capability is particularly valuable for marinas, RV parks, or seasonal venues that accommodate extended stays.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-087 Section VI	<p>Show how to configure a minimum stay requirement to include: dates, number of days, weeks, or hours.</p> <p>Bidder Response: The Camis solution's Date Schedules feature includes a "Minimum Stay" setting, allowing administrators with the required permissions to set the number of day/weeks or hours/minutes that is required for a minimum stay.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Minimum Stay</p> <p>The shortest amount of time a resource can be in use by an occupant. For example, this could consist of a minimum two-night stay (day setting), or the minimum duration allowed for a rental item (time setting). Minimum stay rules can be enforced for the entire operating season, or overridden during peak season or holiday weekends.</p> <p>Default Minimum Stay (Days) <input type="text" value="1"/></p> <p>Default Minimum Stay (Duration) <input type="text"/> <small>(hh:mm)</small></p> <p>Special Cases</p> <p style="text-align: right;"><input type="button" value="Add Special Case"/></p> </div> <p>The Add Special Case function allows multiple minimum stays to be set depending on the booking dates:</p>	X			

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	 <p data-bbox="327 1105 1856 1166">Date Schedules can be applied to a specific item of inventory, to multiple, to all at a specific park, to all of a specific inventory type, or even across an entire organization, allowing the ultimate flexibility in setting your business rules.</p>				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-088 Section VI	Describe the ability to set up a taxable or nontaxable item. Bidder Response: The Camis solution includes robust tax schedule functionality. Tax Schedules allow clients to create combinations of tax names, rates, and locations, then apply those combinations to each item to be booked or sold. Tax configuration supports a range of taxable levels including state, county and location-level taxes. Taxes can vary between types of	X			

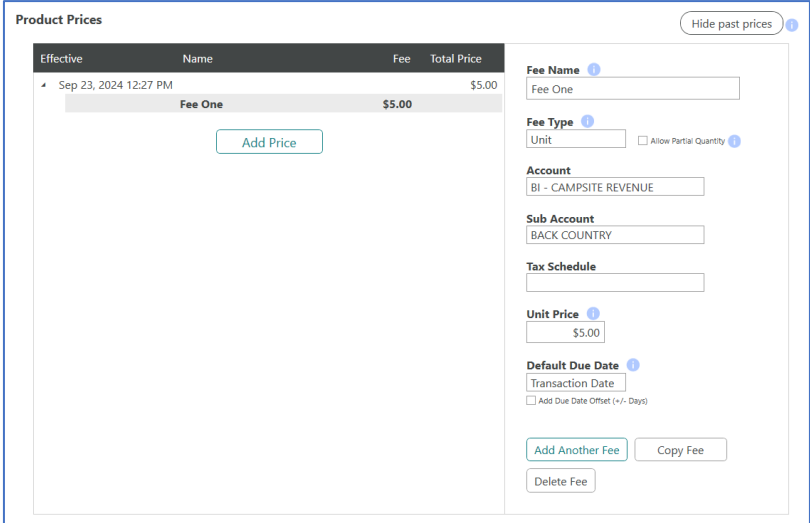
Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>resources, for example, roofed accommodations may assess an additional hotel or lodging tax which may not be applicable for campsites. When the Camis solution creates a line item, for example, to represent revenue for a campsite booking, the line item includes a reference to the relevant tax schedule. This ensures that the tax rate applied is appropriate for the nature of the item to be sold and the location at which the transaction is taking place. Taxes can be represented as inclusive or exclusive when presented to the customer.</p> <p>When creating a product, the user is simply able to select from the list of Tax Schedules to apply to that product.</p> <p>The screenshot below shows the product creation screen with the list of Tax Schedules selected:</p>				

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

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate								
	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="background-color: #333; color: white; padding: 2px; font-size: 0.8em; margin-bottom: 5px;"> Details Prices Variants Sale Data Barcodes </div> <p>Price Settings</p> <p>Allow Local Pricing ?</p> <p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Local pricing is required for local products.</p> <p>Local Price Account <input type="text"/> Local Price Sub Account <input type="text"/></p> <p>Pricing Options ?</p> <p><input checked="" type="checkbox"/> Standard Fee <input type="checkbox"/> Best Rate <input type="checkbox"/> Rate Based</p> <p>Product Prices Hide past prices ?</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr style="background-color: #333; color: white;"> <th style="width: 15%;">Effective</th> <th style="width: 45%;">Name</th> <th style="width: 15%;">Fee</th> <th style="width: 25%;">Total Price</th> </tr> </thead> <tbody> <tr> <td>Sep 15, 2024 4:36 PM</td> <td></td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> </tr> </tbody> </table> <p style="text-align: center; margin-bottom: 10px;">Add Price</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Fee Name ?</p> <input style="width: 95%;" type="text"/> <p>Fee Type ?</p> <input style="width: 95%;" type="text"/> <input type="checkbox"/> Allow Partial Quantity ? <p>Account</p> <input style="width: 95%;" type="text"/> <p>Sub Account</p> <input style="width: 95%;" type="text"/> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <p>Tax Schedule</p> <p><input type="text"/></p> <p style="background-color: #eee; padding: 2px;">GiftCardTaxSched</p> <p>Tax Exempt</p> <p>Tax Inclusive</p> <p>Default Due Date ?</p> <p><input type="text"/></p> <p><input type="checkbox"/> Transaction Date</p> <p><input type="checkbox"/> Add Due Date Offset (+/- Days)</p> </div> <p>Add Another Fee Copy Fee</p> <p>Delete Fee</p> </div> <div style="width: 45%;"> <p><input style="width: 95%;" type="text"/></p> <p><input style="width: 95%;" type="text"/></p> </div> </div> </div>	Effective	Name	Fee	Total Price	Sep 15, 2024 4:36 PM		\$0.00	\$0.00				
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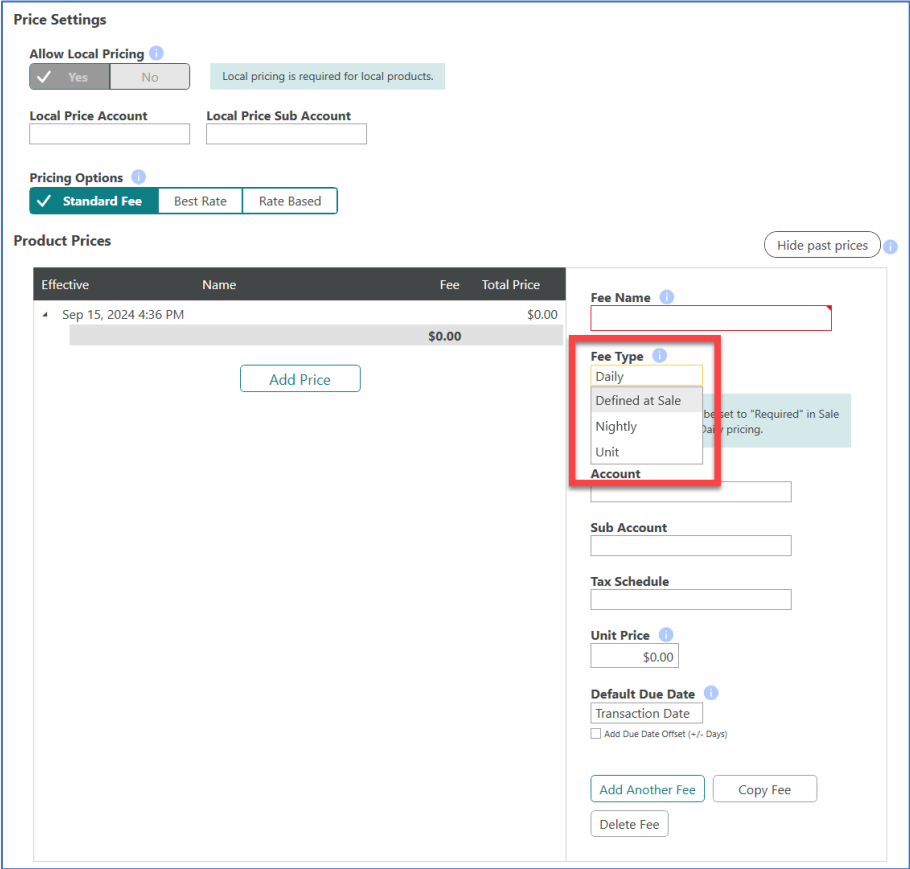
Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-089 Section VI	<p>Describe the setup of a revenue account codes: allocate the POS price of an item across multiple account codes.</p> <p>Bidder Response:</p> <p>When creating a POS product in the Camis solution, administrators have the option to create a price for the product that is composed of one or multiple “fees”. Each separate fee is assigned an individual account/subaccount code, allowing for a single product’s price to be allocated across multiple accounts. The screenshot below shows where this is configured:</p> 	X			

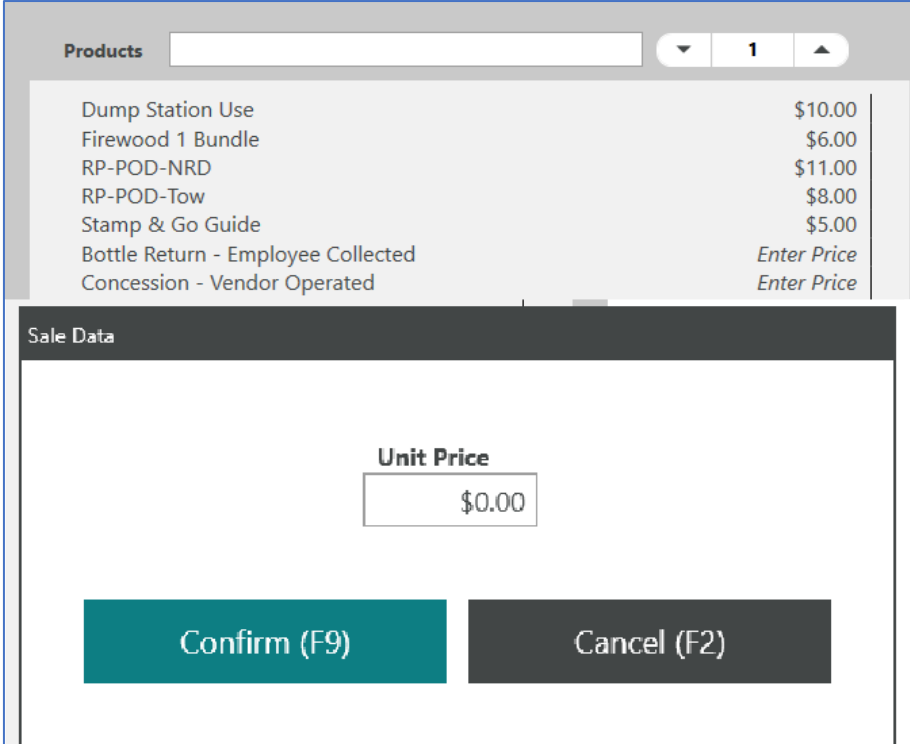
FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-090 Section VI	Describe the setup of pricing: including fixed prices (price configured in the system by NGPC) and variable prices (price set at time of sale).	X			

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>Bidder Response: For any product created in the system, pricing options include "Unit", where the price per unit is defined by NGPC, and "Defined at Sale", allowing the price to be set at the time of sale.</p>  <p>The screenshot shows the 'Price Settings' section with 'Allow Local Pricing' set to 'Yes'. Under 'Pricing Options', 'Standard Fee' is selected. The 'Product Prices' section contains a table with one entry: 'Sep 15, 2024 4:36 PM' with a fee of '\$0.00' and a total price of '\$0.00'. A red box highlights the 'Fee Type' dropdown menu, which is open and shows 'Unit' as the selected option. Other fields like 'Fee Name', 'Account', 'Sub Account', 'Tax Schedule', and 'Unit Price' are also visible.</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>Items that are set to price Defined at Sale display as "Enter Price" on the Sale screen. When a user selects them, a box pops up to enter the price:</p> 				

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:				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	The Camis solution does not currently support the setup of a configurable time frame within which an item is allowed to be returned or refunded.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate																																															
FUN-092 Section VI	Describe the system's ability to provide for reports of products sold by day and location. Bidder Response: The Camis solution includes multiple reports relating to product sales. The Product Sales Report Summary View displays a list of all products sold at a given location for the entered date range, with quantities and totaled revenue.	X																																																		
	<p>Product Sales Algonac Algonac 1-Jun-24 to 25-Jun-24</p> <p><i>Summary</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Product</th> <th style="text-align: right;">Quantity</th> <th style="text-align: right;">Unit Price</th> <th style="text-align: right;">Revenue</th> <th style="text-align: right;">Taxes</th> <th style="text-align: right;">Total</th> </tr> </thead> <tbody> <tr> <td>RP 2024 ANNUAL - BAS</td> <td style="text-align: right;">23,000</td> <td style="text-align: right;">\$19.00</td> <td style="text-align: right;">\$437.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$437.00</td> </tr> <tr> <td>RP 2025 ANNUAL - BAS</td> <td style="text-align: right;">24,000</td> <td style="text-align: right;">\$19.00</td> <td style="text-align: right;">\$456.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$456.00</td> </tr> <tr> <td>RP 2025 ANNUAL PERMIT</td> <td style="text-align: right;">1,000</td> <td style="text-align: right;">\$19.00</td> <td style="text-align: right;">\$19.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$19.00</td> </tr> <tr> <td>RP NON-RES ANNUAL - 2024</td> <td style="text-align: right;">8,000</td> <td style="text-align: right;">\$40.00</td> <td style="text-align: right;">\$320.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$320.00</td> </tr> <tr> <td>RP NON-RES DAILY</td> <td style="text-align: right;">30,000</td> <td style="text-align: right;">\$11.00</td> <td style="text-align: right;">\$330.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$330.00</td> </tr> <tr> <td>Surp/Salvage Scrap Metal</td> <td style="text-align: right;">1,000</td> <td style="text-align: center;">N/A</td> <td style="text-align: right;">\$2,104.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$2,104.00</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">Total</td> <td style="text-align: right;">\$3,666.00</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$3,666.00</td> </tr> </tbody> </table>	Product	Quantity	Unit Price	Revenue	Taxes	Total	RP 2024 ANNUAL - BAS	23,000	\$19.00	\$437.00	\$0.00	\$437.00	RP 2025 ANNUAL - BAS	24,000	\$19.00	\$456.00	\$0.00	\$456.00	RP 2025 ANNUAL PERMIT	1,000	\$19.00	\$19.00	\$0.00	\$19.00	RP NON-RES ANNUAL - 2024	8,000	\$40.00	\$320.00	\$0.00	\$320.00	RP NON-RES DAILY	30,000	\$11.00	\$330.00	\$0.00	\$330.00	Surp/Salvage Scrap Metal	1,000	N/A	\$2,104.00	\$0.00	\$2,104.00			Total	\$3,666.00	\$0.00	\$3,666.00			
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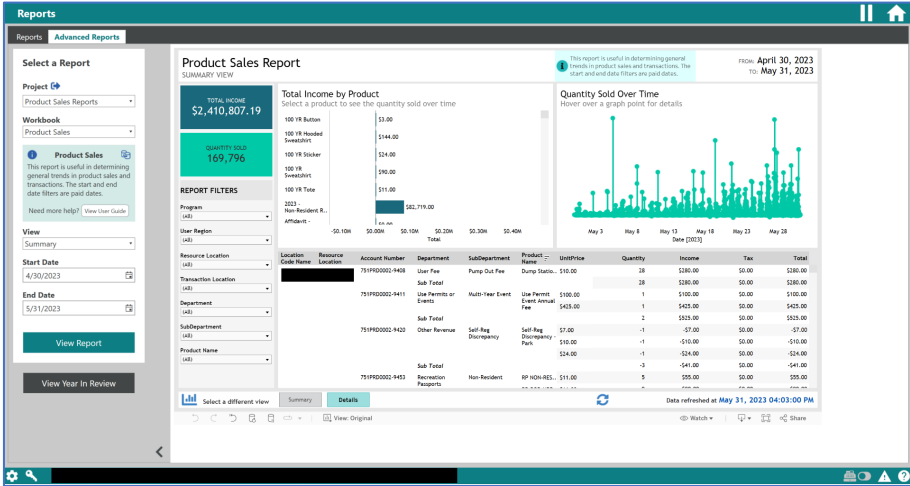
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Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate																																																																																																																																																								
	<p>Product Sales Algonac Algonac 1-Jun-24 to 25-Jun-24</p> <p><i>Detail</i></p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr style="background-color: #cccccc;"> <th>Date</th> <th>Reference #</th> <th>Product</th> <th>Quantity</th> <th>Unit Price</th> <th>Revenue</th> <th>Taxes</th> <th>Total</th> </tr> </thead> <tbody> <tr><td>2-Jun-24</td><td>ALGOMI24-150001</td><td>RP 2024 ANNUAL - BAS</td><td>7.000</td><td>\$19.00</td><td>\$133.00</td><td>\$0.00</td><td>\$133.00</td></tr> <tr><td>2-Jun-24</td><td>ALGOMI24-150001</td><td>RP 2025 ANNUAL - BAS</td><td>2.000</td><td>\$19.00</td><td>\$38.00</td><td>\$0.00</td><td>\$38.00</td></tr> <tr><td>2-Jun-24</td><td>ALGOMI24-150001</td><td>RP NON-RES DAILY</td><td>1.000</td><td>\$11.00</td><td>\$11.00</td><td>\$0.00</td><td>\$11.00</td></tr> <tr><td>4-Jun-24</td><td>ALGOMI24-151001</td><td>RP 2025 ANNUAL PERMIT</td><td>1.000</td><td>\$19.00</td><td>\$19.00</td><td>\$0.00</td><td>\$19.00</td></tr> <tr><td>4-Jun-24</td><td>ALGOMI24-151002</td><td>Surp/Salvage Scrap Metal</td><td>1.000</td><td>\$2,104.00</td><td>\$2,104.00</td><td>\$0.00</td><td>\$2,104.00</td></tr> <tr><td>4-Jun-24</td><td>ALGOMI24-152001</td><td>RP NON-RES ANNUAL - 2024</td><td>1.000</td><td>\$40.00</td><td>\$40.00</td><td>\$0.00</td><td>\$40.00</td></tr> <tr><td>9-Jun-24</td><td>ALGOMI24-153001</td><td>RP 2024 ANNUAL - BAS</td><td>4.000</td><td>\$19.00</td><td>\$76.00</td><td>\$0.00</td><td>\$76.00</td></tr> <tr><td>9-Jun-24</td><td>ALGOMI24-153001</td><td>RP 2025 ANNUAL - BAS</td><td>6.000</td><td>\$19.00</td><td>\$114.00</td><td>\$0.00</td><td>\$114.00</td></tr> <tr><td>9-Jun-24</td><td>ALGOMI24-153001</td><td>RP NON-RES ANNUAL - 2024</td><td>2.000</td><td>\$40.00</td><td>\$80.00</td><td>\$0.00</td><td>\$80.00</td></tr> <tr><td>9-Jun-24</td><td>ALGOMI24-153001</td><td>RP NON-RES DAILY</td><td>8.000</td><td>\$11.00</td><td>\$88.00</td><td>\$0.00</td><td>\$88.00</td></tr> <tr><td>10-Jun-24</td><td>ALGOMI24-154001</td><td>RP NON-RES ANNUAL - 2024</td><td>1.000</td><td>\$40.00</td><td>\$40.00</td><td>\$0.00</td><td>\$40.00</td></tr> <tr><td>10-Jun-24</td><td>ALGOMI24-154002</td><td>RP NON-RES ANNUAL - 2024</td><td>1.000</td><td>\$40.00</td><td>\$40.00</td><td>\$0.00</td><td>\$40.00</td></tr> <tr><td>16-Jun-24</td><td>ALGOMI24-156001</td><td>RP 2024 ANNUAL - BAS</td><td>3.000</td><td>\$19.00</td><td>\$57.00</td><td>\$0.00</td><td>\$57.00</td></tr> <tr><td>16-Jun-24</td><td>ALGOMI24-156001</td><td>RP 2025 ANNUAL - BAS</td><td>2.000</td><td>\$19.00</td><td>\$38.00</td><td>\$0.00</td><td>\$38.00</td></tr> <tr><td>16-Jun-24</td><td>ALGOMI24-156001</td><td>RP NON-RES DAILY</td><td>8.000</td><td>\$11.00</td><td>\$88.00</td><td>\$0.00</td><td>\$88.00</td></tr> <tr><td>16-Jun-24</td><td>ALGOMI24-157001</td><td>RP 2024 ANNUAL - BAS</td><td>5.000</td><td>\$19.00</td><td>\$95.00</td><td>\$0.00</td><td>\$95.00</td></tr> <tr><td>16-Jun-24</td><td>ALGOMI24-157001</td><td>RP 2025 ANNUAL - BAS</td><td>7.000</td><td>\$19.00</td><td>\$133.00</td><td>\$0.00</td><td>\$133.00</td></tr> <tr><td>16-Jun-24</td><td>ALGOMI24-157001</td><td>RP NON-RES ANNUAL - 2024</td><td>2.000</td><td>\$40.00</td><td>\$80.00</td><td>\$0.00</td><td>\$80.00</td></tr> </tbody> </table>	Date	Reference #	Product	Quantity	Unit Price	Revenue	Taxes	Total	2-Jun-24	ALGOMI24-150001	RP 2024 ANNUAL - BAS	7.000	\$19.00	\$133.00	\$0.00	\$133.00	2-Jun-24	ALGOMI24-150001	RP 2025 ANNUAL - BAS	2.000	\$19.00	\$38.00	\$0.00	\$38.00	2-Jun-24	ALGOMI24-150001	RP NON-RES DAILY	1.000	\$11.00	\$11.00	\$0.00	\$11.00	4-Jun-24	ALGOMI24-151001	RP 2025 ANNUAL PERMIT	1.000	\$19.00	\$19.00	\$0.00	\$19.00	4-Jun-24	ALGOMI24-151002	Surp/Salvage Scrap Metal	1.000	\$2,104.00	\$2,104.00	\$0.00	\$2,104.00	4-Jun-24	ALGOMI24-152001	RP NON-RES ANNUAL - 2024	1.000	\$40.00	\$40.00	\$0.00	\$40.00	9-Jun-24	ALGOMI24-153001	RP 2024 ANNUAL - BAS	4.000	\$19.00	\$76.00	\$0.00	\$76.00	9-Jun-24	ALGOMI24-153001	RP 2025 ANNUAL - BAS	6.000	\$19.00	\$114.00	\$0.00	\$114.00	9-Jun-24	ALGOMI24-153001	RP NON-RES ANNUAL - 2024	2.000	\$40.00	\$80.00	\$0.00	\$80.00	9-Jun-24	ALGOMI24-153001	RP NON-RES DAILY	8.000	\$11.00	\$88.00	\$0.00	\$88.00	10-Jun-24	ALGOMI24-154001	RP NON-RES ANNUAL - 2024	1.000	\$40.00	\$40.00	\$0.00	\$40.00	10-Jun-24	ALGOMI24-154002	RP NON-RES ANNUAL - 2024	1.000	\$40.00	\$40.00	\$0.00	\$40.00	16-Jun-24	ALGOMI24-156001	RP 2024 ANNUAL - BAS	3.000	\$19.00	\$57.00	\$0.00	\$57.00	16-Jun-24	ALGOMI24-156001	RP 2025 ANNUAL - BAS	2.000	\$19.00	\$38.00	\$0.00	\$38.00	16-Jun-24	ALGOMI24-156001	RP NON-RES DAILY	8.000	\$11.00	\$88.00	\$0.00	\$88.00	16-Jun-24	ALGOMI24-157001	RP 2024 ANNUAL - BAS	5.000	\$19.00	\$95.00	\$0.00	\$95.00	16-Jun-24	ALGOMI24-157001	RP 2025 ANNUAL - BAS	7.000	\$19.00	\$133.00	\$0.00	\$133.00	16-Jun-24	ALGOMI24-157001	RP NON-RES ANNUAL - 2024	2.000	\$40.00	\$80.00	\$0.00	\$80.00				
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	<p>The Product Sales Report, available in the Camis solutions suite of Advanced Reports, provides both Summary and Detail views of product sales for a given time period. The Report includes the quantity sold and total dollar value of products sold, and can be filtered to display for specific products or specific sale locations.</p>																																																																																																																																																												

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	 <p>The screenshot displays the 'Product Sales Report' interface. It includes a sidebar with filters for Project, Workbook, and Report Filters (Program, User Region, Resource Location, Transaction Location, Department, SubDepartment, Product Name). The main area features a 'Total Income by Product' bar chart, a 'Quantity Sold Over Time' line chart, and a detailed data table with columns for Location, Resource, Account Number, Department, SubDepartment, Product Name, Unit Price, Quantity, Income, Tax, and Total. The data table lists various transactions such as 'User Fee', 'Pump Out Fee', 'Use Permits or Events', 'Sub-Fuel', 'Open Revenue', 'Self-Reg Discrepancy Park', and 'Sub-Food'.</p>				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-093 Section VI	<p>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.).</p>	X			
	<p>Bidder Response:</p> <p>The Camis solution's Product Dashboard – Manage Inventory tab displays all inventory tracked products along with inventory value for a specific location, group of locations, or across the entire organization.</p>				

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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<div data-bbox="327 418 1054 1276"> <p>Product Inventory</p> <p>View Inventory for</p> <p>One Location <input checked="" type="checkbox"/> Multiple Locations</p> <p>Transaction Location</p> <p>All</p> <p><input type="checkbox"/> Resource Locations</p> <p><input checked="" type="checkbox"/> Algonquin - Achray Campground / Sand La</p> <p><input checked="" type="checkbox"/> Algonquin - Brent Campground</p> <p><input checked="" type="checkbox"/> Algonquin - Canisbay Lake Campground</p> <p><input checked="" type="checkbox"/> Algonquin - Hwy 60 Corridor</p> <p><input type="checkbox"/> Algonquin - Kawawaymog (Round) Lake</p> <p><input type="checkbox"/> Algonquin - Kingscote</p> </div> <p data-bbox="327 1317 1850 1377">For the selected location or multiple locations, the dashboard displays the local inventory, the unit cost, the reorder level, and the local inventory value.</p>				

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	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="background-color: #008080; color: white; padding: 2px;"> Products <small>Select products for update</small> Visible Columns ▾ Bulk Actions ▾ Export Selected Products </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr style="background-color: #333; color: white;"> <th>Product</th> <th>Dept.</th> <th>Sub Dept.</th> <th>Inventory Typ</th> <th>Local Inventory</th> <th>Location</th> <th>Sta</th> <th>Reorder Le</th> <th>Unit Cost</th> <th>Local In</th> <th>Target M</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> FRIENDS - FRIENDS OF ALGONQUIN LAPEL PIN</td> <td>Park Camper Supplies</td> <td>Friends Products</td> <td>Basic</td> <td>153</td> <td>All</td> <td>Visible</td> <td>Off</td> <td>\$3.95</td> <td>\$604.35</td> <td>Off</td> </tr> <tr> <td><input type="checkbox"/> FRIENDS - GREAT NORTHERN EXPANSION WH...</td> <td>Park Camper Supplies</td> <td>Friends Products</td> <td>Basic</td> <td>8</td> <td>All</td> <td>Visible</td> <td>Off</td> <td>\$0.00</td> <td>\$0.00</td> <td>Off</td> </tr> <tr> <td><input type="checkbox"/> FRIENDS - HIKER POSTER</td> <td>Park Camper Supplies</td> <td>Friends Products</td> <td>Basic</td> <td>8</td> <td>All</td> <td>Visible</td> <td>Off</td> <td>\$2.95</td> <td>\$23.60</td> <td>Off</td> </tr> <tr> <td><input type="checkbox"/> FRIENDS - HIKING SIGN SMALL PLASTIC</td> <td>Park Camper Supplies</td> <td>Friends Products</td> <td>Basic</td> <td>8</td> <td>All</td> <td>Visible</td> <td>Off</td> <td>\$0.00</td> <td>\$0.00</td> <td>Off</td> </tr> </tbody> </table> </div> <p style="margin-top: 10px;">Product inventory levels are affected by sales, returns, and adjustments. Adjustments are made via the Manage Product Inventory function. Authorized users select a Reason for Adjustment and are required to leave a note. These reasons are customizable and set by the client.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Reason for Adjustment</p> <div style="background-color: #fff9c4; padding: 2px; border: 1px solid #ccc;"> ▼ </div> <ul style="list-style-type: none"> ADD NEW INVENTORY (Adding) CORRECTING INVENTORY BASED ON COUNT DAMAGED (Removing) DELIVERY (Adding) EXPIRED (Removing) OTHER </div> <p style="margin-top: 10px;">An Adjustment Summary is displayed, showing the change that was made to the inventory and the new Inventory Value after the adjustment. This report can be saved and exported.</p>					Product	Dept.	Sub Dept.	Inventory Typ	Local Inventory	Location	Sta	Reorder Le	Unit Cost	Local In	Target M	<input type="checkbox"/> FRIENDS - FRIENDS OF ALGONQUIN LAPEL PIN	Park Camper Supplies	Friends Products	Basic	153	All	Visible	Off	\$3.95	\$604.35	Off	<input type="checkbox"/> FRIENDS - GREAT NORTHERN EXPANSION WH...	Park Camper Supplies	Friends Products	Basic	8	All	Visible	Off	\$0.00	\$0.00	Off	<input type="checkbox"/> FRIENDS - HIKER POSTER	Park Camper Supplies	Friends Products	Basic	8	All	Visible	Off	\$2.95	\$23.60	Off	<input type="checkbox"/> FRIENDS - HIKING SIGN SMALL PLASTIC	Park Camper Supplies	Friends Products	Basic	8	All	Visible	Off	\$0.00	\$0.00	Off				
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FUN-094 Section VI	<p>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.</p> <p>Bidder Response:</p>	X			

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FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	<p>The Camis system effectively supports the inventory reconciliation process by allowing users to adjust and reconcile inventory counts to match the physical inventory. The system enables park staff to conduct physical counts of inventory and then make any necessary adjustments within the software to align the system with actual counts. Once adjustments are made, the system generates an adjustment report, which clearly shows the difference between the original count and the updated count. This report allows users to review and resolve any discrepancies between the system's tracked inventory and the physical count. The system provides full visibility into inventory changes, ensuring that any modifications are logged and tracked for accountability. This process allows for flexible and accurate inventory reconciliation, ensuring that inventory levels in the system remain aligned with real-world inventory counts.</p>				

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			
	<p>Bidder Response: The Camis solution includes an automated process to efficiently batch manage overdue check-outs and check-ins. This process is handled through the running of an automated "job" that can be scheduled to process overdue transactions up to a specified date. This feature ensures that campground staff can easily manage large volumes of overdue check-ins or check-outs without the need for manual intervention, saving time and ensuring accuracy. The system automatically updates reservation statuses, freeing staff to focus on other operational tasks. This automated functionality is currently in use with several of our existing clients and has proven to streamline daily operations for campground management.</p>				

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			
	<p>Bidder Response:</p>				

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FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
	<p>All email content within the Camis solution is designed to adhere to the Nebraska Game and Parks Commission's branding guidelines as outlined in Attachment 7. Emails sent through the system are customized to align with NGPC's graphic identity, ensuring that they reflect the look and feel of the agency. All emails are presented as being sent by NGPC, and the content is approved by NGPC prior to use, maintaining brand consistency.</p> <p>In addition to email communications, the reservation website itself is fully branded to match and align with the Nebraska Game and Parks Commission's corporate website and style guide. During the implementation phase, Camis's Senior User Experience Designer will thoroughly review NGPC's branding materials and style guide to incorporate the appropriate color palettes, logos, fonts, and other design elements into the reservation system template. Throughout this process, mockups and design elements are presented to NGPC for review and approval, ensuring that all branding elements align with the agency's graphic identity.</p> <p>This approach ensures that both automated and ad hoc messaging, as well as the reservation website, are fully customized to meet NGPC's branding and graphic standards.</p>				

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:				

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FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
	<p>The Camis system offers robust customer communication tools designed to support Nebraska Game and Parks Commission (NGPC) in increasing sales, improving customer satisfaction and retention, and executing targeted marketing campaigns for special events and services. It also supports NGPC's Recruitment, Retention, and Reactivation (R3) efforts, as well as emergency and closure notifications.</p> <p>Contact List Report The Camis solution includes a Contact List report that allows NGPC to efficiently find and target customers based on their booking history, status, and whether they have opted in to receive marketing information. The report can be filtered by parks, sites, dates, and resource types to identify the appropriate audience for communication. Once the desired customer list is generated, the system integrates with Constant Contact, allowing for the easy creation and distribution of emails with pictures and attachments. Post-campaign, Constant Contact provides reporting on open rates, link clicks, and unsubscribed contacts, helping NGPC assess the success of each campaign.</p> <p>Post-Stay Surveys The Camis solution also supports sending post-stay satisfaction surveys. After a visitor's stay, a survey can be automatically sent based on a configurable number of days after their visit. NGPC staff can customize the survey content depending on the type of reservation or offer. Customers who have opted in during account creation will receive these surveys, and for those who haven't provided an email, an outbound phone campaign can be set up through the Genesys Cloud CX platform. Call center agents follow pre-approved scripts, collect responses, and send the results to NGPC for review.</p> <p>Google Analytics Integration The Camis solution integrates with Google Analytics to track customer behavior and assess the conversion rates of marketing efforts. This allows NGPC to analyze customer interactions on the reservation website and evaluate the effectiveness of marketing campaigns. Camis can also incorporate NGPC's own Google Tag for independent tracking, ensuring NGPC has access to the necessary insights.</p> <p>Emergency/Closure Notifications The Camis system is designed to handle emergencies and closures effectively through a mature Mass Cancellation Project process. This process has been used successfully in situations such as forest fires, floods, emergency tree</p>				

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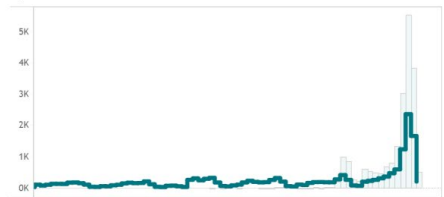
FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
	removal, and COVID-19 restrictions. Once the details of a closure are provided, the Camis team begins action within 2 hours. A contact list is generated based on the provided parameters, and an email campaign is launched to notify affected customers. All messaging is reviewed and approved by NGPC before being sent. A phone campaign is also created using the Genesys Cloud solution, which autodialers affected customers with a pre-recorded message. In more critical situations, reservation agents can be assigned to contact customers directly with live calls.				

