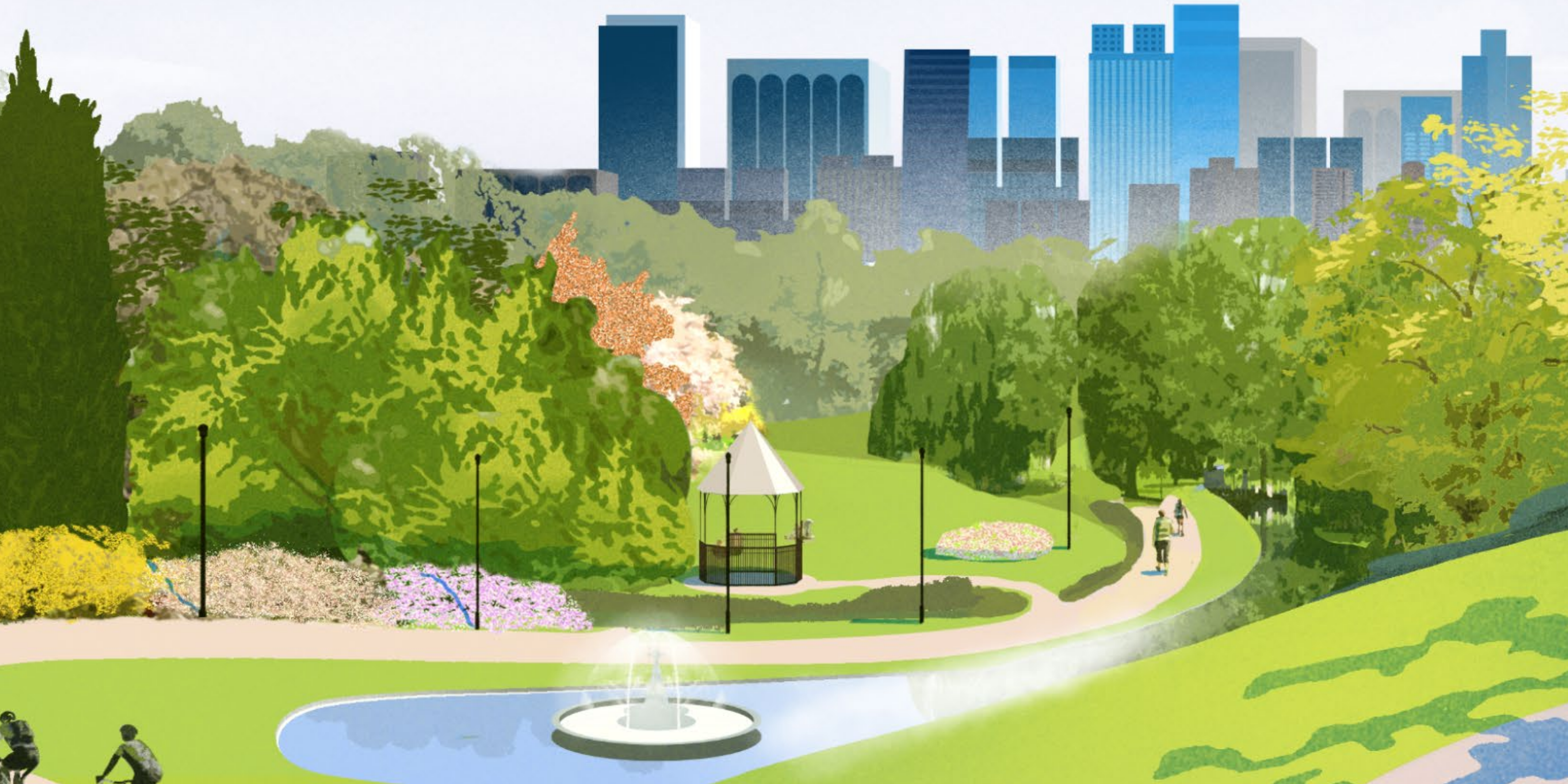
Kaizen

Request for Proposal

State of Nebraska

Request for Proposal Number: RFP 6909 Z1

Opening Date: September 24, 2024



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Cover Letter

Dear State of Nebraska Selection Committee,

Kaizen Laboratories Inc. is thrilled to present our proposal for Nebraska's State Park Reservation System. This proposal, valid for one hundred eighty (180) days starting on September 24, 2024, reflects our commitment to delivering a modern, user-friendly, and innovative solution that enhances both the operational efficiency of Nebraska's state parks and the visitor experience.

At Kaizen, we pride ourselves on being a fresh and forward-thinking partner for government agencies, bringing a cutting-edge approach to civic software. We merge state-of-the-art technology with intuitive design to create systems that not only meet the demands of today's users but also grow with their needs. Our platform is built to integrate seamlessly with existing systems, delivering a beautiful and accessible user experience—whether staff are managing operations or park visitors are booking their next adventure.

Our team brings decades of experience from some of the most respected engineering, design, and technology companies. We have successfully implemented tailored solutions for government systems across the country such as Pima County, Arizona, where our platform is transforming their park and campground operations. We are confident that our experience will enable us to deliver success for the State of Nebraska.

Nebraska's Game and Parks Commission (NGPC) plays a vital role in fostering the public's connection to the state's rich natural resources, and we recognize the unique challenges your team faces. Our platform is designed to align perfectly with your goals by delivering a comprehensive solution that enhances customer satisfaction, streamlines operations, and supports your R3 efforts in understanding and retaining parkgoers. We will help Nebraska modernize how guests research, book, and experience park services—ensuring a world-class outdoor experience.

Kaizen is driven by the belief that government software should not just work, but inspire confidence and engagement. Our innovative approach provides NGPC with a robust, cloud-based system that meets your needs today and adapts to your future challenges—whether you're improving first-come, first-served campsite management, offering seamless check-ins for guests, or ensuring that your park operations stay flexible and efficient.

We stand behind our software completely—there are no hidden fees, and all updates, improvements, and ongoing support are included in the cost proposal. Kaizen is committed to ensuring that your system remains not only operational but continuously improving and scalable to meet the demands of Nebraska's growing park system.

We are enthusiastic about the opportunity to partner with the State of Nebraska, and we are ready to dedicate our team to providing a secure, accessible, and beautifully designed solution that enhances the operations of Nebraska's state parks and, most importantly, the experiences of those who visit them.

Nikhil Reddy

Co-Founder & CEO, 408-623-7000, nikhil@kaizenlabs.co

17 W 20th St Fl 5 New York, NY 10011

State of Nebraska

Corporate Experience

An Introduction to Kaizen

Kaizen Labs is a civic products company that was founded to build better, more affordable and more effective user interfaces for resident services like point-of-sale and reservation management, event permitting, payment processing, and more. We provide a suite of tailored digital products that drive more revenue, engage citizens, and support thriving communities. Our team understands the needs of State of Nebraska and the rigorous requirements of their new reservation system, and we are confident that our technologies meet and can adapt to address those needs. We aim to replace the State's existing solution with a tailored, user-friendly, continuously updating platform that will power the State's point-of-sale operations, reservations for park facilities, entrance licenses, campgrounds, boat slips, cabins, shelters, and more acrss the various State Parks and related facilities. Importantly, this platform will be hyper-usable on mobile devices, and fully tailored to the specific requirements of State of Nebraska.

A world-class team

We were founded out of a deep love public recreational spaces and the way they impact our quality of life. Our entire team has been pulled from the world's leading technology companies and are avid enthusiasts of outdoor recreation. Our award-winning team aspires to build a truly outstanding user experience that residents, staff and departments fall in love with. We strive to create a user experience that is straightforward and easy to understand, while also being aesthetically pleasing and enjoyable to use.

We are building a platform to support the diverse needs of a changing State.

Our proposed Reservation System will provide a platform for residents and visitors to discover and engage with the diverse offerings and facilities in State of Nebraska and the surrounding areas. We believe any State requires an effective platform, capable of serving the State's goals by promoting the most effective use of the State resources. We will work with the State from start to finish to ensure that we have created something to accurately show your unique vision. Our goal is to guarantee that this software is the best at aiding the State's goals.

Current vendors focus on off-the-shelf solutions, limited in scope and function, typically built around decades old modules that are impossible to customize or modernize easily. This structure often fails to serve the need for continually evolving use for both residents, visitors and staff. Residents and visitors and their representatives need digital experiences that are stunning, usable and rich in functionality, and allow users to accomplish or access essential services and that is what we commit to delivering.

Corporate Overview

A. Bidder Identification and Information
Kaizen Laboratories Inc.
Principal Place of Business: 17 W 20th St Fl 5 New York, NY 10011
Telephone Number: 408-623-7000
Email Address: nikhil@kaizenlabs.co
Corporation incorporated in the State of Delaware in 2022
Kaizen has not operated under a different name since inception

B. FINANCIAL STATEMENTS

Kaizen Labs has a strong, fast-growing team, that is based in NYC with team members throughout the country. Kaizen Labs is in a strong financial condition and does not have any previous or pending litigation, bankruptcy, closures, mergers or any other similar actions that would impede delivering a successful solution for State of Nebraska.

Banking reference:
Banc of California
Client Services Support | Venture Banking
tel 919.314.3135, Chantel.carter@bancofcal.com

C. Change of Ownership

Kaizen Laboratories, Inc. anticipates no change in ownership or control of the company within the twelve (12) months following the proposal opening date.

D. Office Location

Kaizen's corporate headquarters is located at 17 W 20th St FL 5 New York, NY 10011.

E. Relationship with Nebraska

Kaizen Laboratories, Inc. has had no dealings or contracts with the State of Nebraska over the previous three (3) years. Neither our organization, nor its predecessors, nor any party named in our proposal response has engaged in any contracts with the State.

F. Kaizen's Employee Relations to Nebraska

No employees of Kaizen Laboratories Inc., nor any party named in our proposal response, have been employed by the State of Nebraska within the past twelve (12) months. No such relationships exist or have existed.

G. Contract Performance

Kaizen Laboratories Inc. has not experienced any contract terminations for default in the past five (5) years. Furthermore, we have not had any contracts terminated for convenience, non-performance, non-allocation of funds, or for any other reason during this period. No such instances exist to report.

Client Highlights and References

A sample of past experience providing Parks and Reservation System with a brief narrative of each project, client, services provided, and dates provided.

We have provided the following references that have utilized Kaizen Labs, for review. If desired, contact our clients who will tell you about their experience working with us, our process and our final product. We take pride in our work, and we’re excited to share these references with you to showcase the quality of our services. We’ve included corresponding pictures and links to our final products for your convenience.

April 2024 - Ongoing
Population Served: 1,000,000

Prime Contractor

Kaizen Labs started engaging with Pima County, one of the nation's premier recreation destinations in April of 2024 for a complete rebuild of their entire recreation and campground management software. Their facilities, centers, and public amenities see hundreds of thousands of visitors per year, and they were looking for a completely upgraded recreation system capable of handling campground reservations, memberships, registrations, programs, facility rentals, and more.

References

Robert Padilla, General Manager, robert.padilla@pima.gov, +1 (520) 724-5235

www.explore.pima.gov

MetroParks
of Butler County, OH

Prime Contractor

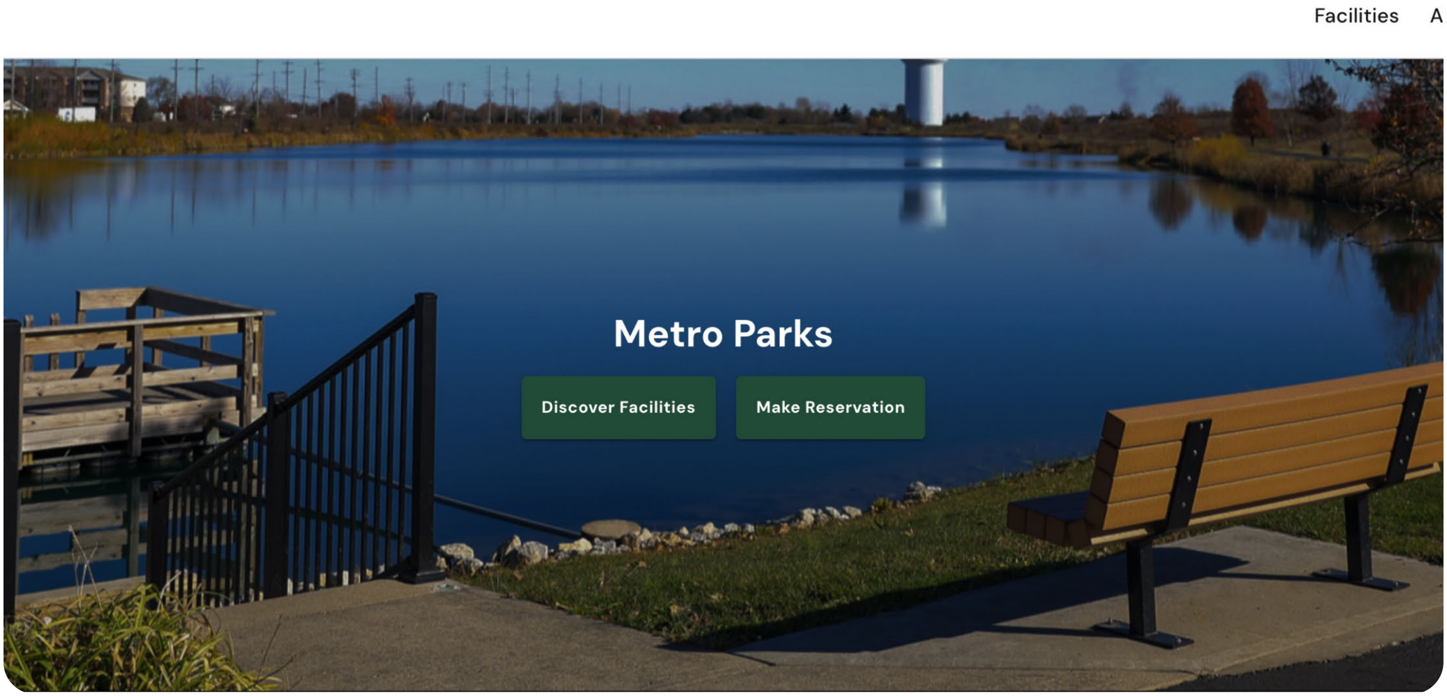
May 2023 - Ongoing
Population Served: 400,000

Kaizen began engaging with Butler County, OH in May of 2023 to design and build a new platform that would power their recreation department. They were previously using an out-dated platform called Amilia. Kaizen is facilitating all of the community's recreation needs across programming, memberships, facility reservations, registrations, and more.

References

Rhiana Barrero, Director of Community Services, rbarrero@yourmetroparks.net, +1 (513) 867-5835
Jackie O'Connell, Director of Parks & Recreation, joconnell@yourmetroparks.net, +1 (513) 867-5835
Joe Bruns, Facilities Supervisor, jbruns@yourmetroparks.net, +1 (513) 867-5835

www.yourmetroparks.net



October 2022 - Ongoing
Population Served: ~60,000

Prime Contractor

CITY OF CASTLE PINES

Kaizen began work with the County of Castle Pines in October of 2022. From day one, Kaizen leveraged its human-centered design approach to understand the city's vision for a new Parks & Recreation platform. This meant spending time with staff to understand their pain points with the current software, CivicRec, by taking the time to study resident needs, and eventually deploying a solution that looks and feels like it belonged to Castle Pines. Beyond deployment, Kaizen is committed to continuing to build for Castle Pines as recreational offerings evolve and expand. In 9 months of being live, the Kaizen Team helped the city achieve a 180% increase in their facility rental and reservation revenue.

References

Makenna Shaw, Assistant City Manager, makenna.shaw@castlepinesco.gov, +1 (303) 705-0205
Natalie Darrow, City Clerk, natalie.darrow@castlepinesco.gov, +1 (303) 705-0201
Tobi Duffey, Deputy City Clerk, tobi@castlepinesco.gov, +1 (303) 705-0201

www.parks.castlepinesco.gov

Makenna Shaw Assistant City Manager, Castle Pines, CO

> **"Working with Kaizen has been an incredibly painless and enjoyable experience. The County of Castle Pines was looking for visionaries to provide us with a different user experience for our residents than the standard software 'one size fits all' experience. They have catered to every one of our requests, and the current work product is even better than we imagined it could be. They have delivered on every promise, taken our ideas, and made them even better. The Kaizen team is clearly passionate about their work and their goals to produce the best product for their customers."**

CROWN MOUNTAIN
PARK & RECREATION DISTRICT

Prime Contractor

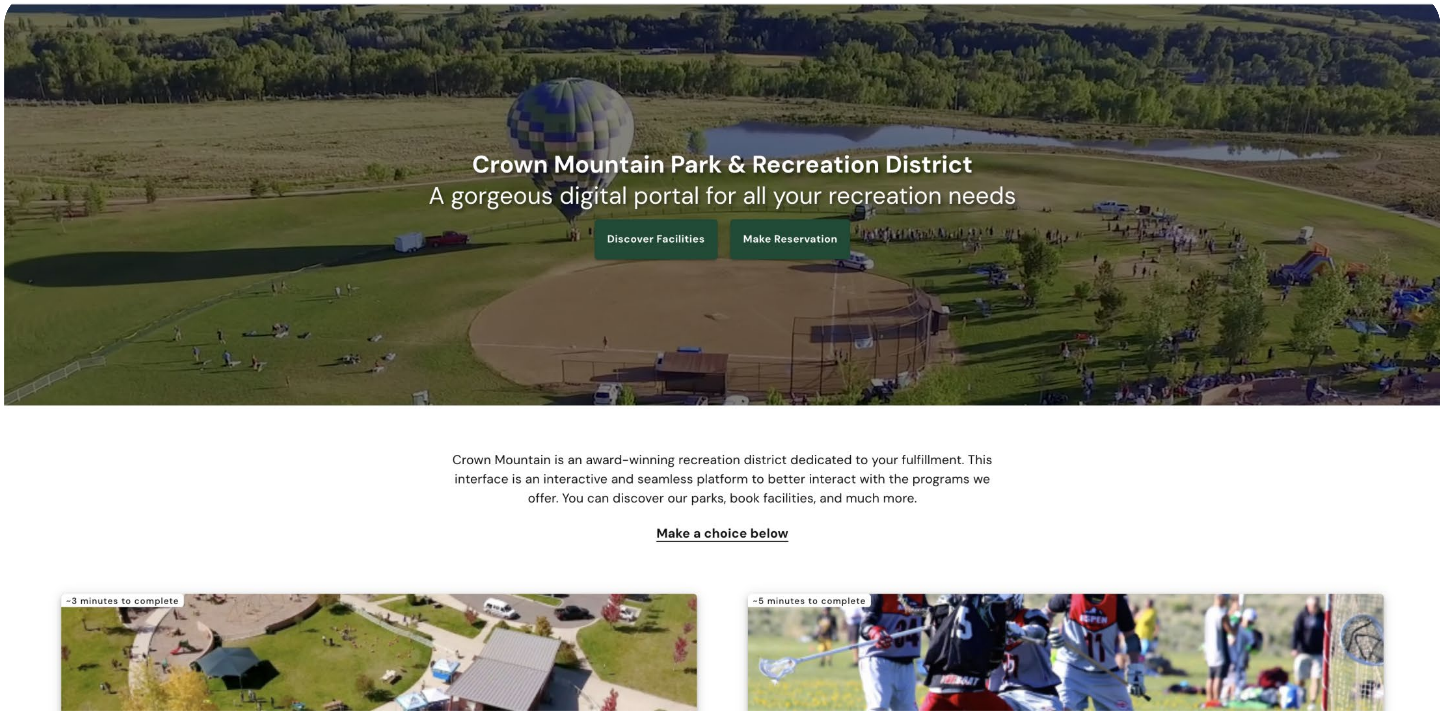
May 2023 - Ongoing
Population Served: 250,000

Kaizen began engaging with Crown Mountain Recreation District, CO in May of 2023 to design and build a new platform that would power their recreation department. They were previously using an out-dated platform called Amilia. Kaizen is facilitating all of the community's recreation needs across programming, memberships, facility reservations, registrations, and more.