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			
	<p>Bidder Response:</p> <p>The Camis solution includes a number of dashboards and reports that assist with tracking customer actions by demographics and contact information.</p> <p>The Booking Dashboard Customer Details view includes total numbers of reservations with country of origin. The report includes both country of origin and US state of origin for a given date range based on the arrival date, and allows filtering by booking category.</p>				

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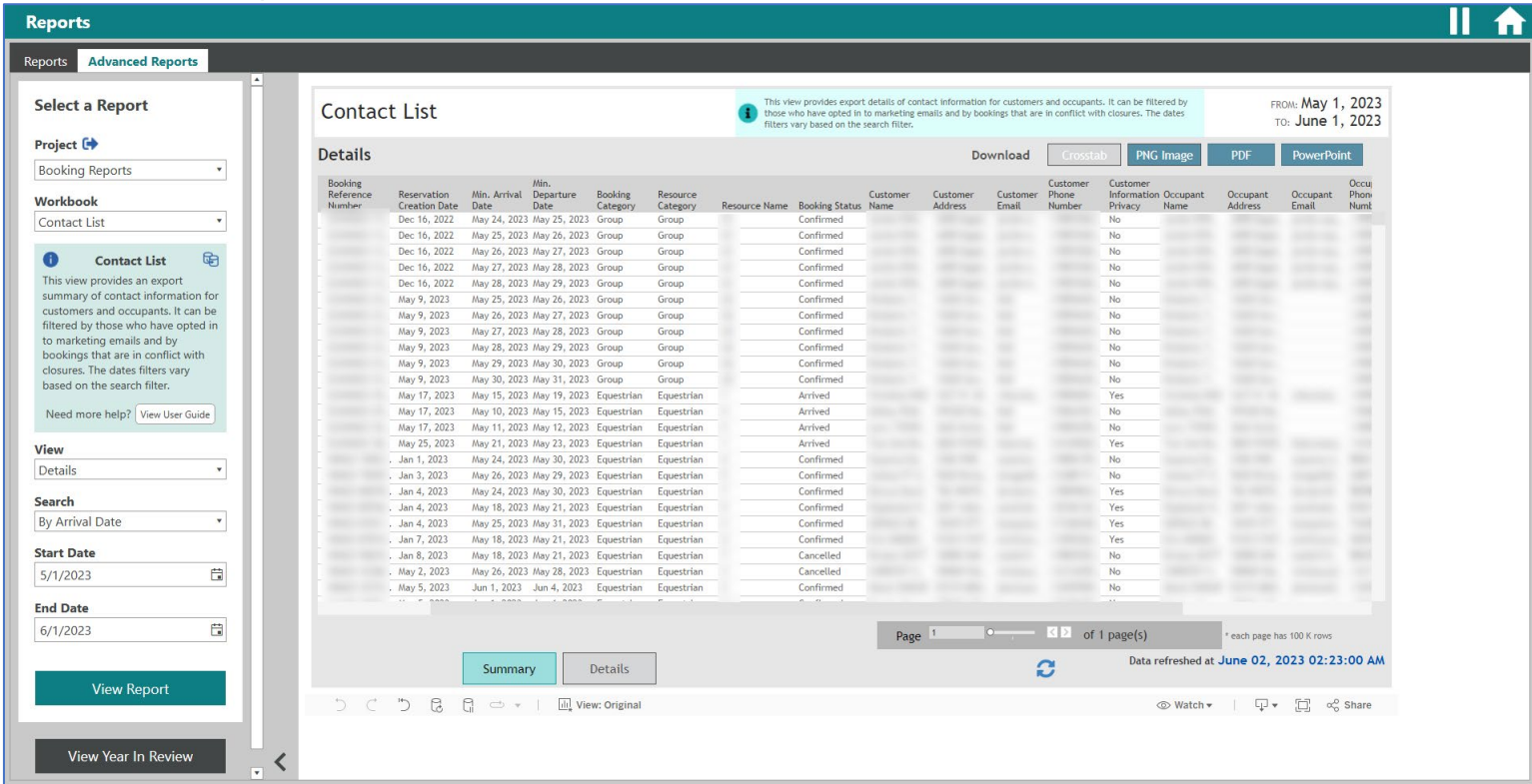
Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate																																								
	<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>Occupant Countries <i>Select Country to Filter</i></p>  <p><small>© 2023 Mapbox © OpenStreetMap</small></p> </div> <div style="width: 48%;"> <p>Occupant Regions</p>  <p><small>© 2023 Mapbox © OpenStreetMap</small></p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 48%;"> <p>Province/State of Origin <i>by Equipment Category</i></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="font-size: small;">Booking Category</th> <th style="font-size: small;">Equipment</th> <th style="font-size: small;">Maryland</th> <th style="font-size: small;">Pennsylv...</th> <th style="font-size: small;">Virginia</th> <th style="font-size: small;">New Jersey</th> <th style="font-size: small;">Delaware</th> <th style="font-size: small;">District Columb.</th> </tr> </thead> <tbody> <tr> <td style="font-size: small;">Cabin/House</td> <td style="font-size: small;">No Equipment</td> <td style="font-size: small;">442</td> <td style="font-size: small;">46</td> <td style="font-size: small;">35</td> <td style="font-size: small;">3</td> <td style="font-size: small;">12</td> <td style="font-size: small;">16</td> </tr> <tr> <td style="font-size: small;">Campsite</td> <td style="font-size: small;">Pop-Up</td> <td style="font-size: small;">763</td> <td style="font-size: small;">175</td> <td style="font-size: small;">76</td> <td style="font-size: small;">44</td> <td style="font-size: small;">40</td> <td style="font-size: small;">33</td> </tr> <tr> <td></td> <td style="font-size: small;">Tents</td> <td style="font-size: small; background-color: #008080; color: white;">7,382</td> <td style="font-size: small;">1,016</td> <td style="font-size: small;">977</td> <td style="font-size: small;">250</td> <td style="font-size: small;">288</td> <td style="font-size: small;">534</td> </tr> <tr> <td></td> <td style="font-size: small;">Trailer or RV over 50'</td> <td style="font-size: small;">2</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> </div> <div style="width: 48%;"> <p>Booking Reservations v.s. Customer Account Creations <i>by Month</i></p>  </div> </div> <div style="border: 1px solid #008080; background-color: #e0ffe0; padding: 10px; margin-top: 20px;"> <p>Occupant Filters</p> <p>Country <input style="width: 100%;" type="text" value="(All)"/></p> <p>Region <input style="width: 100%;" type="text" value="(All)"/></p> <p>Program <input style="width: 100%;" type="text" value="(All)"/></p> </div>	Booking Category	Equipment	Maryland	Pennsylv...	Virginia	New Jersey	Delaware	District Columb.	Cabin/House	No Equipment	442	46	35	3	12	16	Campsite	Pop-Up	763	175	76	44	40	33		Tents	7,382	1,016	977	250	288	534		Trailer or RV over 50'	2									
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Attachment 6

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FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
	<p>The contact list report provides a list of customers along with various information collected, including demographic information. This report can be run for a date range, pulling bookings by arrival date, creation date, or departure date, and can be filtered for a number of criteria. This report also includes a Customer Privacy field, indicating whether the customer agreed to have their information used for marketing purposes when creating their online account or not. A screenshot of the report is shown below:</p> 				

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

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
FUN-099 Section VI	<p>Describe preset and ad-hoc reporting tools.</p> <p>Bidder Response:</p> <p>The Camis solution includes a deep catalog of standard reports and dashboards, including capacity management reports, reservations management reports, sales reports, and reconciliation reports. Ad hoc reporting is provided through a direct integration with Tableau, a business intelligence reporting tool. All reporting within the Camis solution is fully integrated with the field system. This includes operational, financial, statistical, and advanced reports.</p> <p>Standard Reports</p> <p>The Camis solution includes a deep catalog of standard reports and dashboards. All reports can be accessed directly through the field interface, are permission controlled, and tailored to the user accessing the system. Camis has a dedicated reporting team that works to understand the questions that our customers need answers to most. They build beautiful, accessible, and flexible reports to answer the most pressing questions that an organization can ask. The Camis solution’s reporting and dashboard capabilities are unparalleled, and many organizations are using them to manage parks, report revenue, complete reconciliation, target marketing campaigns, make strategic business decisions, and much more.</p> <p>At the park level the Camis solution has operational reports that provide unique filtering and sorting capabilities that allow users to get the information they need most, fast. The financial reporting capabilities start at the park level and expand to an organization level, allowing both park users and Finance Administrators to gather detailed revenue and transactional information. All reports are exportable/downloadable to Microsoft Excel, CSV, and PDF and are available to view in the application, print, or email.</p>	X			

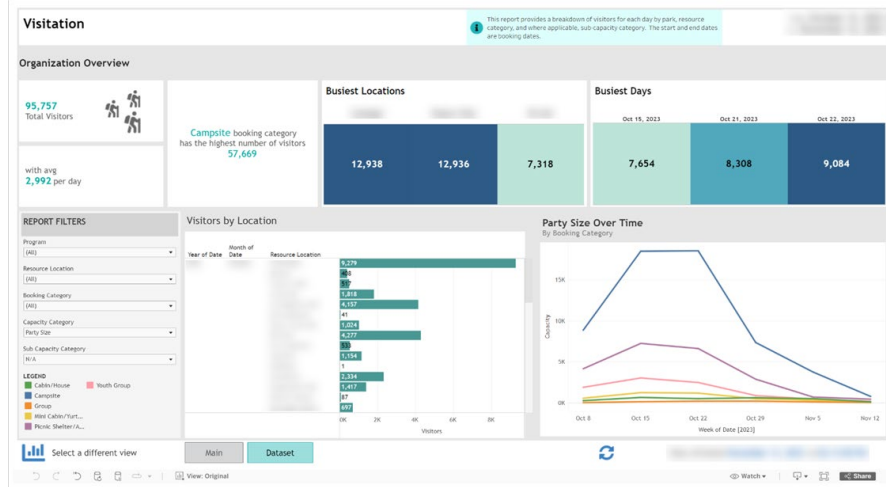
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
	<p>Tableau Reports</p> <p>The Camis solution integrates directly with Tableau, a business intelligence reporting tool.</p> <p>Via this integration, the Camis solution comes equipped with a wide range of financial, operational, statistical, and business intelligence reporting. Business intelligence reporting is primarily contained within the Advanced Reports section of the application. Advanced reports use a dedicated reporting database, which is an exact replica of the production database. This reporting database allows us to ensure that long running or large reports do not impact production performance, while also ensuring that there are no artificially unnecessary restrictions on the amount of data you can pull. Advanced reports are highly interactive, filterable, and accompanied with datasets containing raw data. Administrators can also create their own reports or adjust the existing Advanced Reports by using the business intelligence tool, Tableau Desktop, connected to the Camis solution's reporting database. Customized reports can be published to a reader view of Tableau Desktop and shared with other users who need access to this information. Some example Advanced Reports are shown below:</p>				

Attachment 6

Requirements Traceability Matrix (RTM)

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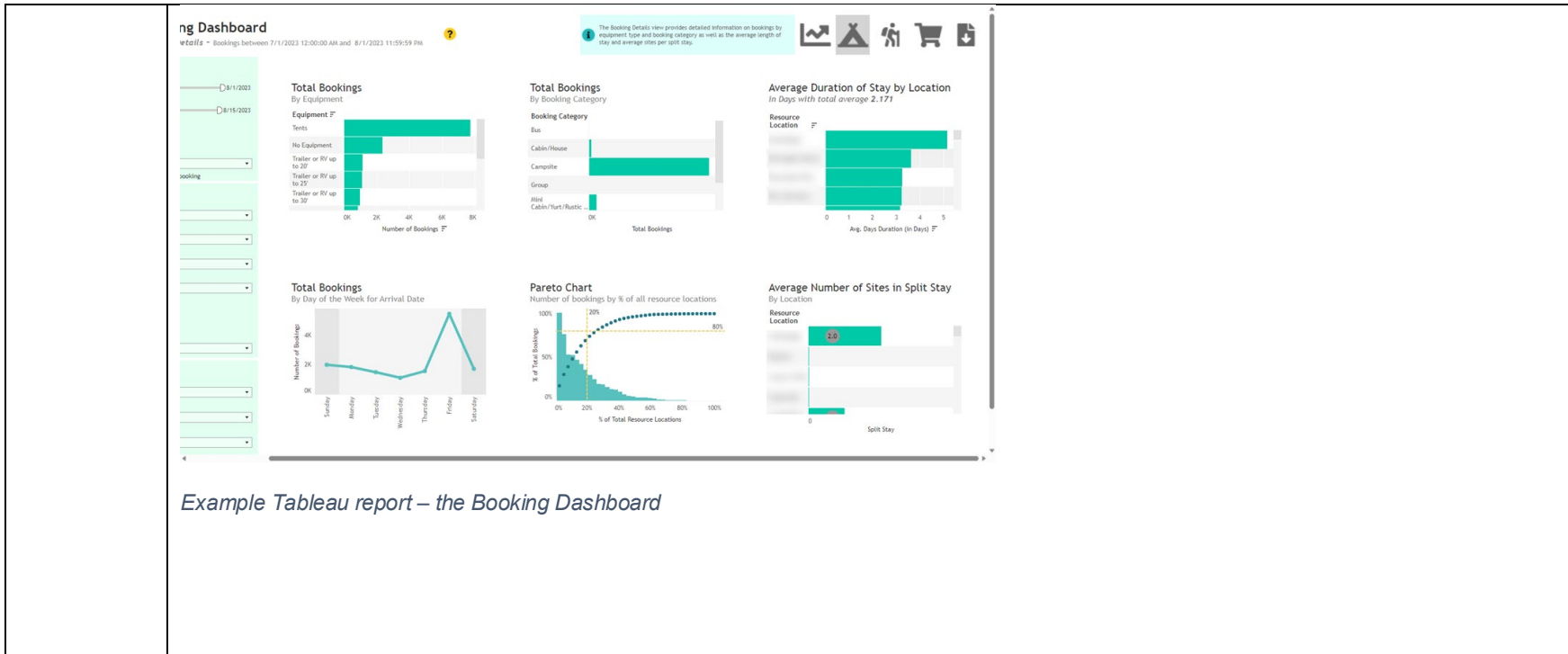


Example Tableau report – the Visitation Dashboard

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1



Example Tableau report – the Booking Dashboard

Attachment 6

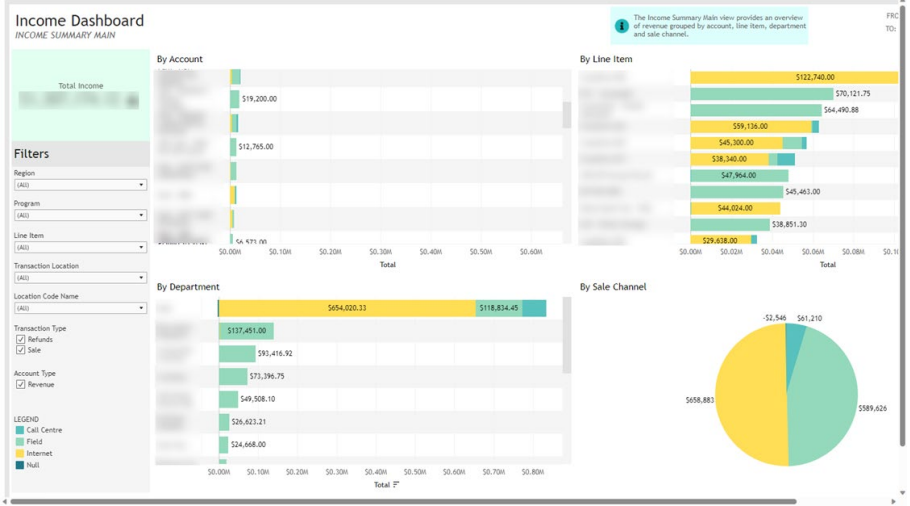
Requirements Traceability Matrix (RTM)

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Example Tableau report – the Site Occupancy Dashboard

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

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
<div style="border: 1px solid #ccc; padding: 5px;"> <p>Income Dashboard <small>INCOME SUMMARY MAIN</small></p>  <p><i>Example Tableau report – the Income Dashboard</i></p> </div>	<p>Yes</p>	<p>Customization Required</p>	<p>No</p>	<p>Alternate</p>	

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			
<p>Bidder Response:</p> <p>The Camis system provides a range of customizable options for HTML and text-based email communications, offering flexibility for various customer interactions such as onboarding and automated messages based on transaction dates. The system allows for customizable, client-branded emails, which are sent from "Nebraska Game and Parks Commission Reservation Service" or similar. These emails can be tailored to fit specific client branding and messaging needs and are triggered in a variety of situations. Some examples include:</p> <ul style="list-style-type: none"> • Claim Your Account: Sent when an account is created using an email address outside of the website. This email encourages users to complete their registration by setting up an online account. • Account Creation Successful: Sent when a user successfully creates an account on the reservation website, welcoming them to the service and confirming their details. • Booking Reminder: This email is sent a configurable number of days before a customer's arrival date, reminding them of their upcoming booking. • Password Reset: Sent when a user requests a password reset, providing secure instructions for updating their login credentials. <p>Additionally, through our SMS integration with Twilio, the system has the capacity to send marketing SMS messages to customers, allowing for timely and direct communication about promotions or updates.</p>					

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

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			
<p>Bidder Response:</p> <p>Each of the client-facing interfaces in the Camis solution interacts with their respective backend web services via well-documented RESTful APIs. The Camis solution includes many integrations with third-party service providers. Camis has a professional services team who are ready to help Nebraska Game and Parks Commission determine the best way path forward for any business needs that would benefit from product integrations in such areas as the initial campground and store inventory import, payment facilitation, gate entry, and any extracts required for third-party accounting systems.</p>					

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	
<p>Bidder Response:</p> <p>The Camis solution does not currently include functionality for delivering automated messages similar to the scenarios described in the question.</p>					

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

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: The KPI Dashboard within the Camis solution's Advanced Reports feature provides annual and year-over-year reporting on occupancy, visitation and revenue.				

Attachment 6

Requirements Traceability Matrix (RTM)

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FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate																																																																		
	<div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 25%;"> <h3>Key Performance Indicators (KPI) Dashboard</h3> <p>Annual</p> <p>from June 5, 2022 to June 5, 2023</p> </div> <div style="width: 45%; border: 1px solid #ccc; padding: 5px; font-size: 0.8em;"> <p>i This view allows you to review occupancy and resource revenue one year back from your End Date. This is the main view of the report and provides a comprehensive view of key performance indicators for revenue and occupancy, as well as the top and bottom 5 locations.</p> </div> <div style="width: 20%; text-align: right;"> </div> </div> <div style="margin-top: 10px;"> <div style="display: flex;"> <div style="width: 20%; border: 1px solid #ccc; padding: 5px; font-size: 0.8em;"> <p>Dashboard Filters</p> <p>Region All</p> <p>Program All</p> <p>Resource Type All</p> <p>Resource Location All</p> <p>Resource Category All</p> <p>Service Level All</p> <p>Service Type All</p> <p>Days *</p> <p><input checked="" type="checkbox"/> Weekend</p> <p><input checked="" type="checkbox"/> Weekday</p> <p><small>* weekends are grouped under default calendar definition: Sat/Sun</small></p> <p>Day Name All</p> </div> <div style="width: 80%;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <h3>Occupancy</h3> <div style="margin-bottom: 10px;"> <p>794,701</p> <p>Total Occupancy</p> </div> <div style="margin-bottom: 10px;"> <p>42.03%</p> <p>Occupancy Rate</p> <div style="display: flex; width: 100%; height: 10px; border: 1px solid #ccc;"> <div style="width: 42.03%; background-color: #00728f; color: white;"></div> <div style="width: 57.97%; background-color: #ccc;"></div> </div> <p style="font-size: 0.8em;">Occupied Unoccupied</p> </div> <div style="width: 48%;"> <div style="margin-bottom: 10px;"> <p>2,639,129 Total nights</p> <p>366 Nights</p> <p>7,378 Sites</p> </div> <div style="margin-bottom: 10px;"> <p>1,890,597 Reservable Inventory</p> <p>2,639,129 Total Nights</p> <p>748,532 Closures</p> </div> <div> <p>1,095,896 Total Available Nights</p> <p>1,890,597 Reservable Inventory</p> <p>794,701 Occupied Nights</p> </div> </div> </div> <div style="width: 48%;"> <h3>Revenue</h3> <div style="margin-bottom: 10px;"> <p>\$27.72M</p> <p>Total Revenue</p> </div> <div style="margin-bottom: 10px;"> <p>\$14.66</p> <p>Revenue Per Available Reservable Site</p> </div> <div> <p>\$27,715,036.48 Total Revenue</p> <p>\$14.66 Revenue Per Available Reservable Site</p> <p>1,890,597 Reservable Inventory</p> </div> </div> </div> <div style="margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <h3>Occupancy and Revenue</h3> <p>by Month</p> <table border="1" style="font-size: 0.8em; width: 100%; text-align: center;"> <thead> <tr> <th>Month</th> <th>Occupancy Rate</th> <th>Revenue</th> </tr> </thead> <tbody> <tr><td>Jun.</td><td>57%</td><td></td></tr> <tr><td>Jul.</td><td>73%</td><td></td></tr> <tr><td>Aug.</td><td>69%</td><td></td></tr> <tr><td>Sep.</td><td>52%</td><td></td></tr> <tr><td>Oct.</td><td>34%</td><td></td></tr> <tr><td>Nov.</td><td>19%</td><td></td></tr> <tr><td>Dec.</td><td>11%</td><td></td></tr> <tr><td>Jan.</td><td>14%</td><td></td></tr> <tr><td>Feb.</td><td>17%</td><td></td></tr> <tr><td>Mar.</td><td>22%</td><td></td></tr> <tr><td>Apr.</td><td>31%</td><td></td></tr> <tr><td>May</td><td>43%</td><td></td></tr> <tr><td>Jun.</td><td>47%</td><td></td></tr> </tbody> </table> </div> <div style="width: 48%;"> <h3>Locations</h3> <p>Top Five</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>by Occupancy Rate</p> <table border="1" style="font-size: 0.8em; width: 100%; text-align: center;"> <thead> <tr> <th>Rank</th> <th>Occupancy Rate</th> </tr> </thead> <tbody> <tr><td>1</td><td>94.12% Occupied</td></tr> <tr><td>2</td><td>69.68% Occupied</td></tr> <tr><td>3</td><td>67.79% Occupied</td></tr> <tr><td>4</td><td>67.55% Occupied</td></tr> <tr><td>5</td><td>66.67% Occupied</td></tr> </tbody> </table> </div> <div style="width: 48%;"> <p>by Revenue</p> <table border="1" style="font-size: 0.8em; width: 100%; text-align: center;"> <thead> <tr> <th>Rank</th> <th>Revenue</th> </tr> </thead> <tbody> <tr><td>1</td><td>\$1,900,311</td></tr> <tr><td>2</td><td>\$1,803,399</td></tr> <tr><td>3</td><td>\$1,342,941</td></tr> <tr><td>4</td><td>\$1,087,829</td></tr> <tr><td>5</td><td>\$876,707</td></tr> </tbody> </table> </div> </div> </div> </div> </div></div></div></div>					Month	Occupancy Rate	Revenue	Jun.	57%		Jul.	73%		Aug.	69%		Sep.	52%		Oct.	34%		Nov.	19%		Dec.	11%		Jan.	14%		Feb.	17%		Mar.	22%		Apr.	31%		May	43%		Jun.	47%		Rank	Occupancy Rate	1	94.12% Occupied	2	69.68% Occupied	3	67.79% Occupied	4	67.55% Occupied	5	66.67% Occupied	Rank	Revenue	1	\$1,900,311	2	\$1,803,399	3	\$1,342,941	4	\$1,087,829	5	\$876,707
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Data refreshed at
June 5, 2023 10:48:00 a.m.

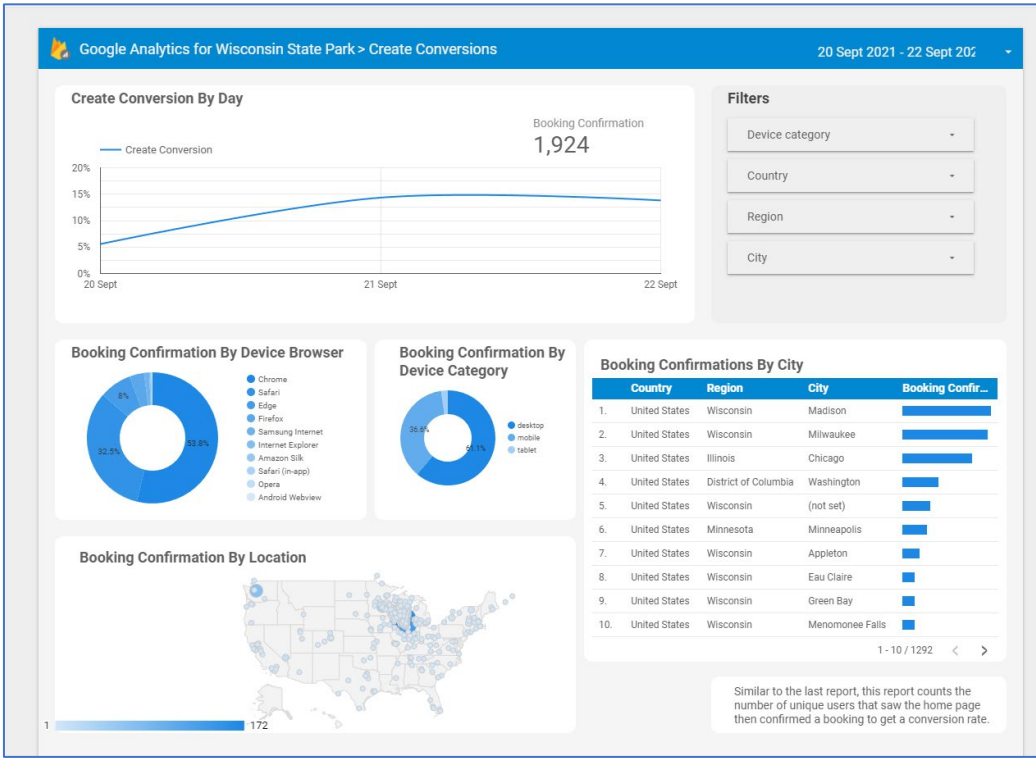
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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			
<p>Bidder Response:</p> <p>The Camis solution provides comprehensive tracking and analytical capabilities to measure web traffic, customer engagement, and conversion activities. Our system is integrated with Google Analytics, allowing us to track customer behavior and monitor the effectiveness of marketing efforts across all digital channels. Additionally, we can integrate clients’ own Google Analytics tags, giving them the ability to track and analyze web traffic independently if needed.</p> <p>Through this integration, the Camis solution offers detailed insights into incoming web traffic sources, enabling clients to understand where their visitors are coming from—whether through search engines, social media, referral links, or direct visits. This allows for the measurement of the performance of various marketing campaigns and traffic channels.</p> <p>The system tracks visits and call-to-action engagement, including interactions with key buttons such as "Book Now" or "Sign Up," providing valuable data on how users interact with the website. Our analytics integration also tracks call-to-action conversions, such as reservation confirmations and account creations, giving clients a clear view of successful customer actions and overall conversion rates.</p> <p>Additionally, we track important customer session data, such as login/logout events, session durations, and the time between visits. This information helps clients understand user behavior over time and identify patterns in customer engagement. The system also monitors bounce rates to identify areas of the site that may need improvement, and we respond to cart abandonment by providing tools for follow-up actions, such as abandoned cart emails, to help recover potential sales.</p>					

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Requirements Traceability Matrix (RTM)

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	<p>With these capabilities, the Camis solution provides clients with powerful insights to optimize their website performance, improve customer engagement, and increase conversion rates. The integration of Google Analytics, along with our ability to add clients' specific tags, ensures flexibility and precision in monitoring and responding to customer behavior.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;">  <p>The screenshot displays a Google Analytics dashboard for 'Wisconsin State Park' with the following components:</p> <ul style="list-style-type: none"> Create Conversion By Day: A line chart showing conversion rates from Sept 20 to Sept 22, with a total of 1,924 booking confirmations. Filters: A sidebar with dropdown menus for Device category, Country, Region, and City. Booking Confirmation By Device Browser: A donut chart showing browser usage: Chrome (53.8%), Safari (32.2%), and Edge (6%). Booking Confirmation By Device Category: A donut chart showing device usage: desktop (56.9%), mobile (34.1%), and tablet (8.9%). Booking Confirmation By Location: A map of the United States with a heatmap overlay showing user density. Booking Confirmations By City: A table listing the top 10 cities by booking confirmation count. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Rank</th> <th>Country</th> <th>Region</th> <th>City</th> <th>Booking Confir...</th> </tr> </thead> <tbody> <tr><td>1.</td><td>United States</td><td>Wisconsin</td><td>Madison</td><td>██████████</td></tr> <tr><td>2.</td><td>United States</td><td>Wisconsin</td><td>Milwaukee</td><td>██████████</td></tr> <tr><td>3.</td><td>United States</td><td>Illinois</td><td>Chicago</td><td>██████████</td></tr> <tr><td>4.</td><td>United States</td><td>District of Columbia</td><td>Washington</td><td>██████████</td></tr> <tr><td>5.</td><td>United States</td><td>Wisconsin</td><td>(not set)</td><td>██████████</td></tr> <tr><td>6.</td><td>United States</td><td>Minnesota</td><td>Minneapolis</td><td>██████████</td></tr> <tr><td>7.</td><td>United States</td><td>Wisconsin</td><td>Appleton</td><td>██████████</td></tr> <tr><td>8.</td><td>United States</td><td>Wisconsin</td><td>Eau Claire</td><td>██████████</td></tr> <tr><td>9.</td><td>United States</td><td>Wisconsin</td><td>Green Bay</td><td>██████████</td></tr> <tr><td>10.</td><td>United States</td><td>Wisconsin</td><td>Menomonee Falls</td><td>██████████</td></tr> </tbody> </table> </div>	Rank	Country	Region	City	Booking Confir...	1.	United States	Wisconsin	Madison	██████████	2.	United States	Wisconsin	Milwaukee	██████████	3.	United States	Illinois	Chicago	██████████	4.	United States	District of Columbia	Washington	██████████	5.	United States	Wisconsin	(not set)	██████████	6.	United States	Minnesota	Minneapolis	██████████	7.	United States	Wisconsin	Appleton	██████████	8.	United States	Wisconsin	Eau Claire	██████████	9.	United States	Wisconsin	Green Bay	██████████	10.	United States	Wisconsin	Menomonee Falls	██████████				
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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 Camis solution does not currently support the ability to perform sales transactions offline. We look forward to working with NGPC to develop this feature.				



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: The Camis solution is designed to accurately calculate the total cost for POS items , with flexibility to include or exclude taxes based on the location of the sale. Our system automatically applies the appropriate tax rates based on the jurisdiction and location of the transaction, ensuring compliance with local regulations. Whether taxes need to be added or displayed as included in the total, the system seamlessly adjusts the pricing and provides a transparent breakdown for both customers and staff at checkout. This ensures accurate, location-specific pricing for all transactions.				

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: The Camis solution offers a standard sales receipt template with configurable elements. The standard template applies to all client locations, ensuring a minimum level of consistency across all locations. The Camis solution allows the configurable elements of the sales receipt to be customized once for the entire organization (maximum consistency)				

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

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
	<p>or for the configuration to be applied differently for some locations. POS items are listed individually with the quantities sold specified. The sales receipt will always include the organization logo, with the option to present the logo at the top or bottom of the receipt. In the following sample receipt, the organization's logo appears in the footer:</p>				

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

	<p>TEST</p> <hr/> <p>Ludington State Park <i>**REPRINT**</i> 8800 W. M-116 Ludington, Michigan, 49431 (231) 843-2423</p> <hr/>	
	Issued On	2023-Jan-21 9:15 PM
	Reference Number	LUDIMI23-134001
	Terminal	LT-GU-MURRAY
	Operator	im
	Firewood 1 Bundle	\$5.66
	1 @ \$5.660	
	Tax	\$0.34
	Total	\$6.00
	Cash	\$6.00
	<p><i>PURCHASE</i> <i>YOUR RECEIPT - PLEASE RETAIN</i></p>  <p>LUDIMI23-134001</p> <p>Thank you for visiting Michigan State Parks and Harbors. www.midnrreservations.com 1-800-44-PARKS (447-2757)</p> 	

Attachment 6
Requirements Traceability Matrix (RTM)
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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: The Camis solution does not currently support providing a space on guest receipts for customers to add a tip.					

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: The Camis solution does not currently support allowing cashiers to enter tip amounts.					

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: The Camis solution does not currently support accumulating tip totals.					

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: For reservations, registrations, and POS sales, users can void payments by clicking the X next to the payment:					

Attachment 6

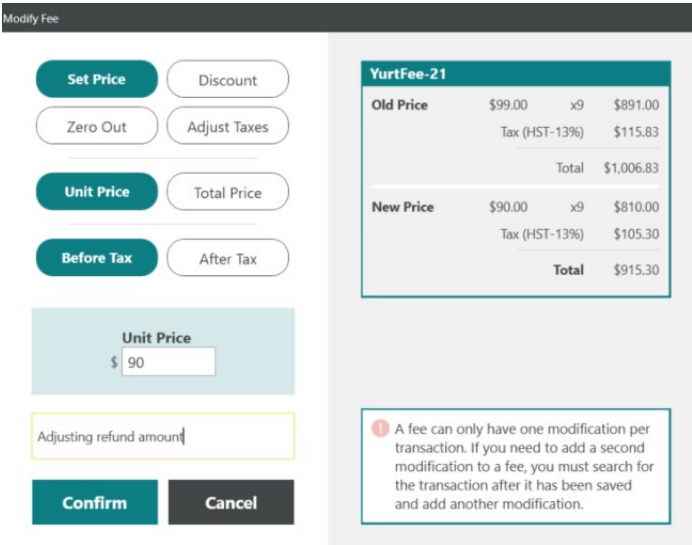
Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate																								
	<div style="border: 1px solid gray; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid gray; padding: 5px; width: 20%;"> <p style="font-size: 0.8em; margin: 0;">ALGOMI24-176001S1</p> <p style="font-size: 0.8em; margin: 0;">Dump Station Use</p> </div> <div style="text-align: right; font-size: 0.8em;"> Modify Fees </div> </div> <div style="margin-top: 10px;"> <p style="font-size: 0.8em; margin: 0;">ALGOMI24-176001 Sep 16, 2024 12:53 AM EDT Algonac State Park Tom Oldershaw</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <thead> <tr> <th style="width: 10%;">Item</th> <th style="width: 15%;">Unit Price</th> <th style="width: 10%;">Qty</th> <th style="width: 10%;">Total</th> <th style="width: 55%;"></th> </tr> </thead> <tbody> <tr> <td>S1 Dump Station Use</td> <td>\$10.00</td> <td>x 1</td> <td>\$10.00</td> <td></td> </tr> <tr> <td colspan="3"></td> <td style="text-align: right;">Subtotal</td> <td>\$10.00</td> </tr> <tr> <td colspan="3"></td> <td style="text-align: right;">Total</td> <td>\$10.00</td> </tr> </tbody> </table> <div style="margin-top: 5px; font-size: 0.8em;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Total Payment</td> <td style="text-align: right;">\$10.00</td> </tr> <tr> <td>Cash</td> <td style="text-align: right;">\$10.00</td> </tr> </table> </div> </div> </div> <div style="margin-top: 10px; border: 1px solid gray; padding: 10px; text-align: center;"> <p style="font-size: 1.5em; color: blue; margin: 0;">i</p> <p style="font-size: 1.2em; margin: 5px 0;">This payment will now be voided. Proceed?</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="background-color: #333; color: white; padding: 10px 20px; border-radius: 5px;">Yes</div> <div style="background-color: #333; color: white; padding: 10px 20px; border-radius: 5px;">No</div> </div> </div>					Item	Unit Price	Qty	Total		S1 Dump Station Use	\$10.00	x 1	\$10.00					Subtotal	\$10.00				Total	\$10.00	Total Payment	\$10.00	Cash	\$10.00
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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																																
<p>Bidder Response:</p> <p>The Camis system's POS module is designed to clearly display the cost of any selected item at every step of the transaction process. Whether an item is being added to a reservation, purchase, or booking, the system provides real-time visibility of the cost, ensuring both customers and staff are fully informed of pricing details.</p> <p>The cost is prominently displayed on the screen when an item is selected and updated dynamically as changes are made, such as adjustments to quantities or application of discounts. This transparent approach helps minimize errors and enhances the overall user experience by providing clear and accurate pricing information.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Brower</p> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 60%;">Ice - 20 lb Bag</td> <td style="width: 10%; text-align: center;">x1</td> <td style="width: 20%; text-align: right;">\$5.50</td> <td style="width: 10%; text-align: center;">✕</td> </tr> <tr> <td>Dump Station Fee</td> <td style="text-align: center;">x1</td> <td style="text-align: right;">\$20.00</td> <td style="text-align: center;">✕</td> </tr> <tr> <td>Bundled Wood</td> <td style="text-align: center;">x1</td> <td style="text-align: right;">\$7.00</td> <td style="text-align: center;">✕</td> </tr> <tr> <td colspan="4" style="border-top: 1px solid black; padding-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 60%;"></td> <td style="width: 20%; text-align: right;">Sub-Total</td> <td style="width: 20%; text-align: right;">\$32.10</td> </tr> <tr> <td></td> <td style="text-align: right;">Taxes</td> <td style="text-align: right;">\$0.40</td> </tr> <tr> <td></td> <td style="text-align: right;">Total</td> <td style="text-align: right;">\$32.50</td> </tr> </tbody> </table> </td> </tr> <tr> <td colspan="4" style="text-align: center; padding-top: 10px;"> <div style="background-color: #008080; color: white; padding: 5px 20px; display: inline-block; border-radius: 5px;">Pay Now (F9)</div> </td> </tr> </tbody> </table> </div>						Ice - 20 lb Bag	x1	\$5.50	✕	Dump Station Fee	x1	\$20.00	✕	Bundled Wood	x1	\$7.00	✕	<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 60%;"></td> <td style="width: 20%; text-align: right;">Sub-Total</td> <td style="width: 20%; text-align: right;">\$32.10</td> </tr> <tr> <td></td> <td style="text-align: right;">Taxes</td> <td style="text-align: right;">\$0.40</td> </tr> <tr> <td></td> <td style="text-align: right;">Total</td> <td style="text-align: right;">\$32.50</td> </tr> </tbody> </table>					Sub-Total	\$32.10		Taxes	\$0.40		Total	\$32.50	<div style="background-color: #008080; color: white; padding: 5px 20px; display: inline-block; border-radius: 5px;">Pay Now (F9)</div>			
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

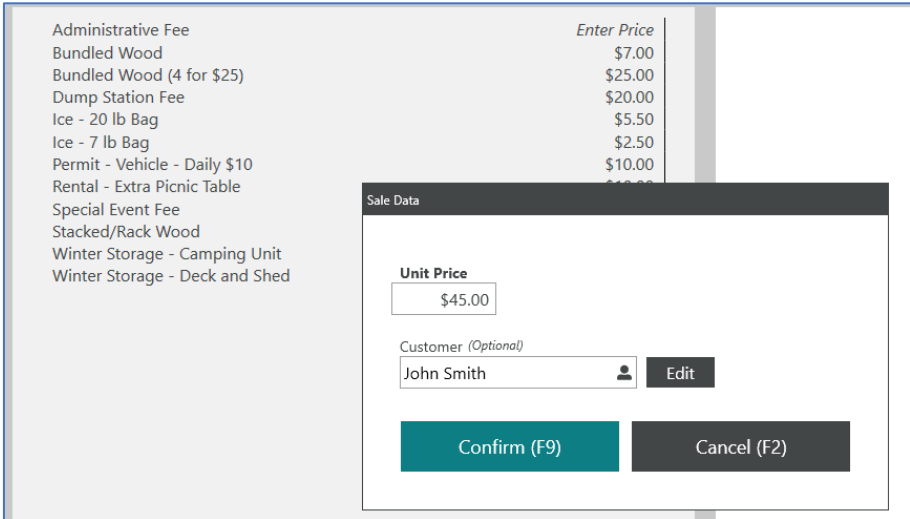
FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate																												
FUN-113 Section VI	Describe the system's ability to allow park staff to enter a discount changing the price for specified items.	X																															
<p>Bidder Response:</p> <p>The Camis solution enables staff to administratively decrease, increase, or waive fees where appropriate. The Modify Fee functionality allows a user to set a new unit price or total price or reduce the unit price or total price by a specific amount. For auditing, staff are always required to leave a note before saving a fee modification, and the fee modification and note are tracked against the transaction, the shift, and the operator. The Camis solution offers a Fee Modification Report to allow administrative staff to quickly find all fees modified in a given reporting period. Administrators can also create pre-set Modification Codes, requiring the user to select a reason for the modification from a list as opposed to typing out a custom note.</p>  <p>The screenshot shows the 'Modify Fee' interface. On the left, there are several buttons: 'Set Price' (highlighted), 'Discount', 'Zero Out', 'Adjust Taxes', 'Unit Price' (highlighted), 'Total Price', 'Before Tax', and 'After Tax'. Below these is a 'Unit Price' input field with '\$ 90' entered. There is also an 'Adjusting refund amount' field. At the bottom are 'Confirm' and 'Cancel' buttons. On the right, a summary table for 'YurtFee-21' is shown:</p> <table border="1" data-bbox="680 886 989 1118"> <thead> <tr> <th colspan="4">YurtFee-21</th> </tr> </thead> <tbody> <tr> <td>Old Price</td> <td>\$99.00</td> <td>x9</td> <td>\$891.00</td> </tr> <tr> <td></td> <td>Tax (HST-13%)</td> <td></td> <td>\$115.83</td> </tr> <tr> <td></td> <td></td> <td>Total</td> <td>\$1,006.83</td> </tr> <tr> <td>New Price</td> <td>\$90.00</td> <td>x9</td> <td>\$810.00</td> </tr> <tr> <td></td> <td>Tax (HST-13%)</td> <td></td> <td>\$105.30</td> </tr> <tr> <td></td> <td></td> <td>Total</td> <td>\$915.30</td> </tr> </tbody> </table> <p>A note at the bottom right of the screenshot states: 'A fee can only have one modification per transaction. If you need to add a second modification to a fee, you must search for the transaction after it has been saved and add another modification.'</p>						YurtFee-21				Old Price	\$99.00	x9	\$891.00		Tax (HST-13%)		\$115.83			Total	\$1,006.83	New Price	\$90.00	x9	\$810.00		Tax (HST-13%)		\$105.30			Total	\$915.30
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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			
<p>Bidder Response:</p> <p>The Camis system's POS module provides flexibility to accommodate sales with or without a customer profile. When setting up products in the POS system, you have the option to configure each product to be sold in one of three ways:</p> <ol style="list-style-type: none"> 1. No Customer Profile Associated: Products can be sold without requiring a customer profile, allowing for quick and straightforward transactions where customer details are not needed. 2. Customer Profile Collection Required: For products or services that benefit from tracking customer information, the system can be configured to require the creation or assignment of a customer profile at the time of sale. This option ensures that all relevant customer details are captured and associated with the transaction. 3. Customer Profile Collection Optional: The system also supports sales where the collection of customer profile information is optional. This flexibility allows staff to decide on a case-by-case basis whether to associate a sale with a specific customer profile, based on the situation and customer preference. <p>These options ensure that the system can handle a wide range of sales scenarios, from quick, anonymous purchases to transactions that benefit from detailed customer tracking and data collection.</p>					

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
	 <p style="text-align: center;"><i>Example of an item sale set up as optional to collect the associated customer</i></p>				

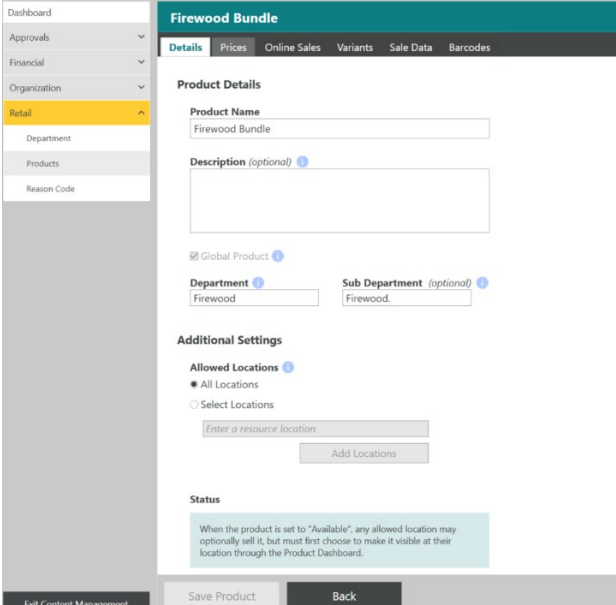
FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-115 Section VI	Describe the system's ability to allow grouping of items, including reservable unit(s), to sell as one package with the appropriate accounting codes for each item.	X			
	<p>Bidder Response:</p> <p>The Camis solution allows for the grouping of multiple items into a single package for sale. Each item within the package can be assigned its own accounting code, ensuring accurate financial tracking and reporting. This functionality supports</p>				

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

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
	flexible package creation while maintaining proper allocation of fees and revenue to the appropriate accounting categories. Staff can easily manage and track packages while ensuring that financial data remains organized and compliant with accounting requirements.				