References

Becky Wagner, Director of Crown Mountain Park, crownmtndirector@sopris.net, +1 (970) 319-8041
Nate Grizinger, Asst. Director of Parks & Recreation, crownmountain@sopris.net, +1 (616) 610-6294

www.reservations.crownmtn.org



Crown Mountain Park & Recreation District
A gorgeous digital portal for all your recreation needs

Crown Mountain is an award-winning recreation district dedicated to your fulfillment. This interface is an interactive and seamless platform to better interact with the programs we offer. You can discover our parks, book facilities, and much more.

Make a choice below

October 2022 - Ongoing
Population Served: ~75,000

Prime Contractor

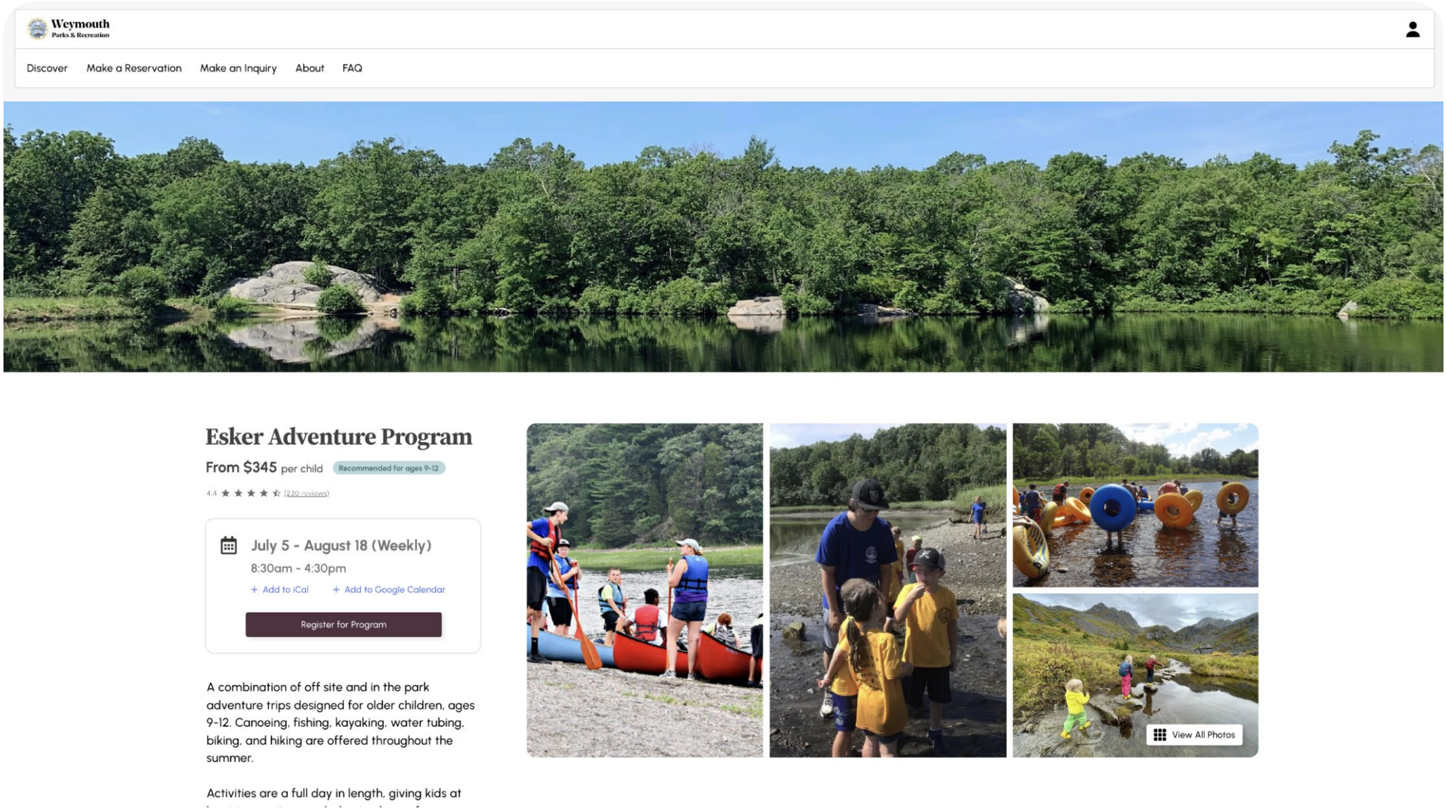
Weymouth
MASSACHUSETTS

Located just 20 miles outside of Boston, the stunning town of Weymouth, Massachusetts approached Kaizen Labs in October 2022 to innovate an archaic recreation software. The incredibly successful program in Weymouth was being under-served by an out-dated software that didn't respond to the dynamic needs of the department. Kaizen is working with Weymouth to serve a complete recreation software that provides features like digital memberships, live ticketing, merchandise sales, program registrations, summer camp registration, facility reservations, POS services, and other additional features on top of an already feature complete recreation software.

References

Steve Reilly, Director of Parks & Recreation, sreilly@weymouth.ma.us, +1 (781) 888-4849
Erin Raymond, Senior Recreation Coordinator, eraymond@weymouth.ma.us, + 1 (781) 682-6124
Ryan Macleod, Asst. Director of Parks & Recreation, rmacleod@weymouth.ma.us+1 (781) 682-6124

www.weyrec.com



Esker Adventure Program

From $345 per child Recommended for ages 9-12

4.4 ★★★★⯪ (230 reviews)

July 5 - August 18 (Weekly)
8:30am - 4:30pm

A combination of off site and in the park adventure trips designed for older children, ages 9-12. Canoeing, fishing, kayaking, water tubing, biking, and hiking are offered throughout the summer.

Activities are a full day in length, giving kids at

Clear Creek Recreation

Prime Contractor

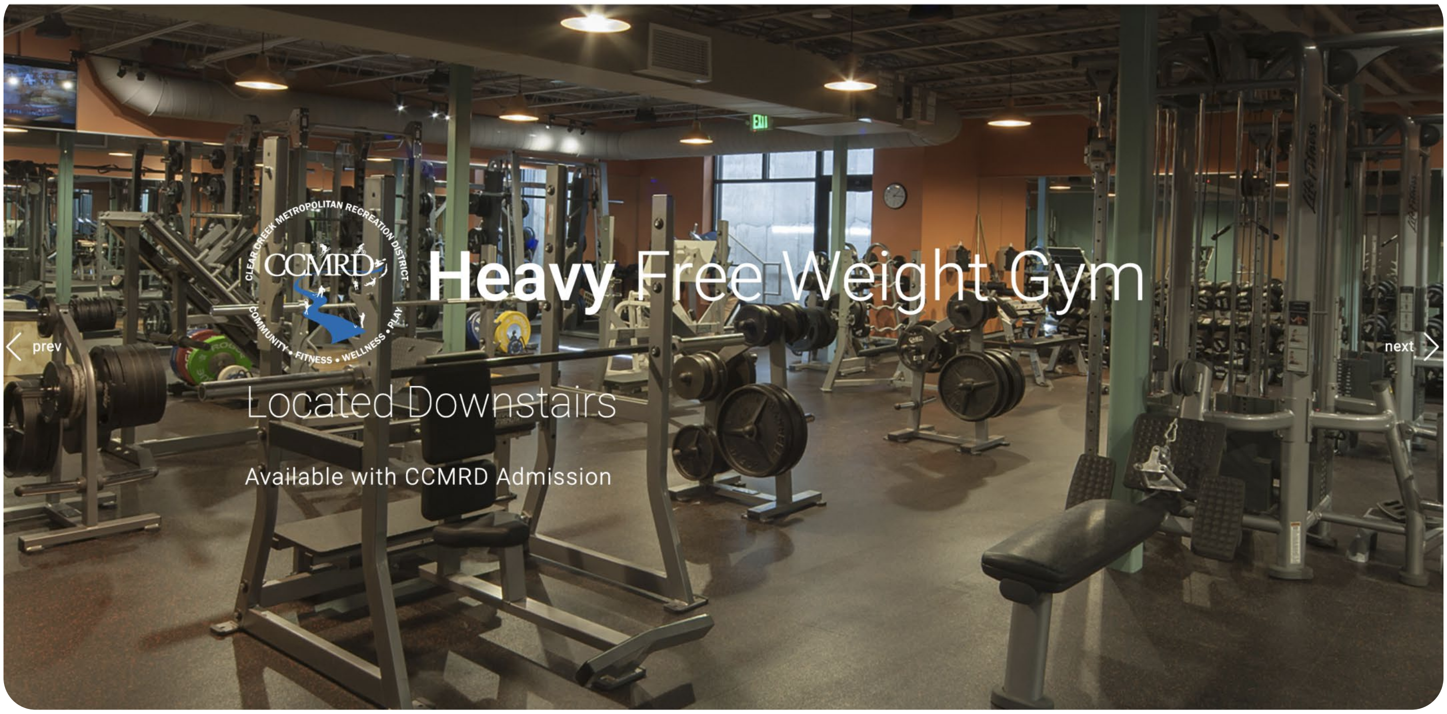
February 2024 - Ongoing
Population Served: 370,000

Kaizen began engaging with Clear Creek Recreation District of Douglas, County CO in February of 2024 to design and build a new platform that would power their recreation department. Kaizen is facilitating all of the community's recreation needs across programming, memberships, facility reservations, registrations, and more.

References

Cameron Marlin, Executive Director, cameron@ccmrd.com, +1 303-567-4822

www.clearcreekrecreation.com



CITY OF
MONTEREY PARK
CALIFORNIA

Prime Contractor

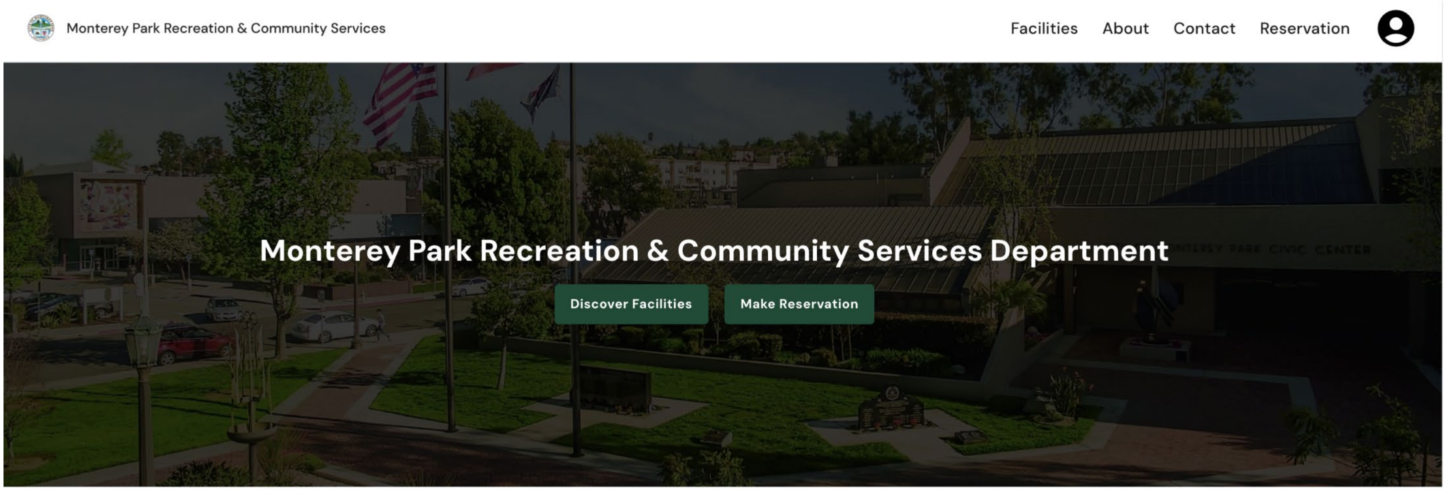
Oct 2022 - Ongoing
Population Served: 100,000

Kaizen began engaging with Monterey Park in October 2022 to slowly replace their incumbent software, ActiveNet. The City felt hamstrung by an out-dated software that wasn't user friendly, and has since moved to the Kaizen platform for all its recreation needs - programming, facility rentals, memberships, admissions, events, and more.

References

Robert Aguirre, Director of Parks & Recreation, raguirre@montereypark.ca.gov, +1 (714) 365-6120
Christina Altorre, Asst. Director, calatorre@montereypark.ca.gov, +1 (714) 365-6120
Stanley Ardon, IT Manager, sardon@montereypark.ca.gov, +1 (626) 307-2565

www.rec.montereypark.ca.gov



January 2023 - Ongoing
Population: ~1,450,000

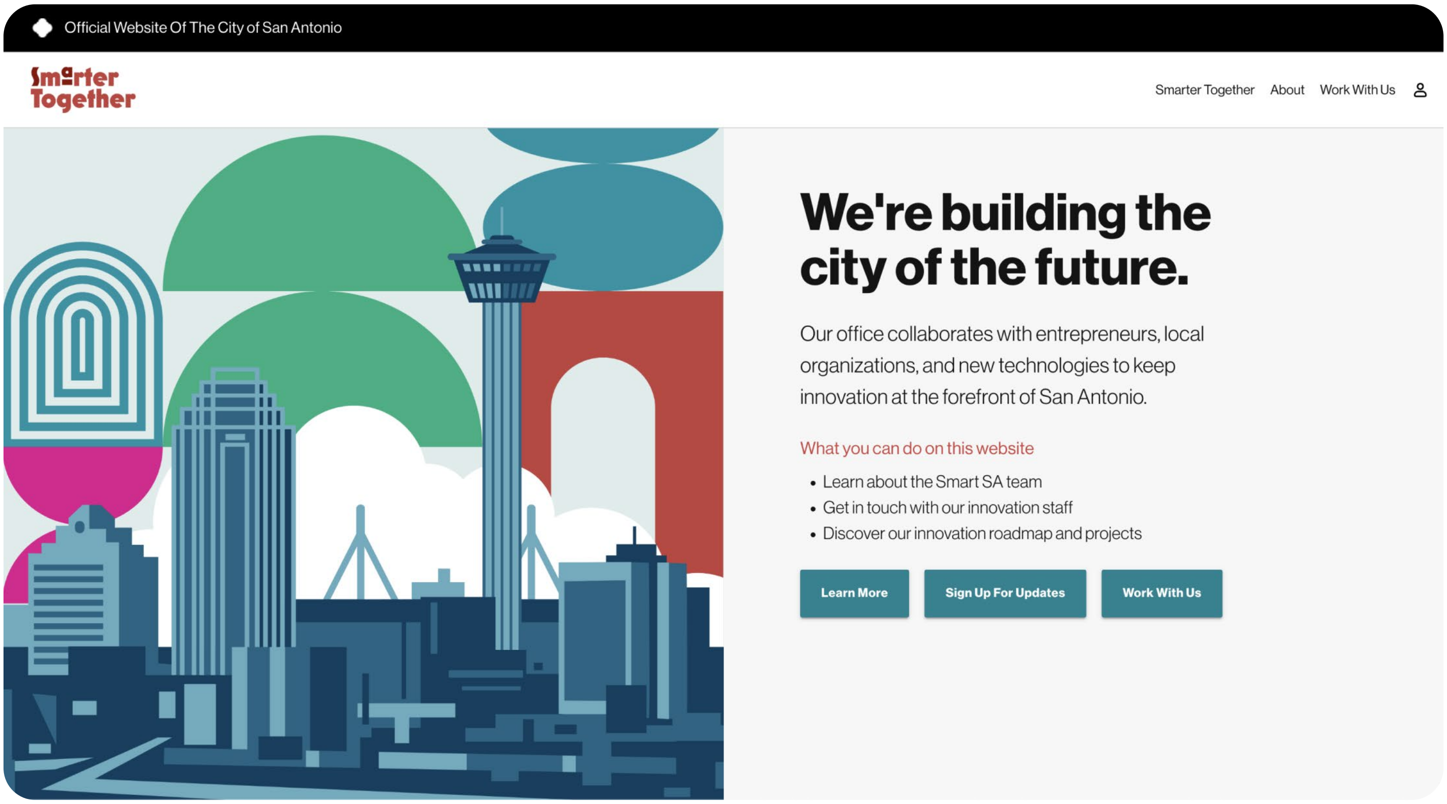
Prime Contractor

Kaizen Labs started engaging with San Antonio, the nation's 7th largest city in January of 2023. After months of laying the foundation with the City, Kaizen officially started building an entirely new digital presence and accompanying PDF roadmap for the city's flagship innovation team. The project required Kaizen to build a modern, visually stunning digital experience for residents and patrons to view the Innovation team's work, register as a vendor, and browse upcoming projects in the city.

References

Geoffrey Urbach, Smart Cities Manager geoffrey.urbach@sanantonio.gov, +1 (512) 944-9215
Emily Royall, Smart Cities Director, emily.royall@sanantonio.gov, +1 (512) 944-9215
Lauren Tarin, Smart Cities Coordinator, lauren.tarin@sanantonio.gov, +1 (512) 944-9215

www.smartertogethersa.com



We're building the city of the future.

Our office collaborates with entrepreneurs, local organizations, and new technologies to keep innovation at the forefront of San Antonio.

What you can do on this website

- Learn about the Smart SA team
- Get in touch with our innovation staff
- Discover our innovation roadmap and projects

Feb 2024 - Ongoing
Population Served: 200,000

Prime Contractor

Kaizen Labs started engaging with Sarasota, one of the nation’s premier recreation destinations in February of 2024 for a complete rebuild of their entire recreation staff. Their facilities, centers, and public amenities see hundreds of thousands of visitors per year, and they were looking for a completley upgraded recreation system capable of handling memberships, registrations, programs, facility rentals, and more.

References

Mark Hamilton, General Manager, mark.hamilton@sarasotafl.gov, +1 (941) 263-6565

Project in development, please reach out for access to all development materials

i. Summary of Kaizen’s Proposed Personnel

Team Structure

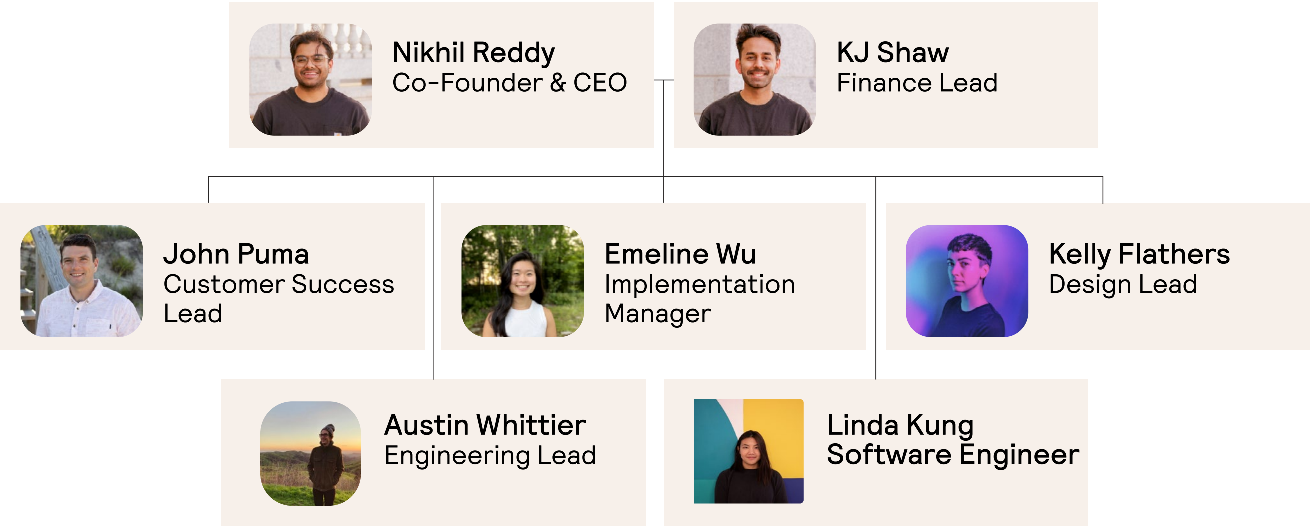
Please meet our experienced and credentialed team who will oversee and implement the State of Nebraska’s Reservation System project (additional team members will be introduced and assigned throughout the implementation and post-launch.)