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			
	<p>Bidder Response:</p> <p>The Camis system provides staff with the appropriate authority the ability to add, edit, or delete data for POS items through its Content Management System. Staff with the correct permissions can access the CMS to configure product details, including product name, description, pricing, local or global product settings, available locations, inventory tracking, barcode, sale data collection, and more.</p> <p>The system offers finely grained permission controls, ensuring that access is carefully managed. If desired, specific roles can be configured to create, edit, or delete products, while other roles may be given the authority to approve these changes before deploying them to the production environment. This flexibility allows for a structured workflow, ensuring that only authorized staff can make modifications to POS data.</p> <p>Outside of the CMS, the Products Dashboard provides additional local management options for park managers. With this dashboard, managers can adjust the price of products (if the product permits local price control) and manage the visibility of products at their specific park location. This functionality ensures that park staff can make necessary adjustments in real time while maintaining oversight and control over key product data.</p>				

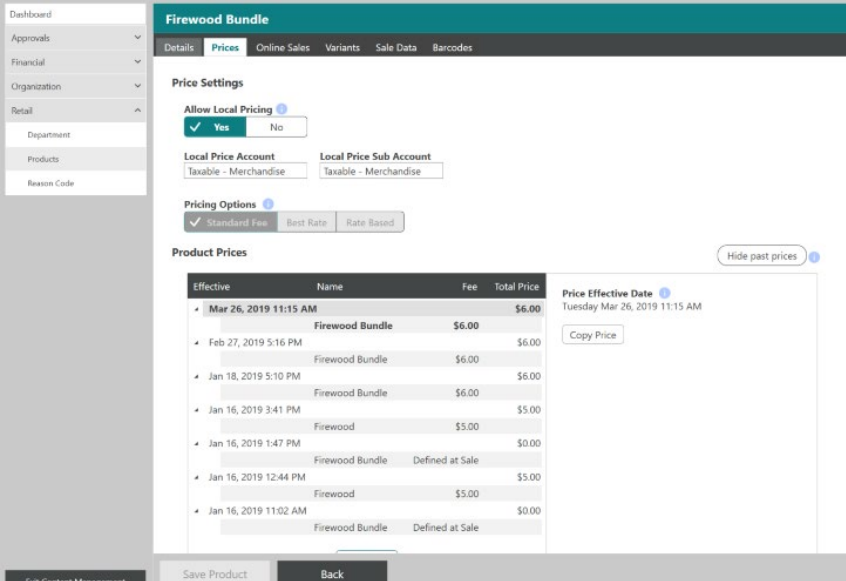
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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			
<p>Bidder Response:</p> <p>The Camis solution includes the ability to set up Global or Local sale products. Global sale products can be assigned to multiple locations, while Local products can only be sold at one location.</p> <p>Global products allow Authorized Users to determine the name, department, accounting, and fees. In this way administrators can configure the local merchandise/products list available at park level.</p>  <p><i>Example of a "Firewood Bundle" sale item set up as a Global Product available at all locations</i></p>					


Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

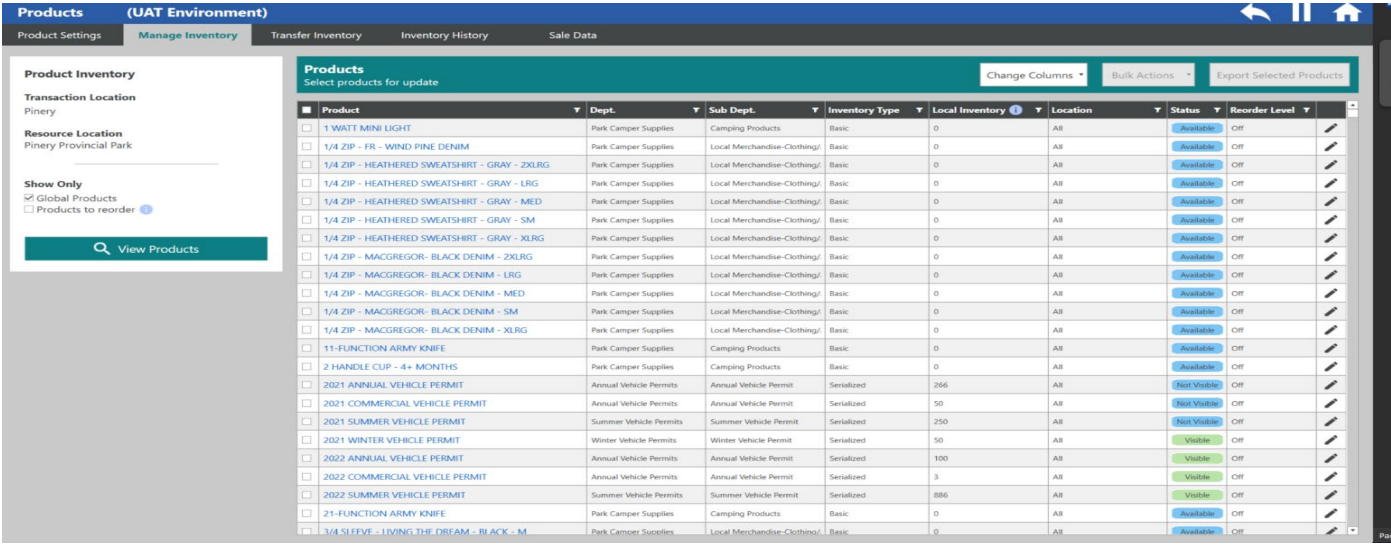
FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate																																								
	<p>Global products have the added benefit of allowing administrators to report on sales across the state and ensure that the revenue tracking is accurately reflected. If desired, administrators can allow parks to set their own local price for Global items. For example, if firewood is locally sourced the price may vary from park to park.</p>  <p>The screenshot shows the configuration interface for a 'Firewood Bundle'. It includes sections for 'Price Settings' with options for 'Allow Local Pricing' (set to Yes), 'Local Price Account' (Taxable - Merchandise), and 'Pricing Options' (Standard Fee selected). Below is a 'Product Prices' table with columns for Effective date, Name, Fee, and Total Price. The table lists several price entries for 'Firewood Bundle' and 'Firewood' with their respective effective dates and prices.</p> <table border="1" style="margin-left: 20px; border-collapse: collapse;"> <thead> <tr> <th>Effective</th> <th>Name</th> <th>Fee</th> <th>Total Price</th> </tr> </thead> <tbody> <tr> <td>Mar 26, 2019 11:15 AM</td> <td>Firewood Bundle</td> <td>\$6.00</td> <td>\$6.00</td> </tr> <tr> <td>Feb 27, 2019 5:16 PM</td> <td>Firewood Bundle</td> <td>\$6.00</td> <td>\$6.00</td> </tr> <tr> <td>Jan 18, 2019 5:10 PM</td> <td>Firewood Bundle</td> <td>\$6.00</td> <td>\$6.00</td> </tr> <tr> <td>Jan 16, 2019 3:41 PM</td> <td>Firewood Bundle</td> <td>\$6.00</td> <td>\$6.00</td> </tr> <tr> <td>Jan 16, 2019 1:47 PM</td> <td>Firewood</td> <td>\$5.00</td> <td>\$0.00</td> </tr> <tr> <td>Jan 16, 2019 1:47 PM</td> <td>Firewood Bundle</td> <td>Defined at Sale</td> <td>\$0.00</td> </tr> <tr> <td>Jan 16, 2019 12:44 PM</td> <td>Firewood</td> <td>\$5.00</td> <td>\$5.00</td> </tr> <tr> <td>Jan 16, 2019 11:02 AM</td> <td>Firewood</td> <td>\$5.00</td> <td>\$0.00</td> </tr> <tr> <td>Jan 16, 2019 11:02 AM</td> <td>Firewood Bundle</td> <td>Defined at Sale</td> <td>\$0.00</td> </tr> </tbody> </table>	Effective	Name	Fee	Total Price	Mar 26, 2019 11:15 AM	Firewood Bundle	\$6.00	\$6.00	Feb 27, 2019 5:16 PM	Firewood Bundle	\$6.00	\$6.00	Jan 18, 2019 5:10 PM	Firewood Bundle	\$6.00	\$6.00	Jan 16, 2019 3:41 PM	Firewood Bundle	\$6.00	\$6.00	Jan 16, 2019 1:47 PM	Firewood	\$5.00	\$0.00	Jan 16, 2019 1:47 PM	Firewood Bundle	Defined at Sale	\$0.00	Jan 16, 2019 12:44 PM	Firewood	\$5.00	\$5.00	Jan 16, 2019 11:02 AM	Firewood	\$5.00	\$0.00	Jan 16, 2019 11:02 AM	Firewood Bundle	Defined at Sale	\$0.00				
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	<p>This configuration is done through the integrated configuration management interface and includes the creation of departments for organization merchandise, individual products as well as reason codes for inventory adjustments. Local products can also be created when the item is only available at one or a small subset of locations.</p>																																												

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Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

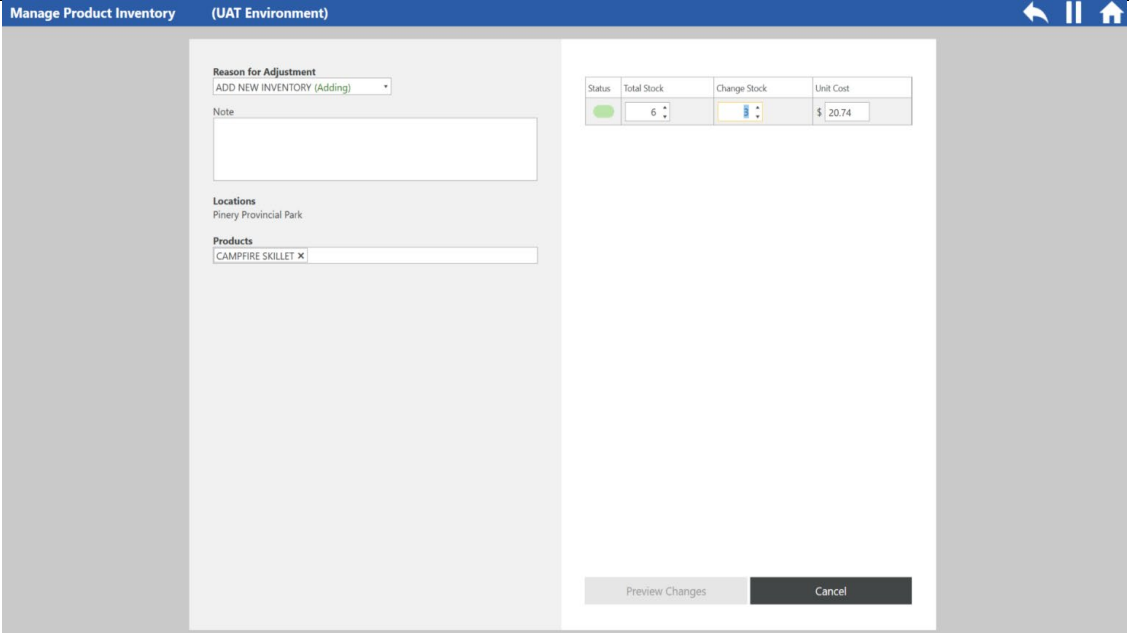
FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-118 Section VI	<p>Describe the system's ability to display a quick menu of most sold items configurable per station.</p> <p>Bidder Response:</p> <p>The Camis solution includes a Quick Sale widget that is on the home page of the field application. The widget allows users to easily process the sale of commonly sold products and bypass the sale page to go directly to the payment page and complete the transaction. Up to 24 sale items can be set to display on the Quick Sale widget and the configuration of the widget can be set for each individual terminal.</p> 	X			

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
FUN-119 Section VI	<p>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.</p> <p>Bidder Response:</p> <p>The Camis solution maintains and updates inventory for all products that track inventory. Inventory is added and managed from the Products dashboard, and as items are sold the quantity on hand is depleted.</p> 	X			
	<p>The Camis solution also actively tracks the inventory value and supports calculating sale prices based on target margins.</p>				

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

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
	 <p>After inventory has been added or removed, administrators will be able to see a summary of the changes and impact on the inventory value. An adjustment summary is produced and can be printed if needed:</p>				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate																										
	<p>Adjustment Summary</p> <p>CAMPFIRE SKILLET</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr style="background-color: #d3d3d3;"> <th rowspan="2">Location</th> <th colspan="3">Current</th> <th colspan="2">Adjustment</th> <th colspan="3">New</th> </tr> <tr style="background-color: #d3d3d3;"> <th>Inventory</th> <th>Unit Cost</th> <th>Inventory Value</th> <th>Change</th> <th>Unit Cost</th> <th>Inventory</th> <th>Unit Cost</th> <th>Inventory Value</th> </tr> </thead> <tbody> <tr> <td>Pinery</td> <td>3</td> <td>\$20.74</td> <td>\$62.22</td> <td>+3</td> <td>\$20.74</td> <td>6</td> <td>\$20.74</td> <td>\$124.44</td> </tr> </tbody> </table> <div style="text-align: center; font-size: small; margin-bottom: 10px;"> Fri Feb 18, 2022 1:47 PM ADD NEW INVENTORY "Addin new inventory" Caleah Campbell </div> <div style="text-align: center;"> Save Adjustment Save & Export Go Back </div>	Location	Current			Adjustment		New			Inventory	Unit Cost	Inventory Value	Change	Unit Cost	Inventory	Unit Cost	Inventory Value	Pinery	3	\$20.74	\$62.22	+3	\$20.74	6	\$20.74	\$124.44				
Location	Current			Adjustment		New																									
	Inventory	Unit Cost	Inventory Value	Change	Unit Cost	Inventory	Unit Cost	Inventory Value																							
Pinery	3	\$20.74	\$62.22	+3	\$20.74	6	\$20.74	\$124.44																							

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 Camis solution supports clients' marketing efforts in a number of ways:				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
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For the purposes of obtaining customer emails, clients can access the Contact List report.

This report provides a list of customers along with various information collected. This report can be run for a date range, pulling bookings by arrival date, creation date, or departure date, and can be filtered for a number of criteria. This report also includes a Customer Privacy field, indicating whether the customer agreed to have their information used for marketing purposes when creating their online account or not. A screenshot of the report is shown below:

Reports

Reports **Advanced Reports**

Select a Report

Project **Booking Reports**

Workbook **Contact List**

Contact List

This view provides an export summary of contact information for customers and occupants. It can be filtered by those who have opted in to marketing emails and by bookings that are in conflict with closures. The dates filters vary based on the search filter.

Need more help? [View User Guide](#)

View **Details**

Search **By Arrival Date**

Start Date **5/1/2023**

End Date **6/1/2023**

View Report

View Year In Review

Contact List

This view provides export details of contact information for customers and occupants. It can be filtered by those who have opted in to marketing emails and by bookings that are in conflict with closures. The dates filters vary based on the search filter.

FROM: **May 1, 2023**
TO: **June 1, 2023**

Download **Crosstab** **PNG Image** **PDF** **PowerPoint**

Booking Reference Number	Reservation Creation Date	Min. Arrival Date	Min. Departure Date	Booking Category	Resource Category	Resource Name	Booking Status	Customer Name	Customer Address	Customer Email	Customer Phone Number	Customer Information Privacy	Occupant Name	Occupant Address	Occupant Email	Occupant Phone Num
Dec 16, 2022	May 24, 2023	May 25, 2023	Group	Group			Confirmed					No				
Dec 16, 2022	May 25, 2023	May 26, 2023	Group	Group			Confirmed					No				
Dec 16, 2022	May 26, 2023	May 27, 2023	Group	Group			Confirmed					No				
Dec 16, 2022	May 27, 2023	May 28, 2023	Group	Group			Confirmed					No				
Dec 16, 2022	May 28, 2023	May 29, 2023	Group	Group			Confirmed					No				
May 9, 2023	May 25, 2023	May 26, 2023	Group	Group			Confirmed					No				
May 9, 2023	May 26, 2023	May 27, 2023	Group	Group			Confirmed					No				
May 9, 2023	May 27, 2023	May 28, 2023	Group	Group			Confirmed					No				
May 9, 2023	May 28, 2023	May 29, 2023	Group	Group			Confirmed					No				
May 9, 2023	May 29, 2023	May 30, 2023	Group	Group			Confirmed					No				
May 9, 2023	May 30, 2023	May 31, 2023	Group	Group			Confirmed					No				
May 17, 2023	May 15, 2023	May 19, 2023	Equestrian	Equestrian			Arrived					Yes				
May 17, 2023	May 10, 2023	May 15, 2023	Equestrian	Equestrian			Arrived					No				
May 17, 2023	May 11, 2023	May 12, 2023	Equestrian	Equestrian			Arrived					No				
May 25, 2023	May 21, 2023	May 23, 2023	Equestrian	Equestrian			Arrived					Yes				
Jan 1, 2023	May 24, 2023	May 30, 2023	Equestrian	Equestrian			Confirmed					No				
Jan 3, 2023	May 26, 2023	May 29, 2023	Equestrian	Equestrian			Confirmed					No				
Jan 4, 2023	May 24, 2023	May 30, 2023	Equestrian	Equestrian			Confirmed					Yes				
Jan 4, 2023	May 18, 2023	May 21, 2023	Equestrian	Equestrian			Confirmed					Yes				
Jan 4, 2023	May 25, 2023	May 31, 2023	Equestrian	Equestrian			Confirmed					Yes				
Jan 7, 2023	May 18, 2023	May 21, 2023	Equestrian	Equestrian			Confirmed					Yes				
Jan 8, 2023	May 18, 2023	May 21, 2023	Equestrian	Equestrian			Cancelled					No				
May 2, 2023	May 26, 2023	May 28, 2023	Equestrian	Equestrian			Cancelled					No				
May 5, 2023	Jun 1, 2023	Jun 4, 2023	Equestrian	Equestrian			Confirmed					No				

Page 1 of 1 page(s) * each page has 100 K rows




Data refreshed at **June 02, 2023 02:23:00 AM**

Summary Details

View: Original

Watch Share

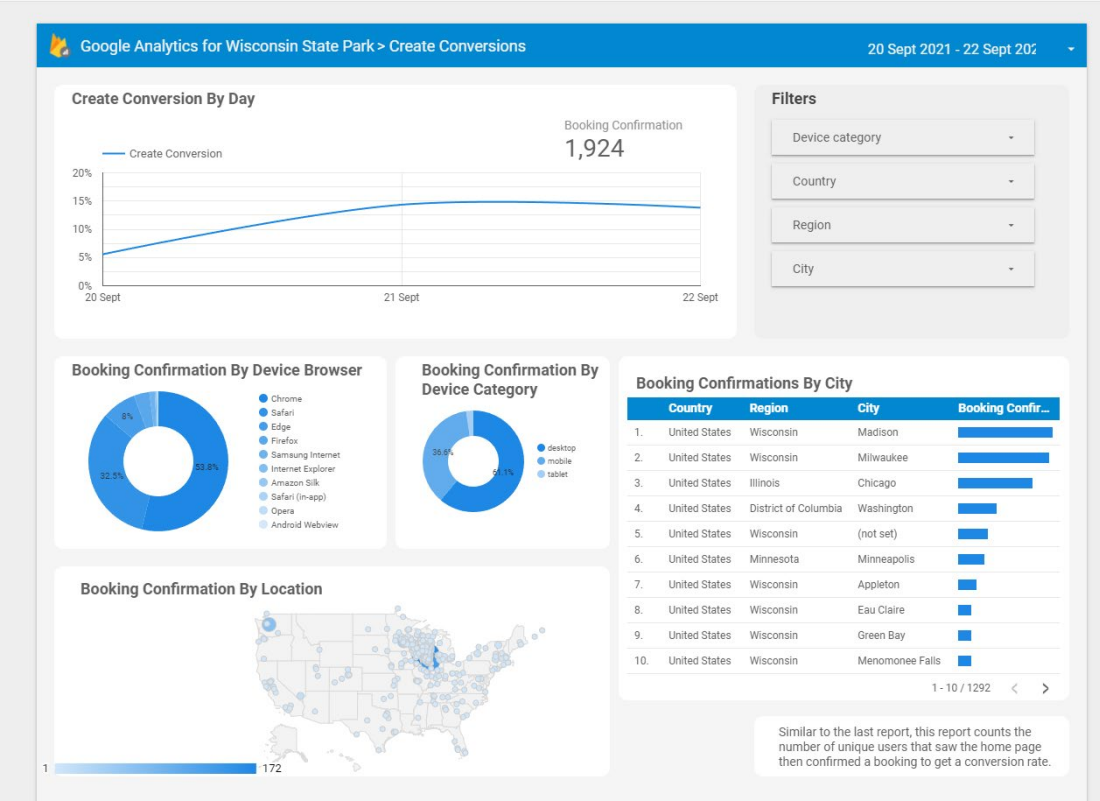
Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
	<p>For customers that have not provided an email address, an outbound telephone campaign can be set up by Call Center staff through our Genesys Cloud CX solution. The outbound campaign will have specified scripting with the questions to be asked as approved by clients. The answers will be collected by the call center staff and sent to client staff for review.</p> <p>The Camis solution allows clients to promote park events and individual parks as well as link to important information throughout the reservation website. The marketing panels on the home page can be used for a variety of purposes including promoting individual parks, sharing alerts such as fire bans and weather advisories, promoting events and activities, or encouraging clients to explore volunteer opportunities in their state parks. Marketing panels are managed within the integrated configuration management interface and can be updated in real-time or scheduled to be updated.</p> <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>Discover</p> <div style="display: flex; justify-content: space-around;"> <div style="width: 30%; text-align: center;">  <p>Buy your day-use permit online</p> <p>We are introducing online day-use permit sales at select parks. Find out where you can make a day-use reservation up to 5 days in advance of your visit.</p> <p>Visit Ontario Parks' Blog ></p> </div> <div style="width: 30%; text-align: center;">  <p>Donate today!</p> <p>Whatever your wish, whatever your desired legacy, you can find it here with Ontario Parks. Please consider a gift to Ontario Parks in your Will.</p> <p>Make a donation ></p> </div> <div style="width: 30%; text-align: center;">  <p>Locate your perfect park</p> <p>Need help finding a park? Visit the park locator and search for activities, facilities and rentals.</p> <p>Visit the park locator ></p> </div> </div> </div>				

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate																																												
	<p>The Camis solution is integrated with Google Analytics to track customer behavior and conversion of marketing efforts. Camis leverages Google Analytics internally and can also add NGPC's Google Tag or similar so that it can be tracked independently if needed,</p>  <p>The screenshot displays a Google Analytics dashboard for 'Wisconsin State Park' with the following components:</p> <ul style="list-style-type: none"> Create Conversion By Day: A line chart showing a conversion rate of 1,924 for 'Booking Confirmation' from Sept 20 to Sept 22. The rate starts at approximately 5% on Sept 20 and rises to about 15% by Sept 22. Filters: A sidebar with dropdown menus for Device category, Country, Region, and City. Booking Confirmation By Device Browser: A donut chart showing browser usage: Chrome (32.5%), Safari (9%), Firefox (20.8%), and others. Booking Confirmation By Device Category: A donut chart showing device usage: desktop (35.4%), mobile (51.7%), and tablet. Booking Confirmation By Location: A map of the United States with a heatmap overlay showing user density, with a legend indicating 1 to 172 users. Booking Confirmations By City: A table listing the top 10 cities with their respective booking confirmation counts. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Country</th> <th>Region</th> <th>City</th> <th>Booking Confir...</th> </tr> </thead> <tbody> <tr><td>1. United States</td><td>Wisconsin</td><td>Madison</td><td>██████████</td></tr> <tr><td>2. United States</td><td>Wisconsin</td><td>Milwaukee</td><td>██████████</td></tr> <tr><td>3. United States</td><td>Illinois</td><td>Chicago</td><td>██████████</td></tr> <tr><td>4. United States</td><td>District of Columbia</td><td>Washington</td><td>██████████</td></tr> <tr><td>5. United States</td><td>Wisconsin</td><td>(not set)</td><td>██████████</td></tr> <tr><td>6. United States</td><td>Minnesota</td><td>Minneapolis</td><td>██████████</td></tr> <tr><td>7. United States</td><td>Wisconsin</td><td>Appleton</td><td>██████████</td></tr> <tr><td>8. United States</td><td>Wisconsin</td><td>Eau Claire</td><td>██████████</td></tr> <tr><td>9. United States</td><td>Wisconsin</td><td>Green Bay</td><td>██████████</td></tr> <tr><td>10. United States</td><td>Wisconsin</td><td>Menomonee Falls</td><td>██████████</td></tr> </tbody> </table> <p>Similar to the last report, this report counts the number of unique users that saw the home page then confirmed a booking to get a conversion rate.</p>					Country	Region	City	Booking Confir...	1. United States	Wisconsin	Madison	██████████	2. United States	Wisconsin	Milwaukee	██████████	3. United States	Illinois	Chicago	██████████	4. United States	District of Columbia	Washington	██████████	5. United States	Wisconsin	(not set)	██████████	6. United States	Minnesota	Minneapolis	██████████	7. United States	Wisconsin	Appleton	██████████	8. United States	Wisconsin	Eau Claire	██████████	9. United States	Wisconsin	Green Bay	██████████	10. United States	Wisconsin	Menomonee Falls	██████████
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4. United States	District of Columbia	Washington	██████████																																														
5. United States	Wisconsin	(not set)	██████████																																														
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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: All products created within the Camis solution can be set up to be inventory tracked, or non-inventory tracked. Both types of products are sold from the Sale screen.					

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: The Camis system fully integrates and supports a wide range of typical point-of-sale (POS) equipment, ensuring seamless and efficient transactions for both staff and customers. <ol style="list-style-type: none"> 1. Cash Drawers: The Camis solution supports cash drawers that connect to receipt printers via an RJ12 cable. These cash drawers are configured to automatically open at appropriate times, such as the beginning and end of shifts and during transactions, providing smooth and secure cash handling. 2. Credit Card Readers: Our system is compatible with a variety of credit card readers and is integrated to automatically initiate the reader when a payment method is selected in our software. This eliminates the need to manually enter payment information into the pinpad. Integration with specific pinpads depends on the payment processor chosen by the client. For Elavon, which NGPC plans to use, we have proven integrations with both wired (Lane 3000) and wireless (Move 5000) pinpads, as demonstrated successfully in the field with multiple clients. 3. Receipt Printers: The Camis solution is designed to work with standard thermal receipt printers for printing transaction receipts, camping permits, and day-use permits. This compatibility ensures efficient printing and reduces wait times for customers. 					

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

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
	<p>4. Bar Code Scanners: Our system also integrates with standard barcode scanners. This capability allows staff to scan barcodes from confirmation letters or emails, enabling the system to automatically search for reservations. Additionally, barcodes on POS products can be scanned to quickly add items to the shopping cart, streamlining the checkout process.</p> <p>Overall, the Camis system offers robust support for all key POS equipment, enhancing the efficiency and accuracy of sales transactions.</p>				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-123 Section VI	<p>Describe how the system complies with Generally Accepted Accounting Principles (GAAP).</p> <p>Bidder Response:</p> <p>The Camis solution maintains robust financial audit logs. The Camis solution follows Generally Accepted Accounting Principles (GAAP). Our financial auditor PwC will be able to independently indicate as such.</p> <p>Financial processes are core to the effectiveness of the system. The application can enforce accounting processes while providing operational efficiency. The Camis solution includes standard financial processes including ensuring that transactions are grouped into reportable 'shifts'. In addition, the Camis solution also has configuration settings that prevent a shift from extending past a set length of time. This provides assurances that a shift will not include financial transactions in two fiscal years, but it can also be set to ensure that a shift can only be run for a single day – i.e., that the operator must shift off at the end of their workday to align with daily credit card reconciliation. These settings are optional but are indicative of the level of process control that is provided through the Camis solution.</p> <p>It is expected that Camis will work closely with Nebraska Game and Parks Commission headquarters staff to ensure that these processes are consistent with the objectives of parks. The Camis solution will be configured to match the financial process requirements of Nebraska Game and Parks Commission. This includes ensuring that the accounting codes required by parks are reflected in the Camis solution and that either the standard financial</p>	X			

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

FUN #	Financial	Yes	Customization Required	No	Alternate
	reports provide the required level of detail or specific reports are developed to facilitate timely reconciliation and reporting.				

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			
	<p>Bidder Response:</p> <p>Reservations:</p> <ul style="list-style-type: none"> • Cancellation and Refund Process: <ol style="list-style-type: none"> 1. Search for the reservation using the system's search feature. 2. Select the "Cancel" option, and the system automatically calculates the correct refund based on the client's business rules. 3. At the payment screen, choose the refund method (e.g., card, cash, check). Note that refunds for card payments must go back to the original card used. 4. Click "Save Transaction" to complete the refund. • Void Process: <ol style="list-style-type: none"> 1. At the payment screen, click the "X" next to the payment method to void the payment. <p>POS Sales:</p> <ul style="list-style-type: none"> • Refund Process: <ul style="list-style-type: none"> • Refunds can be issued either as standalone transactions or linked to the original sale. • To refund an original sale, use the search feature to locate the sale by transaction number or by scanning the barcode on the receipt. • Issue the refund and, at the payment screen, select the refund method (e.g., card, cash, check). Again, card refunds must go back to the original card used. • Click "Save Transaction" to finalize the refund. • Void Process: <ol style="list-style-type: none"> • At the payment screen, click the "X" next to the payment method to void the payment. 				