This team is available immediately and for the duration of the State of Nebraska’s Reservation System project. Should any staff substitution be needed, Kaizen will provide individuals with similar or additional qualifications and acknowledges that we will go through the proper approval process with the State. **Please find full Team resumes at the end of the Technical Approach section.**

We are committed to evolving with our clients.

Continuous updates and improvements are our bare minimum. We do not aspire to build one (1) interface and disappear - our expectation is to work with the State’s administration over the years and support State of Nebraska’s ever-changing needs. As partners, we will work with the State’s team to incorporate new integrations whenever additional needs become apparent. This ensures that State of Nebraska’s platform continues to grow in parallel with the offerings of the State and with the needs of State of Nebraska’s community members.

Lines of Authority



Nikhil Reddy
Co-Founder & CEO

KJ Shaw
Finance Lead

John Puma
Customer Success Lead

Emeline Wu
Implementation Manager

Kelly Flathers
Design Lead

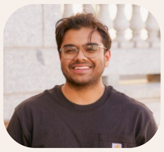
Austin Whittier
Engineering Lead

Linda Kung
Software Engineer

Key Project Experience

All of the staff proposed for the State of Nebraska's Recreation Management System project have **jointly and collaboratively delivered or are developing the following projects**. These projects are a sample of the current implementations. They have a history of successfully implementing recreation management systems by working in tandem with our clients.

- MetroParks of Butler County | Ohio | 400,000 Served | $1,500,000 transaction processing volume
- Pima County | Arizona | 1M Served | $750,000 transaction processing volume
- Tulare County | California | 500k Served | $200,000 transaction processing volume
- Redwood City | California | 80k Served | $5,000,000 transaction processing volume
- Lake Oswego | Oregon | 40k Served | $3,000,000 transaction processing volume
- City of Weymouth | Massachusetts | 75K Served | $2,000,000 transaction processing volume
- Castle Pines County | Colorado | 600K Served | $50,000 transaction processing volume
- City of Sarasota | Florida | 200K Served | $700,000 transaction processing volume
- Crown Mountain Recreation | Colorado | 250,000 Served | $100,000 transaction processing volume



Nikhil Reddy

Co-Founder & CEO | 8 Years of Industry Experience
Percentage of dedicated time: 15%

Prime Responsibility

Education

- UC Berkeley
  - BS, Electrical Engineering
  - BS, Computer Science
  - Minor, Urban Planning
  - Minor, Philosophy

Resume

- Early engineer at Anduril Industries
- Engineer at Tesla Motors

Key Responsibilities

- Key Project Lead
- Engineering Lead

Nikhil Reddy is a graduate of the University of California, Berkeley where he earned a Bachelor's in Electrical Engineering and a Bachelor's in Computer Science and minored in Urban Planning and Philosophy. He was an early engineer at Anduril Industries, a next-generation defense company working on the autonomous future of national security. He led large engineering and design teams in the development of drone interfaces for military operators around the world. He was a founding engineer at Archive Resale, a design startup building native, customizable, resale marketplaces for the world's best fashion brands. Nikhil has 8 patents for complex software systems related to drone flights-planning, and has **won multiple design awards for his work building beautiful web-applications and e-commerce systems.**

KJ Shawn

Finance Lead

8 Years of Industry Experience | Percentage of dedicated time: 15%

Education

- UC Berkeley
  - BS, Business Administration
  - Minor, Education

Resume

- Investment Analyst at William Blair
- Chief of Staff at Flockjay

Key Responsibilities

- Project Manager
- Training Lead
- Finance Lead

Before he co-founded Kaizen, KJ began his career in finance and technology. As an Investment Banking Analyst at William Blair, he contributed to transactions worth over $2B, including IPOs, M&A, and equity raises for high-growth software firms. He also assisted in projects focused on civic technology clients.

Later, KJ joined Flockjay, an edtech firm, as Chief of Staff to the CEO, where he handled investor relations, finance, business operations, and strategic planning. KJ is also a passionate hiker and backpacker, and has transformed his hobby into a successful photography business, showcasing his work to a global audience.

John Puma

Customer Success Lead

9 Years of Industry Experience | Percentage of dedicated time: 15%

Education

- Northeastern University
  - BS, Management & Entrepreneurship
  - Minor, Health Sciences

Resume

- Head of Ops at AbstractOps
- Head of Ops at Places For Less

Key Responsibilities

- Customer Success Manager
- Operations Lead

John is a seasoned startup professional with 7 years of experience and expertise as a former founder in the real estate technology market. Equipped with a degree in Management and Entrepreneurship from Northeastern University, John launched a company during college that was successfully acquired.

His early-stage startup knowledge has been instrumental in scaling operations for 12+ startups and contributed to fundraising efforts of over $90M. Prior to joining Kaizen, John led operations at AbstractOps where he helped organizations navigate payroll tax compliance with state agencies and local municipalities.

Emeline Wu

Implementation Manager

10 Years of Industry Experience | Percentage of dedicated time: 60%

Education

- Stanford University
    - BS, Computer Science
    - Minor, Mathematics

Resume

- Product Manager at Palantir
- Software Engineer at Palantir

Key Responsibilities

- Product and Project Manager
- Implementation Lead

Emeline is an engineer-turned-product manager who has spent 8 years leading software engineering and design teams. Before joining Kaizen, she focused on data analytics solutions servicing both government and commercial customers at Palantir Technologies. She worked directly with customers to utilize their data to solve critical business problems. Prior to Palantir, she worked in bioengineering: at a genomic sequencing startup and orthopedic surgery research lab.

Kelly Flathers

Design Lead

9 Years of Industry Experience | Percentage of dedicated time: 25%

Education

- B.A. International Relations, Saint Anselm College
- Designlab at UX Academy

Resume

- Associate Design Director at Code & Theory
- Lead Product Designer at YML
- Product Designer at Accenture

Key Responsibilities

- User Experience
- Visual Design
- Design Lead

After starting her career in state government, Kelly pivoted to design with the goal of making government software better. Prior to joining Kaizen, Kelly spent 7 years at digital product agencies Accenture Song, Y Media Labs, and Code and Theory, specializing in administrative systems and cross-platform architecture. She has worked with clients across a breadth of industries including Pfizer, Walmart, PwC, Avis Budget Group, and General Mills. Kelly is an avid rock climber and spends most of her free time outdoors.

Austin Whittier

Engineering Manager

9 Years of Industry Experience | Percentage of dedicated time: 25%

Education

- Stanford University
    - BS, Computer Science

Resume

- Software Engineer at Meter
- Software Engineer at Heap

Key Responsibilities

- Engineering Manager
- Integration and Data
- Conversion Lead

Austin Whittier is the Engineering Manager leading the project's technical team, responsible for all integration and data conversion efforts. A Stanford University graduate with a degree in Computer Science, Austin has a strong background in software engineering and leadership, having previously worked at and led teams at top technology companies like Heap and Meter. With a focus on delivering seamless and efficient solutions, Austin ensures that the engineering team meets the highest standards of performance and reliability.

Linda Kung

Engineering Manager

9 Years of Industry Experience | Percentage of dedicated time: 25%

Education

- Wesleyan University
- Fullstack Academy

Resume

- Senior Software Engineer at Poggio Labs and Jetty
- Senior Frontend Engineer at WayUp

Key Responsibilities

- Full-stack engineering Lead

Linda Kung is a talented full-stack engineer with extensive experience across a variety of programming languages relevant to this project. She has a degree from Wesleyan University and has spent time at leading technology companies such as Jetty and WayUp. Linda is responsible for the technical implementation and integration systems between the reservation module and other State platforms to ensure seamless reporting, data integrity, and payment processing.

State of Nebraska

Technical Approach

Product Requirements at a Glance

Our Reservation System is designed to provide the State of Nebraska with key process enhancements and optimize the utilization of precious State resources. Kaizen Labs can offer a cloud-based reservation system that is intuitive, engaging, aesthetically pleasing, and optimized for operational efficiency across all of the following modules. We firmly believe that states should be able to handle all aspects of their parks in one consolidated platform.

Customer Profile

Kaizen’s customer profile management system is designed with simplicity and flexibility, providing an intuitive solution that enhances customer and staff experiences. Whether customers create their profiles or NGPC staff manage profiles on behalf of visitors, the platform ensures seamless and efficient handling of customer data.

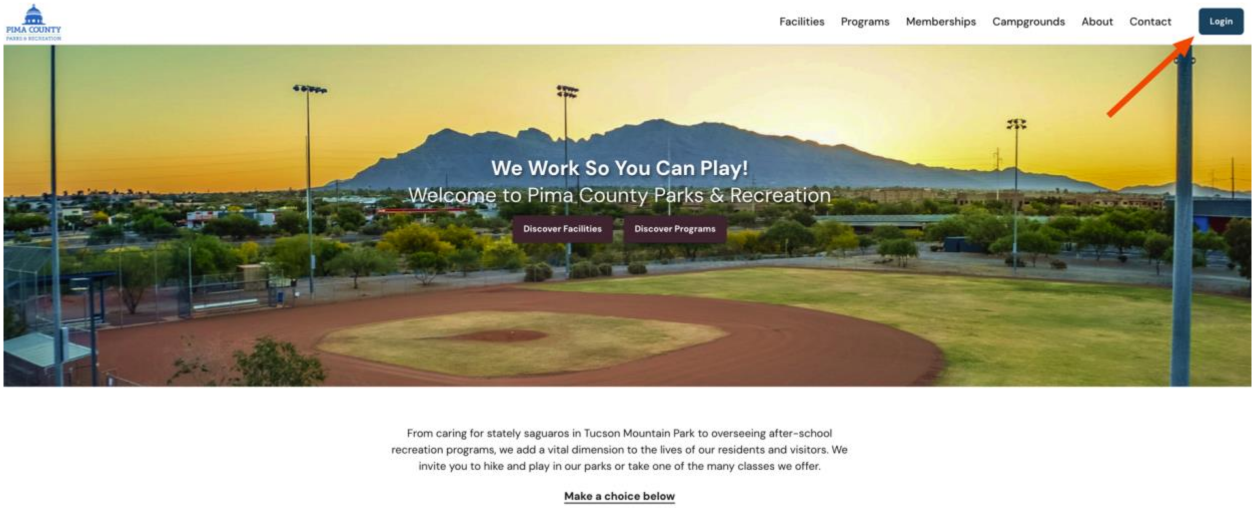
When a new customer profile is created, it includes all essential details such as name, email, date of birth, and demographic and geographic information. Additionally, each profile is assigned a unique customer identification number, ensuring secure and precise tracking. This system empowers NGPC staff and administration to manage and update customer profiles easily, allowing edits to critical fields like first and last names, date of birth, email, and other demographic information whenever necessary. This flexibility ensures that profiles remain up to date, reducing administrative burdens while keeping customer data accurate.

What makes Kaizen’s system stand out is its ability to integrate personalized service. NGPC staff can add custom comments to any customer profile, allowing for more personalized interactions. Whether it’s a note about a customer’s preferences or important service-related details, these custom comments enhance the overall user experience by ensuring staff have the proper context for every interaction.

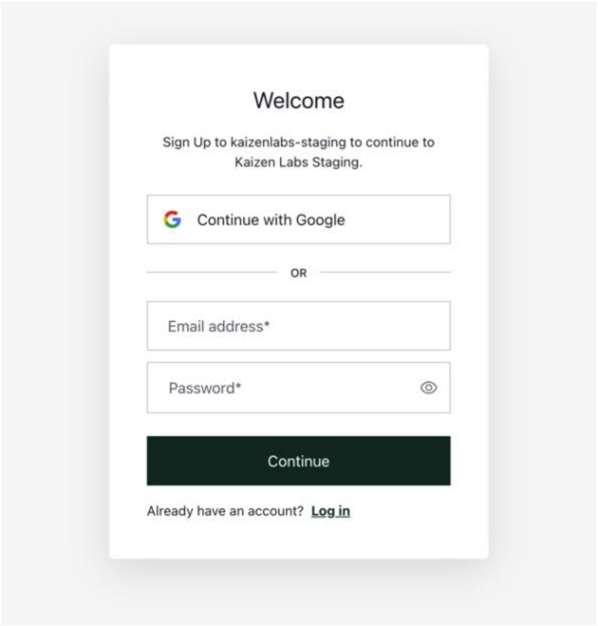
Kaizen’s system also simplifies the process of handling tax-exempt statuses. NGPC staff can apply and track a customer’s tax-exempt number directly within the profile, ensuring that sales or occupancy tax exemptions are correctly applied and monitored. Kaizen also supports a unique automated EIN integration to ensure the validity of tax-exempt status.

The system’s user-friendly interface is designed to cater to both NGPC staff and customers. Staff can easily access, edit, and manage profiles, while customers are empowered to handle their information with minimal friction. The result is a streamlined, efficient profile management experience that enhances customer satisfaction and reduces the complexity for staff.

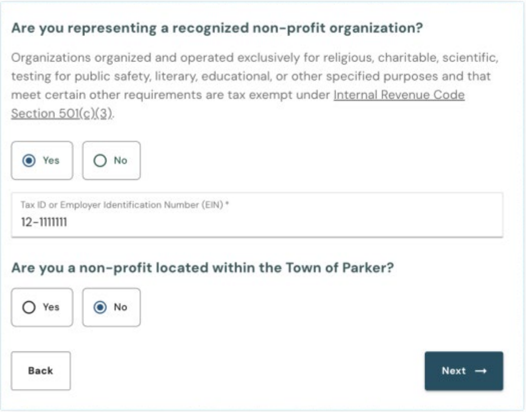
Kaizen’s customer profile capabilities are built to foster seamless interactions, personalized service, and accurate data management, ensuring that both customers and NGPC staff have the tools they need to succeed.



From caring for stately saguaros in Tucson Mountain Park to overseeing after-school recreation programs, we add a vital dimension to the lives of our residents and visitors. We invite you to hike and play in our parks or take one of the many classes we offer.



Sign Up to kaizenlabs-staging to continue to Kaizen Labs Staging.



Are you representing a recognized non-profit organization?

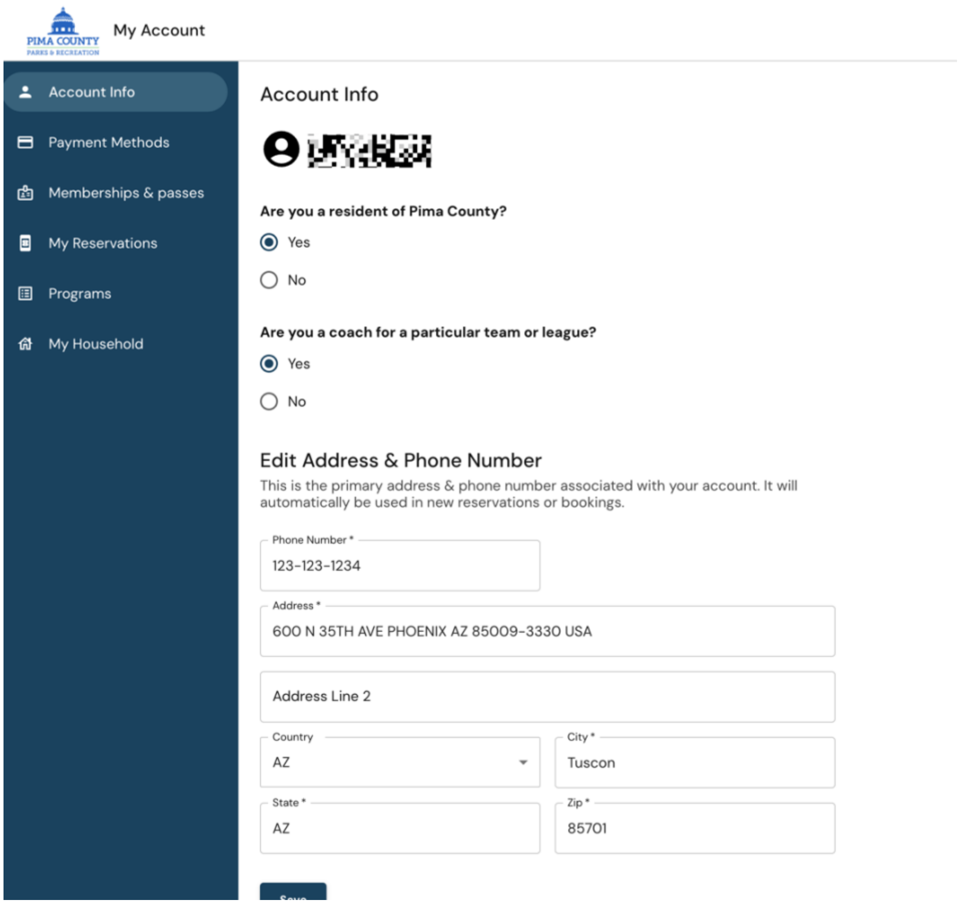
Organizations organized and operated exclusively for religious, charitable, scientific, testing for public safety, literary, educational, or other specified purposes and that meet certain other requirements are tax exempt under Internal Revenue Code Section 501(c)(3).

● Yes ○ No

Tax ID or Employer Identification Number (EIN) *
12-1111111

Are you a non-profit located within the Town of Parker?

○ Yes ● No



My Account

- Account Info
- Payment Methods
- Memberships & passes
- My Reservations
- Programs
- My Household

Account Info

[redacted]

Are you a resident of Pima County?

● Yes

○ No

Are you a coach for a particular team or league?

● Yes

○ No

Edit Address & Phone Number

This is the primary address & phone number associated with your account. It will automatically be used in new reservations or bookings.

Phone Number *: 123-123-1234

Address *: 600 N 35TH AVE PHOENIX AZ 85009-3330 USA

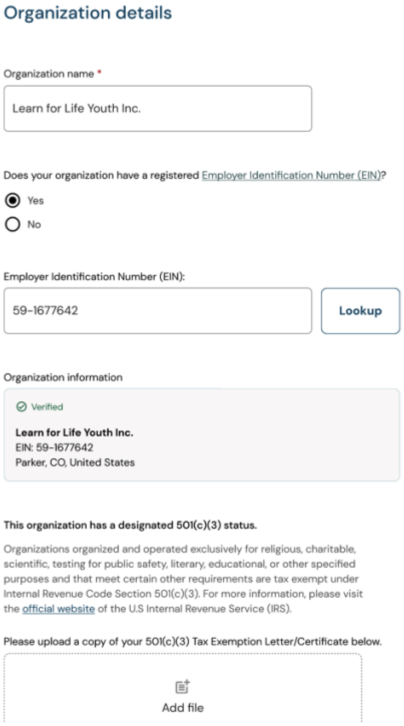
Address Line 2

Country: AZ

City *: Tuscon

State *: AZ

Zip *: 85701



Organization details

Organization name *: Learn for Life Youth Inc.

Does your organization have a registered Employer Identification Number (EIN)?

● Yes

○ No

Employer Identification Number (EIN): 59-1677642

Organization information

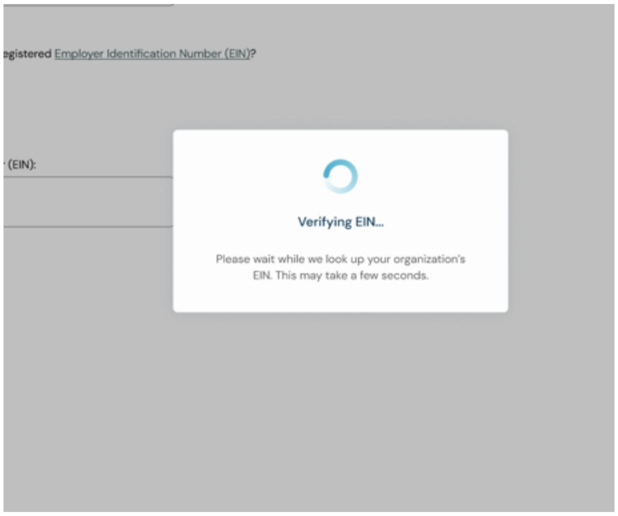
✓ Verified

Learn for Life Youth Inc.
EIN: 59-1677642
Parker, CO, United States

This organization has a designated 501(c)(3) status.

Organizations organized and operated exclusively for religious, charitable, scientific, testing for public safety, literary, educational, or other specified purposes and that meet certain other requirements are tax exempt under Internal Revenue Code Section 501(c)(3). For more information, please visit the official website of the U.S Internal Revenue Service (IRS).

Please upload a copy of your 501(c)(3) Tax Exemption Letter/Certificate below.

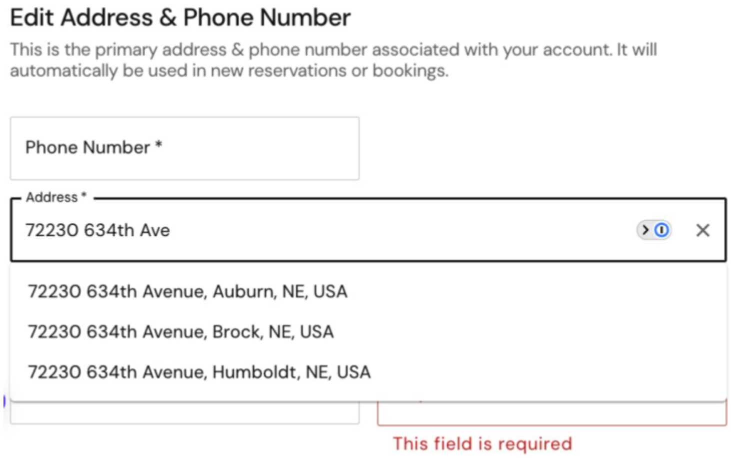


egistered Employer Identification Number (EIN)?

(EIN):

Verifying EIN...

Please wait while we look up your organization's EIN. This may take a few seconds.



Edit Address & Phone Number

This is the primary address & phone number associated with your account. It will automatically be used in new reservations or bookings.

Phone Number *

Address *
72230 634th Ave

72230 634th Avenue, Auburn, NE, USA
72230 634th Avenue, Brock, NE, USA
72230 634th Avenue, Humboldt, NE, USA

This field is required

User Details

ID: auth0|65bc4a131db88018a9d20717

● Email & Password Account

Uploaded Files

There are no files. Please add one below.

New File Upload

Maximum file size is 15Mb.

Actions

Is this user a resident?

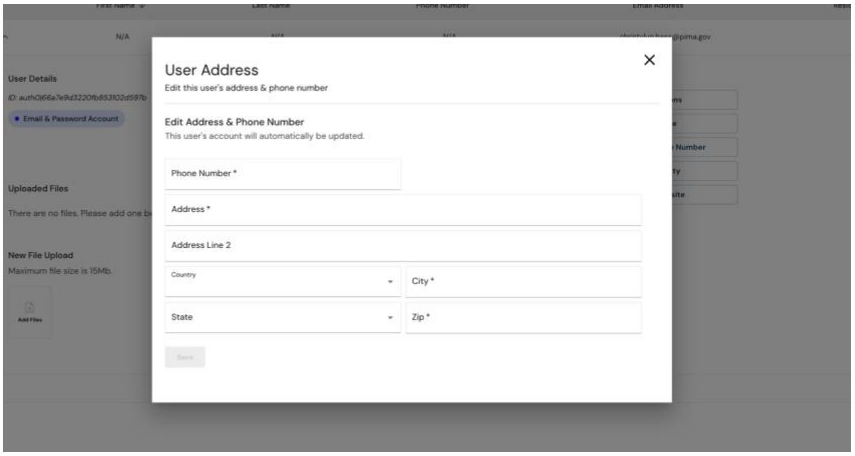
○ Yes

● No

Is this user a coach?

○ Yes

● No

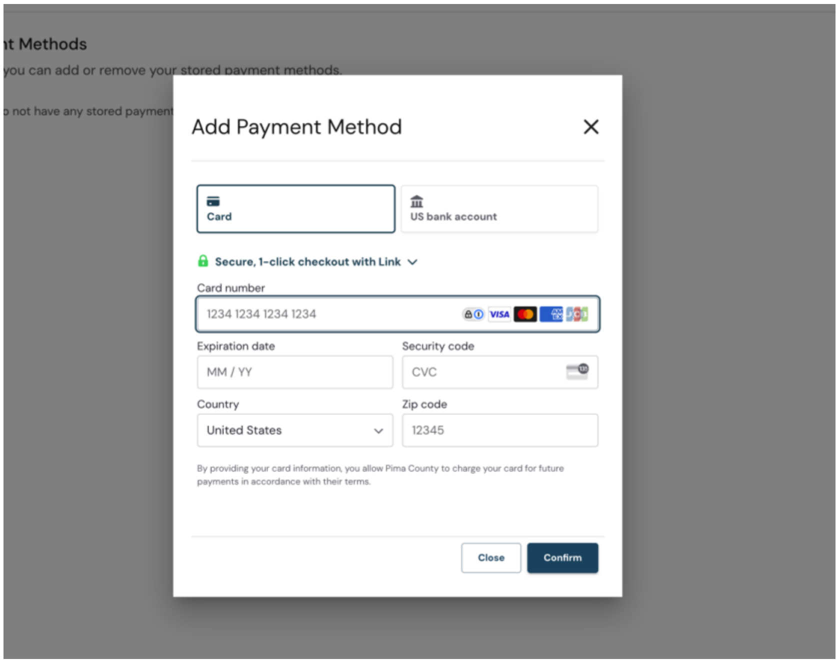


User Address

Edit this user's address & phone number

Edit Address & Phone Number

This user's account will automatically be updated.



nt Methods

you can add or remove your stored payment methods.

o not have any stored payment

Add Payment Method

Secure, 1-click checkout with Link

Card number: 1234 1234 1234 1234

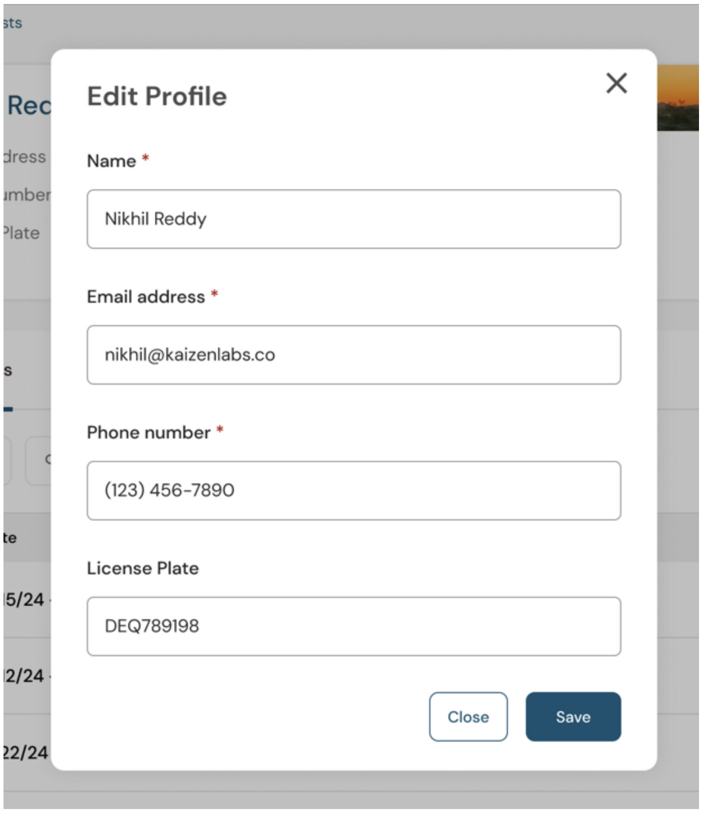
Expiration date: MM / YY

Security code: CVC

Country: United States

Zip code: 12345

By providing your card information, you allow Pima County to charge your card for future payments in accordance with their terms.



Edit Profile

Name *

Nikhil Reddy

Email address *

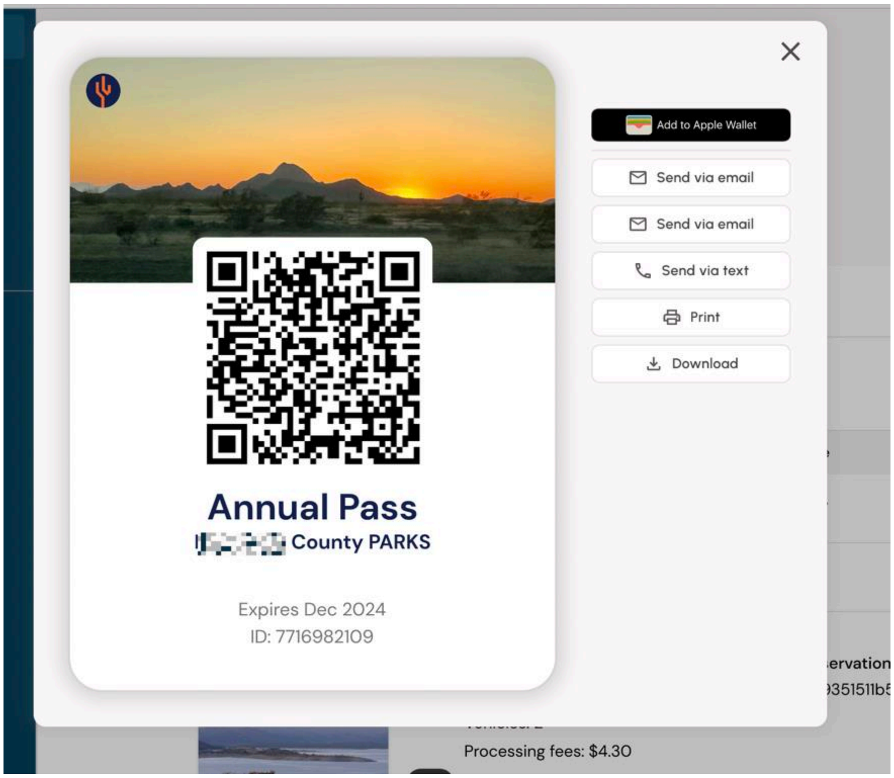
nikhil@kaizenlabs.co

Phone number *

(123) 456-7890

License Plate

DEQ789198

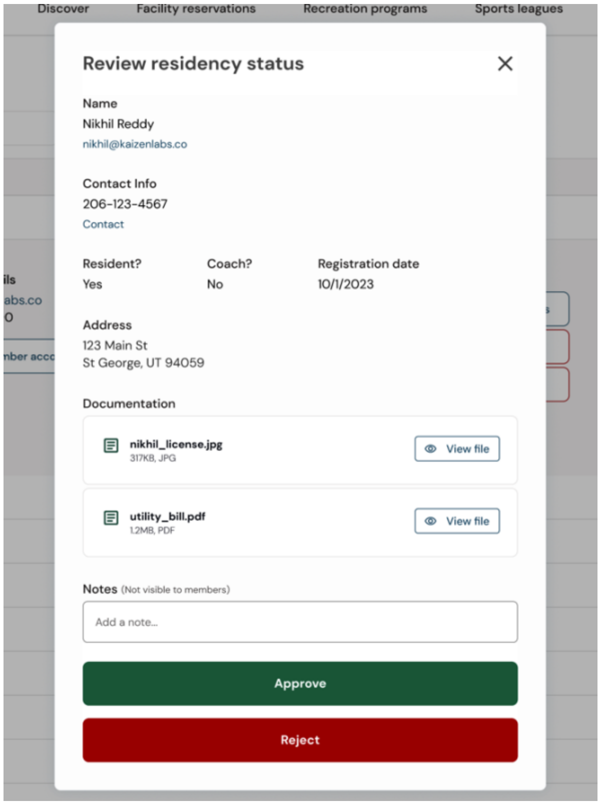


Annual Pass

[redacted] County PARKS

Expires Dec 2024
ID: 7716982109

Processing fees: $4.30



Review residency status

Name
Nikhil Reddy
nikhil@kaizenlabs.co

Contact Info
206-123-4567
Contact

Resident?	Coach?	Registration date
Yes	No	10/1/2023

Address
123 Main St
St George, UT 94059

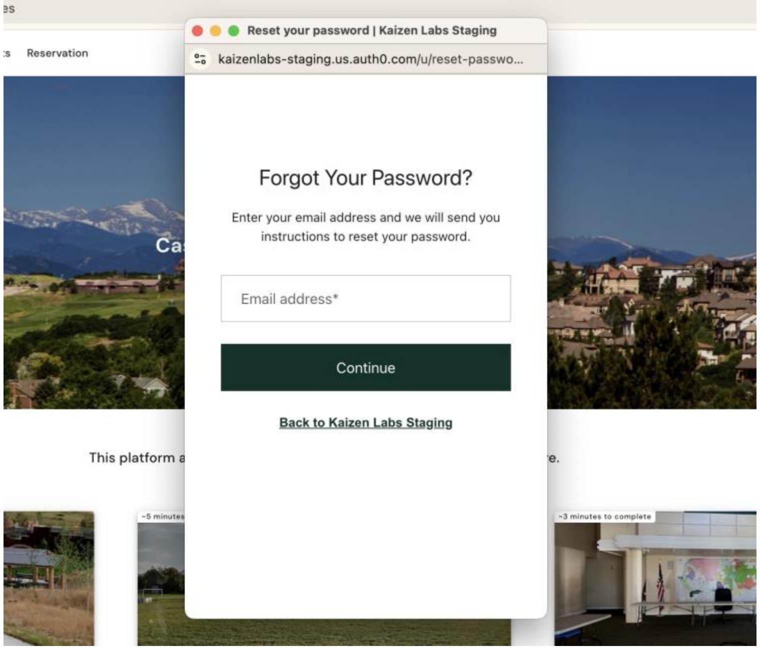
Documentation

nikhil_license.jpg
317KB, JPG

utility_bill.pdf
1.2MB, PDF

Notes (Not visible to members)

Add a note...



Reset your password | Kaizen Labs Staging

kaizenlabs-staging.us.auth0.com/u/reset-passwo...

Forgot Your Password?

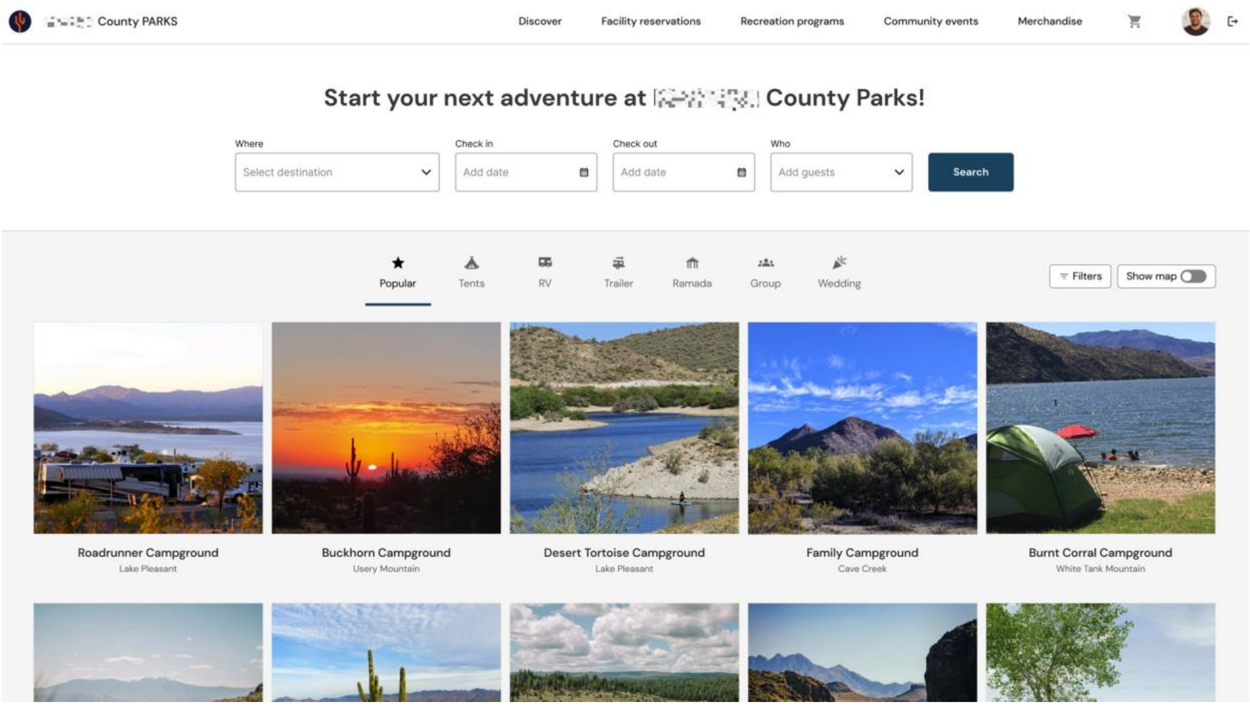
Enter your email address and we will send you instructions to reset your password.

Email address*

Back to Kaizen Labs Staging

Overall Landing Page and Discovery

Kaizen is committed to creating a highly intuitive, visually engaging, and user-friendly platform for the Nebraska Game and Parks Commission (NGPC). We've dedicated our top design resources to ensure the NGPC website meets the highest user experience (UX) standards and stays consistent with Nebraska's distinct brand identity. Our team blends aesthetics with functionality, delivering a seamless discovery process that allows users to easily explore and book parks, campgrounds, marinas, and other recreational facilities across the state.



Human-Centric Design Thinking

At Kaizen, our design philosophy revolves around understanding and prioritizing the user's needs, behaviors, and emotions. By adopting a human-centric approach, we create a platform that naturally aligns with how people think and interact, ensuring a seamless experience across all devices—whether desktop, tablet, or mobile. Every platform element is designed with empathy, focusing on the user's journey from exploration to booking.