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

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-125 Section VI	Describe the system's ability to apply current sales and lodging tax.	X			
<p>Bidder Response:</p> <p>The Camis solution features a highly flexible tax scheduling system, allowing clients to configure tax rates based on various factors like tax names, rates, and locations. These tax schedules can be applied to each item being booked or sold, ensuring that the correct taxes are applied for each transaction. Our system supports multiple tax levels, including state, county, and location-specific taxes. For example, roofed accommodations may incur an additional lodging tax that doesn't apply to campsites. When a line item, such as a campsite booking, is created, it automatically references the relevant tax schedule to ensure the appropriate rate is applied based on the item type and location. Taxes can be displayed as either inclusive or exclusive of the total price, depending on client standards.</p>					

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			
<p>Bidder Response:</p> <p>Website: On the reservation website, the final stage of the checkout process is Payment, which is fully integrated into the Camis website, ensuring a smooth user experience without the need to redirect to an external payment platform. Customers enter their credit card information (number, expiry date, CVC, and billing address) directly on the secure payment page. Upon submitting the payment, the system processes the transaction, and a confirmation page is immediately displayed, informing the customer that their reservation is complete. Additionally, a confirmation email is sent instantly, providing a detailed summary of the transaction.</p>					

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

FUN #	Financial	Yes	Customization Required	No	Alternate
	<p>Field Locations/Call Center: Both field locations and call center payments are handled through the Camis Field Application. Whether at a park or in the call center, payments can be either card present or card not present. For card present transactions, if the location is equipped with integrated pinpads, staff select the pinpad payment method on the payment screen, confirm the charge amount, and click "Start Pinpad." The pinpad then activates automatically, and once the card is processed, it communicates directly with the Camis system to confirm a successful transaction. The staff member then clicks "Save Transaction" to finalize the payment. For card not present transactions, staff manually input the credit card details (card number, expiry date, and CVC), and upon successful processing, click "Save Transaction" to complete the transaction.</p> <p>Kiosk: For kiosks, customers select the product they wish to purchase, such as a day-use or annual pass. They input relevant vehicle information, such as license plate number and color, and then confirm the details. Payment is made using credit card options (swipe, tap, or insert), and once the transaction is successful, the kiosk prints a pass for the user. This process is entirely self-service, offering a quick and efficient method for on-site purchases.</p>				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-127 Section VI	Describe the system's pre-formatted accounting and revenue summary/detailed reports.	X			
	<p>Bidder Response: The Income Dashboard has a number of different views that display total revenue and revenue by park for different resource types.</p> <p>Income Distribution Report The Income Distribution Report generates a breakdown of the revenue generated by a specific location and the unique locations where this revenue will be distributed to. This report is most useful for clients who operate a call center or reservation website, as these "locations" are used to collect revenue for multiple other locations. If a location has multiple terminals (for example, a park with a gatehouse terminal and park store terminal, etc.) the revenue collected from each terminal will be included in the report results. The Income Distribution Report is designed to aid</p>				

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

FUN #	Financial	Yes	Customization Required	No	Alternate
	<p>users with activity planning and revenue tracking and is useful for comparing annual revenue totals to view changes or trends.</p> <p>Income Sources Report The Income Sources Report generates a breakdown of the revenue generated for a specific location from all sales channels (e.g. the park, the website, the call center, etc.) within a selected date range. If a location has multiple terminals (for example, a gatehouse terminal and park store terminal, etc.) the revenue collected from each terminal will be included in the report results. This report is similar to the Income Distribution Report and a main source for revenue information for an organization. This report will show how much money was collected by each of the Revenue Accounts managed by an organization.</p> <p>Revenue Transfer Dashboard The Revenue Transfer dashboard supports revenue reporting and can be used to upload data directly to accounting systems. Reporting is broken down into Bank Deposits (cash), Credit Card, and Balance Transfers. The Bank Deposits reports provides a list of bank deposits from all locations. The Credit Card tab shows the credit card revenue for a given period broken down by account. The Balance Transfer tab shows the revenue associated with auto check-ins and central check-ins during a given period and is also broken down by account. The Revenue Detail tab shows detailed revenue information for a given period that is broken down by line item and revenue type.</p>				

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Financial	Yes	Customization Required	No	Alternate																																																				
	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Income Dashboard INCOME DISTRIBUTION MAIN</p> <p>The Income Distribution Main view provides an overview of distributed revenue at the location, payment type and credit card type level.</p> <p>FROM: October 12, 2023 TO: November 12, 2023</p> <p>Total Income</p> <p>By Location</p> <table border="1"> <tr><td>Location 1</td><td>\$44,814.00</td></tr> <tr><td>Location 2</td><td>\$32,902.50</td></tr> <tr><td>Location 3</td><td>\$25,125.75</td></tr> <tr><td>Location 4</td><td>\$11,344.50</td></tr> <tr><td>Location 5</td><td>\$20,000.00</td></tr> <tr><td>Location 6</td><td>\$16,790.25</td></tr> <tr><td>Location 7</td><td>\$25,147.75</td></tr> <tr><td>Location 8</td><td>\$24,478.00</td></tr> <tr><td>Location 9</td><td>\$13,620.00</td></tr> <tr><td>Location 10</td><td>\$11,400.00</td></tr> <tr><td>Location 11</td><td>\$13,575.00</td></tr> <tr><td>Location 12</td><td>\$11,125.00</td></tr> <tr><td>Location 13</td><td>\$10,143.00</td></tr> </table> <p>By Payment Type</p> <table border="1"> <tr><td>Payment Type 1</td><td>\$411,536.76</td></tr> <tr><td>Payment Type 2</td><td>\$1,220.75</td></tr> <tr><td>Payment Type 3</td><td>\$4,328.00</td></tr> <tr><td>Payment Type 4</td><td>\$262.25</td></tr> <tr><td>Payment Type 5</td><td>-\$452.50</td></tr> <tr><td>Payment Type 6</td><td>-\$22.00</td></tr> <tr><td>Payment Type 7</td><td>-\$1,171.74</td></tr> </table> <p>By Credit Card Type</p> <table border="1"> <tr><td>Visa</td><td>\$263,478.32</td></tr> <tr><td>Mastercard</td><td>\$201,548.73</td></tr> <tr><td>American Express</td><td>\$88,434.50</td></tr> <tr><td>Discover</td><td>\$10,519.25</td></tr> <tr><td>Unknown</td><td>-\$4,328.25</td></tr> <tr><td>Hot Card</td><td>-\$1,121.75</td></tr> </table> <p>Filters: Program, Location Code Name, Transaction Location, Terminal Location, Transaction Type, Payment Methods, Account Type, Account Name, Sub-Account, Line Item, Total, SKK</p> <p>Data refreshed at November 13, 2023 01:08:00 AM</p> </div>	Location 1	\$44,814.00	Location 2	\$32,902.50	Location 3	\$25,125.75	Location 4	\$11,344.50	Location 5	\$20,000.00	Location 6	\$16,790.25	Location 7	\$25,147.75	Location 8	\$24,478.00	Location 9	\$13,620.00	Location 10	\$11,400.00	Location 11	\$13,575.00	Location 12	\$11,125.00	Location 13	\$10,143.00	Payment Type 1	\$411,536.76	Payment Type 2	\$1,220.75	Payment Type 3	\$4,328.00	Payment Type 4	\$262.25	Payment Type 5	-\$452.50	Payment Type 6	-\$22.00	Payment Type 7	-\$1,171.74	Visa	\$263,478.32	Mastercard	\$201,548.73	American Express	\$88,434.50	Discover	\$10,519.25	Unknown	-\$4,328.25	Hot Card	-\$1,121.75				
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Hot Card	-\$1,121.75																																																								
	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Income Dashboard INCOME SOURCES MAIN</p> <p>The Income Sources Main view provides an overview of revenue grouped by account, sub-account and line item.</p> <p>FROM: October 12, 2023 TO: November 12, 2023</p> <p>Total Income \$372,883.02 ▲</p> <p>Total Income by Account</p> <table border="1"> <tr><th>Account</th><th>Oct 2023</th><th>Nov 2023</th></tr> <tr><td>Alcohol Fees</td><td>\$2K</td><td>\$1K</td></tr> <tr><td>Cabin Fees</td><td>\$47K</td><td>\$20K</td></tr> <tr><td>Camping Fees</td><td>\$154K</td><td>\$52K</td></tr> <tr><td>Cancel Fees</td><td>\$8K</td><td>\$2K</td></tr> <tr><td>Change Fees</td><td>\$2K</td><td>\$1K</td></tr> </table> <p>Total Income by Sub Account</p> <table border="1"> <tr><th>Sub Account</th><th>Oct 2023</th><th>Nov 2023</th></tr> <tr><td>Alcohol Fee</td><td>\$1.72K</td><td>\$0.77K</td></tr> <tr><td>Cabin</td><td>\$46.74K</td><td>\$20.44K</td></tr> <tr><td>Composite</td><td>\$149.88K</td><td>\$50.49K</td></tr> <tr><td>Cancel Fees</td><td>\$7.72K</td><td>\$1.55K</td></tr> <tr><td>Cash</td><td>-\$0.44K</td><td>-\$0.01K</td></tr> </table> <p>Total Income and Quantity</p> <p>Income Percentage</p> <p>Total Income by Account Type</p> <p>Filters: Program, Location Code Name, Resource Location, Account Type, Account Name, Account Number, Sub-Account, Line Item, Transaction Type, Legend</p> <p>Data refreshed at November 13, 2023 01:08:00 AM</p> </div>	Account	Oct 2023	Nov 2023	Alcohol Fees	\$2K	\$1K	Cabin Fees	\$47K	\$20K	Camping Fees	\$154K	\$52K	Cancel Fees	\$8K	\$2K	Change Fees	\$2K	\$1K	Sub Account	Oct 2023	Nov 2023	Alcohol Fee	\$1.72K	\$0.77K	Cabin	\$46.74K	\$20.44K	Composite	\$149.88K	\$50.49K	Cancel Fees	\$7.72K	\$1.55K	Cash	-\$0.44K	-\$0.01K																				
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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			
	<p>Bidder Response:</p> <p>The Camis system can accommodate the NGPC chart of accounts layout using our existing account and sub-account configuration features. Each account in the Camis system can have multiple sub-accounts, which allows us to replicate the detailed structure required by NGPC.</p> <p>For example, a main account can be created, and sub-accounts can be used to represent each component of NGPC's chart of accounts, such as "Fund," "Business Unit," "Object Account," "Subsidiary," "Sub-ledger Type," and "Sub-ledger," with the corresponding digit lengths. This flexible approach enables us to align our system with NGPC's accounting structure and support detailed financial tracking and reporting requirements.</p> <p>We are confident that this configuration can be tailored to meet NGPC's needs effectively.</p>				

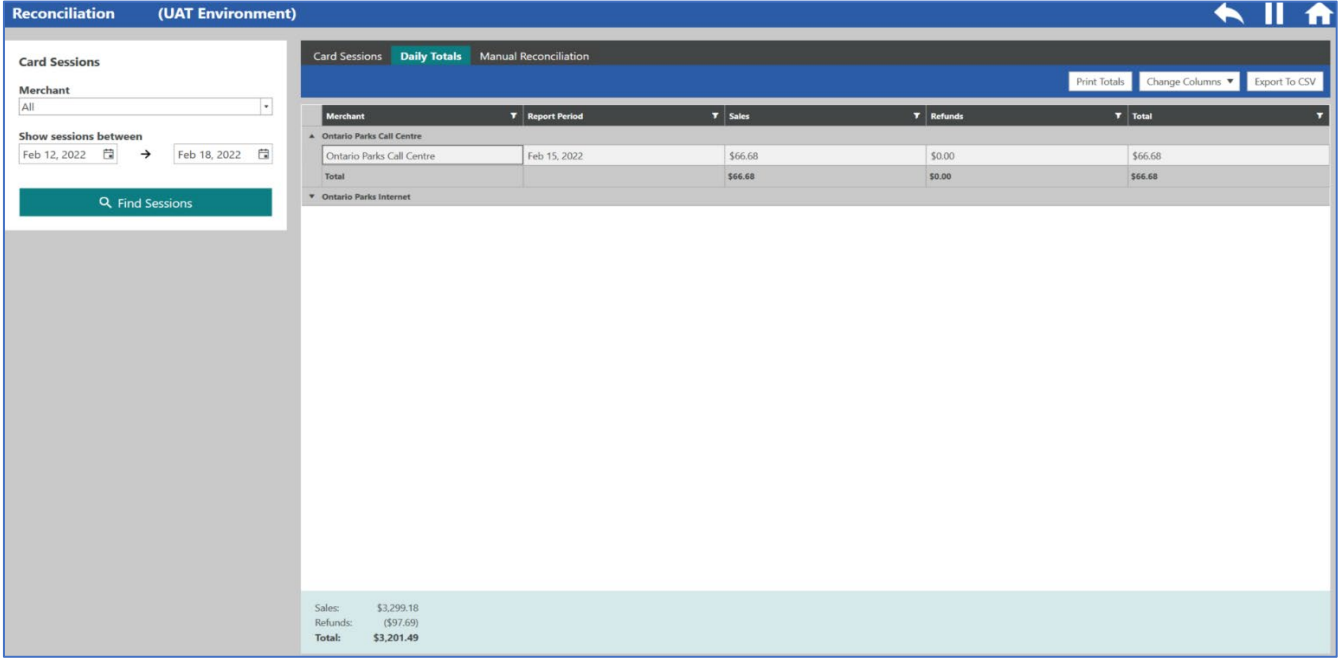
FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-129 Section VI	Describe, including examples, the system's ability to provide: 1. audit trails, 2. reconciliation reporting, 3. traceability of a payment, including tender type, to original transaction, and 4. specific details of the transaction.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

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

FUN #	Financial	Yes	Customization Required	No	Alternate
	<p>Audit Trails</p> <p>The Camis application includes a robust audit trail that tracks all the actions processed in the system including changes and corrections. The audit trail records the name of the user account making a change or correction, the date and time, the location the correction was made, the note included with the correction, and the impact of the correction. Access to audit trails is restricted by user accounts and permission. General public user data access is limited to their own account. Searchable audit trail records are restricted to authenticated and authorized staff via the Camis 5 field interface. This audit information will be retained for up to 7 years.</p> <p>The Camis solution as a whole leverages Splunk Cloud as a Security Information and Event Management solution (SIEM) to manage auditing functions of activities performed in the environment. Event logs from the Camis platform, such as web traffic from the customer-facing websites, are ingested and transformed into operational intelligence. Splunk supports a wide variety of predefined log sources, such as SQL database logs, IIS logs, and Windows event logs, including customized Camis application log sources for ingesting those log details for correlation, aggregation, and reporting on events.</p> <p>Reports on a large subset of data can be generated quickly and can update based on the selected time frame, or other search criteria. Dashboards may also provide helpful information at a glance about inappropriate access and usage of the system. Finally, alerts can be configured to run defined searches at specified time intervals, and based on returned values, can be configured to send an email, or create an automatic incident in our ticket management system.</p> <p>The event logs from Camis domain controllers and syslogs from all firewalls are also sent to Splunk, stored for long-term retention, and available for automated alerting and ad-hoc investigations.</p> <p>Reconciliation Reporting</p> <p>The Camis solution comes equipped with a Reconciliation Dashboard that provides an interactive report that allows administrators to reconcile credit card transaction against payment processor reports. This dashboard can be run for an individual merchant or multiple merchants. The dashboard provides for a summary daily totals view as well as a detailed view of each individual transaction. The report can be filtered by date, merchant, and by card type if needed. The Reconciliation Dashboard can be exported to CSV for additional filtering.</p>				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Financial	Yes	Customization Required	No	Alternate															
	 <p>Reconciliation (UAT Environment)</p> <p>Card Sessions Daily Totals Manual Reconciliation</p> <p>Print Totals Change Columns Export To CSV</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Merchant</th> <th>Report Period</th> <th>Sales</th> <th>Refunds</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Ontario Parks Call Centre</td> <td>Feb 15, 2022</td> <td>\$66.68</td> <td>\$0.00</td> <td>\$66.68</td> </tr> <tr> <td>Total</td> <td></td> <td>\$66.68</td> <td>\$0.00</td> <td>\$66.68</td> </tr> </tbody> </table> <p>Summary: Sales: \$3,299.18 Refunds: (\$97.69) Total: \$3,201.49</p>	Merchant	Report Period	Sales	Refunds	Total	Ontario Parks Call Centre	Feb 15, 2022	\$66.68	\$0.00	\$66.68	Total		\$66.68	\$0.00	\$66.68				
Merchant	Report Period	Sales	Refunds	Total																
Ontario Parks Call Centre	Feb 15, 2022	\$66.68	\$0.00	\$66.68																
Total		\$66.68	\$0.00	\$66.68																
	<p>Payment Traceability</p> <p>The Camis system ensures complete traceability of payments by linking each payment to its original transaction. For each payment, the system records the tender type (e.g., credit card, cash, check) and associates it with a unique transaction number. Through the Reconciliation Dashboard, administrators can trace a payment by viewing a detailed list of all credit card transactions, with a clickable link that ties the payment back to the original</p>																			

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

FUN #	Financial	Yes	Customization Required	No	Alternate
	<p>transaction. This allows for clear visibility of how each payment was made and to which transaction it was applied.</p> <p>Transaction Details Each transaction in the Camis system is assigned a unique transaction number, allowing it to be easily searched and retrieved. The system provides detailed information on each transaction, including the last four digits of the credit card used, the card type, the transaction amount, the time of the transaction, and other key details. All of this information is displayed within the account screen for the transaction, offering a comprehensive view of the payment and its related details.</p>				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-130 Section VI	<p>Describe the system's base and ad hoc financial reports.</p> <p>Bidder Response:</p> <p>The Camis solution's Financial reports are detailed below:</p> <p>Bank Deposit Report The Bank Deposit Report will generate a list of all transactions completed using the Bank Deposit feature in Camis within a selected date range. When the report is run with the Summary view type selected the total values recorded on each bank deposit will be displayed (CAD Deposit, USD Deposit, etc.). When the report is run with the Detail view type selected the recorded values will also be broken down by individual shift included in each bank deposit. The Bank Deposit Report is designed to assist with cash control and reconciliation; users can run the report to check for any discrepancies between the cash amounts recorded on individual shifts and the cash amounts recorded on the corresponding bank deposits.</p>	X			

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

FUN #	Financial	Yes	Customization Required	No	Alternate
	<p>Reconciliation Dashboard The Reconciliation Dashboard provides unparalleled access to detailed and summary information related to credit card payments. The dashboard is divided into three areas: Card Sessions, Daily Totals, and a workspace for Manual reconciliation. Users can view card session for all Merchants or filter down to specific Merchants, such as the central merchants for call center and internet transactions. Card sessions include details on individual charges, refunds, and voids and are organized by report period. Report periods allow us to line up reporting with batch off times to minimize reconciliation issues across reporting periods. The Daily Totals tab provides a summary of total amount of charges and refunds that happened at each location during a given date range. The Manual Reconciliation tab shows a list of erroneous card sessions and allows users to reconcile them if needed. Manual Reconciliation is an area Camis has experience in and can assist with or complete.</p> <p>Period Recognition The Period Recognition Dashboard shows revenue, payment, and sales details for a period of time and allows users to save this information to close off a reporting period and upload details to their accounting system. These details include a cash payment summary, check refunds summary, credit card payments summary, revenue summary, a list of bank deposit discrepancies, and a list of pass sales from the included shifts. Once a period has been exported, it is locked and is not editable. Previously completed periods can be viewed from the Saved Reports tab of the dashboard.</p> <p>Revenue Transfer Dashboard The Revenue Transfer dashboard supports revenue reporting and can be used to upload data directly to accounting systems. Reporting is broken down into Bank Deposits (cash), Credit Card, and Balance Transfers. The Bank Deposits reports provides a list of bank deposits from all locations. The Credit Card tab shows the credit card revenue for a given period broken down by account. The Balance Transfer tab shows the revenue associated with auto check-ins and central check-ins during a given period and is also broken down by account. The Revenue Detail tab shows detailed revenue information for a given period that is broken down by line item and revenue type.</p> <p>Check Refunds The Check Refund Report will generate a list of every check refund requested through the Camis solution within a selected date range. Information provided in this report will include the reference number of the transaction that prompted the check refund, the user and shift that requested the check refund, the amount of the refund, and the</p>				

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

FUN #	Financial	Yes	Customization Required	No	Alternate
	<p>contact information for the affected customer. The current status of the check refund will also be displayed and will reflect the status of each check refund on the Check Refunds Dashboard. The Check Refund Report is designed to assist users quickly review existing check refunds requests and ensure that all requests have been resolved. The report will continue to display a check refund request even after the check has been issued.</p> <p>Fee Modifications Report The Fee Modifications Report generates a list of every instance where a fee calculated in Camis was manually modified by a user, with results being compiled either based on specific shifts or a selected date range. The report will display both the original fee and the modified total, as well as the difference between the two fees. The notes created by a user when completing the fee modification will also be included in the report. The Fee Modifications Report is designed to assist users with reviewing and evaluating every fee modification completed at their location to ensure that fee modifications are being used correctly.</p> <p>Gift Card Dashboard The Gift Card Dashboard is both functional, allowing users to upload new physical gift cards to the system as well as informational. It provides the value of gift cards in the system as well as their status and purchase details. This dashboard also allows users to see a transaction level detail of all gift card related transactions including purchase, activation, reload, and use.</p> <p>Income Distribution Report The Income Distribution Report generates a breakdown of the revenue generated by a specific location and the unique locations where this revenue will be distributed to. This report is most useful for clients who operate a call center or reservation website, as these "locations" are used to collect revenue for multiple other locations. If a location has multiple terminals (for example, a park with a gatehouse terminal and park store terminal, etc.) the revenue collected from each terminal will be included in the report results. The Income Distribution Report is designed to aid users with activity planning and revenue tracking and is useful for comparing annual revenue totals to view changes or trends.</p> <p>Income Sources Report The Income Sources Report generates a breakdown of the revenue generated for a specific location from all sales</p>				

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

FUN #	Financial	Yes	Customization Required	No	Alternate
	<p>channels (e.g. the park, the website, the call center, etc.) within a selected date range. If a location has multiple terminals (for example, a gatehouse terminal and park store terminal, etc.) the revenue collected from each terminal will be included in the report results. This report is similar to the Income Distribution Report and a main source for revenue information for an organization. This report will show how much money was collected by each of the Revenue Accounts managed by an organization.</p> <p>Activity Detail Dashboard The Activity Detail reports provides information on each transaction that occurred in the system for a day. This report is very granular and is an excellent tool for investigating discrepancies and to understand in detail what occurred on a given day.</p> <p>Discount Rate Impact The Discount Rate Impact Dashboard is designed to provide information on the impact and behavior of customers who utilize discounted rates. This Dashboard contains two views, Transaction Behavior and Value of Discounts. This dashboard also allows you to filter results in both views by Region, Resource Location, Resource Category, and Rate. The Transaction Behavior view is intended to visualize the behavior of customers who leverage discount rates. This view will consider the type of change, number of customers by rate category, the number/percentage of create/change/cancel transactions, and the average number of days in advance cancellations are done.</p> <p>The Value of Discounts view will display the estimated impact of discounts on revenue by rate category. This view will consider revenue received by rate category, provide a summary by rate category of customers, bookings, changes, and cancellations along with some high-level metrics.</p> <p>Key Performance Indicators (KPIs) Dashboard The KPIs Dashboard is designed to provide a detailed analysis of Occupancy and Revenue within your organization and can be filtered down to one or many parks. This dashboard can be viewed in several different ways including Annual, Date Specific, Comparative Trends, Day Trends, Dataset, and By Year Dataset. Comparative Trends will show three-year annual trend data for KPIs, including this year and the previous two. Day Trends will show you KPIs for a single day compared to past years. Day Trends, Comparative Trends, Date Specific, and Annual views also give you the ability to filter data by Region, Resource Location, and Resource Category</p>				

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

FUN #	Financial	Yes	Customization Required	No	Alternate
	to further refine your reports. Like Date Specific, you can choose the Start Date and End Date in Dataset and By Year Dataset views. These views will provide you with a dataset view, or the raw data that makes up the dashboard.				

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			
	<p>Bidder Response:</p> <p>Yes, the Camis system is already fully integrated with the State of Nebraska's current Merchant Credit Card Processing Service, US Bank/Elavon. Camis is fully integrated and certified for in-park payments with Elavon via the Fusebox gateway. This integration is currently being used successfully by multiple clients, including Michigan State Parks, one of our largest clients, where it has been in operation for two seasons.</p> <p>Additionally, the Camis system's eCommerce/website integration with Elavon is complete and certification is anticipated to be finalized by the end of 2024. All development work is finished and Camis is fully prepared to integrate with Elavon for this project, ensuring a seamless and efficient payment processing experience.</p>				

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

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
FUN-132 Section VI	<p>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.</p>	X			
<p>Bidder Response:</p> <p>The Camis solution includes comprehensive support of role-based access, with the granularity to enable/disable the various functions within the application, and the ability to assign a user to multiple roles. Administrators can add, remove, and manage users through the solution's Manage Users functionality. When creating a new user, administrators define a login name, start and end date, and role for the individual. A user can be assigned to a role for each location they have access to. This can be the same role at each location or vary based on their required access at alternate locations. Each role in the Camis solution has many different individual permissions assigned to them which reflects their operational needs and required access. There is no limit on the number of roles that can be created in the system and new roles can be created at any time as the need arises. A user with the necessary permissions can modify the permissions assigned to a given role and thereby grant or remove permissions for all users assigned to that role. Through Manage Users, administrators can add new users, modify existing ones, disable user accounts, and reset passwords.</p> <p>The screenshots below show the various, highly granular permissions available to create Roles in the Camis solution:</p>					

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
	<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; border-bottom: 1px solid black; margin-bottom: 5px;"> Functionality Reports Content Management </div> <div style="display: flex;"> <div style="flex: 1; padding-right: 10px;"> <ul style="list-style-type: none"> <input type="checkbox"/> General <input type="checkbox"/> Basic Submit Issue <input checked="" type="checkbox"/> Cancel Reservation <input checked="" type="checkbox"/> Change Permit <input checked="" type="checkbox"/> Change Permit Booking Category <input checked="" type="checkbox"/> Change Reservation <input checked="" type="checkbox"/> Change Reservation Booking Category <input checked="" type="checkbox"/> Check In Reservation <input checked="" type="checkbox"/> Check Out Permit <input checked="" type="checkbox"/> Create Permit <input checked="" type="checkbox"/> Create Reservation <input checked="" type="checkbox"/> Create Sale <input checked="" type="checkbox"/> Log On <input type="checkbox"/> Manage Conference Events <input type="checkbox"/> Manage Conference Events Invoice <input type="checkbox"/> Manage Locked Bookings <input checked="" type="checkbox"/> No Show Reservation <input checked="" type="checkbox"/> Open/Close Shift <input type="checkbox"/> Override Allowed Arrival/Departure Day Validation <input checked="" type="checkbox"/> Override Allowed Equipment Business Rules <input checked="" type="checkbox"/> Override Boat Dimension Restrictions <input checked="" type="checkbox"/> Override Booking Category Max Consecutive Stay Validation <input checked="" type="checkbox"/> Override Booking Overlaps Closure Rule <input checked="" type="checkbox"/> Override Date Schedule Business Rules <input checked="" type="checkbox"/> Override Date Schedule Max Stay Validation <input type="checkbox"/> Override Location Status <input checked="" type="checkbox"/> Override Max Occupancy Per Period Validation <input checked="" type="checkbox"/> Override Minimum Vacancy Validation <input checked="" type="checkbox"/> Override Party Size Business Rules <input type="checkbox"/> Override Rate Category Pass Number Validation <input checked="" type="checkbox"/> Override Reservation Window Business Rules <input checked="" type="checkbox"/> Override Resource Max Stay Business Rules <input type="checkbox"/> Override Trip Validation <input checked="" type="checkbox"/> Override Unique Site Occupant Restriction <input checked="" type="checkbox"/> Pre-Registration <input checked="" type="checkbox"/> Rentals <input checked="" type="checkbox"/> View Broadcasts <input type="checkbox"/> View Conference Events <input checked="" type="checkbox"/> View Help <input type="checkbox"/> Waitlist Application </div> <div style="flex: 1; padding-right: 10px;"> <ul style="list-style-type: none"> <input type="checkbox"/> Administrative <input type="checkbox"/> Attendance Data Collection <input type="checkbox"/> Automatic Job Settings <input type="checkbox"/> Cancel Check Payment <input type="checkbox"/> Correct Till Stock <input type="checkbox"/> Delete Customer Account <input type="checkbox"/> Export Sale Data <input type="checkbox"/> Gift Card - Activate <input type="checkbox"/> Gift Card - Bulk Import <input type="checkbox"/> Gift Card - Lock <input checked="" type="checkbox"/> Gift Card - Reload <input type="checkbox"/> Gift Card - Resend eGift Card Details <input type="checkbox"/> Gift Card - Transfer <input type="checkbox"/> Gift Card - Unlock <input type="checkbox"/> Gift Card Dashboard <input type="checkbox"/> Inventory History <input type="checkbox"/> Issue Promotional Gift Card <input type="checkbox"/> Manage Advanced Holds <input type="checkbox"/> Manage Broadcasts <input type="checkbox"/> Manage Closure Settings <input checked="" type="checkbox"/> Manage Closures <input type="checkbox"/> Manage Emergency Message Templates <input type="checkbox"/> Manage Emergency Messages <input type="checkbox"/> Manage Exchange Rates <input type="checkbox"/> Manage Global Exchange Rate <input type="checkbox"/> Manage Global Inventory <input type="checkbox"/> Manage Group Holds <input type="checkbox"/> Manage Local Inventory <input type="checkbox"/> Manage Location Tasks <input type="checkbox"/> Manage Machines & Payment Terminals <input type="checkbox"/> Manage Permissions Templates <input type="checkbox"/> Manage Product Settings <input type="checkbox"/> Manage Till Stock Assignments <input type="checkbox"/> Manage Tills <input type="checkbox"/> Manage Users <input type="checkbox"/> Park Alerts Dashboard <input type="checkbox"/> Permit Messages Dashboard <input checked="" type="checkbox"/> Register Terminal <input checked="" type="checkbox"/> Save a Booking with Pay Later <input type="checkbox"/> System Users Dashboard <input type="checkbox"/> System Users Dashboard - View Camis Users <input type="checkbox"/> Update Location Status <input type="checkbox"/> Update Payment Statuses <input type="checkbox"/> View Customer Dashboard <input type="checkbox"/> View ShopperLid <input type="checkbox"/> Waitlist Applications Dashboard </div> <div style="flex: 1;"> <ul style="list-style-type: none"> <input type="checkbox"/> Financial <input type="checkbox"/> Activity Detail Dashboard <input type="checkbox"/> Allow Manual Reconciliation <input checked="" type="checkbox"/> Balance Outstanding Dashboard <input type="checkbox"/> Check Refunds Dashboard <input type="checkbox"/> Correct Bank Deposit <input type="checkbox"/> Create Bank Deposit <input type="checkbox"/> Float Management Dashboard - Float Distribution <input type="checkbox"/> Float Management Dashboard - Float History <input type="checkbox"/> Period Recognition Dashboard <input type="checkbox"/> Reconciliation Dashboard <input type="checkbox"/> Revenue Transfer Dashboard - Balance Transfer <input type="checkbox"/> Revenue Transfer Dashboard - Bank Deposit <input type="checkbox"/> Revenue Transfer Dashboard - Credit Card <input type="checkbox"/> Revenue Transfer Dashboard - Revenue Detail <input type="checkbox"/> Send SIGMA Data <input type="checkbox"/> Shift Dashboard - Close Shift <input type="checkbox"/> Shift Dashboard - Correct/Certify Shift <input type="checkbox"/> SIGMA Dashboard </div> </div> </div>				

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

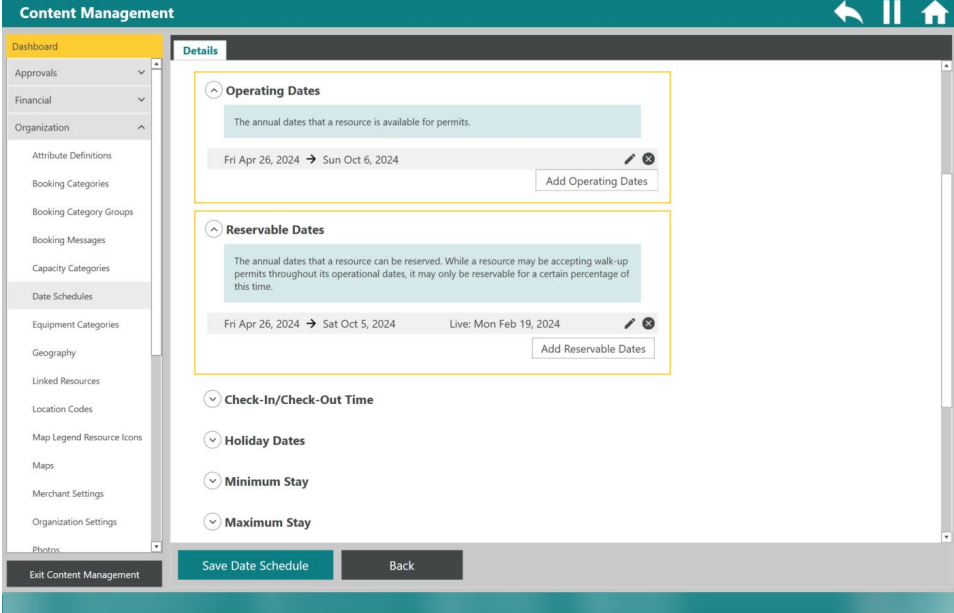
Functionality	Reports	Content Management
<input type="checkbox"/>	Reports	
<input checked="" type="checkbox"/>	Arrivals Dashboard	
<input type="checkbox"/>	Attendance Report	
<input checked="" type="checkbox"/>	Availability Report	
<input checked="" type="checkbox"/>	Available Resources Dashboard	
<input checked="" type="checkbox"/>	Backcountry Log Dashboard	
<input type="checkbox"/>	Bank Deposit	
<input checked="" type="checkbox"/>	Campground Log Dashboard	
<input type="checkbox"/>	Check Refund	
<input checked="" type="checkbox"/>	Closure	
<input checked="" type="checkbox"/>	Closure Conflict	
<input checked="" type="checkbox"/>	Credit Card Payment	
<input checked="" type="checkbox"/>	Daily Entry Arrivals Dashboard	
<input checked="" type="checkbox"/>	Departures Dashboard	
<input type="checkbox"/>	Fee Modification	
<input checked="" type="checkbox"/>	Harbor Arrivals Dashboard	
<input checked="" type="checkbox"/>	Harbor Departures	
<input checked="" type="checkbox"/>	Harbor Log Dashboard	
<input checked="" type="checkbox"/>	Harbour Occupancy	
<input type="checkbox"/>	Income Distribution	
<input type="checkbox"/>	Income Sources	
<input type="checkbox"/>	Inventory Management Report	
<input checked="" type="checkbox"/>	Outstanding Arrivals	
<input type="checkbox"/>	Period Certification	
<input type="checkbox"/>	Product Sales	
<input checked="" type="checkbox"/>	Remote Activity Dashboard	
<input type="checkbox"/>	Serialized Stock Certification	
<input type="checkbox"/>	Serialized Stock Global Inventory Report	
<input type="checkbox"/>	Serialized Stock Operator Assignment	
<input type="checkbox"/>	Serialized Stock Permit Assignment	
<input type="checkbox"/>	Serialized Stock Reconciliation	
<input checked="" type="checkbox"/>	Shift Reports	
<input checked="" type="checkbox"/>	Site Occupancy	
<input type="checkbox"/>	Transaction Detail	
<input checked="" type="checkbox"/>	Turnover Report	
<input type="checkbox"/>	Unassigned Serialized Stock	
<input checked="" type="checkbox"/>	Vehicle	
<input type="checkbox"/>	View Advanced Reports	
<input type="checkbox"/>	Weekly Occupancy	

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

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			
	<p>Bidder Response:</p> <p>The Camis solution features an integrated content management tool that allows modifications to be made to all aspects of a client's system, including vehicle, park, and site attributes as well as Point of Sale inventory, fees, business rules, and more. None of these elements are hardcoded – they are entirely driven by the content management tool and changes made are reflected immediately in the system.</p> <p>Content Management</p> <p>The Camis solution allows administrators full control over parks and campsite details, photographs, and map management through the integrated content management interface.</p>				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
	 <p>The screenshot displays the 'Content Management' interface. On the left is a navigation menu with categories like Dashboard, Approvals, Financial, Organization, etc. The main area is titled 'Details' and contains two highlighted sections: 'Operating Dates' and 'Reservable Dates'. The 'Operating Dates' section shows a date range from 'Fri Apr 26, 2024' to 'Sun Oct 6, 2024' with an 'Add Operating Dates' button. The 'Reservable Dates' section shows a date range from 'Fri Apr 26, 2024' to 'Sat Oct 5, 2024' and a 'Live: Mon Feb 19, 2024' date, with an 'Add Reservable Dates' button. Below these are expandable sections for 'Check-in/Check-Out Time', 'Holiday Dates', 'Minimum Stay', and 'Maximum Stay'. At the bottom of the interface are 'Save Date Schedule' and 'Back' buttons.</p>				
	<p>The Camis solution also supports bulk changes in several areas of the configuration management system, ensuring administrators can make changes efficiently and with ease. An administrator can select one or many items to change and use our “Bulk Update” option to make changes to various details of the individual items. For example, an administrator selects sites 60 through 65 to indicate they are being upgraded to electrical service. In doing so they update the fee schedule and site attributes to reflect that the sites should now be assessed at the electrical rate and provide electrical service information to visitors.</p>				