We empower visitors to intuitively discover Nebraska's natural beauty, offering an engaging and fluid experience through simple, interactive search tools. Filters like location, dates, availability, and specific amenities mirror how people think and make decisions, making it easier for them to find the perfect spot. This thoughtful design minimizes cognitive load and friction, offering a clean, modern interface that ensures a pleasant, stress-free browsing experience tailored to each user's needs and preferences.

By placing the user at the heart of our design process, we ensure that every interaction is meaningful, empowering visitors to navigate the platform effortlessly while feeling in control of their journey.

Visual Storytelling and Imagery

Nebraska's parks and recreational sites come to life on the platform through high-resolution images and visual storytelling. Each location page includes vivid imagery that captures the natural essence of the space, helping users get a true sense of what the park or facility offers. This use of visual cues not only enhances the aesthetic appeal of the site but also aids in decision-making, enabling users to book with confidence. Additionally, detailed descriptions provide essential information such as ADA accessibility, available amenities, and proximity to attractions, ensuring every guest finds the perfect location for their visit.

Consistent with Nebraska's Brand Guidelines

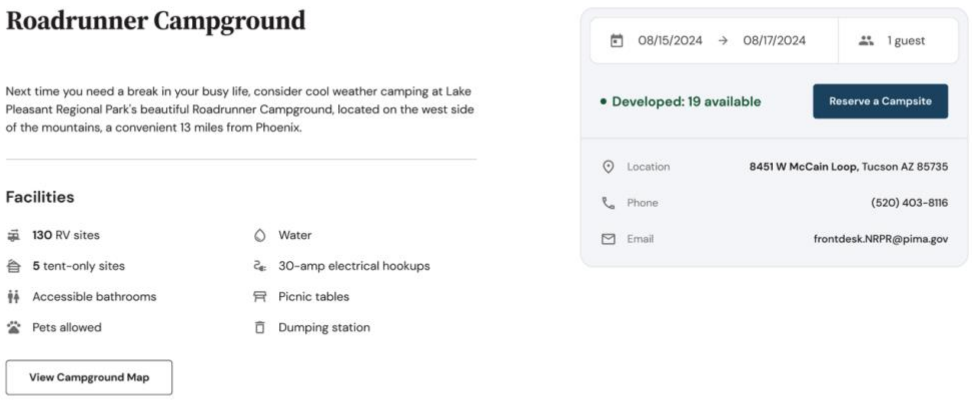
Kaizen prioritizes aligning with Nebraska's brand guidelines. The platform will adhere to Nebraska's established color palettes, typography, and visual themes, preserving the state's unique identity while enhancing its online presence. We ensure that NGPC's digital experience reflects Nebraska's values and sense of place by staying consistent with these guidelines. This approach strengthens brand recognition and builds trust and credibility with users. Too often, recreation and reservation experiences feel disconnected from the spirit and design of what municipalities strive to achieve due to the technical constraints of specific providers. We aim to change that narrative.

Integrated Features for Enhanced Discovery

Kaizen's platform includes advanced features designed to enhance the discovery experience. Users can:

- **Save Favorites**: Bookmark preferred parks, facilities, and activities for easy access later.
- **Receive Alerts**: Sign up for notifications when new locations open or when registration for favorite spots becomes available.
- **Multi-Channel Communication**: Integrated email, SMS, and social media tools allow NGPC to engage directly with users, sharing updates or promoting special events.
- **Interactive Maps and Facility Information**: Users can explore parks and facilities via dynamic maps, ensuring they can visualize and choose the perfect spot.

Kaizen's design process is rooted in a deep understanding of user behavior. It combines cutting-edge technology with Nebraska's distinct brand narrative. The result is a beautifully crafted platform that elevates user engagement and simplifies recreational discovery while fully embodying the spirit of Nebraska's parks and outdoor spaces.



Roadrunner Campground

Next time you need a break in your busy life, consider cool weather camping at Lake Pleasant Regional Park's beautiful Roadrunner Campground, located on the west side of the mountains, a convenient 13 miles from Phoenix.

Facilities

130 RV sites

5 tent-only sites

Accessible bathrooms

Pets allowed

Water

30-amp electrical hookups

Picnic tables

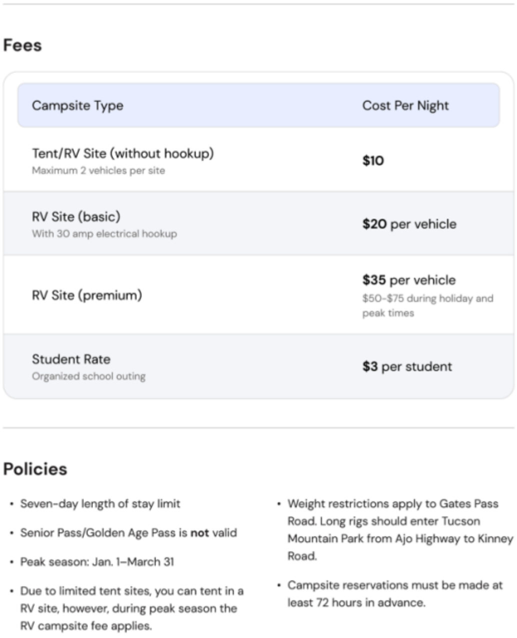
Dumping station

08/15/2024 → 08/17/2024

1 guest

● Developed: 19 available

Location	8451 W McCain Loop, Tucson AZ 85735
Phone	(520) 403-8116
Email	frontdesk.NRPR@pima.gov

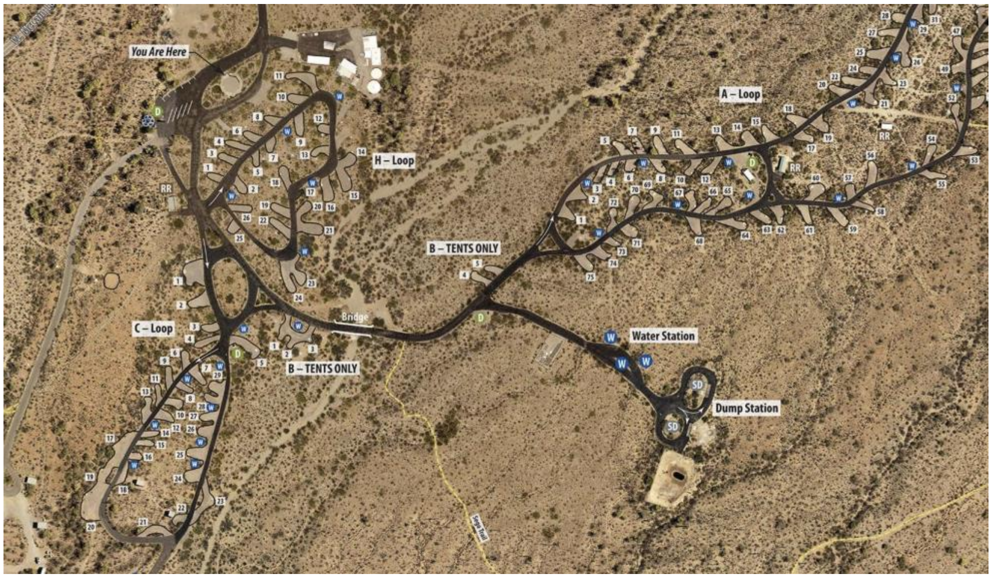


Fees

Campsite Type	Cost Per Night
Tent/RV Site (without hookup) Maximum 2 vehicles per site	**$10**
RV Site (basic) With 30 amp electrical hookup	**$20** per vehicle
RV Site (premium)	**$35** per vehicle $50-$75 during holiday and peak times
Student Rate Organized school outing	**$3** per student

Policies

- Seven-day length of stay limit
- Senior Pass/Golden Age Pass is **not** valid
- Peak season: Jan. 1–March 31
- Due to limited tent sites, you can tent in a RV site, however, during peak season the RV campsite fee applies.
- Weight restrictions apply to Gates Pass Road. Long rigs should enter Tucson Mountain Park from Ajo Highway to Kinney Road.
- Campsite reservations must be made at least 72 hours in advance.



Kaizen Facility and Shared Space Reservations

Kaizen's facility reservation system is a **comprehensive, user-friendly platform** designed to handle the booking and management of **various facilities**, including **campgrounds, marinas, cabins, lodges, and shared recreational spaces**. The system's flexibility allows NGPC to manage a wide array of reservation types, such as **daily, hourly, nightly, or multi-day bookings**, offering tailored solutions for the diverse needs of NGPC's facilities.

Customers can easily search for available spaces, review detailed site information (e.g., amenities, occupancy limits, accessibility features), and complete reservations through a **streamlined checkout process**. The system also allows customers to bundle reservations with **add-ons** such as **park permits, merchandise, or event tickets**, offering an all-in-one transaction experience that simplifies the process and maximizes convenience. This integrated approach ensures that all booking-related services, including any additional purchases, are consolidated into a **single transaction** for efficiency.

Real-Time Availability and Preventing Double Bookings

Kaizen's system offers **real-time availability updates**, ensuring customers and staff can view the most up-to-date booking information. This feature is crucial for preventing **double bookings** and ensuring that all reservations are accurate. Whether customers are booking months in advance or last-minute, the system instantly reflects available slots across all facilities, enabling both customers and staff to make informed decisions. For **high-demand facilities**, the system provides **waitlist management**, automatically notifying customers if a space becomes available.

Automated Notifications and Communication

The platform enhances communication through **automated email and SMS notifications**, keeping both customers and staff informed throughout the reservation process. These notifications can be customized to include **confirmation details, reminders, and alerts** regarding changes or cancellations. This ensures transparency and helps eliminate confusion, improving customer satisfaction.

Staff Management and Facility Customization

For NGPC staff, Kaizen's system provides robust tools for managing facility attributes and operations. Staff can configure each space with specific attributes, such as **amenities, rental rules, availability windows, and pricing**

structures. This allows for flexible facility management, whether staff are overseeing **day-use picnic areas**, **event spaces**, or **long-term marina leases**. Staff also have the ability to **adjust reservations**, manage **custom rules** for specific spaces, and enforce requirements such as **minimum stays** or **maximum occupancy**.

Kaizen's platform simplifies complex bookings, such as **long-term reservations for marinas** or **seasonal leases**, ensuring that shared spaces are allocated efficiently and fairly. The system's **lease allocation tools** allow for easy management of recurring bookings or special requests, ensuring that space usage is optimized and conflicts are minimized.

Administrative and Operational Flexibility

Administrators benefit from the system's **operational flexibility**, with tools to oversee all aspects of facility management. Kaizen's platform supports **administrative adjustments**, allowing staff to modify bookings, override rules, or allocate space for **special events**. Staff can also apply **custom policies** based on the unique needs of each facility or event, ensuring that NGPC's operational requirements are met while maintaining a smooth customer experience.

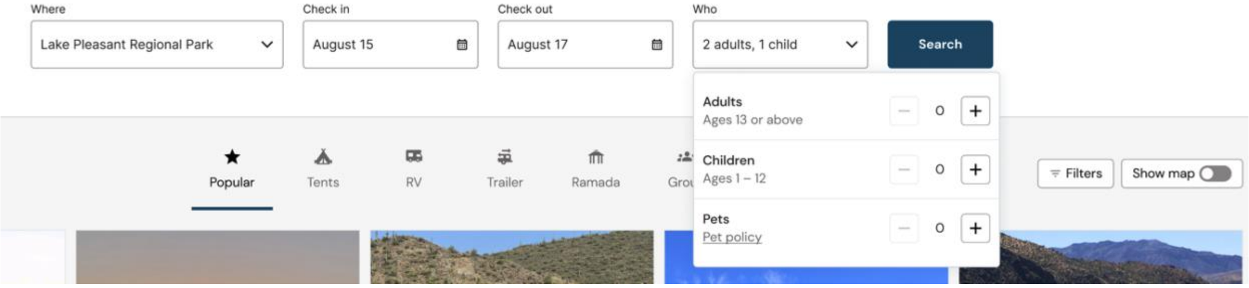
The system's detailed reporting capabilities also provide insights into **reservation trends, facility utilization, and revenue**, allowing NGPC to make informed decisions about resource allocation and pricing strategies.

Full Capabilities

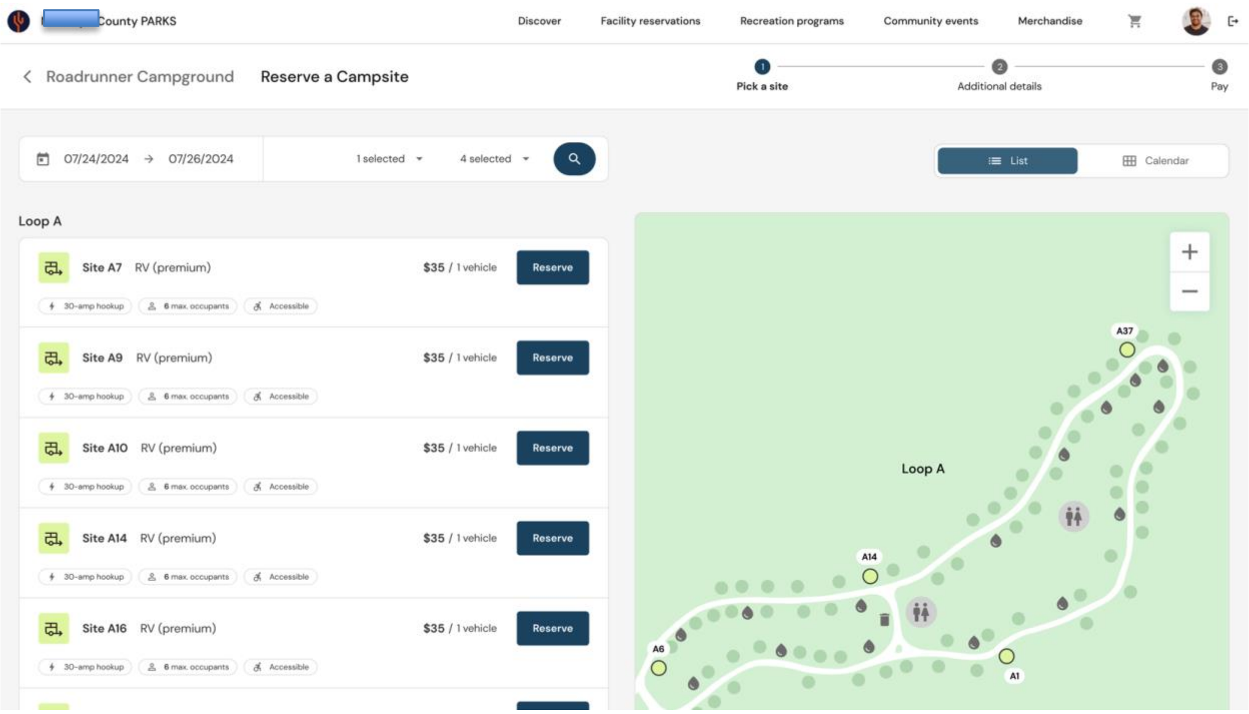
The full range of Kaizen's facility reservation capabilities is detailed in the **FUN Attachment section**, covering every aspect of facility management—from booking to long-term space allocation—ensuring that NGPC's needs are met with efficiency, accuracy, and ease of use.

Conclusion

Kaizen's facility and shared space reservation system offers a **highly flexible and efficient solution** for both NGPC staff and customers. With **real-time availability**, **customizable management tools**, **integrated add-ons**, and **automated communication**, the platform enhances the booking experience while improving operational efficiency. Kaizen's system ensures that NGPC can manage a variety of facilities with ease, providing a streamlined, customer-centric reservation experience that supports the full range of NGPC's operational needs.



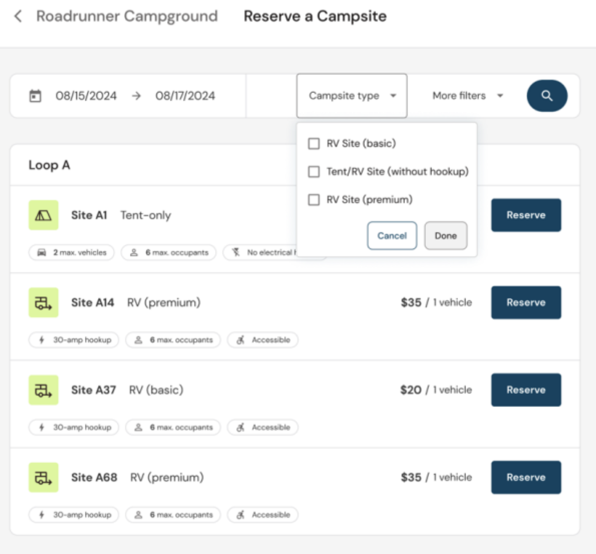
Where: Lake Pleasant Regional Park
Check in: August 15
Check out: August 17
Who: 2 adults, 1 child
Adults Ages 13 or above: 0
Children Ages 1 – 12: 0
Pets: 0



07/24/2024 → 07/26/2024 | 1 selected | 4 selected

Loop A

Site A7	RV (premium)	$35 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	
Site A9	RV (premium)	$35 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	
Site A10	RV (premium)	$35 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	
Site A14	RV (premium)	$35 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	
Site A16	RV (premium)	$35 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	

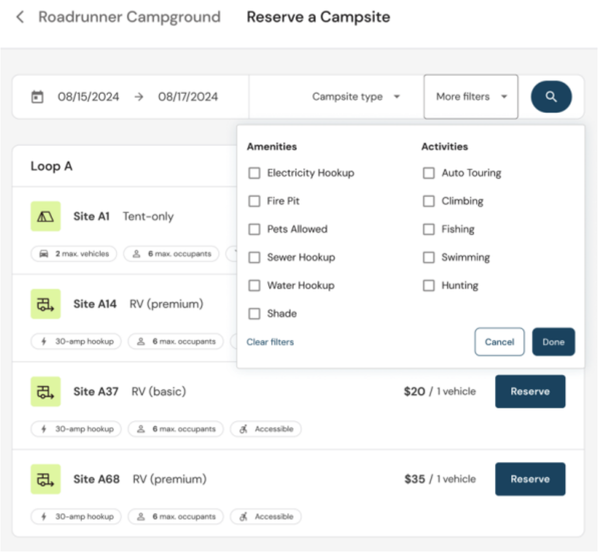


08/15/2024 → 08/17/2024

☐ RV Site (basic)
☐ Tent/RV Site (without hookup)
☐ RV Site (premium)

Loop A

Site A1	Tent-only		Reserve
2 max. vehicles	6 max. occupants	No electrical h	
Site A14	RV (premium)	$35 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	
Site A37	RV (basic)	$20 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	
Site A68	RV (premium)	$35 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	

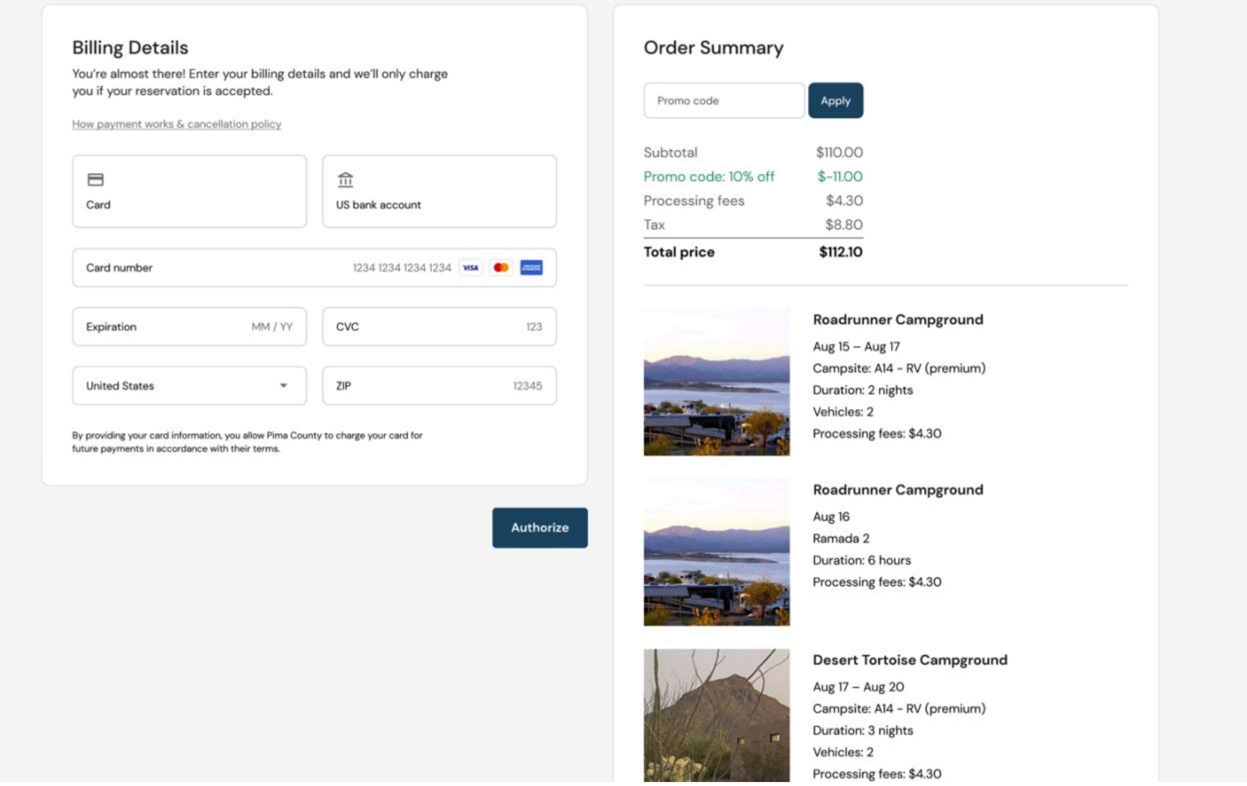


08/15/2024 → 08/17/2024

Amenities	Activities
☐ Electricity Hookup	☐ Auto Touring
☐ Fire Pit	☐ Climbing
☐ Pets Allowed	☐ Fishing
☐ Sewer Hookup	☐ Swimming
☐ Water Hookup	☐ Hunting
☐ Shade	

Loop A

Site A1	Tent-only		
2 max. vehicles	6 max. occupants		
Site A14	RV (premium)		
30-amp hookup	6 max. occupants		
Site A37	RV (basic)	$20 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	
Site A68	RV (premium)	$35 / 1 vehicle	Reserve
30-amp hookup	6 max. occupants	Accessible	



Billing Details

You're almost there! Enter your billing details and we'll only charge you if your reservation is accepted.

How payment works & cancellation policy

By providing your card information, you allow Pima County to charge your card for future payments in accordance with their terms.

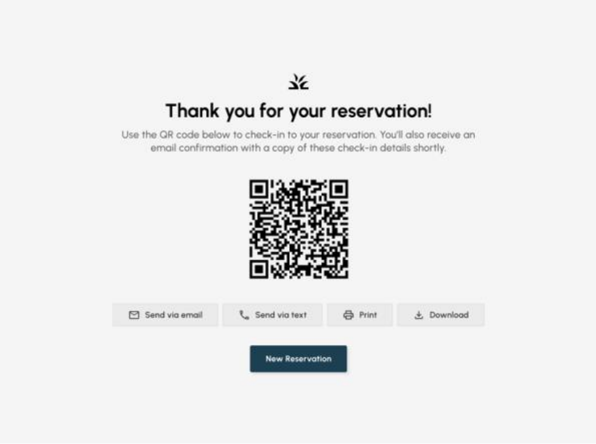
Order Summary

Subtotal	$110.00
Promo code: 10% off	$-11.00
Processing fees	$4.30
Tax	$8.80
Total price	**$112.10**

Roadrunner Campground
Aug 15 – Aug 17
Campsite: A14 - RV (premium)
Duration: 2 nights
Vehicles: 2
Processing fees: $4.30

Roadrunner Campground
Aug 16
Ramada 2
Duration: 6 hours
Processing fees: $4.30

Desert Tortoise Campground
Aug 17 – Aug 20
Campsite: A14 - RV (premium)
Duration: 3 nights
Vehicles: 2
Processing fees: $4.30



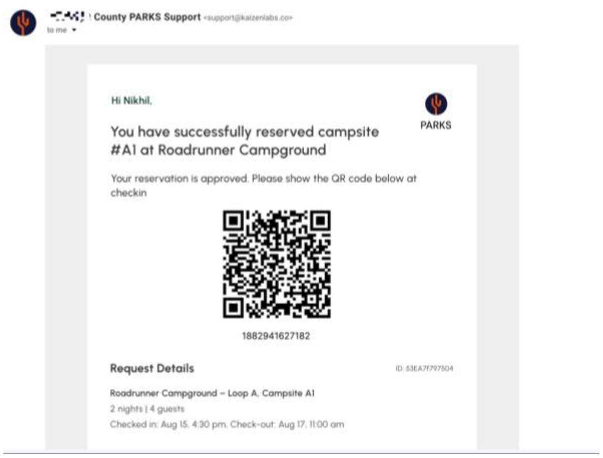
Thank you for your reservation!

Use the QR code below to check-in to your reservation. You'll also receive an email confirmation with a copy of these check-in details shortly.

[redacted] County PARKS >

Today 3:25 PM

Your receipt for a payment to Roadrunner Campground for $123.10 on 8/15/24: maricopacounty.gov/12345



[redacted] County PARKS Support <support@kaizenlabs.co>
to me

Hi Nikhil,

You have successfully reserved campsite #A1 at Roadrunner Campground

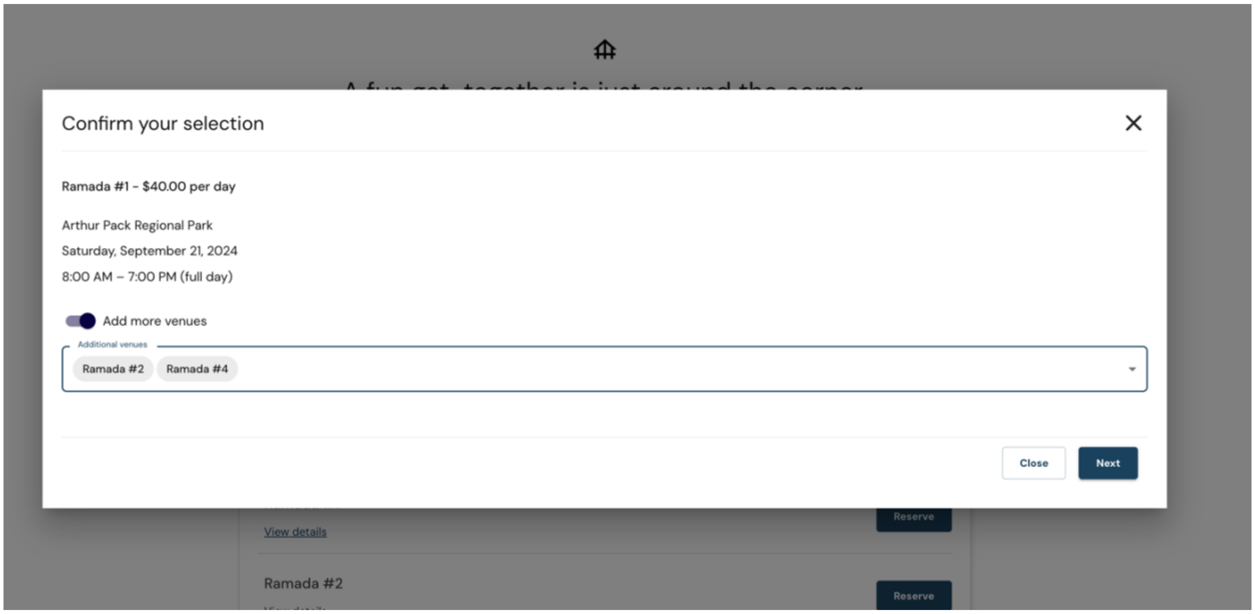
Your reservation is approved. Please show the QR code below at checkin

1882941627182

Request Details

ID: 53EA7f797504

Roadrunner Campground – Loop A, Campsite A1
2 nights | 4 guests
Checked in: Aug 15, 4:30 pm. Check-out: Aug 17, 11:00 am

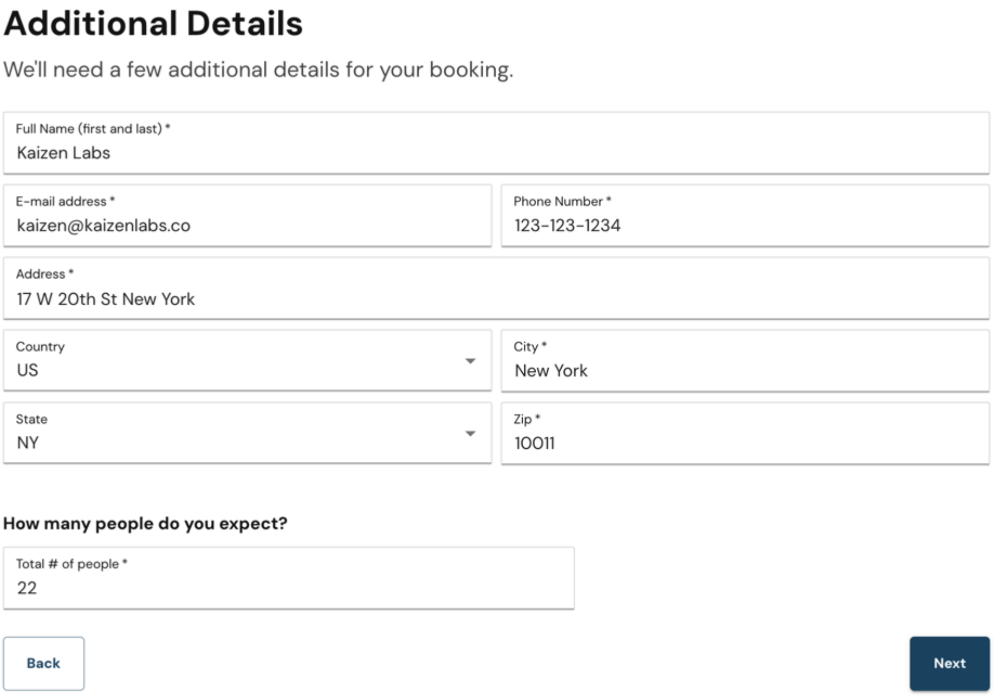

Confirm your selection

Ramada #1 - $40.00 per day

Arthur Pack Regional Park
Saturday, September 21, 2024
8:00 AM – 7:00 PM (full day)

Add more venues: ●

Additional venues: Ramada #2, Ramada #4


Additional Details

We'll need a few additional details for your booking.

Full Name (first and last) *: Kaizen Labs

E-mail address *: kaizen@kaizenlabs.co

Phone Number *: 123-123-1234

Address *: 17 W 20th St New York

Country: US

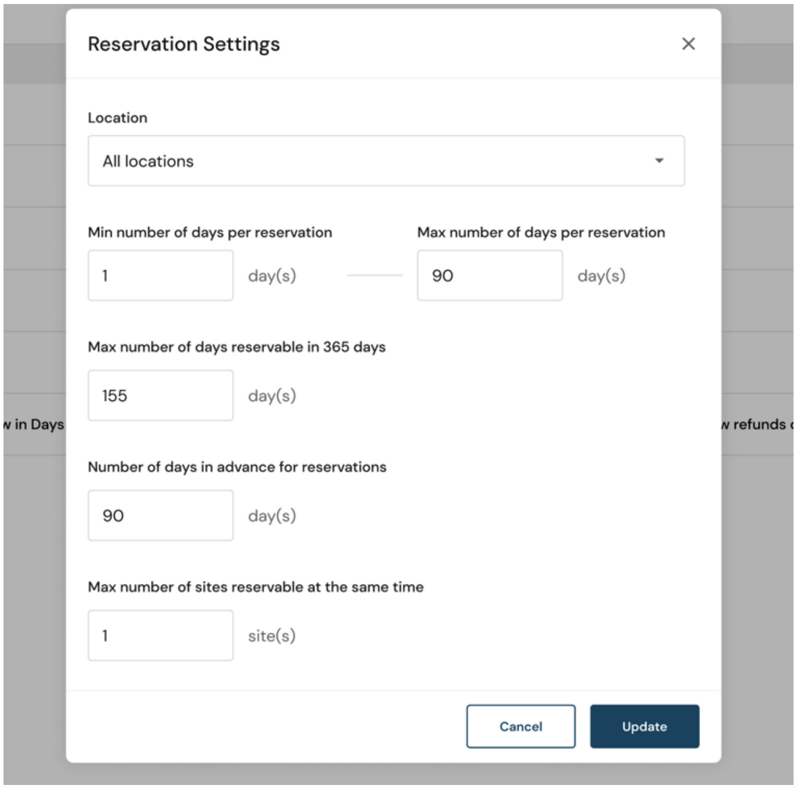
City *: New York

State: NY

Zip *: 10011

How many people do you expect?

Total # of people *: 22



Location: All locations

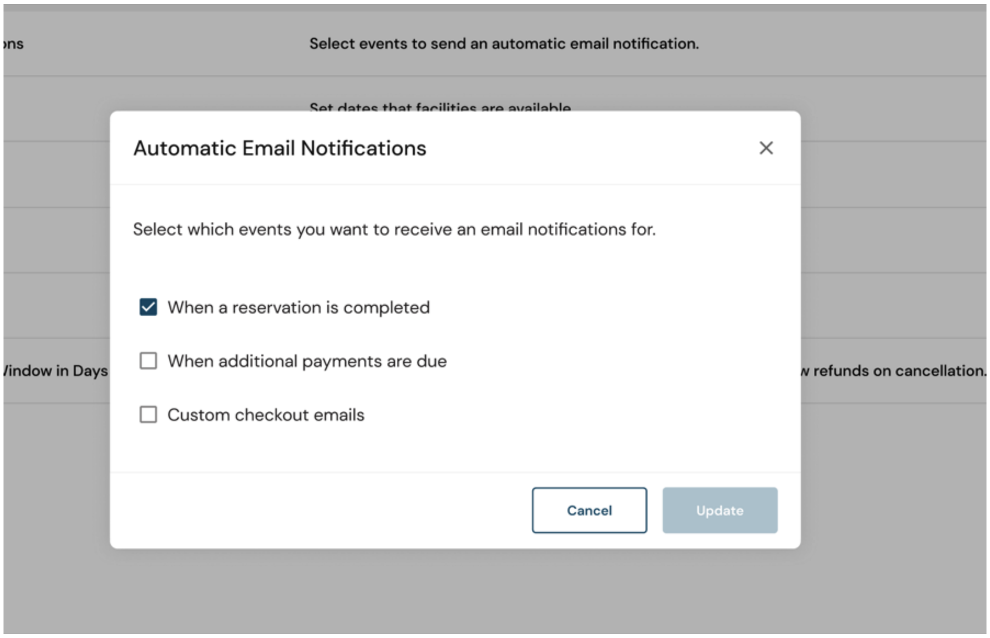
Min number of days per reservation: 1 day(s)

Max number of days per reservation: 90 day(s)

Max number of days reservable in 365 days: 155 day(s)

Number of days in advance for reservations: 90 day(s)

Max number of sites reservable at the same time: 1 site(s)



Select events to send an automatic email notification.

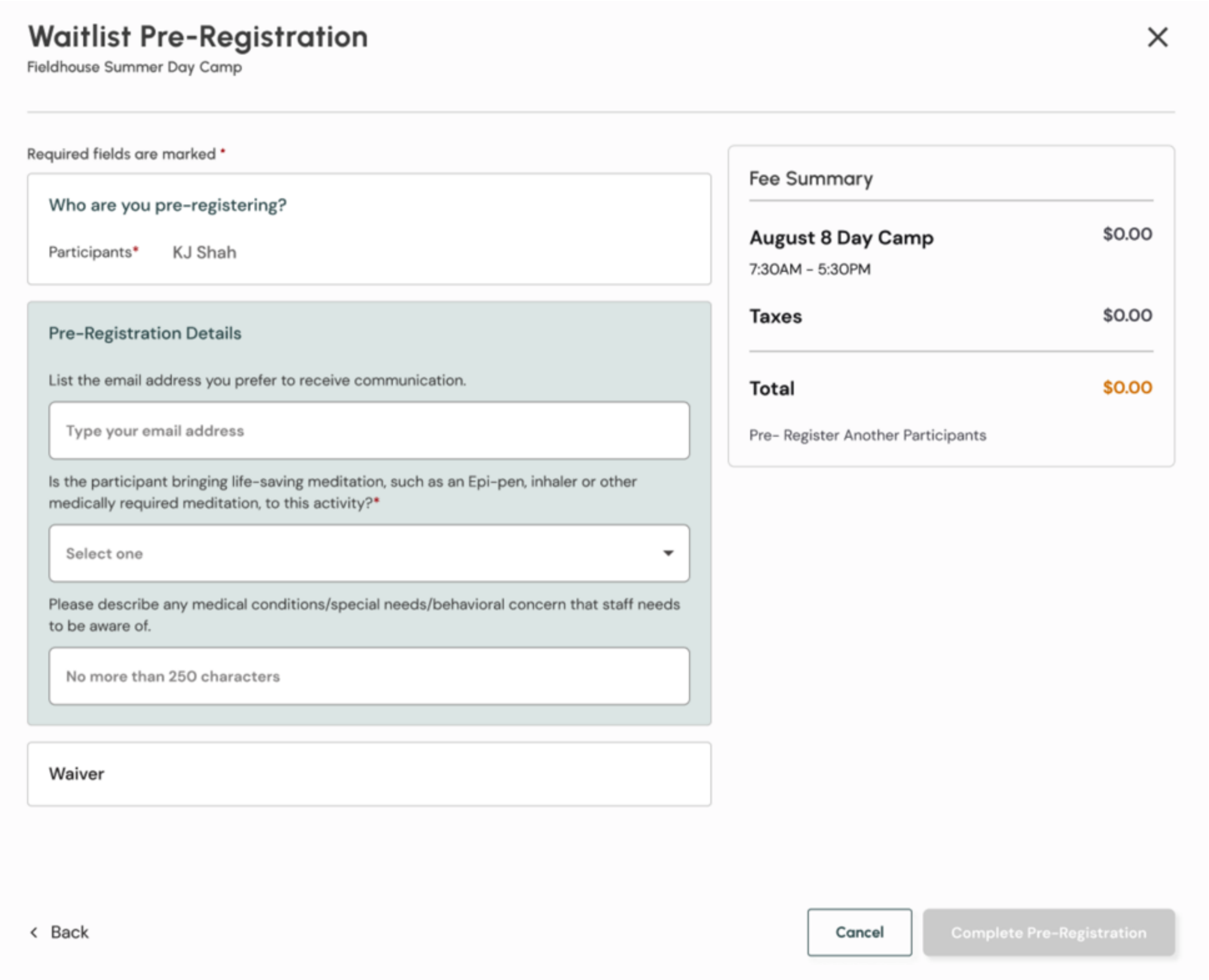
Set dates that facilities are available.

Select which events you want to receive an email notifications for.