Attachment 6

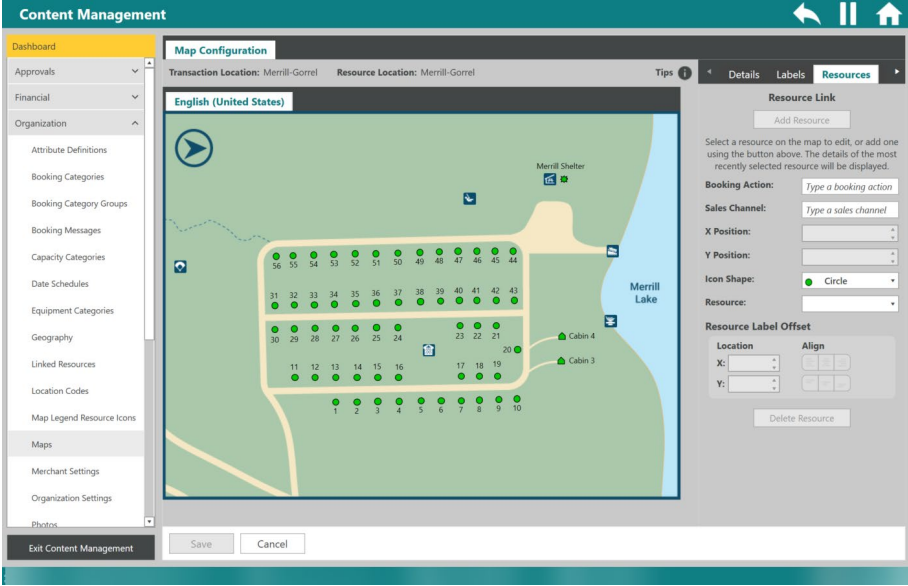
Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate																																																																																								
	<div style="border: 1px solid gray; padding: 5px;"> <p>Selected Resources:</p> <table border="1" style="width: 100%; text-align: center; font-size: 8px;"> <tr><td>1 x</td><td>2 x</td><td>3 x</td><td>4 x</td><td>5 x</td><td>6 x</td><td>7 x</td><td>8 x</td><td>9 x</td><td>10 x</td><td>11 x</td><td>12 x</td><td>13 x</td><td>14 x</td><td>15 x</td><td>16 x</td><td>17 x</td><td>18 x</td><td>19 x</td><td>20 x</td><td>21 x</td><td>22 x</td></tr> <tr><td>23 x</td><td>24 x</td><td>25 x</td><td>26 x</td><td>27 x</td><td>28 x</td><td>29 x</td><td>30 x</td><td>31 x</td><td>32 x</td><td>33 x</td><td>34 x</td><td>35 x</td><td>36 x</td><td>37 x</td><td>38 x</td><td>39 x</td><td>40 x</td><td>41 x</td><td>42 x</td><td>43 x</td><td></td></tr> <tr><td>44 x</td><td>45 x</td><td>46 x</td><td>47 x</td><td>48 x</td><td>49 x</td><td>50 x</td><td>51 x</td><td>52 x</td><td>53 x</td><td>54 x</td><td>56 x</td><td>57 x</td><td>58 x</td><td>59 x</td><td>60 x</td><td>61 x</td><td>62 x</td><td>63 x</td><td>64 x</td><td>65 x</td><td></td></tr> <tr><td>66 x</td><td>67 x</td><td>68 x</td><td>69 x</td><td>70 x</td><td>71 x</td><td>72 x</td><td>73 x</td><td>75 x</td><td>76 x</td><td>77 x</td><td>79 x</td><td>80 x</td><td>81 x</td><td>82 x</td><td>83 x</td><td>84 x</td><td>85 x</td><td>86 x</td><td>87 x</td><td>88 x</td><td></td></tr> </table> <p>Select Resources</p> <p>Details Allowed Equipment Attributes Reachable Resources Date Schedule Overrides</p> <p>Date Schedule <input type="text"/></p> <p>Fee Schedule <input type="text" value="All - Backcountry - Level B"/> ← Changed</p> <p>Resource Category <input type="text"/></p> <p>Add Reservability ⓘ <input type="text" value="Type a transaction location"/></p> <p>Remove Reservability ⓘ <input type="text" value="Type a transaction location"/></p> <p>Add Surcharges ⓘ <input type="text" value="Type a surcharge"/></p> <p>Remove Surcharges ⓘ <input type="text" value="Type a surcharge"/></p> <p>Description <input type="text" value="English (Canada)"/> 0 / 2000</p> <div style="border: 1px solid gray; height: 80px; width: 100%;"></div> <p style="text-align: center;"> <input type="button" value="Confirm Update"/> <input type="button" value="Back"/> </p> </div>	1 x	2 x	3 x	4 x	5 x	6 x	7 x	8 x	9 x	10 x	11 x	12 x	13 x	14 x	15 x	16 x	17 x	18 x	19 x	20 x	21 x	22 x	23 x	24 x	25 x	26 x	27 x	28 x	29 x	30 x	31 x	32 x	33 x	34 x	35 x	36 x	37 x	38 x	39 x	40 x	41 x	42 x	43 x		44 x	45 x	46 x	47 x	48 x	49 x	50 x	51 x	52 x	53 x	54 x	56 x	57 x	58 x	59 x	60 x	61 x	62 x	63 x	64 x	65 x		66 x	67 x	68 x	69 x	70 x	71 x	72 x	73 x	75 x	76 x	77 x	79 x	80 x	81 x	82 x	83 x	84 x	85 x	86 x	87 x	88 x					
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	<p>Each campsite created in the system is associated with a park location and assigned allowed equipment and attributes, a site description as well as maximum stay information, a date and fee schedule, and one to many photos. To add, delete, or modify a campsite, administrators will access the Resource content of the configuration management interface. Resources are grouped by the park or campground they belong to. Administrators will fill in all the required and known details about a campsite including its name, fee, and date schedules, reservability, description, allowed equipment, and any other attributes such as the level of shade and privacy. Once created,</p>																																																																																												

Attachment 6

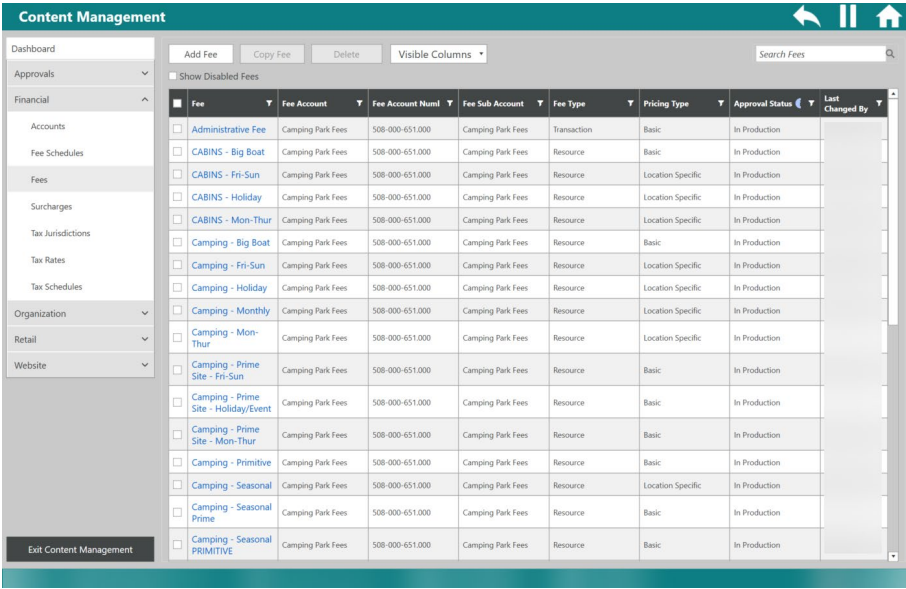
Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
	<p>administrators can use Photo content to add, remove, or update the photos associated to a campsite. Finally, administrators will plot the new campsite on the appropriate campground or loop map and can choose the position and icon used to describe the campsite. Adding new facilities follows a similar process.</p> 				
	<p>The Camis solution allows administrators to manage fees for campsites, entry permits, and retail items. Administrators create fees and fee schedules. Fees include a unique name, type, and designated revenue and deposit accounts where appropriate. Additionally, each fee can be set to have a different price based on available discount rates and change based on an effective date. Fees are then assigned to fee schedules that dictate when and how fees are assessed; for example, if there are different weekday and weekend prices. These fee schedules can be assigned to one, many, or all sites within a campground, provincial park, or organization. Bulk update options allow a user to easily identify a range of sites and efficiently assign a fee schedule to all of them. Once created, administrators can add new fees or change fees through the integrated configuration management</p>				

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
	<p>interface. Fee configuration is flexible and supports a variety of criteria including booking dates, holiday dates, weekdays and weekend pricing, best rates, and varying discount rate categories.</p>  <p>The screenshot displays the 'Content Management' interface with a table of fee configurations. The table has the following columns: Fee, Fee Account, Fee Account Num, Fee Sub Account, Fee Type, Pricing Type, Approval Status, and Last Changed By. The table lists various fees such as Administrative Fee, CABINS - Big Boat, CABINS - Fri-Sun, CABINS - Holiday, CABINS - Mon-Thur, Camping - Big Boat, Camping - Fri-Sun, Camping - Holiday, Camping - Monthly, Camping - Mon-Thur, Camping - Prime Site - Fri-Sun, Camping - Prime Site - Holiday/Event, Camping - Prime Site - Mon-Thur, Camping - Primitive, Camping - Seasonal, Camping - Seasonal Prime, and Camping - Seasonal PRIMITIVE. Each row includes a checkbox, the fee name, and its associated details.</p>				
	<p>The configuration management system also includes a fully functional preview environment – this is a duplicate of the Production environment that can be used to test configuration changes. Each configuration change may be assessed in the preview environment for correct appearance and behavior prior to its promotion to the live environment. Promoting new configuration to the live environment does not require a software deployment. Camis offers Configuration Specialist support to implement high-impact changes such as updating annual fee schedules or adding new locations to the service.</p>				

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

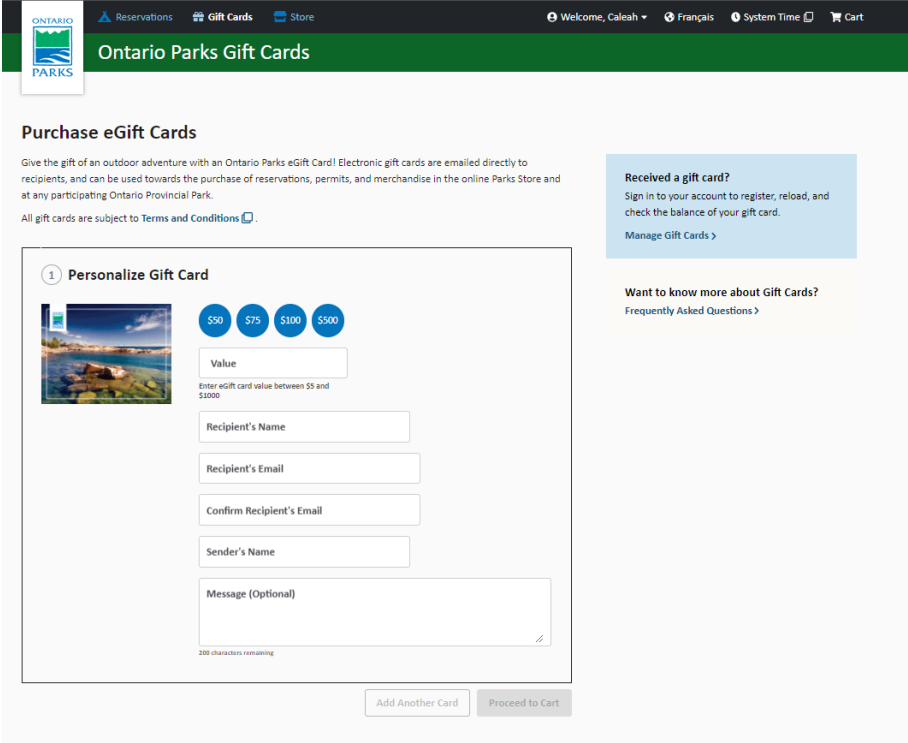
FUN #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
FUN-134 Section VI	Describe how the system differentiates between the following tender types: a. Cash b. Check c. Money Order d. Credit Card e. Park Bucks (Gift Card/Gift Voucher) f. Interagency Billing Transaction (IBT)	X			
<p>Bidder Response:</p> <p>The Camis solution offers a number of payment options, including standard credit card types, cash, checks, and gift cards. Each sales channel will then be configured to use one or many of the approved payment methods. For example, the call center may accept credit card but not cash. The Camis solution records the payment and refund type as well as amount of each transaction. Each payment results in a unique transaction number and payment receipt. For credit and debit card transactions the Camis solution will also record the authorization number provided by the payment processor. Reservations are only confirmed after the payment has been successfully processed. For cash payments, the Camis solution has a proven track record of integrating with cash registers that will open automatically at the appropriate time during the transaction.</p> <p>The Camis solution also offers a fully functional gift card program that can be an effective way of encouraging use of the parks system. This program includes the ability to incorporate physical gift cards, and/or e-gift cards. Both can be linked to a customer's account to provide easy access for payments at the park, online, or through the call center and to allow customers to track their gift cards and add funds easily through their account. The Camis solution offers the ability for a customer to purchase a gift card online and send it to a third party. The gift card program also provides another option for providing refunds in certain situations where it might be desirable to provide the customer a credit rather than refunding actual money. The system includes a gift card management interface to allow the monitoring of gift card activities and to track the current value of gift card balances. The gift card functionality includes the ability for a customer to log into the website and view all gift cards they have registered to their account and the current values of those gift cards. A customer always has the option to add value to a gift card using the reload feature. In addition, when a gift card is offered for payment the current balance of that gift card will be displayed to allow the customer or operator</p>					

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

FUN #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
	<p>to enter the amount they want to apply against it. Gift card payments are accepted through all sales channels and require the customer to provide the card number and the PIN. If a physical gift card is presented at a park location, the physical card can be scanned to retrieve this information automatically, without the need for operator data entry. If a card has been registered to a customer's account, the park operator can facilitate in-park gift card payments through the customer account lookup process.</p> <p>The Camis solution supports the creation of additional "Other" payment categories in order to allow payments to be taken outside of the system.</p>				

FUN #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
FUN-135 Section VI	<p>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.</p> <p>Bidder Response:</p> <p>The Camis solution offers a fully functional voucher/gift card program. Vouchers/gift cards are accessible through all sales channels, have the ability to decrement as well as increment via all sales channels, can be used in all sales channels as a payment method, and are tracked in multiple reports in the system.</p> <p>For NGPC's needs, Camis's "Promotional Gift Card" functionality is analogous to the concept of a voucher. Promotional Gift Cards can be issued by any user with the required permissions and are available for users to use as payment in any sales channel.</p>	X			

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

FUN #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
	 <p>The Camis Gift Card program includes the ability to incorporate physical gift cards and/or e-gift cards. Both can be linked to a customer's account to provide easy access for payments at the park, online, or through the call center and to allow customers to track their gift cards and add funds easily through their account. The Camis solution offers the ability for a customer to purchase a gift card online and send it to a third party. The gift card program also provides another option for providing refunds in certain situations where it might be desirable to</p>				

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

FUN #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
	<p>provide the customer a credit rather than refunding actual money. The system includes a gift card management interface to allow the monitoring of gift card activities and to track the current value of gift card balances. The gift card functionality includes the ability for a customer to log into the website and view all gift cards they have registered to their account and the current values of those gift cards. A customer always has the option to add value to a gift card using the reload feature. In addition, when a gift card is offered for payment the current balance of that gift card will be displayed to allow the customer or operator to enter the amount they want to apply against it.</p> <p>Gift card payments are accepted through all sales channels and require the customer to provide the card number and the PIN. If a physical gift card is presented at a park location, the physical card can be scanned to retrieve this information automatically, without the need for operator data entry. If a card has been registered to a customer's account, the park operator can facilitate in-park gift card payments through the customer account lookup process.</p>				

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			
	<p>Bidder Response:</p> <p>The requested documents can be found in Appendix C.</p>				

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

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-137 Section VI	<p>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.</p>	X			
<p>Bidder Response:</p> <p>The Camis solution is designed with powerful reporting capabilities to ensure ease in generating, saving, and automating periodic reports on all system data. It integrates directly with Tableau, a leading business intelligence reporting tool, enabling advanced reporting and analysis. Each advanced report within the Camis system is paired with raw datasets, offering the flexibility for customizable reporting or deeper analysis as required. For users looking to perform further customization, Tableau Desktop can be connected to the Camis reporting database, providing direct access to raw data and allowing for the creation of highly tailored reports.</p> <p>One of the key features of Tableau Desktop is its automated delivery functionality, which enables reports to be scheduled and automatically delivered to designated recipients. This ensures that users have access to critical data at regular intervals without needing to manually generate reports. In addition to this, the Camis system offers robust ad hoc reporting tools, complete with summary functions that allow users to easily retrieve, filter, and view data as needed for custom analysis.</p> <p>Data retrieval and export flexibility are central to the Camis solution. The system supports exporting reports in multiple formats, including CSV, PDF, Crosstab, PowerPoint, and images, making it easy to share data with stakeholders or perform further offline analysis. For more technical users, data can also be exported to SQL tables for deeper analysis or integration with other systems. Reports can be generated for custom time frames, allowing for detailed comparisons and projections of booked services, occupancy trends, and other critical metrics.</p> <p>This comprehensive set of features ensures that users can easily access, analyze, and act on system data, with</p>					

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

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	automated delivery options, flexible reporting tools, and multiple export formats enhancing the overall reporting experience.				

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-138 Section VI	<p>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.</p>	X			
	<p>Bidder Response:</p> <p>The Camis system offers comprehensive functionality for creating, running, and saving a wide variety of reports, catering to both standard and custom reporting needs. Users have access to multiple filtering, querying, and sorting options, enabling them to tailor reports to specific requirements. Whether generating operational reports or advanced financial reports, the system provides a flexible approach to data management and analysis.</p> <p>Operational Reports—such as the Arrivals, Campground Log, and Departure reports—are highly customizable. Users can sort or filter by any column, allowing them to drill down into the specific data points they need. When these reports are printed or exported, the system ensures that the selected sorting and filtering is preserved, providing consistent and clear output, whether on screen, to a printer, or in an electronic file format.</p> <p>For more complex reporting needs, our advanced reports are powered by Tableau, a business intelligence tool that integrates directly with the Camis system. These reports offer a wide range of filters, and once a filter is applied, the report automatically regenerates to reflect the new criteria, allowing for real-time data analysis. Users can also leverage the Tableau Desktop integration for further customization. With Tableau Desktop, users can connect to the Camis reporting database, access raw data, and create fully customized reports tailored to the Nebraska Game and</p>				

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

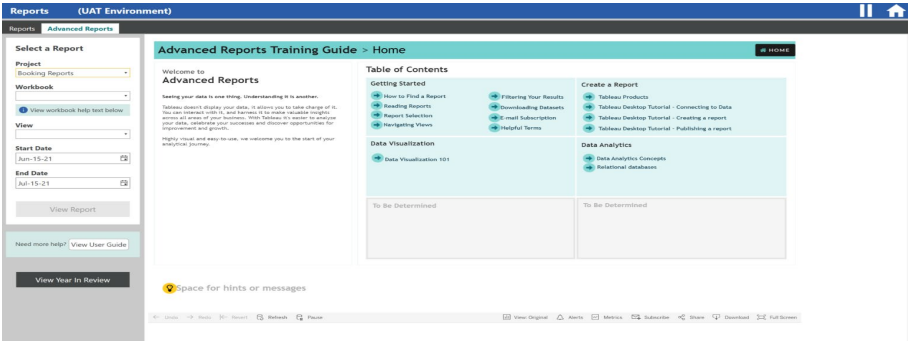
FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p>Parks Commission (NGPC)'s specific requirements. Once created, these reports can be shared with other users via a reader view in Tableau, making collaboration easy and efficient.</p> <p>The system supports the creation of standard reports, custom queries, financial reports, and the scheduled delivery of reports. Reports can be compiled and saved in a variety of formats, including CSV, PDF, Crosstab, and PowerPoint. Reports can also be printed or exported to screens or devices as needed, giving NGPC staff the flexibility to access and share data in the format that best suits their needs. Whether it's a standard daily report or a custom financial query, users can schedule report generation and delivery to ensure timely access to critical information.</p> <p>Overall, the Camis system provides a rich set of reporting features, with flexibility for filtering, sorting, saving, and exporting, making it easy to meet the diverse reporting needs of NGPC.</p>				

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-139 Section VI	<p>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.</p>	X			
	<p>Bidder Response:</p> <p>Logging The Camis solution leverages Splunk as a Security Information and Event Management solution (SIEM) to manage auditing functions of activities performed in the environment. Event logs from the Camis platform, such as web traffic from the customer facing websites, are ingested and transformed into operational intelligence. Splunk supports a wide variety of predefined log sources, such as SQL database logs, IIS logs, and Windows event logs, including customized Camis application log source for ingesting those details for correlation, aggregation, and reporting on events. Reports on a large subset of data can be generated quickly and can update based on the selected time frame, or other search criteria. Dashboards may also provide helpful information at a glance about inappropriate access and usage of the system. Finally, alerts can be configured to run defined searches at specified time intervals, and based on returned values, can be configured to send an</p>				

Attachment 6

Requirements Traceability Matrix (RTM)

Request for Proposal 6909 Z1

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p>email, or create an automatic incident in our ticket management system. The event logs from Camis domain controllers, and syslogs from all firewalls are also sent to Azure Monitor, retained for 3 years, and available to automated alerting and ad-hoc investigations.</p> <h3>Building Reports</h3> <p>The Camis solution integrates directly with Tableau, a business intelligence reporting tool for advanced reporting.</p>  <p>Each advanced report in the Camis solution is paired with a raw dataset to allow for customizable reporting or deeper analysis. Additionally, authorized users can use Tableau Desktop connected to the Camis solution's reporting database where the raw data is available and create customizable reporting. Customized reports can be published to a reader view of Tableau Desktop and shared with other users who need access to this information.</p>				

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

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			
<p>Bidder Response:</p> <p>The Camis system is designed to generate reports for any period length efficiently, without negatively impacting system usability. This is made possible through the use of a data warehouse for advanced reporting. By leveraging the data warehouse, the system is able to pull large amounts of data for complex reports without causing lag or performance degradation in the production system. This ensures that the core system continues to function smoothly, even when generating detailed, large-scale reports.</p> <p>In terms of printing, the system is fully compatible with Windows printers, allowing users to print reports on any paper size that the printer supports. This includes standard sizes such as 8.5" x 11", 8.5" x 14", and 11" x 17", ensuring that reports can be printed in the most appropriate format based on the report's size and content.</p>					

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-141 Section VI	<p>Provide a comprehensive list of all existing system reports.</p> <p>Please see Appendix B for more details and screenshots of each report.</p> <p>Operational Reports Arrivals Campground Log Remote Activity Report Departures Available Resources Dashboard Closure Dashboard Closure Report Closure Conflict Report</p>	X			

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

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p>Outstanding Arrivals Report Site Occupancy Report Turnover Report Vehicle Report Weekly Park Occupancy Report</p> <p>Sales Reports Inventory Management Report Product Sales Report Product Dashboard Fulfillment Sale Data Inventory History</p> <p>Serialized Stock Reports Serialized Stock Certification Report Serialized Stock Global Inventory Report Serialized Stock Operator Assignment Report Serialized Stock Permit Assignment Report Serialized Stock Reconciliation Report Unassigned Serialized Stock Report</p> <p>Financial Reports Bank Deposit Report Reconciliation Dashboard Period Recognition Revenue Transfer Dashboard Check Refunds Fee Modifications Report Gift Card Dashboard</p>				

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

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p>Income Distribution Report Income Sources Report Activity Detail Dashboard</p> <p>Shift Reports Shift Summary Report Fee Modifications Report Transaction Detail Report</p> <p>Advanced Reports Bookings Customer Sales Trends Discount Rate Impact Key Performance Indicators (KPIs) Dashboard Booking Activity Cancellation Certified Shifts Check-In Volume Completed Bank Deposits Contact List Corrected Shifts Deferred Revenue Fee Modifications Global Occupancy Income Distribution Income Sources Income Summary Operator Cash Discrepancy Operator Payment Summary Payment Summary</p>				

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

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	Permit Activity Product Sales Reservation Activity Site Occupancy Swimming Lesson Registration Tax Report Undeposited Shifts Visitation				

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: The Camis solution does not currently offer a solution for restaurant and food service operations.					

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: The Camis solution does not currently offer a solution for restaurant and food service operations.					

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

FUN #	Value Added Features Functional Outcome Features (optional to provide) <i>- Informational Purposes Only and Will Not Be Scored.</i>	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	
Bidder Response: The Camis solution does not currently offer a solution for restaurant and food service operations.					

FUN #	Value Added Features Functional Outcome Features (optional to provide) <i>- Informational Purposes Only and Will Not Be Scored.</i>	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: The Camis solution does not currently offer a solution for restaurant and food service operations.					

FUN #	Value Added Features Functional Outcome Features (optional to provide) <i>- Informational Purposes Only and Will Not Be Scored.</i>	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: The Camis solution does not currently offer a solution for restaurant and food service operations.					

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

FUN #	Value Added Features Functional Outcome Features (optional to provide) <i>- Informational Purposes Only and Will Not Be Scored.</i>	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: The Camis solution does not currently have functionality available for staff to indicate sites needing cleaning or maintenance post-departure and during check-in.					

FUN #	Value Added Features Functional Outcome Features (optional to provide) <i>- Informational Purposes Only and Will Not Be Scored.</i>	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: The Camis solution does not currently provide a dashboard view or report indicating sites with cleaning/maintenance status.					

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-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: The Camis solution does not currently generate reports concerning cleaning and maintenance activities.					

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: The Camis solution does not currently provide functionality allowing staff to request maintenance tasks.					

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: If approved by client staff, the Camis solution allows visitors to check in online within a pre-determined timeframe.					

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My Reservations

Upcoming

Res. # INOP22-180031B1

Killbear Provincial Park

Sat May 28 - Sun May 29, 2022

Check In: 2:00 pm

Check Out: 2:00 pm

[View More Details](#) ▾

 Check In


 Change Reservation

 Cancel Reservation

 View Reservation Details

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Official Website of the State of Michigan



TimeCart☰

Self Check-in

Make sure that the following info is correct and up to date for your visit. [i](#)

[i](#) Reservation Details▼

☎ Occupant's Phone Number

🚗 License Plate

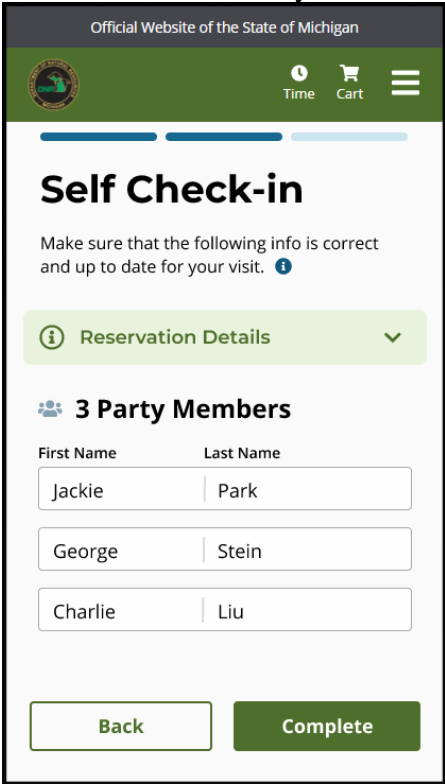
State / Province

 ▼

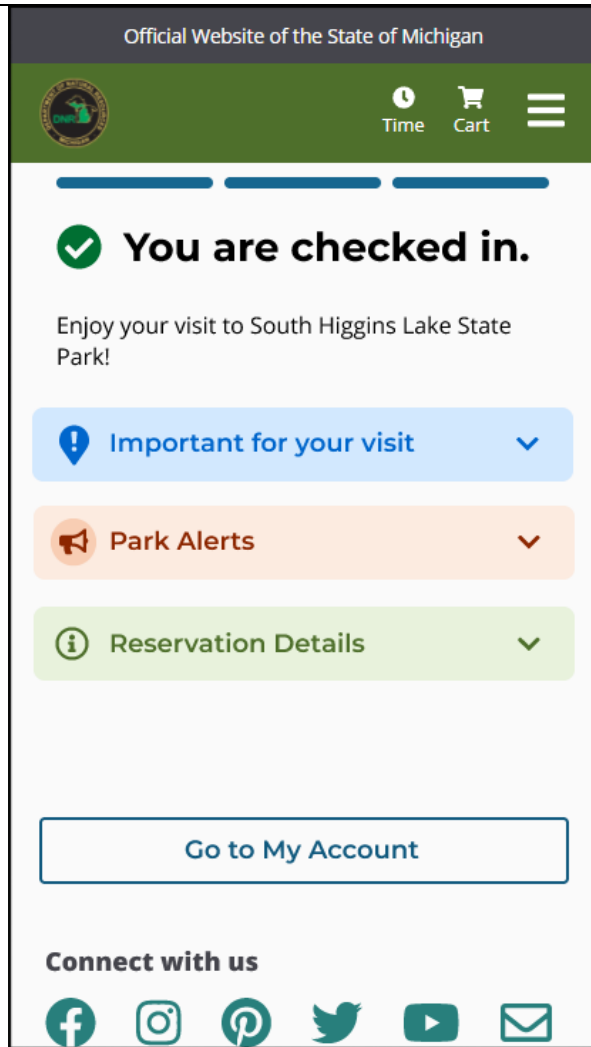
Cancel

Next

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FUN #	Value Added Features Functional Outcome Features (optional to provide) <i>- Informational Purposes Only and Will Not Be Scored.</i>	Yes	Customization Required	No	Alternate
	<p>During the self-check-in process the visitor will be prompted to supply any details, for example, vehicle and party information, not already collected.</p> 				<p>Visitors will be presented with park and check-in instructions, and emailed a copy of their permit confirmation.</p>

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The Camis solution allows client staff to determine which locations and which offers support self check in.

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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			

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Bidder Response:

Provision of Two Sites with Tier IV Classification

The Camis solution is hosted in Microsoft Azure's US East 2 region (Virginia), which contains three availability zones. Azure's availability zones are designed to meet the high standards set by Tier IV facilities under the National Uptime Institute's guidelines, offering the necessary redundancy, failover capabilities, and operational resilience.

Azure defines availability zones as separate groups of datacenters within a region, each with independent power, cooling, and networking infrastructure. These zones are designed for high availability, ensuring low-latency connections (under 2ms) between them while maintaining physical distance to mitigate shared risks such as local outages or natural disasters.

By hosting the solution in Azure's availability zones, we ensure that the solution is resilient against potential failures or outages. If one zone experiences downtime, the other zones within the region can maintain service availability and data synchronization. This failover-ready design aligns with the need for bi-directional redundancy and helps maintain continuous service availability, similar to the operational goals of a Tier IV facility.

Furthermore, Microsoft follows rigorous vulnerability risk assessments for data center locations, ensuring that all significant risks are mitigated. This aligns with the overarching objective of providing a secure, robust, and highly available service.

Quarterly Test of Backup, Failover, and Disaster Recovery Procedures

Camis tests backup, failover, and disaster recovery procedures on a quarterly basis.

High-Level Recovery Plan

Camis USA recovery plans are designed to provide a structured and systematic approach in responding to unexpected events or disruptions. The plan outlines the steps that need to be taken to minimize the impact of the disruption and restore normal operations as quickly as possible. The recovery plan includes procedures for assessing the scope, the impact, and identifying critical resources needed for the recovery. Once the critical resources have been identified, the plan outlines strategies for restoring Camis USA Solution in a timely manner.

The plan also includes procedures for coordinating response efforts and communication with stakeholders.

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Camis USA recovery plans are tested for the effectiveness of a recovery process and to identify any gaps or weaknesses that need to be addressed. By simulating these disaster scenarios, Camis evaluates their readiness to respond to unexpected events and identify areas for improvement.

Camis USA utilized the following two common industry standards for disaster recovery planning:

- **Recovery time objective (RTO):** The time it takes after a disruption to restore a business process to its service level, as identified in the Service level agreement (SLA). For example, if a disaster occurs at 12:00 PM (noon) and the RTO is two hours, the DR process should restore the business process to the acceptable service level by 2:00 PM.
- **Recovery point objective (RPO):** The acceptable amount of data loss is measured in time. For example, if a disaster occurs at 12:00 PM (noon) and the RPO is one hour, the system should recover all data that was in the system before 11:00 AM. Data loss will span one hour, between 11:00 AM and 12:00 PM (noon).

Recovery Example:

Scenario XX: Web Service (WebApp) - Unavailable or Corrupted

Impacted Clients	Recovery Time	Recovery Ownership	Recovery Steps
Web Service Unavailable in Primary region:			
Camis 5 Application spans multiple availability zones. Azure FrontDoor will failover all the requests to the secondary availability zone in case of a Web Services unavailability in the primary availability zone.			
Web Service or Application corrupted:			

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	<ul style="list-style-type: none"> Contact Center Application - Customers Contact Center Application - Agents Reservation Web Users Field Application - Park Staff Field Application - Park HQ Staff 	<ul style="list-style-type: none"> Recovery Time Objective: 0-2 hours Recovery Point Objective: Data within 15 minutes of failure 	<p>Lead</p> <ul style="list-style-type: none"> DevOps Data Squad <p>Participants</p> <ul style="list-style-type: none"> Systems Administrator Helpdesk VP of IT 	<ol style="list-style-type: none"> 1. DEVOPS team Prohibit all the inbound connections to the applications 2. DEVOPS team will be engaged to redeploy the Application. 3. The data squad will be engaged to ensure the data integrity 4. The systems team will be engaged to perform the full database backup. 5. DEVOPS will validate the basic application functionality prior to making it available to the public.
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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: High-Speed SAN Fabric We acknowledge the requirement for data storage, development, relocation, and backup services to remain within the continental United States, as well as the request for a high-speed Storage Area Network (SAN) fabric for offsite				

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FUN #	Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
	<p>relocation of the Web-Based State Park Reservation system. While SAN fabric technology is traditionally associated with on-premise infrastructure, modern cloud environments like Microsoft Azure provide equivalent, if not superior, capabilities.</p> <p>Our solution will be hosted in Azure's US-based data centers, ensuring compliance with the geographical requirement. Azure offers cutting-edge storage solutions that function similarly to SANs, using distributed storage technologies and high-performance networking. These systems enable fast data transfer speeds, secure offsite storage, and seamless relocation or replication of data, which addresses the intent behind the SAN fabric requirement.</p> <p>Additionally, Azure's robust architecture includes integrated backup and disaster recovery options, allowing for automatic failover, replication, and high-speed data transfer. The platform's fiber-optic networking and low-latency connections between availability zones ensure that your data remains accessible and protected even in the event of a system failure.</p> <p>A detailed data recovery plan will be developed, focusing on rapid data and system recovery to minimize downtime and ensure continuity of service. This plan will outline specific recovery time objectives (RTO) and recovery point objectives (RPO), demonstrating our commitment to meeting your disaster recovery expectations.</p> <p>SFTP Server</p> <p>We agree to provide a Secure File Transfer Protocol (SFTP) server for the scheduled exchange of bulk data. Our team has extensive experience implementing and managing SFTP servers for secure data transfers with other clients. The SFTP server will allow for both the uploading and downloading of data while ensuring encryption during transit to maintain the confidentiality and integrity of all information exchanged.</p> <p>In compliance with the request, we will also provide a backup of the production database to the Nebraska Game and Parks Commission (NGPC) on a quarterly basis, or more frequently as requested. These backups will be securely transferred via the SFTP server to ensure the safe delivery of data and facilitate any necessary data recovery or archival needs.</p> <p>Backup</p>				

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FUN #	Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
	Database backups are performed according to both short and long-term retention policies. For the Short-Term Retention policy, a full database backup is scheduled every week and retained for 35 days. Differential backups occur every 3 hours, and Transaction Log backups every 5 minutes. For Long-Term Retention a full monthly backup is scheduled at the end of each month and retained for 12 months, while the yearly backup is scheduled at the end of the year and will be retained for the duration of the contract. These backups are retained on Azure storage volumes and are encrypted with Transparent Data Encryption (TDE). Each day, a scrubbed copy is restored to the various testing environments used by the Camis quality assurance team.				