☑ When a reservation is completed

☐ When additional payments are due

☐ Custom checkout emails



Waitlist Pre-Registration

Fieldhouse Summer Day Camp

Required fields are marked *

Who are you pre-registering?

Participants* KJ Shah

Pre-Registration Details

List the email address you prefer to receive communication.

Type your email address

Is the participant bringing life-saving meditation, such as an Epi-pen, inhaler or other medically required meditation, to this activity?*

Select one

Please describe any medical conditions/special needs/behavioral concern that staff needs to be aware of.

No more than 250 characters

Waiver

Fee Summary

August 8 Day Camp 7:30AM - 5:30PM	$0.00
Taxes	$0.00
Total	$0.00

Pre- Register Another Participants

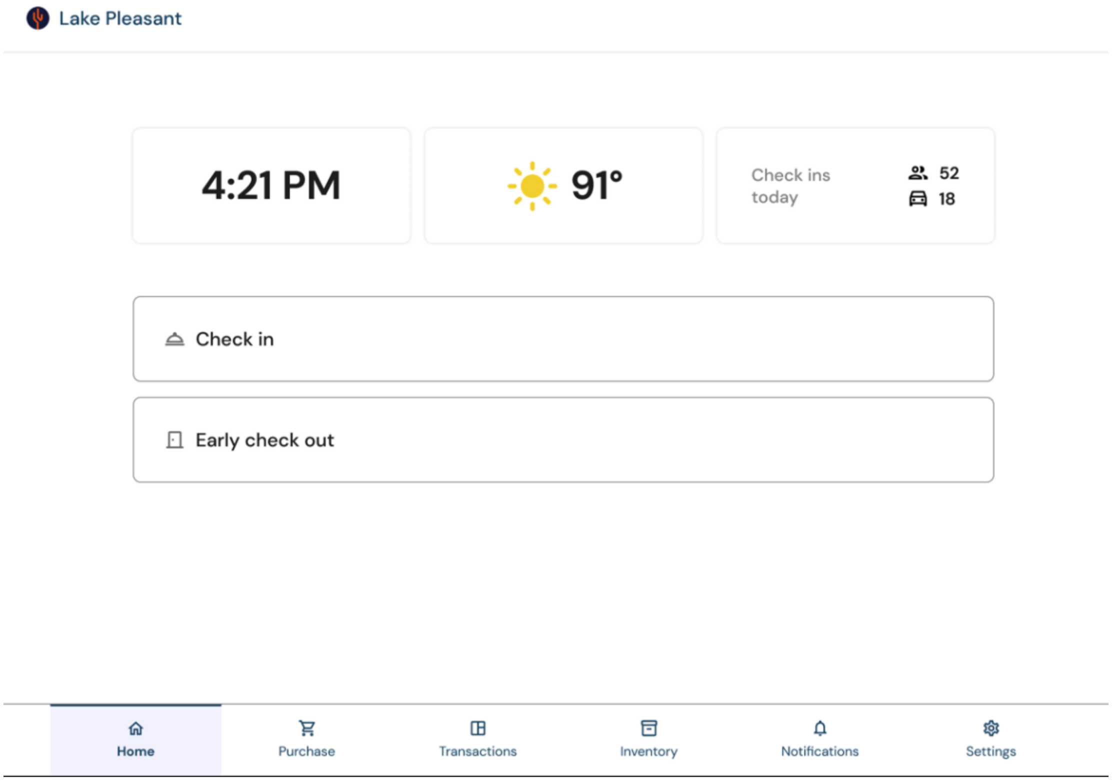
Field Location Reservations and Registrations

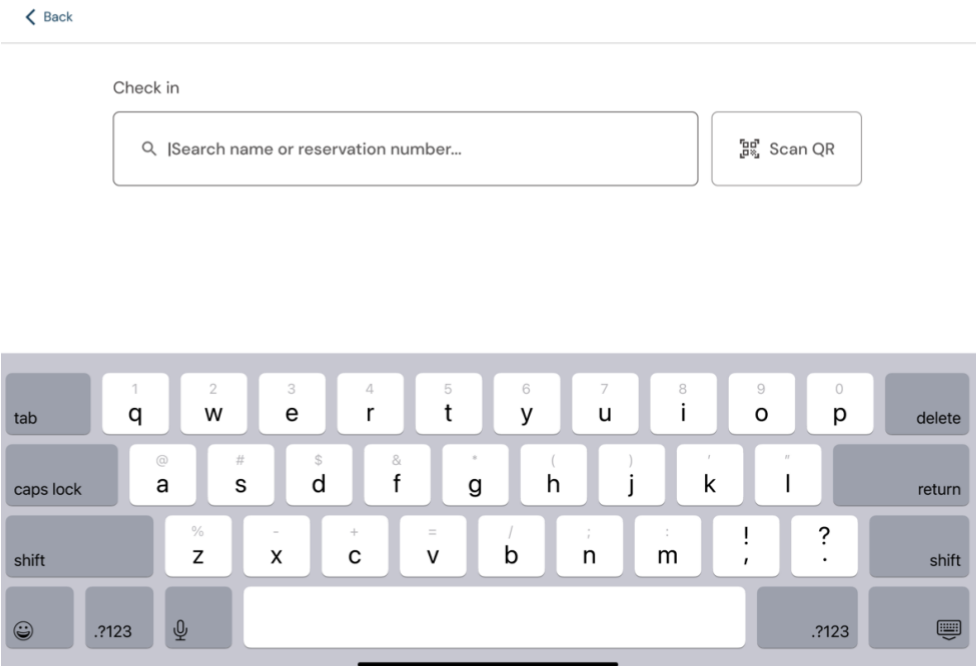
Kaizen’s platform fully supports NGPC’s Field Location Reservations and Registrations by offering seamless integration with the public website. This allows staff to efficiently manage same-day walk-in registrations, phone reservations, and POS transactions. Whether processing reservations in the office or the field, the system provides real-time updates on availability, ensuring up-to-date inventory for staff and guests.

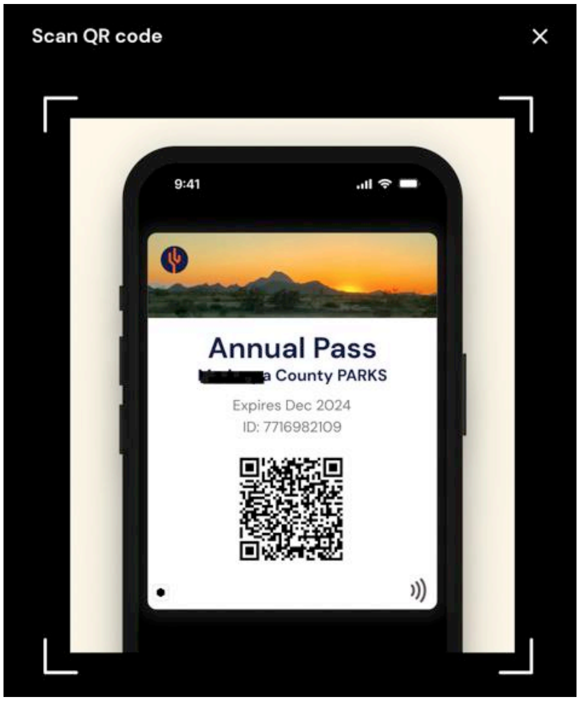
Field staff can easily handle same-day walk-in registrations, backdate arrivals for guests checking in after hours, and search or create customer profiles on the spot. The system simplifies the guest check-in and check-out process, allowing multiple sites to be managed in a single transaction, even if reserved under different names or numbers.

Kaizen ensures real-time availability across all channels and supports adjustments to fees, automatic confirmation notifications, and generation of guest registration forms. It also provides staff tools to place holds or closures on sites, manage exceptions through business rule overrides, and track key performance indicators (KPIs) via real-time dashboards.

Additionally, Kaizen’s system offers robust cash drawer management, ensuring smooth daily reconciliation. It also provides staff with comprehensive training materials and live support, making managing reservations and guest interactions in real time easy.







Scan QR code

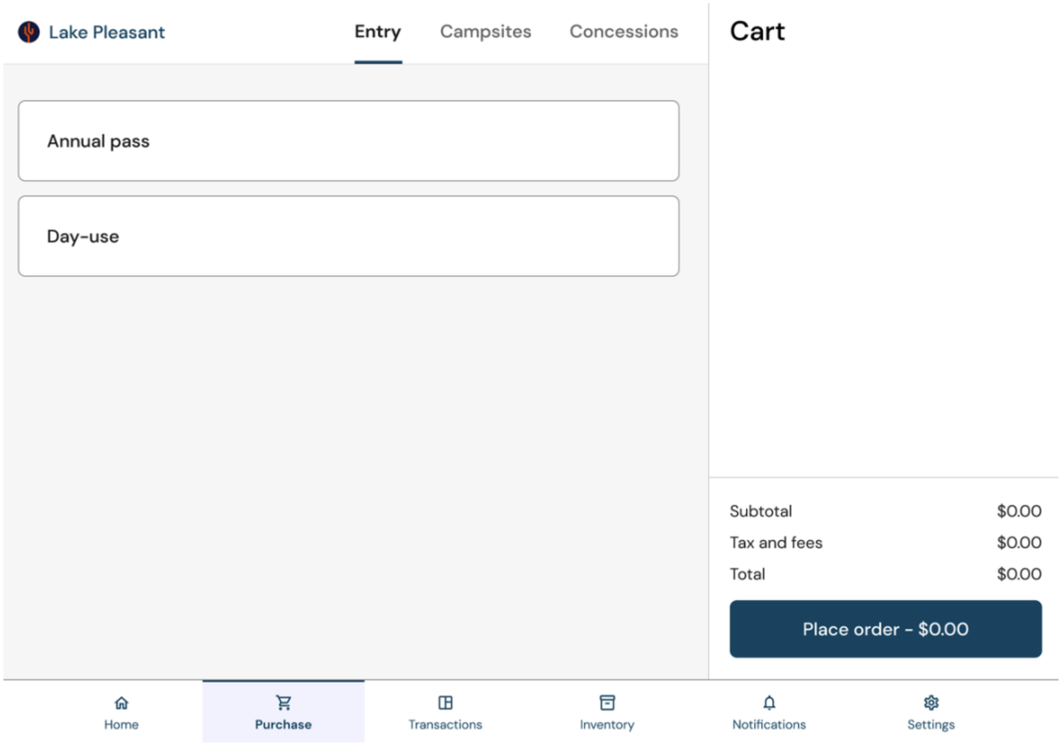
9:41

Annual Pass

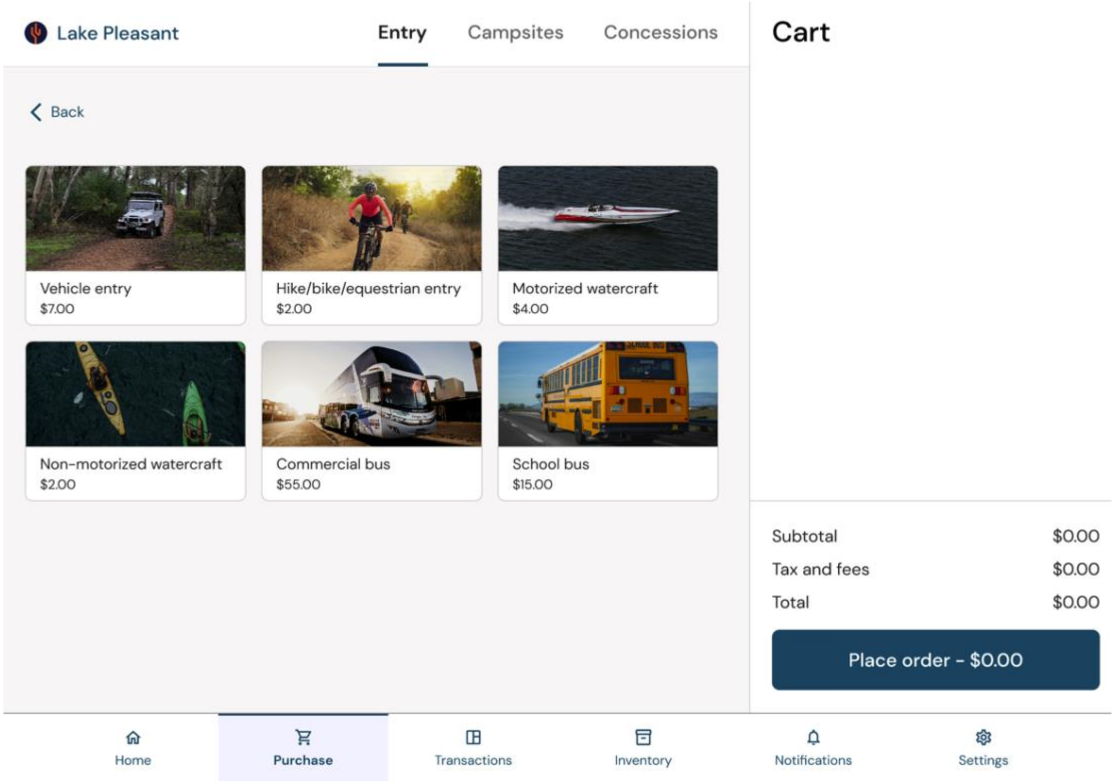
[redacted]a County PARKS

Expires Dec 2024

ID: 7716982109



Subtotal	$0.00
Tax and fees	$0.00
Total	$0.00



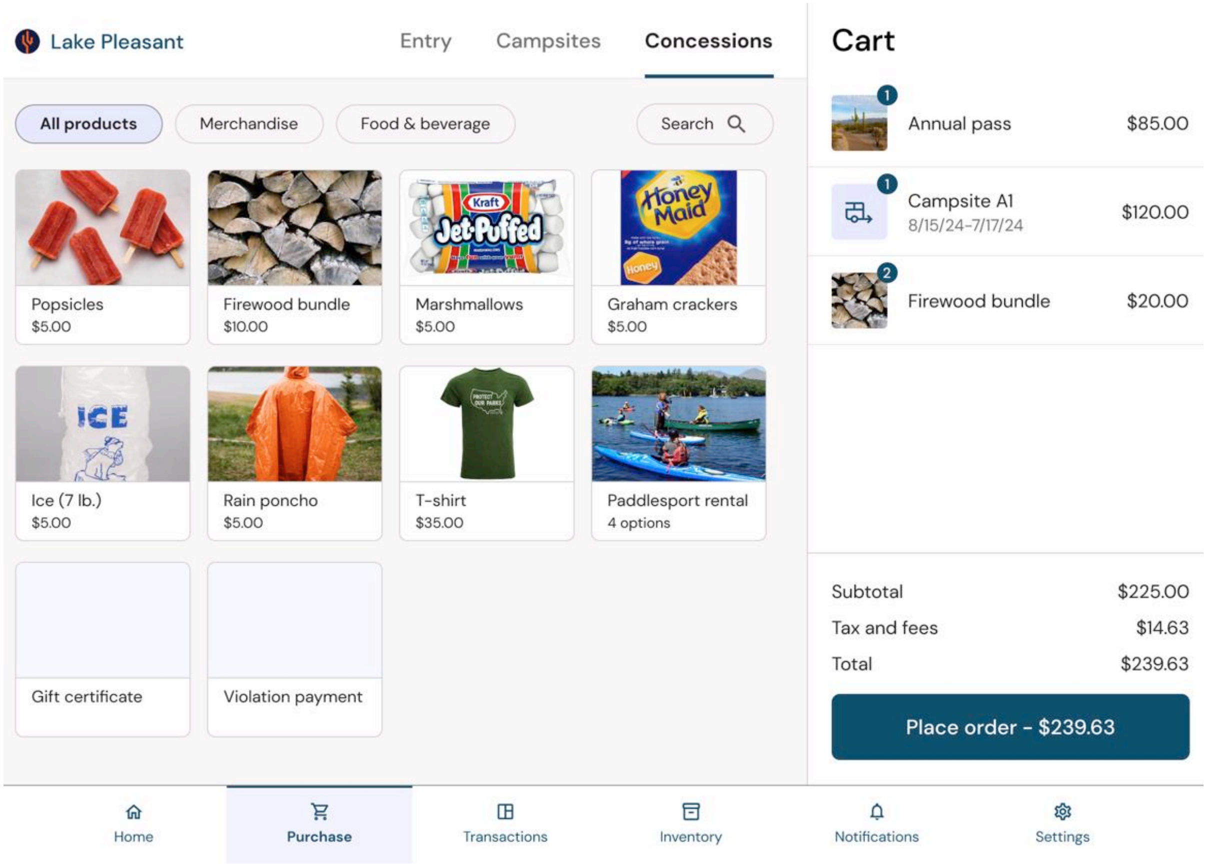
Kaizen Point-of-Sale

Kaizen's Point of Sale (POS) system seamlessly integrates a wide range of features tailored to meet the diverse needs of Nebraska's reservation system. The system allows staff to easily create, manage, and edit POS items and assign products across multiple locations. The real-time inventory tracking module ensures that product availability is always up-to-date, tracking sales, adjustments, and the overall financial impact.

One key component of the system is its flexibility in handling taxable and non-taxable items. It automatically calculates sales and lodging tax during transactions, ensuring compliance with Nebraska's tax laws. Additionally, Kaizen's POS system is equipped to handle sales for non-inventory products, which provides flexibility for items that do not require stock tracking.

The platform supports modern payment methods like credit cards, NFC, and mobile wallets (Apple Pay, Google Pay). It even accommodates cash and account credits, making it adaptable for on-site and remote transactions. Furthermore, integrating standard POS hardware, such as cash drawers, credit card readers, kiosks, and receipt printers, ensures the system operates efficiently at any facility, including parks, marinas, and campground stores.

With customer-specific marketing features, the system tailors promotions and offers based on past purchase patterns, helping increase revenue through targeted promotions. Staff can also quickly access a pre-configured quick menu of frequently sold items, making it easy to process high-volume sales. Whether managing products, creating package deals, or applying discounts, the system provides the tools to manage retail operations in real time.