FUN #	Data Repository Facilities	Yes	Customization Required	No	Alternate
FUN-154 Section VI	Describe the system's data storage, replication, and backup services.	X			
	<p>Bidder Response:</p> <p>The Camis application is comprised of Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) components offered by Microsoft Azure. The core infrastructure is based on IaaS (Virtual Machines, Firewalls, Virtual Network, Storage) while the Application is configured using the PaaS components which includes SQLDB, Web Apps, Search, Redis Cache, and CDN. The solution is optimized for high availability, auto scalability (vertical and horizontal), reliability and security. When demand for the Camis application grows, from a handful of devices and customers to millions, Azure SQL Database and SQL Managed Instance scale on the fly with minimal downtime. Scalability is one of the most important characteristics of platform as a service (PaaS) that enables you to dynamically add more resources to your service when needed. Azure SQL Database enables you to easily change resources (CPU power, memory, IO throughput, and storage) allocated to our databases.</p> <p>Database backups are performed according to both short and long-term retention policies. For the Short-Term Retention policy, a full database backup is scheduled every week and retained for 35 days. Differential backups occur every 3 hours, and Transaction Log backups every 5 minutes. For Long-Term Retention a full monthly backup is scheduled at the end of each month and retained for 12 months, while the yearly backup is scheduled at the end of</p>				

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FUN #	Data Repository Facilities	Yes	Customization Required	No	Alternate
	<p>the year and will be retained for the duration of the contract. These backups are retained on Azure storage volumes and are encrypted with Transparent Data Encryption (TDE). Each day, a scrubbed copy is restored to the various testing environments used by the Camis quality assurance team.</p> <p>Software, system configuration, and servers all have daily snapshots of a full backup taken and retained for a period of 35 days.</p>				

FUN #	Data Repository Facilities	Yes	Customization Required	No	Alternate
FUN-155 Section VI	<p>Indicate location of all data repository facilities, hardware, and software.</p>	X			
	<p>Bidder Response:</p> <p>The Camis application is a cloud-based solution hosted by Microsoft Azure Cloud Services within US regions of Azure data centers. These data centers are based in East US 2 (Virginia).</p>				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-156 Section VI	<p>Provide a high-level description with diagrams and screenshots of the proposed system.</p>	X			
	<p>Bidder Response:</p> <p>The Camis solution is cloud-based with scalability provided by the Azure PaaS components. Based on the seasonal requirements and time of the day, the solution is scheduled to preemptively scale in and out, and up and down. The centralized hosted solution does not require any hardware outside of those owned and hosted by Azure.</p> <p>The Camis application is a web-based solution and will only require outbound port 443, with TLS 1.2 or higher for encryption. The Camis solution is flexible to securely integrate with common solutions found across</p>				

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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	<p>organizations within the domains of payment processing, reporting, permit management, and financial management.</p> <p>The Camis application is comprised of Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) components offered by Microsoft Azure. The core infrastructure is based on IaaS (Virtual Machines, Firewalls, Virtual Network, Storage) while the Application is configured using the PaaS components which includes SQLDB, WebApps, Search, RedisCache, and CDN. The solution is optimized for high availability, auto scalability (vertical and horizontal), reliability and security. Communication between Azure components is via secure (https) connections and has been segmented and permitted using firewalls. All data in transit and at rest is encrypted. Reservation website users, in-park staff (field locations) and call center staff can access this environment via secure (https) connections over the Internet.</p> <p>The Camis software solution is comprised of three application interfaces. Each interface is designed to accommodate the needs of the specific sales channel. All application interfaces share the same database to ensure that every transaction that is completed is visible through all channels, regardless of the interface that was used. The three application interfaces are as follows:</p> <p>Public Reservation Website</p> <p>The public reservation website is built with a fully responsive design, allowing customers to access all website functionality on mobile devices as well as on standard computers and supports all major browsers without plug-ins or add-ons.</p> <p>Call Center Interface</p> <p>The call center interface is designed to share the same database and business rules as the public reservation website, but with additional functionality and an interface more applicable to call center operations. Call center agents can create and manage customer reservations for every park location</p>				

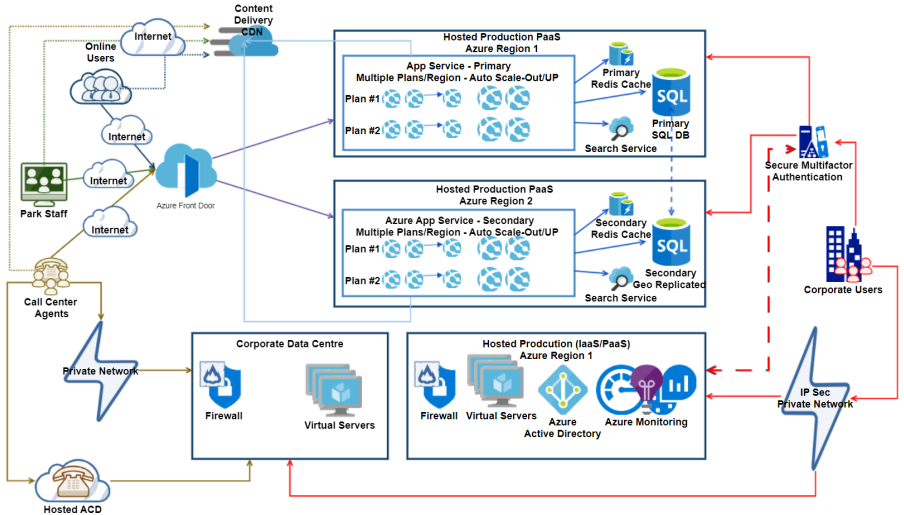
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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	<p>through a single interface. High-level operators in the call center also have access to closure and override functionality, which can be used as required by the client.</p> <p>In-Park Interface</p> <p>The In-Park interface is very similar to the call center but is differentiated by custom functionality that is specific to field operations. All transactions completed by park staff are tracked based on the staff-member login and operator functionality is limited to the specific permissions granted to their user account access level.</p> <p>Camis Application Architecture</p> <p>The Camis application has been developed and hosted in Azure, leveraging Azure PaaS components including Azure SQLDB, WebApps, Search, RedisCache, and CDN.</p> <p>The diagram below illustrates the various architectural components, followed by a description of each.</p>				

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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	<p style="text-align: center;">Camis 5 Application Solution</p>  <p>The diagram illustrates the Camis 5 Application Solution architecture. It features a multi-region, multi-availability zone design. Key components include:</p> <ul style="list-style-type: none"> Front-End: Online Users and Park Staff access the application via the Internet through an Azure Front Door. Application Layer: Hosted Production PaaS in Azure Region 1 (Primary) and Azure Region 2 (Secondary). Each region contains multiple App Service plans (Plan #1, Plan #2) with auto-scale-out/up capabilities. Database Layer: Primary and Secondary SQL databases with Redis Cache and Search Service for high availability and performance. On-Premise: Corporate Data Centre with Firewall and Virtual Servers, and Hosted Production (IaaS/PaaS) in Azure Region 1 with Firewall, Virtual Servers, Azure Active Directory, and Azure Monitoring. Integration: Corporate Users access the application via IP Sec Private Network and Secure Multifactor Authentication. Call Center Agents use a Hosted ACD (Automatic Call Distributor) connected to the Private Network. Content Delivery: Content Delivery Network (CDN) for static content. 				
	<p>Authentication and Access Management</p> <p>The Camis solution is designed with the flexibility to accommodate clients' authentication and access requirements. Application-level authentication, as well as integration with Azure Active Directory, are both available options. The application supports the claims-based authentication that is integrated with Azure Active Directory service using the OpenID Connect protocol for all authentication and authorizations. The authorization and access permissions provisioned for the users are role-based.</p> <p>Access to data outside of the application is permitted to authorized users when authenticated using Azure AD integrated authentication with multi-factor enabled. All connection attempts are reported to the SIEM-based log collector.</p>				

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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	<p>Networking and Remote Access</p> <p>Camis networks operate over fast, private, and secure connections. Direct access to any of the Azure components is restricted to this network. All connections to this network have firewalls securing the perimeter.</p> <p>Corporate Data Center</p> <p>Camis infrastructure that is not directly related to the application resides at the Camis Head office located in Ontario, Canada. This infrastructure consists of both physical and virtual servers, all owned and supported by Camis.</p> <p>Hosted Production Data Center (IaaS/PaaS)</p> <p>Cloud Hosted Production Infrastructure (IaaS/PaaS) components of the Camis solution are used for authorization, authentication, access privileges, provisioning, and monitoring and reporting of the application environment. Corporate staff (developers, technical support, client care, DevOps, IT, etc.) access controls are managed at this level. Performance and security monitoring tools, as well as alert management systems, are also provisioned here.</p> <p>Azure Front Door</p> <p>The Camis application is accessed via browsers that must traverse Azure Front Door. Azure Front Door provides web application protection and firewall services to safeguard web applications from many types of cyberattacks including robots and common web vulnerability exploits like SQL Injection, or Cross Site Scripting (XSS), or replay attacks that could be used to gain access to the system. Azure Front Door also provides DNS-based traffic load balancing high availability for Web Apps.</p> <p>Application Service (WebApp)</p>				

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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	<p>Web Apps will host the public and private facing website components to support activities performed by public users, park staff, and call centers. WebApp will automatically scale in two different ways: Scaling out horizontally by increasing the hosting nodes to share the workload and scaling up vertically by increasing the computing power (memory, processors, disk) of the hosting nodes.</p> <p>Azure SQL Database (DBaaS)</p> <p>Azure SQL Database is used to store all client-related data including Customer, Inventory, and Transactions. A dedicated database will be used for NGPC data and will automatically replicate in real-time to other Azure regions within the USA for high availability. The database is configurable for dynamic scaling during times of high volumes. Like Azure Web Apps, it also supports two types of scaling: Scaling up the database vertically by adding more compute power and scaling out by adding more database read-only replicas for read-only queries.</p> <p>Database backups are performed according to both short and long-term retention policies. In Short Term Retention (STR) Policy, a full database backup is scheduled for every 15 minutes and retained for 35 days. For Long Term Retention (LTR) a full monthly backup is scheduled at the end of each month and retained for 12 months while the yearly backup is scheduled at the end of the year and will be retained for the duration of the contract.</p> <p>All data at rest, including backups, are encrypted with Transparent Data Encryption (TDE), and all data in transit are encrypted via a secure (https) connection.</p> <p>Content Delivery Network (CDN)</p> <p>Content Delivery Network is used for delivering high-bandwidth static content like campsite images. When information is requested, the CDN point of presence (POP) closest to the requester's geographical location provides the information and retains it in the cache for future requests by users</p>				

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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	<p>of that geographical location. The underlying storage where contents reside is encrypted, and all the images are called by the Web Apps via a secure (https) connection over the Internet.</p> <p>Redis Cache</p> <p>Redis Cache is used to improve the performance and scalability of the application. Redis Cache temporarily copies frequently accessed data from DB to fast storage located close to the application to increase the performance and end-user experience. Azure Cache for Redis is hosted with a secure, dedicated Azure Cache for Redis, and it is accessible through the application.</p> <p>Search Service</p> <p>The Search Service is used in the Camis application for call center and park users. It builds a search containing data, sourced from multiple content types.</p>				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-157 Section VI	<p>Provide a draft design plan.</p> <p>Bidder Response:</p> <p>Our System Design Document is in Appendix D.</p>	X			

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-158 Section VI	<p>Describe the methodology for user acceptance testing.</p> <p>Bidder Response:</p> <p>Camis utilizes a multi-layered approach for quality assurance and testing. More than 21,000 unit tests designed to verify behavior at the most specific level are run and must pass successfully, before each code change that is made to the</p>	X			

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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	<p>system. Each of our Software Developers uses highly specialized development tools to run these unit tests in real-time as they write code, providing them with an extremely tight quality management feedback loop. Automated end-to-end tests are run as each code change is introduced to the system, as well as every evening. These end-to-end tests verify the functionality of the website by selecting links and fields, and making payments from the perspective of a customer, replicating a wide variety of use cases and scenarios. The Camis Quality Assurance (QA) team tests each iteration of the system delivered to the User Acceptance Test (UAT) environment during project implementation to ensure good quality and configuration accuracy. A suite of customized, documented manual regression tests are run which focus on the specific configurations of NGPC. NGPC will also be provided with the opportunity to view, test, and report any issues or problems with the system in the UAT environment during the configuration iterations of the software and final User Acceptance Testing.</p> <p>At the start of the configuration and design phase, the Camis Quality Team will update the Test Plan with NGPC specifics and provide the approach, schedule with milestones, and process to approve the completion of testing. During the configuration and design phase, the Camis Configuration and Development Teams will configure the Camis solution for NGPC. During this phase, Camis would deliver three iterations to the User Acceptance Test (UAT) environment so that NGPC has an opportunity to view functionality throughout design and development. After each iteration is complete, the Camis Quality Assurance Team will perform an internal verification to ensure the iteration is of good quality. Each iteration will include updated user documentation that will be incorporated into the Camis solution. Camis will then provide the NGPC team with a demonstration of the functionality included in the iteration. Following the demonstration, and if relevant, NGPC Subject Matter Experts will have an opportunity to use the system and identify any problems. Camis utilizes Atlassian Jira incident management software to document, categorize, and report on all issues. End users may track the progress of their incident using the Camis Help Center. Camis will provision and maintain a dedicated staging (UAT) environment for all NGPC testing activities. The staging environment infrastructure is a scaled-down replica of the production environment to ensure that all functional testing activities are relevant. Camis will work with the NGPC to verify the quality of each platform update within the dedicated staging environment, with supporting release notes and user guide updates. Camis will also provision and maintain a dedicated training (Preview) environment for all NGPC software training activities. The training environment runs the same version as the production environment, allowing new users to practice using the same system without running the risk of accidentally changing production transactions. The NGPC will have access to all of the features available in production, allowing users the opportunity to practice</p>				

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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	<p>any feature safely. The Camis Quality Assurance team will work directly with testers to resolve any issues or problems identified as part of UAT testing.</p> <p>In the final testing phase, Camis will perform final regression testing and the UAT environment will be set up with the completed software ready for client testing. Even though the NGPC Project Team was provided with the opportunity to test during the iteration releases they will have the opportunity to view, test, and report any issues or problems with the completed software during a final UAT. All problems found during the iteration testing and final UAT will be recorded and fixed in subsequent releases to the UAT environment for final regression testing. The Camis QA team will create a testing plan that is based on the requirements in the RTM. This testing plan will be used for each iteration of the software that NGPC will have access to. Camis has a Test Management Plan and we will work with NGPC to customize the plan for specific scenarios.</p>				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-159 Section VI	<p>Describe system performance load and stress testing.</p> <p>Bidder Response:</p> <p>Camis understands the importance of ensuring optimal system performance, especially given the extreme swings in load that reservation systems can experience—particularly when highly valued resources become available to the public. To guarantee the system's reliability under these varying conditions, Camis conducts comprehensive performance load and stress testing prior to every software release.</p> <p>The performance tests are carried out on full versions of the product that mirror the infrastructure design used in the production environment. This ensures that the testing environment is as close as possible to the actual operational setup, allowing us to accurately assess the system's performance under realistic conditions.</p> <p>We use a specialized tool, Artillery.io, to programmatically simulate real user activity. This tool allows us to generate heavy traffic loads that replicate spikes in traffic that the system might encounter during high-demand periods. The target load for these tests is set at triple the highest traffic load ever experienced in a live production environment, ensuring that the system can handle significant and sudden increases in user activity.</p> <p>By running these tests regularly and setting the load to exceed production demands, Camis ensures that the system can perform reliably, whether handling normal daily traffic or coping with extreme spikes in usage. This rigorous testing</p>	X			

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FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	process helps ensure that NGPC's system remains robust, stable, and prepared for high-demand scenarios without performance issues.				

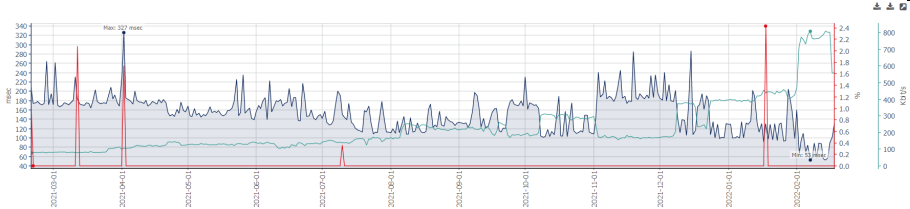
FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-160 Section VI	<p>Via the Administration Role, describe how they are able to access all sales channels: including but not limited to the Public Website, the POS system, and each Park location.</p> <p>Bidder Response:</p> <p>Through the Administration Role in the Camis system, administrators have comprehensive access to all sales channels, including the Public Website, the POS system, and individual Park locations.</p> <ol style="list-style-type: none"> 1. Public Website: Administrators can access the public-facing reservation website by simply loading it in their browser. In addition to viewing the website as a regular user would, administrators can manage settings, promotions, and inventory through the back-end administrative interface. This allows them to oversee and control public-facing sales activities without interrupting the user experience. 2. POS System: The Camis POS system is fully integrated into the overall solution, not a separate module. Administrators can log into the Headquarters location within the system, which provides administrative access to all park locations. This enables them to manage bookings, oversee sales transactions, adjust product settings, and monitor inventory across all locations. The system also supports reporting and POS administration from a centralized platform, ensuring efficiency and consistency. 3. Park Locations: While administrators can access individual park locations within the system if needed, they typically operate through the Headquarters location, which offers full visibility and control over all park operations. This centralized access allows administrators to run reports, manage inventory, and oversee sales and bookings across all parks, ensuring consistent management of policies and pricing. <p>The Administration Role also grants access to various reporting tools, enabling administrators to track sales performance, analyze booking trends, and ensure effective oversight of all sales channels.</p>	X			

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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			
<p>Bidder Response:</p> <p>All system channels of the Camis solution are fully functional 24 hours a day, 365 days a year.</p> <p>The Camis solution is regularly available 24 x 7 x 365, and any maintenance windows will be outside of operating hours year-round. Camis will propose the timelines of any maintenance activities to NGPC and receive their sign off before any commencement of work to ensure there are no conflicts with operational priorities. Any application maintenance work involving coordination between Camis and NGPC will be arranged in advance, so each party is aware of the Services being performed. Camis currently has this level of agreement as a standard business practice with other organizations we deliver services to. Maintenance activities include security patching of supported components, bug fixes and deployment of feature updates, and infrastructure configuration improvements. In addition to compliance with maintenance timeframes outside of business hours, Camis' standard service level for application uptime is 99.9%.</p> <p>The Azure region that will host the Camis solution is considered a Tier 4 data center. This provides redundancy for all components, power sources, uplinks, and HVAC systems. Websites, databases, and all other supporting components come with inherent layers of redundancy to help ensure a high uptime is maintained. Leveraging the high availability and load distribution capabilities of these components, Camis can run these in multiple Azure data centers when required.</p> <p>The following charts illustrate the availability and response times for the Camis application over a 12-month period. These details are retained for 12 months at 5 second increments.</p> <p>This image shows the response times for a large client over a 12-month period:</p>					

Attachment 6

Requirements Traceability Matrix (RTM) Request for Proposal 6909 Z1

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate										
	 <p>This image shows the availability for various service types for Camis clients summarized over a 12-month period:</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <thead> <tr style="background-color: #4f81bd; color: white;"> <th>Service</th> <th>Availability (%)</th> </tr> </thead> <tbody> <tr> <td>Reservations Website</td> <td>99.98</td> </tr> <tr> <td>Field Application</td> <td>99.98</td> </tr> <tr> <td>Reporting Database</td> <td>99.98</td> </tr> <tr> <td>Total</td> <td>99.98</td> </tr> </tbody> </table>	Service	Availability (%)	Reservations Website	99.98	Field Application	99.98	Reporting Database	99.98	Total	99.98				
Service	Availability (%)														
Reservations Website	99.98														
Field Application	99.98														
Reporting Database	99.98														
Total	99.98														

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
FUN-162 Section VI	Describe scheduled system maintenance impacting access to the system.	X			
	<p>Bidder Response:</p> <p>A pre-determined maintenance window is used to apply changes. The Camis solution is always available except during planned maintenance windows that will be scheduled in advance in accordance with the terms agreed to between Camis and NGPC. Maintenance windows will be required to deploy application updates and to apply security patches and updates to supporting backend systems. Updates and deployments are scheduled during off-peak times and coordinated with client stakeholders to ensure the impact of downtime on users is minimal. Maintenance windows typically occur in the lowest volume periods of the day, overnight between 1AM and 6AM.</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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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			
	<p>Bidder Response:</p> <p>Camis is fully committed to accommodating Nebraska Game and Parks Commission's (NGPC) peak seasons when scheduling system maintenance. All scheduled maintenance and system updates are conducted during off-peak hours, typically in the middle of the night, to minimize disruption to operations. Additionally, Camis never deploys updates or performs maintenance without first obtaining sign-off from NGPC, ensuring that any scheduled work aligns with their operational needs.</p> <p>Camis will work closely with NGPC to determine which software releases are most appropriate to implement during peak or off-peak seasons, allowing the flexibility to defer updates when necessary to accommodate busy periods. This collaborative approach ensures that NGPC's peak seasons are prioritized, and maintenance or updates are scheduled in a way that avoids any negative impact on service availability.</p>				

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
FUN-164 Section VI	Describe the system's notification process for system outages.	X			
	<p>Bidder Response:</p> <p>Being able to quickly zero in on a customer's issue is critical to providing efficient support to NGPC staff. Camis Help Desk personnel have access to all environments and all aspects of our solution to reproduce any circumstances or locate any information that a customer would, allowing Camis to follow along with them every step of the way.</p> <p>Remote access is not required to support our solution but can be provided as a value-added. Camis utilizes LogMeIn to provide secure remote access on an ad-hoc basis for Windows PCs and is not required to be continually active. If remote support is required a valid email address is needed for the user to access the device in question and they must also have administrative rights to install a program. Camis will open a support session in LogMeIn which will send an email to the user's account. This email contains a deployment link and pre-defined security code that is</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
	<p>unique to the session. Upon clicking the link, a temporary host is installed on the computer. The user will activate the remote session by entering the security code. 24 hours after activation the session is automatically ended, and the temporary host is removed from the computer. If LogMeIn is not a suitable fit for NGPC's internal technology requirements, Camis is open to using any other tools recommended to facilitate remote access.</p> <p>Help Desk staff use an online knowledge base to locate and provide information quickly and efficiently. Camis utilizes the Atlassian Confluence wiki software as this solution to comprehensively document procedures, software, hardware, and networking information. The Help Desk team works closely with our Development and Client Management teams to streamline the transition and communication of new features, enhancements, and issue fixes to end users. Any upgrades or changes to the reservation system are documented and communicated to the Help Desk team as they are deployed so they are always up to date. Processes and knowledge content are continually reviewed and refined to ensure the best support experience is provided. Camis also employs a team of technical and documentation experts to work with the team to ensure support documentation is up to date and to work with other support teams to ensure documentation flows seamlessly throughout the company.</p> <p>An incident is logged for each contact to the Help Desk and information gathering and troubleshooting begin immediately when reported by phone. If reported through other means, incoming tickets are prioritized based on the nature of the issue as defined by the priority matrix and will be responded to within the established timelines for escalation. Camis categorizes tickets as critical, high, medium, and low with the business impact of the incident and availability of a workaround being the determining factor between those designations. This ensures problems with the most significant impact to NGPC receive the greatest attention:</p>				

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

FUN #	Service Level Requirements				Yes	Customization Required	No	Alternate
	Priority	Critical	High	Medium				
	Description	The issue is causing severe business impact to normal operations. All users are affected.	The issue is causing significant impact to normal operations. Large numbers of users or some key users are affected.	The issue is causing a manageable impact to normal operations.			The issue is not having an impact on normal operations or a non-technical request is made.	
	Workaround	No workaround is available.	A workaround may not be available or efficient.	A viable workaround is available.			Not applicable.	
Incidents are categorized by issue type:								
Issue Type		Definition						
Camis Software		Technical issue or question involving the configuration and use of the Camis solution.						
Change Request		Request to modify the functionality of a component within the Camis solution that is currently working as designed.						
Configuration Task		Request to change parameters within the Camis solution that require intervention from the Camis configuration team.						


Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
	Customer Inquiry	Non-technical issue involving contact with a member of the public (not THC Staff) to resolve.			
	Hardware	Issue involving the physical functionality of computers, printers, and peripherals.			
	Maintenance	Planned activity to update or verify settings on software, hardware, or network components.			
	Network	Issues with LAN / WAN connectivity and associated network hardware components such as modems, routers and switches.			
<p>If the incident is an enhancement request to a component that is presently working as designed, a ticket will be assigned to the Camis account management team to discuss the feasibility and implementation of the proposed change with NGPC. If the enhancement is agreed to, software development or configuration work will commence, and the enhancement will be implemented in a future software update.</p> <p>If a component is not working as designed and the problem cannot be resolved by the Help Desk, any applicable error messages or logs will be obtained, an attempt will be made to reproduce the problem in the appropriate support environment, and the ticket will be assigned to an escalation team for further investigation. Issues reported by multiple locations may be linked together as a 'master' issue if they have the same suspected root cause. Help Desk management staff will participate in regular status meetings, highlighting outstanding problems and providing an opportunity for management contacts to digest information and ask questions.</p> <p>In the event of an urgent issue impacting usage of the Camis solution by NGPC, it is crucial that management staff are kept up to date on the nature of the problem, status, and estimated time of resolution so they can provide meaningful updates and answer questions within the organization. If an outage occurs, the Help Desk will identify the scope of the problem and engage any applicable escalation teams. If the situation has not been alleviated within 30 minutes of the first report to Camis, notifications will be sent to management contacts designated in a medium of NGPC 's choosing (email, phone, or text / SMS). Subsequent updates will be provided when significant information is discovered or 60 minutes later (whichever is soonest) until resolution is reached. An example communication is included below:</p>					

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

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
	<p>In the event of an unplanned outage that impacts usage of the Camis solution by the Nebraska Game and Parks Commission, it is crucial that management staff are kept up to date on the nature of the problem, current status, and estimated time of resolution so they can provide meaningful updates and answer questions within the organization. If an outage occurs, the Help Desk will identify the scope of the problem and engage any applicable escalation teams. If after 30 minutes the situation has not been alleviated, notifications will be sent to management contacts designated in a medium of the Nebraska Game and Parks Commission's choosing (email, phone, or text / SMS). Subsequent updates will be provided when significant information is discovered or 1 hour later (whichever is soonest) until resolution is reached. A sample communication is below:</p>				

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

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate																		
	<hr/>  <p>CAMIS Notification</p> <p>You have received this notification because you are the official contact for Camis.</p> <hr/> <p>Hello,</p> <p>Please be aware that Camis is currently experiencing a service outage. Please find full details below.</p> <table border="1" data-bbox="336 771 1092 1169"> <tr><td>Title</td><td></td></tr> <tr><td>Date/Time of Incident</td><td></td></tr> <tr><td>Date/Time of Resolution</td><td></td></tr> <tr><td>Duration</td><td></td></tr> <tr><td>Ticket Number</td><td></td></tr> <tr><td>Impact/Scope</td><td></td></tr> <tr><td>Workaround (short-term resolution)</td><td></td></tr> <tr><td>Status Update (if applicable)</td><td></td></tr> <tr><td>Next Update</td><td></td></tr> </table> <p>Further communication will be provided periodically as we continue to investigate. Thank you for your patience.</p>	Title		Date/Time of Incident		Date/Time of Resolution		Duration		Ticket Number		Impact/Scope		Workaround (short-term resolution)		Status Update (if applicable)		Next Update					
Title																							
Date/Time of Incident																							
Date/Time of Resolution																							
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Status Update (if applicable)																							
Next Update																							

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

FUN #	Information Security	Yes	Customization Required	No	Alternate
FUN-165 Section VI	<p>Provide a draft security plan.</p> <p>Bidder Response:</p> <p>Camis USA maintains and adheres to a comprehensive Security Management Program that is largely governed by Payment Card Industry PCI-DSS requirements, System and Organization Controls (SOC) - (Type 2 SOC1 ISAE 3402 and Type 2 SOC 2 ISAE 3000). complimented by several of the beneficial standards from NIST 800-53, CIS, ISO 27001, and SANS, as well as security control standards recommended by various government agencies. The Security Management Program includes specific policies and procedures for security and privacy awareness training for all staff, vulnerability management, incident response, server and device hardening configurations, anti-virus and malware protection.</p> <p>Camis USA policies have matured over the years as a result of dedicated Executive Leadership Team (ELT) and dedicated security staff administration, and partnerships with various security vendors. Role based security training provides specific content for all staff from call center agents processes to developer practices for creating secure code.</p> <p>The Camis USA change management process is used to ensure that a uniform and consistent process is followed when evaluating changes to the environment, that no unnecessary changes are made, that all changes are documented, and to ensure that PCI (Payment Card Industry) compliance and best practice security standards are followed.</p> <p>Camis USA protects the confidentiality and integrity of all aspects of our solution in many ways. All data at rest and in transit are encrypted, including backups, logs, and long-term storage volumes. Access limitations are implemented by unique identities requiring multi factor authentication and are also limited by location/source IP addresses that must be whitelisted within the Camis USA network. Physical documents and retired hardware to be destroyed are kept in a secured location until NAID certified shredding services are onsite to shred both paper and electronic storage devices. Camis USA has also created and shared many policies with staff that are reviewed by all on annual basis. These include an overall Information Security Policy, Acceptable Use Policy, Document</p>	X			

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Information Security	Yes	Customization Required	No	Alternate
	<p>Retention and Destruction Policy, and awareness training for all staff on security and how to handle Personal Identifiable Information (PII).</p> <p>Camis USA has developed and maintains an Incident Response Plan that is inclusive of any information breach or privacy incidents and is reviewed and tested at least annually. The results and documentation of these tests are submitted to our PCI security partner for review and approval.</p> <p>The Camis USA solution is hosted in Azure data center regions within the US that are managed by Microsoft. Data center access requests and entrance/exit events are logged and retained as part of an electronic audit trail, allowing after the fact data interrogation and reconciliation. Access control system reports and data analysis allow further anomaly detection to identify and prevent unnecessary and unauthorized access. Data center surveillance systems monitor critical data center areas like data center main entry/exit, data center colocations entry/exit, cages, locked cabinets, aisle ways, shipping and receiving areas, critical environments, perimeter doors, and parking areas. Surveillance recordings are retained for a minimum of 90 days unless local law dictates otherwise. A Control Room Supervisor is always in the Security Operation Center (SOC) to provide monitoring of physical access in the data center.</p> <p>Video surveillance is employed to monitor physical access to the data center and information system. The video surveillance system is linked to the building alarm monitoring system to support physical access monitoring of alarm points. Security officers ensure that only those personnel with proper authorization are allowed access and verify that anyone bringing equipment in and out of critical infrastructure facilities follows proper procedures. Security events that occur within the data center are documented by the security team in a report called a Security Event Notification (SEN). SEN reports capture the details of a security event and are required to be documented after an event occurs to capture details as accurately as possible. SEN reports also contain the investigative analysis conducted in an After-Action Report (AAR), which documents the investigation of a security event, attempts to identify the root cause of the event, and records any remediation actions and lessons learned. Remediation actions and lessons learned are utilized to improve security procedures and reduce the</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Information Security	Yes	Customization Required	No	Alternate
	<p>likeliness of the event repeating. If an incident impacts Microsoft assets or services, the Security Incident Management (SIM) team has detailed procedures in place to respond.</p> <p>In addition to the 24x7 onsite security, Microsoft data centers utilize alarm monitoring systems that provide real-time alarm and video monitoring. Data center doors have alarms that report on each opening and when they remain open past a programmed length of time. The security system is programmed to display live video image when a door alarm is triggered. Access card and biometric readers are programmed and monitored through the alarm monitoring system. Alarms are monitored and responded to 24x7 by the Control Room Supervisor who utilizes cameras in the area of the incident being investigated to give the responder real-time information.</p> <p>Intrusion Detection Systems (Palo Alto), Vulnerability scanners (Tenable), and Anti-Virus software (Cylance) inspect our network traffic, servers, and end user desktops interactively throughout the day and immediately alert on suspicious activities, vulnerabilities, and out-of-compliance configurations to the Camis USA security team for remediation. Additionally, penetration test activities are performed against all external facing Camis USA websites, including the Camis USA solution offered to NGPC . These penetration tests use known vulnerabilities and methods to compromise access into the Camis USA application or network. As part of a real-time subscription, the latest vulnerabilities in the wild are automatically included in penetration test activities. Camis USA also partners with accredited firms that offer Secure Penetration Testing and Ethical Hacking at least twice each year to manually attempt to compromise our application and network security. Results from these tests will be made available to NGPC upon request.</p> <p>The Camis USA solution leverages Splunk Cloud as a Security Information and Event Management solution (SIEM) to manage auditing functions of activities performed in the environment. Event logs from the Camis USA platform, such as web traffic from the customer facing websites, are ingested and transformed into operational intelligence. Splunk supports a wide variety of predefined log sources, such as SQL database logs, IIS logs, and Windows event logs, including customized Camis USA application log source for ingesting those details for correlation, aggregation, and reporting on events. Reports on a large subset of data can be generated quickly and</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Information Security	Yes	Customization Required	No	Alternate
	<p>can update based on the selected time frame, or other search criteria. Dashboards may also provide helpful information at a glance about inappropriate access and usage of the system. Finally, alerts can be configured to run defined searches at specified time intervals, and based on returned values, can be configured to send an email, or create an automatic incident in our ticket management system. The event logs from Camis USA domain controllers, and syslogs from all firewalls are also sent to Splunk, retained for 3 years, and available to automated alerting and ad-hoc investigations.</p> <p>Camis USA assures that an annual audit of our systems and practices regarding data security and integrity will be performed by qualified third-party assessors and auditors. Evidence of formal compliance with PCI-DSS and SOC 1 and 2 reports will be provided annually.</p> <p>Camis USA keeps current with the security industry and trends by consulting OWASP Top 10, CIS Top 20, subscribing to various news feeds from the SANS Institute, and continuing education from various security sources such as the PCI Security Standards Council, KnowBe4, and Pluralsight.</p> <p>PCI Compliance Program</p> <p>Camis USA first implemented our PCI-DSS compliance program in 2007 and have been listed with the PCI Security Council and major card brands since that time as a Level 1 certified Service Provider. Camis USA continues to maintain and evolve this program and have partnered with several different security vendors over the last 15 years. Early on, some Qualified Security Assessors we worked with were too lenient with our processes and configurations and seemed to focus on completing a checklist of items for the 12 PCI-DSS requirements. For the previous 8 PCI-DSS assessments, Camis USA has partnered with very experienced security firms, such as SecureWorks, A-LIGN, and ControlGap that add real value to our security compliance programs.</p> <p>Maintaining PCI-DSS compliance is a daily responsibility that is year-round, involves all Camis USA staff, and affects all system configurations and daily decisions we make. Part of that year-round responsibility involves</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Information Security	Yes	Customization Required	No	Alternate
	<p>checkpoints with our Security Assessor to ensure that proposed changes are secure, efficient, and in line with PCI-DSS requirements and recommendations. The maturity of the Camis USA vulnerability management program offers NGPC the highest levels of certainty in maintaining secure systems.</p> <p>There are over 400 unique requirements for PCI-DSS v3.2.1 and the Camis USA solution satisfies all requirements, giving Camis USA a very strong and mature security posture.</p> <p>SOC Compliance Program</p> <p>Since 2012, Camis USA has introduced an additional compliance program for SOC I Type II, and SOC II Type II reports. These reports are a result of an assessment performed by an accredited third-party accounting firm over a period of 12 months. A total of 268 unique controls are in scope for these assessments and a large collection of evidence is provided and validated for every control, ensuring that Camis USA processes are performing exactly as described in the control. Specifically, Camis USA hires a third-party firm that confirms we are compliant. Like our PCI program, Camis USA has a dedicated team that ensures our processes and proposed changes adhere to all SOC I and SOC II controls.</p> <p>In 2019, GDPR became a requirement for many e-commerce companies to comply with. GDPR is a regulation in EU law on data protection and privacy in the European Union and the European Economic Area. It also addresses the transfer of personal data outside the EU and EEA. A business that collects, stores, or processes personal data must be designed and built-in consideration of its principles and provide safeguards to protect data. Both comprehensive PCI and SOC compliance programs at Camis USA enabled us to satisfy all GDPR requirements with only minor policy, documentation, and configuration changes. These improvements include the security and privacy incident report handling that includes a more detailed breach disclosure process. Although the specifics of the GDPR may not directly impact the operations of NGPC, the Camis USA processes for handling personal data add more to the security and confidentiality of your data.</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Information Security	Yes	Customization Required	No	Alternate
	<p>Camis USA has also appointed a Security Officer with over 18 years of IT management experience, and 11 years of specific cybersecurity experience. The Camis USA Security Officer is a member of the Camis USA Management Team, the Camis USA Security Team, and holds a designation of Advanced Cyber Security.</p> <p>These security and privacy-related compliance programs are supported by a detailed collection of over 70 related policies. The latest PCI-DSS v3.2 Attestation of Compliance can be referenced in Appendix C.</p> <p>The mature, standardized, and compliant solutions from Camis USA offers NGPC the highest levels of certainty in maintaining secure systems.</p>				

FUN #	Information Security	Yes	Customization Required	No	Alternate
FUN-166 Section VI	Describe how the system protects Personal Identifying Information (PII).	X			
	<p>Bidder Response:</p> <p>Camis USA protects the confidentiality and integrity of all aspects of our solution in many ways. All data at rest and in transit are encrypted, including backups, logs, and long-term storage volumes. Access limitations are implemented by unique identities requiring multi factor authentication and are also limited by location/source IP addresses that must be whitelisted within the Camis USA network. Physical documents and retired hardware to be destroyed are kept in a secured location until NAID certified shredding services are onsite to shred both paper and electronic storage devices. Camis USA has also created and shared many policies with staff that are reviewed by all on annual basis. These include an overall Information Security Policy, Acceptable Use Policy, Document Retention and Destruction Policy, and awareness training for all staff on security and how to handle Personal Identifiable Information (PII).</p> <p>The Camis solution is a single-tenant architecture; all components of the solution are managed as one unit. Secrets management techniques are used to ensure that the Nebraska Game and Parks Commission instance of the Camis</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Information Security	Yes	Customization Required	No	Alternate
	<p>solution is logically isolated from all other customer and environment instances. The Camis solution includes Dev/Test, Staging/UAT, and Production/Live environments, each of which is mutually exclusive, logically segmented from one another using Secrets management, as well as, network and domain segmentation. Secrets management is the use of tools and methods to securely store, access, and centrally manage the lifecycle of digital authentication credentials. This includes sensitive data such as passwords, keys, APIs, tokens, and certificates. Infrastructure development tools such as Azure Keyvault, Jenkins, Octopus Deploy, and KeePass are used to implement customer and environment segmentation upon the entire Camis solution.</p> <p>Camis will never move sensitive production data into a non-production environment. When a production database backup is created, a second, sanitized backup is automatically created for troubleshooting and quality assurance usage in non-production environments. Camis Product Development staff access is limited to sanitized backups. A standard data sanitization procedure is executed against the production backup, sanitizing all Personally Identifiable Information (PII) such as user account names, emails, phone numbers, and mailing addresses, as well as any keys, APIs, tokens, and certificates that were configured for production systems. The security and reliability of this procedure are independently verified by third-party SOC 2 Type 2 and PCI-DSS QSAs.</p>				

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			
	<p>Bidder Response:</p> <p>A high-level draft schedule can be found below. The draft schedule assumes a Contract Start Date of December 1, 2024 and a Go Live Date of December 16, 2025. The draft schedule includes the milestone/task, milestone/task description, start date and end date, dependencies, and anticipated resources. The Camis Project Team and the NGPC will work together to finalize a project plan and project schedule.</p>				

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Project Planning and Management			Yes	Customization Required	No	Alternate
	Milestone/Task	Milestone/Task Description	Start Date	End Date	Dependencies	Resources	
	<i>Initiation and Planning Phase</i>						
	Contract Start Date	Contract begins between Camis and NGPC	December 1, 2024			Camis Project Team NGPC Project Team	
	Kick-Off	Camis and NGPC to schedule a project implementation kick-off meeting	December 1, 2024	December 31, 2024		Camis Project Team NGPC Project Team	
	<i>Requirements Gathering Phase</i> (Includes finalizing a data migration strategy)						

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Project Planning and Management		Yes	Customization Required	No	Alternate
	Batch Requirements Gathering	With the aid of Content Snare, a collaborative information gathering software, Camis and the NGPC will work together to collect as much information about the existing system as possible. The information (including booking categories, fee algorithms, website branding, etc.) will be collected across approximately 4 batches. Deadlines for each batch will be determined once a finalized project plan is agreed upon between Camis and the NGPC. Formal sign-off will be required for each batch to ensure the information that is being submitted is as accurate as possible.	January 1, 2025	April 30, 2025	Establishing a finalized project plan	Camis Implementation Specialist Camis Configuration Camis Development Camis UX NGPC Project Team
	Configuration and Design Phase	Initial configuration of the system starts, based on the information collected during the Requirements Gathering Phase.	January 15, 2025	August 1, 2025	Requirements Gathering Phase	Camis Configuration
	Iteration #1	The first iteration will include initial configuration of the system.	April 16, 2025	May 22, 2025		Camis Configuration Camis Development
	Demo #1 (if applicable)	The first iteration may not require a demo.	May 26, 2025	May 30, 2025		Camis Product Specialist

Attachment 6
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FUN #	Project Planning and Management		Yes	Customization Required	No	Alternate
	Iteration #2	Iteration #2 will include additional configuration based on the information/data collected during the Requirements Gathering Phase.	May 14, 2025	July 17, 2025	Iteration #1	Camis Configuration
	Demo #2	The Camis Product Specialist will provide a demo to the relevant HQ staff who will be conducting testing. The demo will cover any relevant items that are configured/developed to date and are ready to be tested. The NGPC will be provided with a test plan.	July 21, 2025	July 23, 2025	Necessary Iteration #2 configuration and development	Camis Product Specialist
	Client Testing	The NGPC will have approximately 10 business days to conduct testing of this iteration and to submit tickets.	July 24, 2025	August 6, 2025	Iteration #2 demo and development of testing plan	NGPC Project Team (those who will primarily be conducting testing)
	Iteration #3	Iteration #3 will include additional configuration based on the information/data collected during the Requirements Gathering Phase.	July 9, 2025	September 11, 2025	Iteration #2 client testing completed within the given timeframe	Camis Configuration

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Project Planning and Management			Yes	Customization Required	No	Alternate
	Demo #3	The Camis Product Specialist will provide a demo to the relevant HQ staff who will be conducting testing. The demo will cover any relevant items that are configured/developed to date and are ready to be tested. The NGPC will be provided with a test plan.	September 15, 2025	September 17, 2025	Necessary Iteration #3 configuration and development	Camis Product Specialist	
	Client Testing	The NGPC will have approximately 10 business days to conduct testing of this iteration and to submit tickets.	September 18, 2025	October 1, 2025	Iteration #3 demo and testing plan	NGPC Project Team (those who will primarily be conducting testing)	
	Iteration #4	Iteration #4 will be the final iteration prior to Go Live (Final UAT).	September 3, 2025	October 9, 2025	Iteration #3 client testing completed within the given timeframe	Camis Configuration	

Attachment 6
Requirements Traceability Matrix (RTM)
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FUN #	Project Planning and Management			Yes	Customization Required	No	Alternate
	Demo #4	The Camis Product Specialist will provide a demo to the relevant HQ staff who will be conducting testing. The demo will cover any relevant items that are configured/developed to date and are ready to be tested. The NGPC will be provided with a test plan.	October 13, 2025	October 15, 2025	Necessary Iteration #4 configuration and development		Camis Product Specialist
	Final Client Testing Phase	The NGPC will have approximately 10 business days to conduct testing of the final iteration prior to Go Live. The client will receive additional releases, fixes, improvements, and updates post-Go Live. The needs and frequency of releases will be discussed between the Camis Client Account Manager and the NGPC during the Operational Phase.	October 16, 2025	October 29, 2025	Iteration #4 demo and testing plan		NGPC Project Team (those who will primarily be conducting testing)
	<i>System Readiness Phase</i>				Completed Client Testing		

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FUN #	Project Planning and Management		Yes	Customization Required	No	Alternate
	Camis Help Desk Training	The Camis Help Desk will be trained on any client-specific information. The team will also create support documentation for each park location.	October 1, 2025	November 30, 2025	Configuration and development is complete for the Camis software and reservation website.	Camis Help Desk
	Call Center Training	The Call Center (whether that is the client's call center or the Camis call center) will be trained appropriately regarding the Camis software application, reservation website, client policies, and customer interactions. If using the NGPC Call Center, the management would attend the End-To-End Client Training session and teach the rest of their Call Center staff based on the training management received.	October 1, 2025	November 30, 2025	Configuration and development is complete for the Camis software and reservation website, all necessary information needed from the client is gathered (policies, park information, call scripting, etc.)	NGPC Call Center Management

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Requirements Traceability Matrix (RTM)
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FUN #	Project Planning and Management			Yes	Customization Required	No	Alternate
	<p>End-To-End Client Training</p>	<p>The Product Specialist will provide end-to-end training to HQ and management/supervisors in a Train the Trainer format.</p> <p>Camis and the NGPC will work together to determine the most appropriate time and number of attendees for the remote end-to-end client training. Ideally the training would take place after all testing phases are complete.</p>	<p>November 1, 2025</p>	<p>November 30, 2025</p>	<p>Client Testing Completed</p>		<p>Camis Product Specialist</p>

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FUN #	Project Planning and Management			Yes	Customization Required	No	Alternate
	Final Data Migration	Camis and NGPC to determine the best timing for a final data migration	TBD	TBD	NGPC no longer taking reservations through the legacy system		Camis and NGPC
	Initial Reservation Website Launch	The website is available to NGPC customers to browse and create accounts.	December 9, 2025	December 15, 2025			Camis Project Team NGPC Project Team

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FUN #	Project Planning and Management			Yes	Customization Required	No	Alternate
	Reservation Go Live	The reservations system is enabled to start taking Call Center and Internet reservations.	December 16, 2025	December 16, 2025	Reservation website launch		Camis Project Team NGPC Project Team
	<i>Operational Transition Phase</i>	Once the system is live and customers are making reservations, the implementation project will come to a close and transition into the Operational Phase where the Camis Client Account Manager will take over as the primary point of contact for NGPC	December 22, 2025	Contract End Date	Reservation Go Live		Camis Client Account Manager NGPC Operational Team

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Requirements Traceability Matrix (RTM)
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FUN #	Project Planning and Management			Yes	Customization Required	No	Alternate
	Camis Project Manager hand-off to Camis Client Account Manager	The Camis Project Manager will no longer be the primary contact and will transition the responsibility to the identified Camis Client Account Manager	December 22, 2025	Contract End Date	Successful launch and start of Operational Transition Phase		Camis Project Manager Camis Client Account Manager
	Spring Training	Camis and the NGPC will work together to determine if Spring 2026 training will be necessary and when/how it should occur.	TBD if necessary	TBD if necessary	Depends on the need – to be determined		Camis Product Specialist

FUN #	Project Planning and Management			Yes	Customization Required	No	Alternate
FUN-168 Section VI	Provide a draft design plan.			X			
	Bidder Response: Camis has prepared a project work plan, outlined below. The detailed project plan includes all project phases and milestones detailed below: 1. Execution of the Agreement 2. Initiation and Planning Phase 3. Requirements Gathering Phase 4. Configuration and Design Phase						

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Requirements Traceability Matrix (RTM)
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FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
	<p>5. Final Testing Phase 6. System Readiness Phase 7. Go Live Phase 8. Operational Phase</p> <p><i>Execution of the Agreement</i></p> <p>For the purposes of the project work plan, an assumption was made that the start of the contract will be December 1, 2024; however, this is not a requirement for the rest of the plan. The execution of the contract could occur before or after that date.</p> <p><i>Initiation and Planning Phase</i></p> <p>The finalized project plan will be delivered to the NGPC team within 30 days after the execution of the contract and would have an updated project schedule reflecting the finalized dates. Soon after the acceptance of the project schedule, the Camis Project Manager would be in contact with the NGPC Project Manager to set up a project kick-off meeting in December 2024. At the kick-off meeting, a considerable amount of time would be spent reviewing all project deliverables to ensure Camis understands all requirements. Camis and NGPC will want to review all aspects of the RFP to ensure we implement the solution NGPC wants to see. Any requirements that are not configurable with the existing Camis solution would be identified for design and development. During the initiation and planning phase, the project teams would also start preliminary requirements gathering. There would be an overlap in phases at this stage in the project as we begin to plan the configuration and design phase. Any requirements not fully captured during the project kick-off meeting would continue being discussed during design workshops and analyzed to ensure all requirements are captured.</p>				

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Requirements Gathering Phase

Following the kick-off meeting, the project will continue with the requirements gathering phase. It's during this time that we will clarify business rules, review your current site parameters and park information, discuss confirmation letter content, review reports, and finalize a data migration strategy. Camis plans to gather most of this information through a collaborative tool called Content Snare. Content Snare is a software program that easily allows for document sharing between Camis and NGPC resources. Documents can be gathered in one place, ensuring efficient and organized communication. Camis and NGPC can collaborate through Content Snare using the Comment feature, and NGPC can submit their content for review and approval. During this phase we would also prepare and review any new requirements that do not have complete specifications. A number of Microsoft Teams meetings would be set up with the NGPC team to review the specifications and, in some cases, view some demonstrations. Based on the assumed contract start date, Camis would plan to begin requirements gathering by January 1, 2025. Various documents and requirements will be collected in a series of four batches through Content Snare over a period of several weeks.

As an output of the requirements gathering phase, Camis will develop a Requirements Traceability Matrix (RTM) to ensure that all requirements of the RFP are completed during the project. The RTM will be used throughout the project to ensure all decisions are tracked to the original requirements. The RTM will serve as a framework for functionality that must be delivered during the configuration and design phase.

Configuration and Design Phase

At the start of the configuration and design phase, the Camis Quality Team will update the Test Plan with NGPC specifics and provide the approach, schedule with milestones, and process to approve the completion of testing. During the configuration and design phase, the Camis Configuration and Development Teams will configure the Camis solution for NGPC. During this phase Camis would deliver four iterations to the User Acceptance Test (UAT) environment so that NGPC has an opportunity to view functionality throughout design and development. After each iteration is complete, the Camis Quality Assurance Team will perform an internal verification to ensure the iteration is of good quality. Each iteration will include updated user documentation that will be shared with the necessary members of the NGPC team. Camis will then provide the NGPC team with a demonstration of the functionality included in the iteration, if needed. Following the demonstration, NGPC Subject Matter Experts will have an

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Requirements Traceability Matrix (RTM)
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FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
	<p>opportunity to use the system and identify any problems through initial testing using the Camis Help Center to submit tickets.</p> <p><i>Final Testing Phase</i></p> <p>In the final testing phase (Iteration #4), Camis will perform final regression testing and the UAT environment will be set up with the completed software ready for client testing. Even though the NGPC Project Team was provided with the opportunity to test during some of the prior iteration releases, they will have the opportunity to view, test, and report any issues or problems with the completed software during a final UAT. All problems found during the iteration testing and final UAT will be recorded and fixed in a subsequent release to the UAT environment for final regression testing. UAT of the applications to be used by park staff and the public is planned to be completed in November 2025. Camis expects that at this time final discrepancies will be corrected to allow the project to shift into System Readiness phase.</p> <p><i>System Readiness Phase</i></p> <p>The System Readiness Phase will overlap the configuration/design and testing phases. This phase includes training development, call center and help desk preparation, delivery of a disaster recovery plan, and system testing that includes data migration testing and payment services provider testing. Camis will discuss with the NGPC a time frame for the existing vendor to stop taking reservations ahead of the final data migration. As part of the system readiness phase, Camis will provide training prior to the Go Live date. Camis expects to facilitate initial training sessions before the production launch and will work with NGPC to find an acceptable format. The training sessions and materials can come in various formats, including in-person training groups, live and pre-recorded webinars, PDF self-guided packages, and pre-recorded video training broken out by topic and/or roles.</p> <p>A "train the trainer" approach is recommended for the year-round front-line and admin staff to learn each role and feature in the Camis solution. This approach will give the participants the knowledge they can use to assist all roles in learning the Camis solution. The full training will cover but is not limited to the following topics.</p>				

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FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> • An overview of the Camis solution showing how to access and configure the software layout along with navigating to each available feature. • How to perform common field tasks like registering walk-in visitors, checking in reservations, making changes to customer bookings, and point-of-sale transactions. • How to perform setup, management, and administrative type tasks for staff with administrator or management roles. This includes tasks like creating closures, group site holds, and performing reconciliation. • Working with reports, including how to generate reports used by each role, modify report parameters, and printing or saving reports. • Troubleshooting procedures and how to use built-in help features like the user guide or creating support tickets. • An overview of the public reservation website so park staff can guide the public through using the reservation website. • A complete overview of how to assist customers including pulling up user profiles and booking and sales history. <p><i>Go Live Phase</i></p> <p>According to the preliminary project schedule, the Go Live Phase is slated to begin December 1, 2025; however, Camis will work with NGPC to determine the most suitable time to begin this phase. The project plan suggests that our solution will be ready to launch by December 16, 2025. Camis is flexible in determining a Go Live plan along with NGPC. Our experience has taught us that launching the reservation website prior to reservations starting is a best practice for customer experience. This allows customers to get a look and feel for the new reservation website</p>				

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FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
	<p>prior to the reservation launch date. The launch date for the website in the schedule has been tentatively set for December 9, 2025. These dates are flexible and our teams will work together to determine the plan and the length of time for the reservation website to be available to the public prior to reservations starting December 16.</p> <p><i>Operational Phase</i></p> <p>After the reservation system launch in December 2025, Camis will provide ongoing support and maintenance covering the entire scope of the system. Once the system launches, the Camis Client Account Manager expects to have regularly scheduled meetings to ensure all elements of the system are running smoothly for the duration of the contract. The Camis product specialist will prepare and share a video training package ahead of the 2025 season as more park staff will be available. If deemed necessary, the product specialist can also conduct a webinar session. This session would likely be held in the early Spring of 2025. The Camis Help Desk will be a consistent source of ongoing support once the system is implemented. Our Camis Help Portal will keep track of all issues and our teams will work together on how to resolve reported issues and plan for releases as required. Any changes to the system will be recorded in our end-user documentation and sent out as an update to NGPC staff prior to the change being deployed to production. The Camis trainers keep a close eye on the issues being reported by clients for any issues that can be minimized through improved documentation or "Tips from the Trainer." Additional training resources will be sent to park staff if it is determined that a common problem can be solved with additional instructions.</p> <p>The operational phase will include access and regular communication from your client success team that will have subject matter experts from all departments at Camis. If NGPC has concerns about unmet timelines or issues with the system being delivered at any time during the project, Camis will support requests for a meeting with NGPC to address the concern. Camis will ensure that high-level management staff are present at the meeting so that the concerns expressed by NGPC are heard and acted upon by Camis management. The following section outlines a sample communication plan that Camis uses during system implementation projects. Camis will work with NGPC to determine the most appropriate communication strategy and intervals that work for the agency.</p>				

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FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
FUN-169 Section VI	Is the project manager PMP certified?	X			
	<p>Bidder Response:</p> <p>Yes. Our Manager of Project Management, Greg Rafalowski, will be the Project Manager for the NGPC Reservation System implementation. Greg obtained his Project Management Professional (PMP) Certification in 2016 through the Project Management Institute (PMI). Throughout the last five years, Greg has led 22 client implementations. These include converting existing clients from our legacy software to our newest software, Camis 5, and implementing net new clients. The lessons learned from these prior implementations will be utilized to ensure the smoothest possible implementation for the Nebraska Game and Parks Commission. Greg's resume is included in Appendix A.</p>				

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			
	<p>Bidder Response:</p> <p>Camis provides a comprehensive set of communication support options to ensure that all users receive prompt and knowledgeable assistance. Our help desk staff are highly trained and dedicated exclusively to supporting state park operations, ensuring that they are familiar with the unique challenges and requirements of park management. Telephone support is available for users who require immediate help, with our team ready to troubleshoot, guide, and resolve issues in real time. In addition to telephone assistance, users can contact the help desk via email for more</p>				


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FUN #	Help Desk	Yes	Customization Required	No	Alternate
	<p>detailed inquiries or non-urgent issues. Our email support is equally responsive, ensuring users receive timely follow-ups and solutions.</p> <p>To further streamline support, Camis includes a built-in user guide within the system. Accessible directly from the software interface, the user guide is an integral part of the Camis support hub. Users can open it with the click of a button, providing them with immediate access to comprehensive, step-by-step instructions. The guide is equipped with clickable hyperlinks that allow users to quickly jump to relevant sections, making it easy to find the exact information they need. Whether users are troubleshooting on their own or seeking additional guidance from our help desk, Camis ensures they have the resources and support to efficiently navigate and operate the system.</p>				

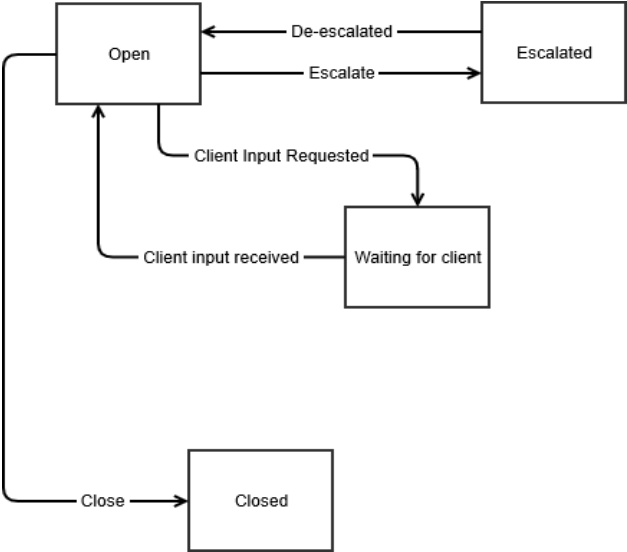
FUN #	Help Desk	Yes	Customization Required	No	Alternate
FUN-171 Section VI	Describe the issue tracking management system to include the following: a. Tracking Input. b. Input Escalation. c. After Incident Reporting.	X			
	<p>Bidder Response:</p> <p>Multiple avenues of contacting the Help Desk are available to NGPC staff, allowing the end user to determine the most convenient method of support depending on the complexity and severity of their issue. Camis will provide a toll-free telephone number for personnel to contact the Help Desk. Users may also contact the Help Desk via email or an incident submission portal using JIRA Cloud services, where they can include screenshots of what they are experiencing:</p>				

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FUN #	Help Desk	Yes	Customization Required	No	Alternate
	 <p>In addition to contacting Camis directly for support, the Help Portal contains an integrated knowledge base that contains the full user guide and the ability to drill down and search for individual areas of interest. The guide opens in a separate window so the help documentation and application screen can be viewed simultaneously. As a result, the end user can quickly find an answer to their inquiry and continue working without needing to create a support request.</p> <p>If a non-critical issue needs to be reported outside of operating hours, users can submit a ticket via the Help Center portal, send an e-mail, or call the Help Desk and leave a voicemail message. Any issues will be responded to upon start of work the following day. A schedule and contact information will be provided to NGPC management for situations where emergency assistance is needed outside of operating hours. In addition, Camis maintains internal on-call resources for escalations and critical situations outside of business hours.</p> <p>When an incident is reported to the Help Desk, staff are kept apprised throughout the support process. Camis utilizes Atlassian Jira Service Management software to document, categorize, and report on all issues. Each ticket opened contains a unique incident number, the date and time an issue was opened and closed, the reporter's name and location,</p>				

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FUN #	Help Desk	Yes	Customization Required	No	Alternate
	<p>a description of the problem, troubleshooting steps taken, the issue's status, and resolution. End users may track the progress of their incident using the Help Center portal.</p> <p>The Help Center portal allows users to participate in the resolution process of their issue by providing additional details in real-time to Help Desk staff. If additional information is needed from an end user after their initial contact with the Help Desk, the ticket will be placed in 'Waiting for Client' status. The end user can update their incident through the portal or by contacting the Help Desk directly. The Help Desk will follow up with the end user through the Help Center portal, email, and telephone until a response is received:</p>  <pre> graph TD Open[Open] -- Escalate --> Escalated[Escalated] Escalated -- De-escalated --> Open Open -- Client Input Requested --> Waiting[Waiting for client] Waiting -- Client input received --> Open Open -- Close --> Closed[Closed] </pre> <p>Designated users for each location receive an email notification when a ticket is opened, updated, or closed with the details of the request. When an issue is resolved, Help Desk staff will notify the reporter via telephone so they can confirm the problem is resolved to their satisfaction and ask any additional questions.</p>				

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FUN #	Help Desk	Yes	Customization Required	No	Alternate
	<p>Being able to quickly zero in on a customer's issue is critical to providing efficient support to NGPC staff. Camis Help Desk personnel have access to all environments and all aspects of our solution to reproduce any circumstances or locate any information that a customer would, allowing Camis to follow along with them every step of the way.</p> <p>Remote access is not required to support our solution but can be provided as a value-added. Camis utilizes LogMeIn to provide secure remote access on an ad-hoc basis for Windows PCs and is not required to be continually active. If remote support is required a valid email address is needed for the user to access the device in question and they must also have administrative rights to install a program. Camis will open a support session in LogMeIn which will send an email to the user's account. This email contains a deployment link and pre-defined security code that is unique to the session. Upon clicking the link, a temporary host is installed on the computer. The user will activate the remote session by entering the security code. 24 hours after activation the session is automatically ended, and the temporary host is removed from the computer. If LogMeIn is not a suitable fit for NGPC's internal technology requirements, Camis is open to using any other tools recommended to facilitate remote access.</p> <p>Help Desk staff use an online knowledge base to locate and provide information quickly and efficiently. Camis utilizes the Atlassian Confluence wiki software as this solution to comprehensively document procedures, software, hardware, and networking information. The Help Desk team works closely with our Development and Client Management teams to streamline the transition and communication of new features, enhancements, and issue fixes to end users. Any upgrades or changes to the reservation system are documented and communicated to the Help Desk team as they are deployed so they are always up to date. Processes and knowledge content are continually reviewed and refined to ensure the best support experience is provided. Camis also employs a team of technical and documentation experts to work with the team to ensure support documentation is up to date and to work with other support teams to ensure documentation flows seamlessly throughout the company.</p> <p>An incident is logged for each contact to the Help Desk and information gathering and troubleshooting begin immediately when reported by phone. If reported through other means, incoming tickets are prioritized based on the nature of the issue as defined by the priority matrix and will be responded to within the established timelines for escalation. Camis categorizes tickets as critical, high, medium, and low with the business impact of the incident and availability of a workaround being the determining factor between those designations. This ensures problems with the most significant impact to NGPC receive the greatest attention:</p>				


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FUN #	Help Desk				Yes	Customization Required	No	Alternate
	Priority	Critical	High	Medium				
	Description	The issue is causing severe business impact to normal operations. All users are affected.	The issue is causing significant impact to normal operations. Large numbers of users or some key users are affected.	The issue is causing a manageable impact to normal operations.				
	Workaround	No workaround is available.	A workaround may not be available or efficient.	A viable workaround is available.				
Incidents are categorized by issue type:								
Issue Type		Definition						
Camis Software		Technical issue or question involving the configuration and use of the Camis solution.						

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FUN #	Help Desk	Yes	Customization Required	No	Alternate
	Change Request	Request to modify the functionality of a component within the Camis solution that is currently working as designed.			
	Configuration Task	Request to change parameters within the Camis solution that require intervention from the Camis configuration team.			
	Customer Inquiry	Non-technical issue involving contact with a member of the public (not THC Staff) to resolve.			
	Hardware	Issue involving the physical functionality of computers, printers, and peripherals.			
	Maintenance	Planned activity to update or verify settings on software, hardware, or network components.			
	Network	Issues with LAN / WAN connectivity and associated network hardware components such as modems, routers and switches.			
	<p>If the incident is an enhancement request to a component that is presently working as designed, a ticket will be assigned to the Camis account management team to discuss the feasibility and implementation of the proposed change with NGPC. If the enhancement is agreed to, software development or configuration work will commence, and the enhancement will be implemented in a future software update.</p> <p>If a component is not working as designed and the problem cannot be resolved by the Help Desk, any applicable error messages or logs will be obtained, an attempt will be made to reproduce the problem in the appropriate support environment, and the ticket will be assigned to an escalation team for further investigation. Issues reported by multiple locations may be linked together as a 'master' issue if they have the same suspected root cause. Help Desk management staff will participate in regular status meetings, highlighting outstanding problems and providing an opportunity for management contacts to digest information and ask questions.</p> <p>In the event of an urgent issue impacting usage of the Camis solution by NGPC, it is crucial that management staff are kept up to date on the nature of the problem, status, and estimated time of resolution so they can provide meaningful updates and answer questions within the organization. If an outage occurs, the Help Desk will identify the scope of the problem and engage any applicable escalation teams. If the situation has not been alleviated within 30 minutes of the first report to Camis, notifications will be sent to management contacts designated in a medium</p>				

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FUN #	Help Desk	Yes	Customization Required	No	Alternate																		
	<p>of NGPC 's choosing (email, phone, or text / SMS). Subsequent updates will be provided when significant information is discovered or 60 minutes later (whichever is soonest) until resolution is reached. An example communication is included below:</p> <hr/>  <p>CAMIS Notification</p> <p><u>You have received this notification because you are the official contact for Camis.</u></p> <p>Hello,</p> <p>Please be aware that Camis is currently experiencing a service outage. Please find full details below.</p> <table border="1" data-bbox="325 889 1098 1299"> <tr><td>Title</td><td></td></tr> <tr><td>Date/Time of Incident</td><td></td></tr> <tr><td>Date/Time of Resolution</td><td></td></tr> <tr><td>Duration</td><td></td></tr> <tr><td>Ticket Number</td><td></td></tr> <tr><td>Impact/Scope</td><td></td></tr> <tr><td>Workaround (short-term resolution)</td><td></td></tr> <tr><td>Status Update (if applicable)</td><td></td></tr> <tr><td>Next Update</td><td></td></tr> </table> <p>Further communication will be provided periodically as we continue to investigate. Thank you for your patience.</p>	Title		Date/Time of Incident		Date/Time of Resolution		Duration		Ticket Number		Impact/Scope		Workaround (short-term resolution)		Status Update (if applicable)		Next Update					
Title																							
Date/Time of Incident																							
Date/Time of Resolution																							
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Next Update																							

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FUN #	Help Desk	Yes	Customization Required	No	Alternate
	When an outage is concluded, Camis conducts a root cause analysis to determine the cause and preventative actions needed to eliminate a recurrence. A formal report is prepared including the date, master ticket number, issue, impact, cause, resolution, duration of any downtime, and a timeline of actions. This will be provided to NGPC to illustrate what occurred.				

FUN #	Training Plan	Yes	Customization Required	No	Alternate
FUN-172 Section VI	Provide a draft training plan. Bidder Response: Camis is committed to ensuring that all year-round front-line and administrative staff are thoroughly trained prior to the implementation of the solution in production. We will collaborate closely with the Nebraska Game and Parks Commission to determine an optimal training format that suits the needs of all staff members. Our training offerings are flexible and can be delivered through various methods, including in-person group training sessions, live webinars, pre-recorded webinars, PDF self-guided training packages, and topic-based pre-recorded video training. These materials can be tailored to specific roles within the parks, ensuring that each staff member receives relevant and focused training. To ensure a sustainable and scalable training model, we recommend utilizing a 'train the trainer' approach. This method involves equipping selected year-round front-line and admin staff with the comprehensive knowledge they need to understand all roles and features within the Camis solution. These trainers will then be able to disseminate the information to other staff, ensuring a smooth, ongoing training process as new staff members join or as refresher training is needed. The full training will cover all necessary topics to ensure staff are proficient in the use of the Camis solution, including but not limited to:	X			

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FUN #	Training Plan	Yes	Customization Required	No	Alternate
	<p>Overview of the Camis solution: This will provide participants with a clear understanding of how to access the system, configure the software layout according to their preferences, and navigate to all available features. This includes a detailed walkthrough of the system’s functions, capabilities, and physical layout, ensuring users are familiar with the environment they’ll be working in.</p> <p>Common field-oriented tasks: We will demonstrate all key operational processes, such as registering walk-in visitors, processing reservations and cancellations, handling unit changes, early departures, extending stays, and making park changes. Staff will also be trained on using the point-of-sale (POS) features for sales transactions related to reservations.</p> <p>Administrative and managerial functions: For those in administrator or manager roles, training will include tasks such as creating site closures, holding group sites, reconciling reservations and payments, and managing inventory and user access. This will ensure those in supervisory positions have the knowledge to efficiently oversee park operations.</p> <p>Report generation and customization: Staff will be guided through generating, modifying, and distributing reports based on their role. This includes a detailed look at reservation and accounting reports, modifying report parameters, and how to print or save reports for future use.</p> <p>Troubleshooting and problem resolution: Our training will cover troubleshooting techniques, handling error messages, and utilizing built-in help features, including the user guide and inquiry functions. Staff will also be shown how to create support tickets for issues they cannot resolve on their own, ensuring they know where to turn for further assistance.</p> <p>Public reservation website overview: Training will also include a complete walk-through of the public reservation website, enabling park staff to guide visitors through the process of making reservations, managing bookings, and understanding the features available to the public.</p>				

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FUN #	Training Plan	Yes	Customization Required	No	Alternate
	<p>Customer assistance: Staff will learn how to assist customers by accessing their profiles, retrieving booking and sales history, and making modifications to reservations. This ensures that park staff can efficiently support visitors at all stages of their stay.</p> <p>At the conclusion of the training, all participants will be fully equipped to manage key tasks such as creating, modifying, storing, and retrieving reservations and profile information. They will be able to use features like check-in/check-out, guest movement between units, and Group Event Planning transactions. Additionally, participants will be capable of generating and printing all necessary standard reservation and accounting reports.</p> <p>By offering a robust, multifaceted training program, Camis ensures that Nebraska Game and Parks Commission staff will be confident in their ability to manage and operate the new reservation system effectively, providing a seamless experience for both park staff and visitors alike.</p> <p>Many of the items listed for NGPC Administrator training will be addressed during the comprehensive end-to-end initial training. However, Camis will also provide dedicated sessions specifically for NGPC Administrators to cover these higher-level tasks in detail. These sessions will ensure that administrators are fully equipped to manage the system's more advanced functionalities and confidently handle their administrative responsibilities.</p> <p>Training will include detailed instruction on performing various administrative duties, such as account maintenance, setting up business rules, and managing facilities within the system. Administrators will learn how to add or remove facilities and configure specific rules related to site availability, pricing, and user access. Additionally, they will be trained on accounting functions, including payment reconciliation, transaction tracking, and generating essential accounting reports for both internal and external use.</p> <p>Administrators will also gain a thorough understanding of how to use the Camis field application, learning how to manage in-field transactions and how the application operates under different conditions, such as in offline mode. Furthermore, we will provide guidance on generating executive-level reports, offering insights into revenue and operational efficiency that support strategic decision-making.</p>				

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FUN #	Training Plan	Yes	Customization Required	No	Alternate
	These administrator-specific training sessions will ensure that NGPC staff are fully prepared to handle the advanced aspects of the system, allowing for smooth operations and confident management of day-to-day park activities.				

FUN #	Transition Plan	Yes	Customization Required	No	Alternate														
FUN-173 Section VI	<p>Provide a draft transition plan.</p> <p>Bidder Response:</p> <p>A sample Phase-Out transition plan for the end of the contract that clearly describes activities and sample timelines is provided below. Camis will collaborate with NGPC and will ensure that documentation is provided outlining support processes, procedures, functions, and staffing requirements.</p> <p>Camis - Nebraska Game and Parks Commission - End of Contract Transition Out Plan (215 days)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Task</th> <th style="text-align: left;">Sample Duration</th> </tr> </thead> <tbody> <tr> <td>1. Pre-Initiation Tasks</td> <td>42 days</td> </tr> <tr> <td>1.1 List of Unique Identifiers to NGPC</td> <td>31 days</td> </tr> <tr> <td>1.2 Provide NGPC with Item-Level Images (site photos) in the Reservation System</td> <td>31 days</td> </tr> <tr> <td>1.3 Provide NGPC with Pricing Information in the Reservation System including fee line items</td> <td>31 days</td> </tr> <tr> <td>1.4 Provide NGPC with the Transition Out Plan</td> <td>11 days</td> </tr> <tr> <td>2. Phase 1: Initiation</td> <td>7 days</td> </tr> </tbody> </table>	Task	Sample Duration	1. Pre-Initiation Tasks	42 days	1.1 List of Unique Identifiers to NGPC	31 days	1.2 Provide NGPC with Item-Level Images (site photos) in the Reservation System	31 days	1.3 Provide NGPC with Pricing Information in the Reservation System including fee line items	31 days	1.4 Provide NGPC with the Transition Out Plan	11 days	2. Phase 1: Initiation	7 days	X			
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Attachment 6
Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Transition Plan	Yes	Customization Required	No	Alternate
	2.1 NGPC notifies Camis of end of contract				
	2.2 NGPC notifies Camis of Project Management resource/contact				
	2.3 NGPC Schedule Transition Out Communication Strategy				
	3. Phase 2: Implementation				
	3.1 NGPC to notify Camis of request for active reservations and account data				
	3.2 Initial Data Export – Camis provides client with sample active reservation and account data (data migration)				
	3.3 Provide supporting documentation to interpret export provided				
	<i>3.4 Reservation Website Transition</i>				
	3.4.1 Stop taking reservations through the Camis system using the reservation website				
	3.4.2 Activate maintenance page for reservation website				
	3.4.3 Set up redirects to new reservation website				
	<i>3.5 Call Center Transition (if applicable)</i>				
	3.5.1 Stop taking reservation through the Camis system for Call Center locations				
	3.5.2 Provide client with Call Center statistics for the past season				

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

FUN #	Transition Plan	Yes	Customization Required	No	Alternate
	3.5.3 Activate phone scripting to use during the transition				
	3.5.4 Complete toll free number transition				
	<i>3.6 Field Location Transition</i>				
	3.6.1 Stop taking reservations through the Camis system for the field location				
	<i>3.7 Account and Reconciliation Transition</i>				
	3.7.1 NGPC to notify Camis of requests for active reservations and account data				
	3.7.2 All shifts and customer accounts reconciled				
	3.7.3 Final Data Export – Camis to provide client with active reservations and account data (data migration)				
	<i>3.8 Help Desk Transition</i>				
	3.8.1 Close and archive any outstanding issue tickets				
	3.8.2 Stop taking support calls				
	3.8.3 Disable client-specific call routing				
	4. Phase 3: Post-Transition Phase				
	4.1 End of transition communication				
	4.2 Perform post-contract activities (as needed)				

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

FUN #	Transition Plan	Yes	Customization Required	No	Alternate
	4.3 NGPC to notify internal partners to remove Camis access (payment processing portal, etc.)				
	4.4 NGPC to remove access to Camis system				

FUN #	End of Contract Provisions	Yes	Customization Required	No	Alternate				
FUN-174 Section VI	<p>Provide a plan to ensure the system remains operational during the transition to a new contractor.</p> <p>Bidder Response:</p> <p>Camis understands that it is imperative that the State Park Reservation System remain operational during the transition to a new contractor upon termination or expiration of the current contract. Camis agrees to make an orderly transition of the service defined in this RFP and to perform all tasks in good faith, necessary to preserve the integrity of the State Park Reservation System. Camis agrees to make every reasonable effort to ensure any transition is performed in a professional and businesslike manner and will comply with reasonable requests and requirements of NGPC to accomplish a successful, seamless, and unhindered transfer of responsibilities. Camis will work with both NGPC and the new vendor to develop an an appropriate transition plan including necessary timelines for each transitional task.</p> <p>A sample Phase-Out transition plan for the end of the contract that clearly describes activities and sample timelines is provided below. Camis will collaborate with NGPC and will ensure that documentation is provided outlining support processes, procedures, functions, and staffing requirements.</p> <p>Camis - Nebraska Game and Parks Commission - End of Contract Transition Out Plan (215 days)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Task</th> <th style="text-align: left;">Sample Duration</th> </tr> </thead> <tbody> <tr> <td>1. Pre-Initiation Tasks</td> <td>42 days</td> </tr> </tbody> </table>	Task	Sample Duration	1. Pre-Initiation Tasks	42 days	X			
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Requirements Traceability Matrix (RTM)
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Proposed Development Approach

Proposed Development Approach

Development Methodology

Camis Product Development borrows practices from Kanban, roles from the Scrum framework and a continuous integration and delivery approach. Our approach is to regularly engage stakeholders and demonstrate our progress to them. Multiple cross-disciplinary Scrum teams (Product Squads) are defined around functional boundaries to mitigate inter-team dependencies.

The goal of a product squad is to deliver features within their functional boundary safely and within their constraints of time and resources. In order to achieve this goal, it is imperative that squads leverage a Lean approach to their initiatives. Product squads are intended to possess all of the technical skills and business knowledge required to implement a feature end-to-end. Product squads are responsible and accountable for the production support of their own features. Software Developers are responsible for producing unit-tested functionality that conforms to business goals and platform standards. QAs are responsible for producing and executing strategic test plans that limit the risk and impact of defects. Each product squad also includes a full-time Product Owner to govern the priorities and roadmap of the team. The Product Owner contributes to this goal by refining a backlog and providing business context for the squad.

Each product squad maintains a Kanban board (Triage, Backlog, Ready, In Progress and Done). Each squad holds daily stand-ups; the goal of which is to create a plan for the next 24 hours. The subject of stand-up is not the people, but the work. Therefore, it is advisable for a product squad to use their Scrum board to guide the stand-up flow. To manage delivery efficiencies both within a given squad and between squads, maximum WIP limits upon the Scrum boards are strongly encouraged. A Product Owner hosts regular readiness meetings with their product squad, the goal of which is for the squad to pull work items from Backlog to Ready; when they agree that the work items are well understood and correctly sized.

The Camis code-branching model approximates Trunk-Based Development, with new code being continually built and tested. Every 4 weeks (every 4th Tuesday), a new release branch is created. This version then undergoes a week-long internal verification period, followed by a week-long client verification period, both of which occur in the UAT environment. Should there be no release

impediments identified by the conclusion of the client verification period, the software version is scheduled for deployment to the Production environment.

How desired features and operations are described in detail and presented to clients

Camis works with both a short and long-term road map. When developing both our short-term and long-term roadmaps Camis works alongside our clients to understand their priorities and works to solve the problems that are most impactful to your operations. This input, as well as consideration of the broader market and changing technology, guide our long-term roadmap. As we are working through the design and implementation of a new feature, we will engage with a variety of touch points with Nebraska Game and Parks Commission so they can see the progress being made on the features that are important to them, and so we can validate our designs against NGPC's expectations.

Well before Camis presents new features to clients, we undertake what we call a "Product Discovery Process" wherein we work closely with clients to understand the problems they face and how best Camis and the Camis solution can help solve them. This typically starts with stakeholder interviews. Whenever possible, our teams prefer to engage directly with stakeholders in the problems we are trying to solve, so we can be sure we are getting the absolute best information we can to inform the solution. Once the stakeholder interviews are completed, Camis prepares a Research Plan which details what steps we intend to take as we are planning the feature. These plans are unique to the features they are written for, but often include research tools such as discussion guides, usability test plans, heuristic evaluations, surveys, competitive and/or market analysis, user personas and user interviews.

Once the research has progressed far enough, our team will start to work on defining how a feature will work. To do this we start with user stories, which define how users will accomplish their goals using this feature. Our team will use those stories to create user flows, wireframes, prototypes, and other design documentation that varies from feature to feature. These artifacts are typically another chance for client feedback, where our team would share them with Nebraska Game and Parks Commission and solicit feedback on them so we can be sure we are working on the best possible solution.

Once the desired features are well planned and ready to be developed, they move to the short-term roadmap, known as the release forecast. The Release forecast plots the feature, enhancement and technology changes expected in the next 3-4 months.

As features are being developed, Camis will be transparent with Nebraska Game and Parks Commission on our progress at implementing the features that Nebraska Game and Parks

Commission are interested in, so that they know what to expect and when to expect it. As features near completion, client demonstrations with Nebraska Game and Parks Commission will be arranged, to provide an early look at the new work under development.

Camis releases an updated version of the solution each month as part of a regular release cycle. Nebraska Game and Parks Commission can opt to take releases based on their operational needs but Camis recommends taking every release. Each release is accompanied by release notes describing new features, enhancements, and bug fixes. The integrated user guide is also updated alongside the release with any new functionality or changes to existing functionality. Important new features might also be delivered with the additional training material, such as written instructions, training videos or hands-on client training with one of our client trainers.

When needed Nebraska Game and Parks Commission will have access to newly developed features as soon as they are available and have passed User Acceptance Testing (UAT) in the dedicated UAT environment. This way Nebraska Game and Parks Commission can experience new features first-hand before they are deployed to a production environment.

Project Work Plan

Detailed project work plan; and

Camis has completed more than 25 implementations of our software to date. This experience has allowed us to develop a series of best practices and project management methodologies. Camis has reviewed the RFP requirements in their entirety and we're confident that we can provide the solution that give Nebraska Game and Parks Commission the State Park Reservation System they are looking for.

Our approach to project management, methodologies, and processes is based on the Project Management Body of Knowledge (PMBOK) supported by the Project Management Institute (PMI). Camis' overall approach is structured around each Process Group from the PMBOK, beginning with the Initiation Process Group, followed by Planning, Executing, Monitoring and Controlling, and ending with the Closing Process Group.

Camis manages the integration between the processes, their interactions, and the purposes they serve to deliver projects on time, on budget, and with the functionality required for successful operations. In order to do this effectively, Camis will provide an experienced team to implement our proposed solution. The team will take a leadership role in project management and we will provide subject matter experts who cover software development, networking, hardware, data centers, security, disaster recovery, payment processing, finance, help desk support, and call center support, as is relevant in relation to the RFP requirements.

Camis has prepared a project work plan, outlined below.

The detailed project plan includes all project phases and milestones detailed below:

1. Execution of the Agreement
2. Initiation and Planning Phase
3. Requirements Gathering Phase
4. Configuration and Design Phase
5. Final Testing Phase
6. System Readiness Phase
7. Go Live Phase
8. Operational Phase

Execution of the Agreement

For the purposes of the project work plan, an assumption was made that the start of the contract will be December 1, 2024; however, this is not a requirement for the rest of the plan. The execution of the contract could occur before or after that date.

Initiation and Planning Phase

The finalized project plan will be delivered to the NGPC team within 30 days after the execution of the contract and would have an updated project schedule reflecting the finalized dates. Soon after the acceptance of the project schedule, the Camis Project Manager would be in contact with the NGPC Project Manager to set up a project kick-off meeting in December 2024. At the kick-off meeting, a considerable amount of time would be spent reviewing all project deliverables to ensure Camis understands all requirements. Camis and NGPC will want to review all aspects of the RFP to ensure we implement the solution NGPC wants to see. Any requirements that are not configurable with the existing Camis solution would be identified for design and development. During the initiation and planning phase, the project teams would also start preliminary requirements gathering. There would be an overlap in phases at this stage in the project as we begin to plan the configuration and design phase. Any requirements not fully captured during the project kick-off meeting would continue being discussed during design workshops and analyzed to ensure all requirements are captured.

Requirements Gathering Phase

Following the kick-off meeting, the project will continue with the requirements gathering phase. It's during this time that we will clarify business rules, review your current site parameters and park information, discuss confirmation letter content, review reports, and finalize a data migration strategy. Camis plans to gather most of this information through a collaborative tool called Content Snare. Content Snare is a software program that easily allows for document sharing between Camis and NGPC resources. Documents can be gathered in one place, ensuring efficient and organized communication. Camis and NGPC can collaborate through Content Snare using the Comment feature, and NGPC can submit their content for review and approval. During this phase we would also prepare and review any new requirements that do not have complete specifications. A number of Microsoft Teams meetings would be set up with the NGPC team to review the specifications and, in some cases, view some demonstrations. Based on the assumed contract start date, Camis would plan to begin requirements gathering by January 1, 2025. Various documents and requirements will be collected in a series of four batches through Content Snare over a period of several weeks.

As an output of the requirements gathering phase, Camis will develop a Requirements Traceability Matrix (RTM) to ensure that all requirements of the RFP are completed during the project. The RTM

will be used throughout the project to ensure all decisions are tracked to the original requirements. The RTM will serve as a framework for functionality that must be delivered during the configuration and design phase.

Configuration and Design Phase

At the start of the configuration and design phase, the Camis Quality Team will update the Test Plan with NGPC specifics and provide the approach, schedule with milestones, and process to approve the completion of testing. During the configuration and design phase, the Camis Configuration and Development Teams will configure the Camis solution for NGPC. During this phase Camis would deliver four iterations to the User Acceptance Test (UAT) environment so that NGPC has an opportunity to view functionality throughout design and development. After each iteration is complete, the Camis Quality Assurance Team will perform an internal verification to ensure the iteration is of good quality. Each iteration will include updated user documentation that will be shared with the necessary members of the NGPC team. Camis will then provide the NGPC team with a demonstration of the functionality included in the iteration, if needed. Following the demonstration, NGPC Subject Matter Experts will have an opportunity to use the system and identify any problems through initial testing using the Camis Help Center to submit tickets.

Final Testing Phase

In the final testing phase (Iteration #4), Camis will perform final regression testing and the UAT environment will be set up with the completed software ready for client testing. Even though the NGPC Project Team was provided with the opportunity to test during some of the prior iteration releases, they will have the opportunity to view, test, and report any issues or problems with the completed software during a final UAT. All problems found during the iteration testing and final UAT will be recorded and fixed in a subsequent release to the UAT environment for final regression testing. UAT of the applications to be used by park staff and the public is planned to be completed in November 2025. Camis expects that at this time final discrepancies will be corrected to allow the project to shift into System Readiness phase.

System Readiness Phase

The System Readiness Phase will overlap the configuration/design and testing phases. This phase includes training development, call center and help desk preparation, delivery of a disaster recovery plan, and system testing that includes data migration testing and payment services provider testing. Camis will discuss with the NGPC a time frame for the existing vendor to stop taking reservations ahead of the final data migration. As part of the system readiness phase, Camis will provide training prior to the Go Live date. Camis expects to facilitate initial training sessions before the production

launch and will work with NGPC to find an acceptable format. The training sessions and materials can come in various formats, including in-person training groups, live and pre-recorded webinars, PDF self-guided packages, and pre-recorded video training broken out by topic and/or roles.

A "train the trainer" approach is recommended for the year-round front-line and admin staff to learn each role and feature in the Camis solution. This approach will give the participants the knowledge they can use to assist all roles in learning the Camis solution. The full training will cover but is not limited to the following topics.

- An overview of the Camis solution showing how to access and configure the software layout along with navigating to each available feature.
- How to perform common field tasks like registering walk-in visitors, checking in reservations, making changes to customer bookings, and point-of-sale transactions.
- How to perform setup, management, and administrative type tasks for staff with administrator or management roles. This includes tasks like creating closures, group site holds, and performing reconciliation.
- Working with reports, including how to generate reports used by each role, modify report parameters, and printing or saving reports.
- Troubleshooting procedures and how to use built-in help features like the user guide or creating support tickets.
- An overview of the public reservation website so park staff can guide the public through using the reservation website.
- A complete overview of how to assist customers including pulling up user profiles and booking and sales history.

Go Live Phase

According to the preliminary project schedule, the Go Live Phase is slated to begin December 1, 2025; however, Camis will work with NGPC to determine the most suitable time to begin this phase. The project plan suggests that our solution will be ready to launch by December 16, 2025. Camis is flexible in determining a Go Live plan along with NGPC. Our experience has taught us that launching the reservation website prior to reservations starting is a best practice for customer experience. This allows customers to get a look and feel for the new reservation website prior to the reservation launch date. The launch date for the website in the schedule has been tentatively set for December 9, 2025. These dates are flexible and our teams will work together to determine the plan and the length

of time for the reservation website to be available to the public prior to reservations starting December 16.

Operational Phase

After the reservation system launch in December 2025, Camis will provide ongoing support and maintenance covering the entire scope of the system. Once the system launches, the Camis Client Account Manager expects to have regularly scheduled meetings to ensure all elements of the system are running smoothly for the duration of the contract. The Camis product specialist will prepare and share a video training package ahead of the 2025 season as more park staff will be available. If deemed necessary, the product specialist can also conduct a webinar session. This session would likely be held in the early Spring of 2025. The Camis Help Desk will be a consistent source of ongoing support once the system is implemented. Our Camis Help Portal will keep track of all issues and our teams will work together on how to resolve reported issues and plan for releases as required. Any changes to the system will be recorded in our end-user documentation and sent out as an update to NGPC staff prior to the change being deployed to production. The Camis trainers keep a close eye on the issues being reported by clients for any issues that can be minimized through improved documentation or "Tips from the Trainer." Additional training resources will be sent to park staff if it is determined that a common problem can be solved with additional instructions.

The operational phase will include access and regular communication from your client success team that will have subject matter experts from all departments at Camis. If NGPC has concerns about unmet timelines or issues with the system being delivered at any time during the project, Camis will support requests for a meeting with NGPC to address the concern. Camis will ensure that high-level management staff are present at the meeting so that the concerns expressed by NGPC are heard and acted upon by Camis management. The following section outlines a sample communication plan that Camis uses during system implementation projects. Camis will work with NGPC to determine the most appropriate communication strategy and intervals that work for the agency.

Communication Plan

Regular Intervals of Communication

Within the first 30 days of the Implementation Project, Camis will provide the NGPC team with a Project Team Contact List that includes the names, necessary contact information, and contact times of all Camis project team members that may be contacted during emergencies or extended unresolved issues. One emergency contact will be designated as available 24 hours a day/seven days a week. The list will also identify each Camis employee's role and responsibilities within the Implementation Project.

Coordination of Communication Activities

The Camis Project Manager will be the lead for all communications during the Implementation of the project. Camis will provide all meeting scheduling, telephone conferencing, and video conferencing facilities. Our conferencing facilities will allow NGPC staff to be in any location where they have phone and internet services. Not all meetings will require voice and video; however, we will always have the option depending on the type of call. Meetings will be scheduled and conducted using Camis' Microsoft Teams system.

Format and Frequency of Status Meetings

For the duration of the project, Camis will schedule a regular weekly project meeting. Camis will provide a written agenda to the NGPC Project Manager 24 hours prior to the status meeting. The meetings between the Camis Project Team and the NGPC project team should not last longer than 30-60 minutes depending on the agenda items. Camis will provide a meeting invite using Microsoft Teams and run the meeting. Any actions or decisions from the meeting will be recorded by Camis and provided in a status update.

Any adjustments to the meeting schedule will be agreed upon by the Project Manager from Camis and the NGPC team. Once the project shifts from the implementation phase to the operational phase, the Camis Project Manager will no longer be a member of the project team and the Client Account Manager will lead meetings and be the main point of contact. At this stage, the Status Report would change its format to align with an Operational Phase. Also, attendees that may have been required during the Implementation Phase may no longer be required during the Operational Phase. Camis has always had annual meetings with our clients, and this is expected to continue with NGPC. Camis will bring to these meetings many representatives of the team that provides NGPC with their reservation service. We will provide yearly statistics, service reviews (help desk and training), review product updates, and provide industry updates based on RFPs and industry analysis. We also provide plenty of time to listen to our clients and review all concerns and discuss future needs. Many times, these initial discussions lead to future updates that expand or enhance your current reservation system.

Weekly Status Meeting Reports

Weekly status meeting reports will be provided to NGPC within one business day following each project status meeting. The report will include attendees, agenda, overview of the topics discussed, new actions, who is responsible and by when, and status of prior actions. The status report will verify that the project is on track, identify any risks that need to be dealt with as quickly as possible, and identify all decisions.

Monthly Status Reporting

Camis will provide monthly summaries concerning the status of the project within 5 business days from the end of the month being reported on. The monthly report will include a list of major accomplishments, and key milestones will be identified from the Implementation Plan and reported on in the status report. The report will also include completed deliverables, issues, problems, actions, and work for the next period. Camis will be sure to provide the NGPC team with plenty of warning when we are expecting a deliverable from NGPC. Camis will also provide guidance as to the impact any missed deliverables would have on the rest of the project.

Special Meeting Needs

Camis takes full advantage of special meeting needs for key stages of planning, testing, and training prior to implementation. Camis strives to include the appropriate team personnel in these meetings because we want our team to get exposure to our client's needs and participate in the information exchange and decision-making. For example, during the key stage of final testing, we will have our product staff, our testing staff, and training staff involved in the meetings and even during a portion of the User Acceptance Testing.

Data Migration Plan

Camis has the ability to import historical transactions from the current reservation system to the new reservation system. Prior to converting and migrating the data, Camis will work with NGPC on a data migration plan to be approved by the agency. Below is the methodology Camis uses. Specifics of when and how we import the data will be discussed during the contract negotiation stage of the procurement as we better understand the agency's data structure and requirements.

Camis typically completes the data migration portion of our implementation in three distinct phases, with Phase 1 being the vast majority of the data being migrated. To migrate the data, Camis will use custom-built in-house software. The migration of the data will occur within a secure data processing environment. This environment has no system-generated communications or third-party data interactions. The goal is to keep customer information secure during the migration process while

obtaining 100% accuracy in converting existing facility and customer data. In order to achieve 100% accuracy, the test strategy of this phase is to leverage high-level, aggregate, transactional and financial reporting from the source and target systems. The historical reservation data import will be considered to be successful when the reporting from the source and target systems match, and manual edge case assessments have been completed to the satisfaction of both the Camis team and the NGPC. This testing will ensure that no data will be lost during the data migration.

- In Phase 1, Camis typically imports all park data, website content, photos, and digital maps. Phase 1 will also include campsite details, photographs, facilities, amenities, operating seasons, site alerts, digital maps, and fee schedules. The importance of this phase is paramount as it enables the NGPC to view the Camis solution with their State Park information. For Phase 1, Camis plans to start this process with the NGPC during the Requirements Gathering milestone currently scheduled between January 1, 2025 and April 30, 2025. Camis will work with NGPC to understand their data structure so we can prepare our custom-built in-house software to load that info into the Camis system.
- Phase 2 of the data migration process will be focused on migrating historical reservations for which the arrival date has passed and customer profiles that have been active within a pre-defined period of time determined between Camis and NGPC. Camis and NGPC will work together to determine the appropriate amount of historical reservation data to import. While there will be three phases for the data migration, Phase 2 of the data migration will be rapidly iterated as Camis tests the migrated data throughout the configuration and design phase of the project. During this longer phase, Camis and the NGPC will test and iterate on the import to ensure 100% accuracy is achieved with migration prior to the final phase beginning during the cutover period from the prior system to the Camis 5 system. The test strategy of this phase is to leverage high-level, aggregate, transactional and financial reporting from the source and target systems. The historical reservation data import will be considered successful when the reporting from the source and target systems match, and manual edge case assessments have been completed to the satisfaction of both the Camis team and NGPC.
- Phase 3 will be the completion of the data migration portion of the system implementation project as this needs to happen very close to the reservation Go Live Date. This is when the NGPC will need to shut down their prior reservation system, export the data, and provide the final data extract to Camis for migration into the Camis 5 system. Camis and NGPC can work together to determine the most appropriate time for this cutover period, based on an assumed December 16, 2025 reservation launch date, which would be the earliest date that reservations

would be enabled on the new system. Camis is flexible and will work with NGPC to determine the most appropriate time to cut over to the new system to avoid as much disruption to customers as possible. In order to achieve that, the goal is to have the final phase of the data migration completed prior to December 3, 2025. This will allow Camis to launch the reservation website on December 9, ahead of reservations being enabled on December 16. This period of time when the website is available before reservations are enabled allows customers to create new accounts and get used to the new look and feel of the reservation website. Through our experience, we find this provides a better overall customer experience as customers are prepared to make reservations on the launch day in November without the added stress of creating new accounts and learning a new system.

Risk Management Plan

The Camis approach to risk management is based on the Project Management Body of Knowledge (PMBOK) supported by the Project Management Institute (PMI). Camis' overall approach is to conduct a risk management workshop at the initial kick-off meeting so that NGPC and Camis teams can identify any risks either party foresees at the start of the project. All risks will be recorded in the risk register and then voted on for probability of occurrence and the severity of impact on the project should the risk occur along with actions to avoid, mitigate, or manage the risks. Risks with a high probability of occurring that highly impact the project would have a Risk Management Plan created.

After the initial risk management workshop, Camis and the NGPC team will review the risk register together on a frequency agreed on by both parties. Risks not identified during the risk management workshop but identified during the implementation of the project will be analyzed, discussed, and added to the risk register as needed.

Camis will employ a proactive approach to avoiding, mitigating, or managing risk that includes but is not limited to:

1. Plan with discussion from all involved parties.
2. Review project plan and risk register in cooperation with NGPC.
3. Adjust the project plan and risk register as changes arise.
4. Discuss and check plan status regularly with NGPC and address any issues which may affect the plan expeditiously.

In all the reservation system projects Camis has worked on, there was always a deadline that could not be missed. That deadline was typically the date when customers were expecting to start making reservations or the date when the parks opened for the season. Camis recognizes that a lot of things can happen during a project and the best way to keep the risks low is to define all the risks in the risk register, plan for them, and frequently review the risk register together. The sooner you can identify a problem the easier it is to implement the risk management strategy used for that pre-identified risk.

High-priority risks identified in the risk register will be reviewed on a weekly basis during the weekly status meeting. NGPC will be kept aware of all risks and both teams will be involved in making decisions on how to plan for the risk. Camis has a lot of experience with projects of this nature, and we will be able to provide multiple options to mitigate the risk or suggest alternative solutions. The risk register will be reviewed on a regular basis with new risks, modified risks, changing priorities, or additional mitigation plans. The number and frequency of Risk Management Plan reviews will be based on the number of risks and their impact on the project. Camis and NGPC will work together throughout the project to identify and plan for risks to ensure a smooth implementation of the State Park Reservation System.

Quality Management Plan and Sign-Off Procedures

As mentioned in the Project Plan section above, at the start of the configuration and design phase, the Camis Quality Team will update the Test Plan with NGPC specifics and provide the approach, schedule with milestones, and process to approve the completion of testing. During the configuration and design phase, the Camis Configuration and Development Teams will configure the Camis solution for the NGPC. During this phase, Camis would deliver three total iterations to the User Acceptance Test (UAT) environment so that the NGPC has an opportunity to view functionality throughout design and development. After each iteration is complete, the Camis Quality Assurance Team will perform an internal verification to ensure the iteration is of good quality. Each iteration will include updated user documentation that will be incorporated into the Camis solution. Camis will then provide the NGPC team with a demonstration of the functionality after completion of one of the earlier iterations. Following the second iteration, the NGPC Subject Matter Experts will have an opportunity to use the system and identify any problems using the Camis Help Center. The NGPC will have an opportunity to provide Final UAT feedback and the Camis Quality team will perform final regression testing to correct issues.

Camis utilizes Atlassian Jira incident management software to document, categorize, and report on all issues. End users may track the progress of their incident using the Camis Help Center. Permissions can be designated for staff to view logged incidents and can sort the results by several different criteria.

Camis will provision and maintain a dedicated staging (UAT) environment for all NGPC testing activities. The staging environment infrastructure is a scaled-down replica of the production environment to ensure that all functional testing activities are relevant. Camis will work with NGPC to verify the quality of each platform update within the dedicated staging environment, with supporting release notes and user guide updates.

Camis will also provision and maintain a dedicated training (Preview) environment for all NGPC software training activities. The training environment runs the same version as the production environment, allowing new users to practice using the same system without running the risk of accidentally changing production transactions. The NGPC will have access to all of the features available in production, allowing users the opportunity to practice any feature safely.

The Camis Quality Assurance team will work directly with testers to resolve any issues or problems identified as part of UAT testing.

Change Management Plan

The Camis approach to change management is based on the Project Management Body of Knowledge (PMBOK) supported by the Project Management Institute (PMI). Camis will lead all change management activities through the Project Manager to ensure that any changes made to the project are analyzed, documented, understood, and signed off by all parties. Change requests can include the addition of features to software applications, hotfixes, security patches, configuration modifications, and upgrades to network equipment. The steps included are the reason for the change, impact analysis, development, deployment, testing, and final approval of changes before moving into production.

The change management process is used to ensure that a uniform and consistent process is followed when evaluating changes to the environment, that no unnecessary changes are made, that all changes are documented, and to ensure that PCI compliance and best practice standards are followed. This also adheres to the benefit of avoiding unnecessary service disruption and efficient resource utilization. Any deviations from configuration standards will be identified and include the required justification and approval within the change request.

Camis utilizes a disciplined delivery approach toward product technology change management aimed at facilitating safe, incremental progress. Product technology change initiatives have an inherently high impact and as such greatly benefit from adherence to safety controls. By leveraging progressive release stages, we reduce risk by providing the quality of our product technology changes in

controlled environments, which gives Camis and our clients the confidence that the changes deliver superior experiences.

Successful implementation of this control process at Camis depends on the understanding and support of management. The Camis executive and management team will support the change process by first understanding the need for change and second promoting the change behaviors across the organization necessary to implement a successful change. A broad understanding of the environment and its role at Camis is essential, and the ability for management to allocate appropriate resources and staff to its completion is required for it to be useful.

The Camis policy for Change Control for changes within our software or supporting infrastructure is completed in several stages:

1. Identify the need for a change (business justification).
2. Create an appropriate change request to document the change including the reason for the change.
3. Determine what change needs to be made to satisfy the requirement.
4. Determine the impact of such a change:
 1. Environment: Corporate, Production
 2. Client Application: Public Internet Users, Parks & Headquarters, Call Center
 3. Infrastructure Components: Servers, Network, Cloud (Infrastructure as a Service, Platform as a Service, Software as a Service), Applications, Web, Database, Payment Processors.
5. Determine if the changes meet the following requirements:
 1. Any network/access change must comply with PCI DSS 3.2.1 and best practice standards.
 2. For infrastructure, changes ensure that the internal/external PCI vulnerability scan has been executed.
 3. For Client applications, prior to deployment, ensure the code has been scanned to detect bugs, code smells, and security vulnerabilities
6. Identify the priority as critical, high, medium, or low.

7. Configuration changes are reviewed during weekly management Change Meetings, and change orders are assigned to the designated IT resource.
 1. Deploy the solution in UAT/Test environment first and complete the testing.
 2. In the case of the Client's application, the test plans and descriptions for the Software release are shared with the client for sign-off and approval
8. When approved:
 1. Determine if the change requires a maintenance window, or whether it can be completed outside of maintenance times.
 2. In the case of the Client's application ensure that the approval is received, and the deployment date is firmed up with the Client
9. Ensure that the solution is implemented successfully through the use of a feedback loop between our change implementers and our impacted stakeholders until the required results are achieved.
10. If required, update the necessary documentation.
11. Close the change order.

When a significant change is needed that impacts the entire environment, Camis will make sure that all new or changed systems and networks must comply with all relevant PCI DSS requirements, and the documentation is updated as applicable to meet PCI DSS 6.4.6 requirements.

1. Ensure all applicable infrastructure diagrams including network, and all application process workflows are updated
2. Ensure hardware inventories and configuration standards are kept up to date and security controls are applied where needed.
3. Systems are configured per configuration standards, with all default passwords changed and unnecessary services disabled.
4. Systems are protected with required controls e.g., file-integrity monitoring (FIM), anti-virus, patches, audit logging.
5. Sensitive authentication data (SAD) is not stored.

6. New systems are included in the regular internal and external vulnerability scanning process.

The change management plan starts with the change being introduced during the implementation of the State Park Reservation System for the NGPC. The Camis project manager will complete a Change Request form to capture all the relevant details of the desired change. By gathering all the relevant details, it is much easier to support the organization's ability to train and build buy-in into the change. Depending on the details of the change, it will either be accepted or denied as a joint decision between Camis and the NGPC.

Once that decision is made, communication is sent to the impacted stakeholders to ensure everyone is on the same page. More than one communication medium is used to ensure complete understanding (i.e. email, meeting). Once this step in the change management plan is complete, Camis will add the change to the Change Log. The change log is the single document where all changes will be documented which greatly improves project governance. It allows for all stakeholders to understand all the changes that were made to the project during implementation, when and why they were accepted, and ultimately implemented. This document allows for better information sharing across the teams at Camis and the NGPC to ensure everyone is always on the same page.

Changes do not necessarily have to happen within our software or supporting infrastructure. Some changes are required during project implementations that impact current business processes and their supporting documentation. Camis uses an internal knowledge base tool called Confluence to maintain our documentation. Confluence is our team collaboration software that offers a web-based interface for team communication and documentation of procedures, reference information, and support tips for activities related to ongoing operations.

To keep an orderly and uniform Knowledge Base, employees are required to follow a Documentation Control Process before making or assisting in any major changes (re-arranging page trees, adding pages with no pre-made template, major editing of a page) in the Knowledge Base. Camis requires clear and consistent documentation to run our business effectively. As an integral part of maintaining the quality of our documentation, The Help Desk Analyst Team at Camis takes ownership of maintaining up-to-date and accurate documentation of new business processes impacting client services and support. The Executive team at Camis provides governance to the organization on all change implementations and supports our management team in absorbing and promoting changes that are necessary for the ongoing success of both Camis and our client's business interests.

Depending on the level of change, further steps in training may be required both internally for our internal Camis staff and our clients. The client training team monitors all release notes and changes within our software and provides regular demos and training for our clients when there are changes. If internal changes require training, Camis employs dedicated roles that are responsible for training

their respective teams. Camis will include training for the NGPC staff in the schedule at multiple points throughout the project. This is to ensure training on the system is completed prior to testing commencing, as well as training closer to when the parks open for the season so park staff can receive training as well. Internally, the Camis Help Desk team will plan to have training scheduled no later than November 30, 2025. This training will be to account for any changes to our software or business process to ensure continued success with the NGPC.

This approach to our overall business change management strategy, whether it be changes to a project, processes, our software, or documentation is used to ensure that a uniform and consistent process is followed when evaluating changes, which is a key element to achieving high-quality products and services for our clients.



Deliverables and Due Dates

Milestone/Task	Milestone/Task Description	Start Date	End Date	Dependencies	Resources
<i>Initiation and Planning Phase</i>					
Contract Start Date	Contract begins between Camis and NGPC	December 1, 2024			Camis Project Team NGPC Project Team
Kick-Off	Camis and NGPC to schedule a project implementation kick-off meeting	December 1, 2024	December 31, 2024		Camis Project Team NGPC Project Team
<i>Requirements Gathering Phase</i> (Includes finalizing a data migration strategy)					



<p>Batch Requirements Gathering</p>	<p>With the aid of Content Snare, a collaborative information gathering software, Camis and the NGPC will work together to collect as much information about the existing system as possible. The information (including booking categories, fee algorithms, website branding, etc.) will be collected across approximately 4 batches. Deadlines for each batch will be determined once a finalized project plan is agreed upon between Camis and the NGPC. Formal sign off will be required for each batch to ensure the information that is being submitted is as accurate as possible.</p>	<p>January 1, 2025</p>	<p>April 30, 2025</p>	<p>Establishing a finalized project plan</p>	<p>Camis Implementation Specialist Camis Configuration Camis Development Camis UX NGPC Project Team</p>
<p>Configuration and Design Phase</p>	<p>Initial configuration of the system starts, based on the information collected during the Requirements Gathering Phase.</p>	<p>January 15, 2025</p>	<p>August 1, 2025</p>	<p>Requirements Gathering Phase</p>	<p>Camis Configuration</p>



Iteration #1	The first iteration will include initial configuration of the system.	April 16, 2025	May 22, 2025		Camis Configuration Camis Development
Demo #1 (if applicable)	The first iteration may not require a demo.	May 26, 2025	May 30, 2025		Camis Product Specialist
Iteration #2	Iteration #2 will include additional configuration based on the information/data collected during the Requirements Gathering Phase.	May 14, 2025	July 17, 2025	Iteration #1	Camis Configuration
Demo #2	The Camis Product Specialist will provide a demo to the relevant HQ staff who will be conducting testing. The demo will cover any relevant items that are configured/developed to date and are ready to be tested. The NGPC will be provided with a test plan.	July 21, 2025	July 23, 2025	Necessary Iteration #2 configuration and development	Camis Product Specialist



<p>Client Testing</p>	<p>The NGPC will have approximately 10 business days to conduct testing of this iteration and to submit tickets.</p>	<p>July 24, 2025</p>	<p>August 6, 2025</p>	<p>Iteration #2 demo and development of testing plan</p>	<p>NGPC Project Team (those who will primarily be conducting testing)</p>
<p>Iteration #3</p>	<p>Iteration #3 will include additional configuration based on the information/data collected during the Requirements Gathering Phase.</p>	<p>July 9, 2025</p>	<p>September 11, 2025</p>	<p>Iteration #2 client testing completed within the given timeframe</p>	<p>Camis Configuration</p>
<p>Demo #3</p>	<p>The Camis Product Specialist will provide a demo to the relevant HQ staff who will be conducting testing. The demo will cover any relevant items that are configured/developed to date and are ready to be tested. The NGPC will be provided with a test plan.</p>	<p>September 15, 2025</p>	<p>September 17, 2025</p>	<p>Necessary Iteration #3 configuration and development</p>	<p>Camis Product Specialist</p>
<p>Client Testing</p>	<p>The NGPC will have approximately 10 business days to conduct testing of this iteration and to submit tickets.</p>	<p>September 18, 2025</p>	<p>October 1, 2025</p>	<p>Iteration #3 demo and testing plan</p>	<p>NGPC Project Team (those who will primarily be</p>



					conducting testing)
Iteration #4	Iteration #4 will be the final iteration prior to Go Live (Final UAT).	September 3, 2025	October 9, 2025	Iteration #3 client testing completed within the given timeframe	Camis Configuration
Demo #4	The Camis Product Specialist will provide a demo to the relevant HQ staff who will be conducting testing. The demo will cover any relevant items that are configured/developed to date and are ready to be tested. The NGPC will be provided with a test plan.	October 13, 2025	October 15, 2025	Necessary Iteration #4 configuration and development	Camis Product Specialist
Final Client Testing Phase	The NGPC will have approximately 10 business days to conduct testing of the final iteration prior to Go Live. The client will receive additional releases, fixes, improvements, and updates post-Go Live. The	October 16, 2025	October 29, 2025	Iteration #4 demo and testing plan	NGPC Project Team (those who will primarily be conducting testing)



	needs and frequency of releases will be discussed between the Camis Client Account Manager and the NGPC during the Operational Phase.				
<i>System Readiness Phase</i>				Completed Client Testing	
Camis Help Desk Training	The Camis Help Desk will be trained on any client-specific information. The team will also create support documentation for each park location.	October 1, 2025	November 30, 2025	Configuration and development is complete for the Camis software and reservation website.	Camis Help Desk
Call Center Training	The Call Center (whether that is the client's call center or the Camis call center) will be trained appropriately regarding the Camis software application, reservation website, client	October 1, 2025	November 30, 2025	Configuration and development is complete for the Camis software and reservation website, all	NGPC Call Center Management



	<p>policies, and customer interactions. If using the NGPC Call Center, the management would attend the End-To-End Client Training session and teach the rest of their Call Center staff based on the training management received.</p>			<p>necessary information needed from the client is gathered (policies, park information, call scripting, etc.)</p>	
<p>End-To-End Client Training</p>	<p>The Product Specialist will provide end-to-end training to HQ and management/supervisors in a Train the Trainer format.</p> <p>Camis and the NGPC will work together to determine the most appropriate time and number of attendees for the remote end-to-end client training. Ideally the training would take place after all testing phases are complete.</p>	<p>November 1, 2025</p>	<p>November 30, 2025</p>	<p>Client Testing Completed</p>	<p>Camis Product Specialist</p>



<p>Final Data Migration</p>	<p>Camis and NGPC to determine the best timing for a final data migration</p>	<p>TBD</p>	<p>TBD</p>	<p>NGPC no longer taking reservations through the legacy system</p>	<p>Camis and NGPC</p>
<p>Initial Reservation Website Launch</p>	<p>The website is available to NGPC customers to browse and create accounts.</p>	<p>December 9, 2025</p>	<p>December 15, 2025</p>		<p>Camis Project Team NGPC Project Team</p>



<p>Reservation Go Live</p>	<p>The reservations system is enabled to start taking Call Center and Internet reservations.</p>	<p>December 16, 2025</p>	<p>December 16, 2025</p>	<p>Reservation website launch</p>	<p>Camis Project Team NGPC Project Team</p>
<p><i>Operational Transition Phase</i></p>	<p>Once the system is live and customers are making reservations, the implementation project will come to a close and transition into the Operational Phase where the Camis Client Account Manager will take over as the primary point of contact for NGPC</p>	<p>December 22, 2025</p>	<p>Contract End Date</p>	<p>Reservation Go Live</p>	<p>Camis Client Account Manager NGPC Operational Team</p>
<p>Camis Project Manager hand-off to Camis Client Account Manager</p>	<p>The Camis Project Manager will no longer be the primary contact and will transition the responsibility to the identified Camis Client Account Manager</p>	<p>December 22, 2025</p>	<p>Contract End Date</p>	<p>Successful launch and start of Operational Transition Phase</p>	<p>Camis Project Manager Camis Client Account Manager</p>



<p>Spring Training</p>	<p>Camis and the NGPC will work together to determine if Spring 2026 training will be necessary and when/how it should occur.</p>	<p>TBD if necessary</p>	<p>TBD if necessary</p>	<p>Depends on the need – to be determined</p>	<p>Camis Product Specialist</p>
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