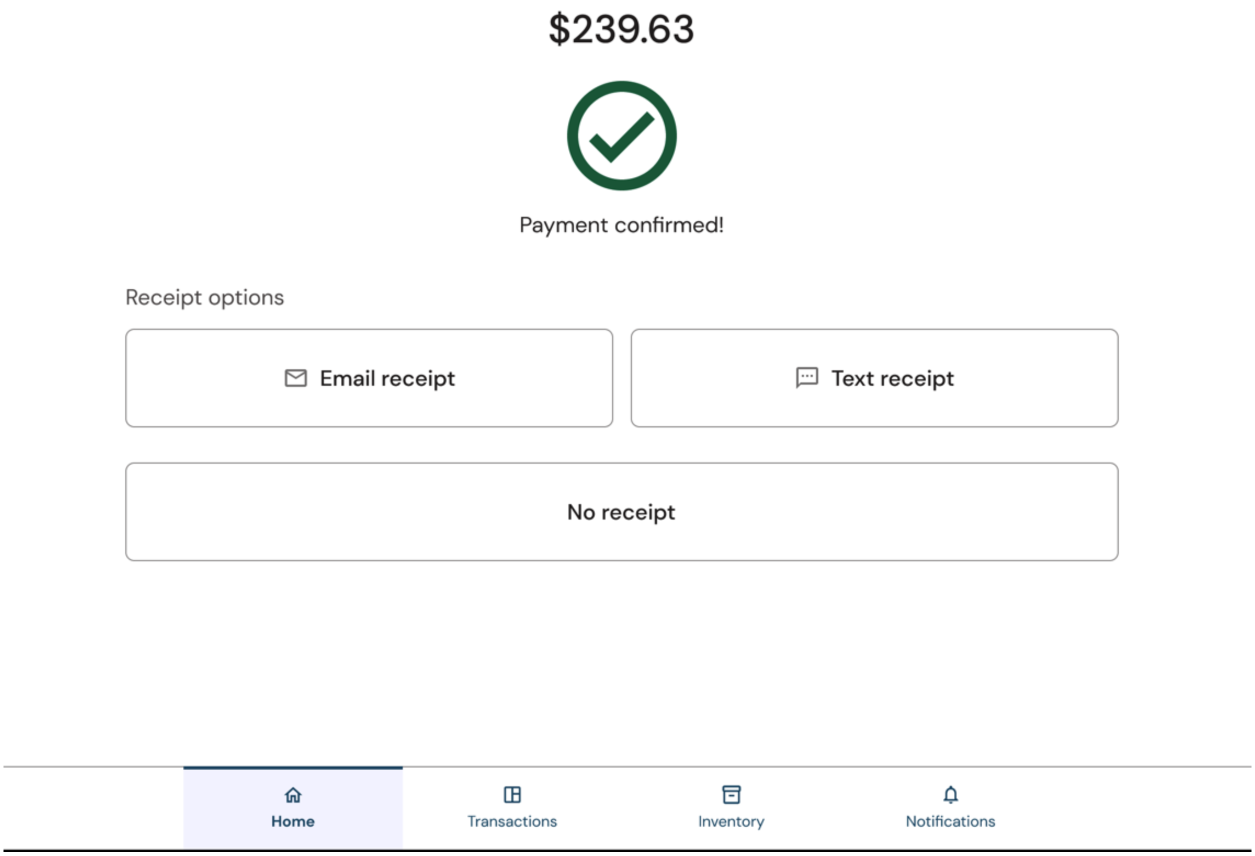


Popsicles	$5.00
Firewood bundle	$10.00
Marshmallows	$5.00
Graham crackers	$5.00
Ice (7 lb.)	$5.00
Rain poncho	$5.00
T-shirt	$35.00
Paddlesport rental	4 options
Gift certificate	
Violation payment	

Cart

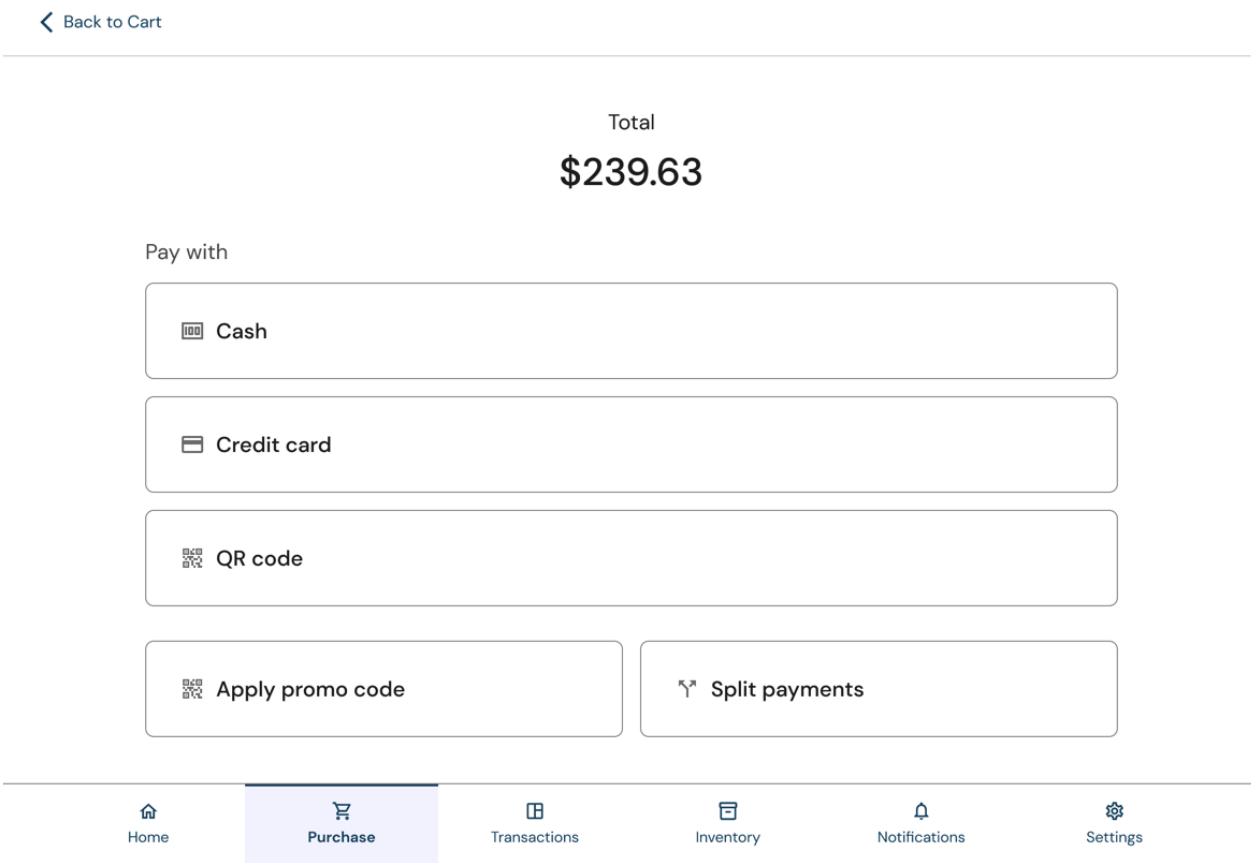
1	Annual pass	$85.00
1	Campsite A1 8/15/24–7/17/24	$120.00
2	Firewood bundle	$20.00

Subtotal	$225.00
Tax and fees	$14.63
Total	$239.63


$239.63

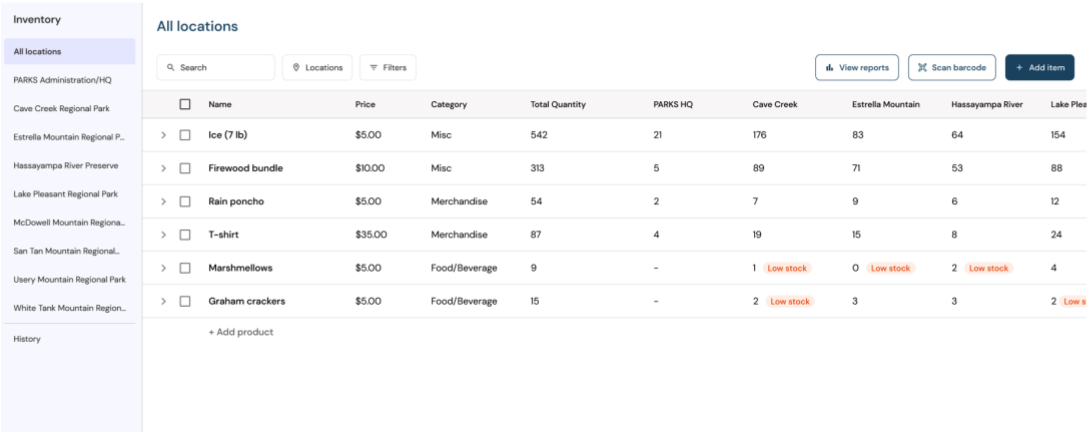
Payment confirmed!

Receipt options

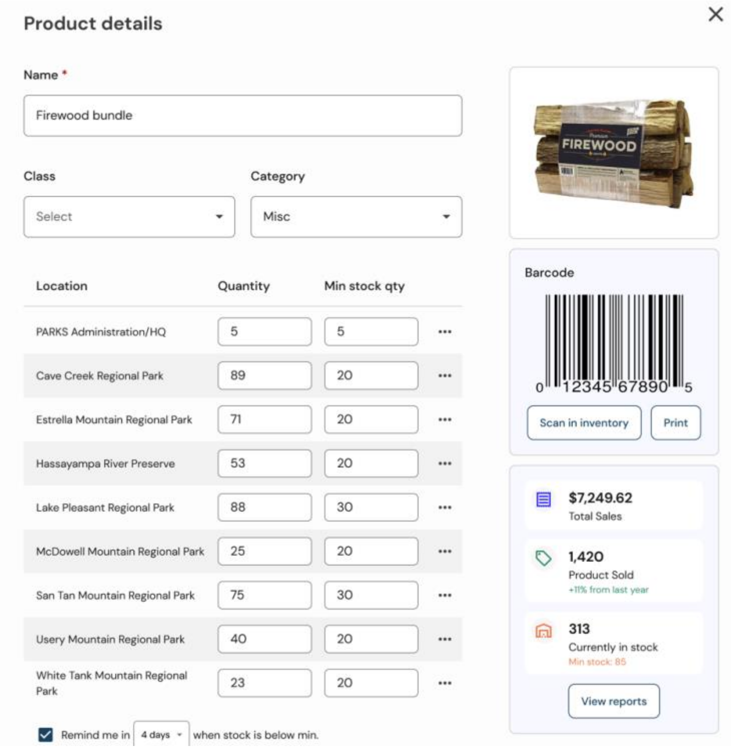


Total

$239.63



Name	Price	Category	Total Quantity	PARKS HQ	Cave Creek	Estrella Mountain	Hassayampa River	Lake Plea
Ice (7 lb)	$5.00	Misc	542	21	176	83	64	154
Firewood bundle	$10.00	Misc	313	5	89	71	53	88
Rain poncho	$5.00	Merchandise	54	2	7	9	6	12
T-shirt	$35.00	Merchandise	87	4	19	15	8	24
Marshmellows	$5.00	Food/Beverage	9	-	1 Low stock	0 Low stock	2 Low stock	4
Graham crackers	$5.00	Food/Beverage	15	-	2 Low stock	3	3	2 Low s



Name *: Firewood bundle

Class: Select

Category: Misc

Location	Quantity	Min stock qty
PARKS Administration/HQ	5	5
Cave Creek Regional Park	89	20
Estrella Mountain Regional Park	71	20
Hassayampa River Preserve	53	20
Lake Pleasant Regional Park	88	30
McDowell Mountain Regional Park	25	20
San Tan Mountain Regional Park	75	30
Usery Mountain Regional Park	40	20
White Tank Mountain Regional Park	23	20

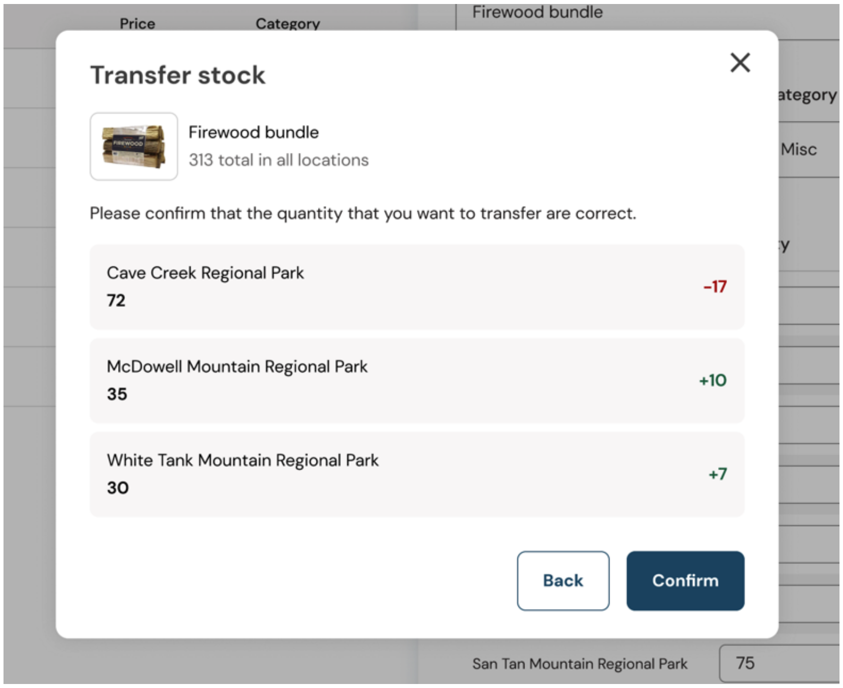
☑ Remind me in 4 days when stock is below min.

Barcode: 0 12345 67890 5

$7,249.62
Total Sales

1,420
Product Sold
+11% from last year

313
Currently in stock
Min stock: 85

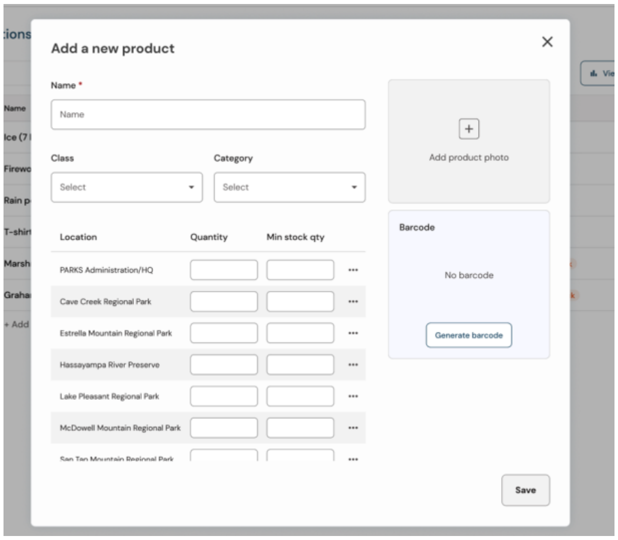


Transfer stock

Firewood bundle
313 total in all locations

Please confirm that the quantity that you want to transfer are correct.

Cave Creek Regional Park	72	-17
McDowell Mountain Regional Park	35	+10
White Tank Mountain Regional Park	30	+7



Location	Quantity	Min stock qty
PARKS Administration/HQ		
Cave Creek Regional Park		
Estrella Mountain Regional Park		
Hassayampa River Preserve		
Lake Pleasant Regional Park		
McDowell Mountain Regional Park		
San Tan Mountain Regional Park		

Marina and Slip Management

Kaizen's system provides a comprehensive marina and slip management solution, allowing customers to easily create and manage accounts while handling detailed boat information for seamless reservations. Customers can enter personal details such as name, contact information, and address when creating an account. Additionally, the system enables the management of specific boat-related information, including the boat's name, length, width, depth, registration number, and captain's contact information. This ensures all necessary data is available for quick and efficient reservation processing, improving the customer experience and operational efficiency for NGPC staff.

Kaizen also automates essential customer communications, ensuring users stay informed throughout the reservation and lease processes. Automated email notifications are sent to customers for various actions, including instant reservation confirmations, modifications, or cancellations. The system also sends lease renewal reminders, prompting customers to take action before their lease expires. Furthermore, if a customer is on a waitlist for a marina slip, the system will automatically notify them when a spot becomes available, allowing them to confirm their reservation quickly.

By following consistent workflows across other reservation types, Kaizen ensures that marina and slip management are integrated smoothly into the overall system. This creates a unified, user-friendly experience for staff and customers, making the management of marina slips efficient and hassle-free. The system's ability to automate notifications and manage boat-specific data minimizes administrative tasks while keeping customers engaged and informed at every step.

Group Function Booking Management

Kaizen's system is designed to streamline and enhance group function booking management for the Nebraska Game and Parks Commission (NGPC), providing a comprehensive solution for handling reservations across various guest sites, such as campsites, lodge rooms, cabins, and meeting facilities like conference rooms and pavilions. This robust system supports family reunions, weddings, and corporate meetings, offering flexible payment options and seamless integration with point-of-sale (POS) items like concessions, merchandise, and ticketed activities. Group reservations can be made directly through the park or NGPC's Call Center, ensuring convenience and accessibility for customers.

Group and Organization Profiles

The system allows for creating detailed group or organization profiles, including features like red flag alerts visible to staff during the reservation process. This ensures that NGPC staff have the oversight to manage group bookings effectively, particularly for significant events requiring close attention.

Flexible Group Event Reservations

Kaizen's system enables flexible management of group reservations by allowing individual units (such as cabins or rooms within a group reservation) to be separated and recalculated independently without disrupting the overall booking. This flexibility extends to sending confirmation emails to the primary occupant of the group rather than just the original organizer, ensuring clear communication with key participants.

Occupant Tracking and Management

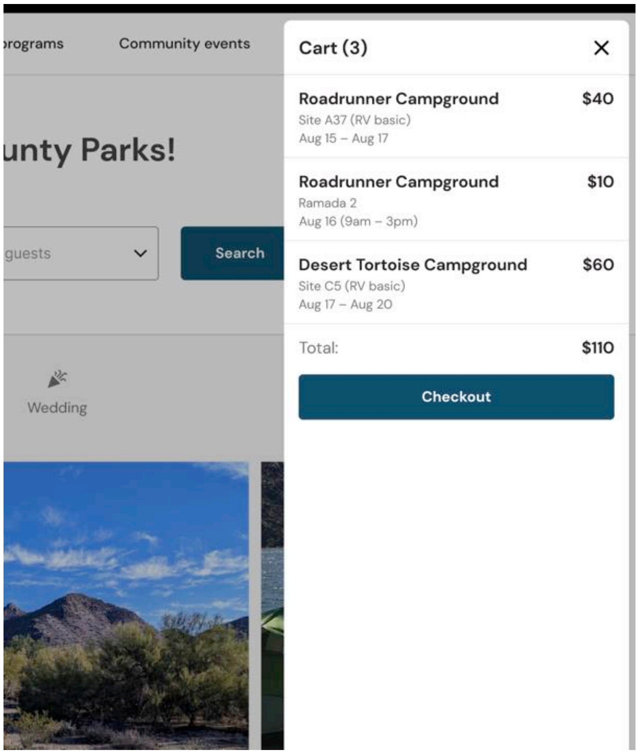
Easily assign and track occupants within each unit, making it simple for NGPC staff to manage group bookings and ensure that all participants are accounted for during events.
Flexible Payment and Invoicing Options

Kaizen's platform offers multiple payment options, allowing groups to pay in total upfront or enable individual group members to pay separately. Additionally, the system supports flexible invoicing, with options to invoice later or accept mailed payments, accommodating a wide range of park policies.

Modifications and Cancellations

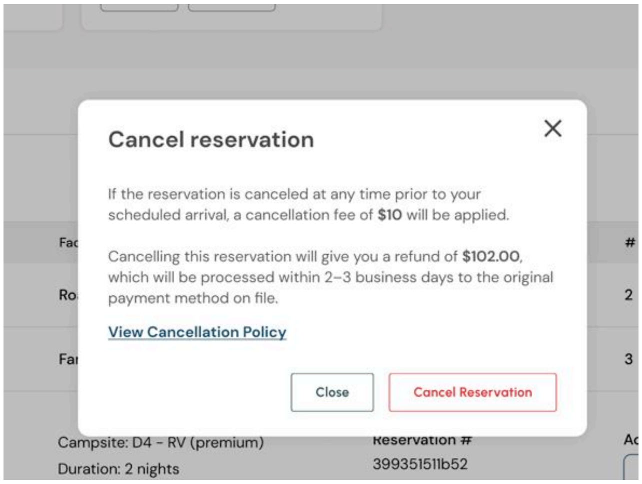
The system allows seamless modifications or cancellations, whether for the entire group reservation or individual parts, without impacting the rest of the booking. This ensures that NGPC staff and guests have complete control over their reservations, minimizing disruptions while maintaining the integrity of the booking process.

Kaizen's system simplifies and elevates the group booking experience, blending the flexibility of hotel and conference center booking systems with park-specific features like meeting facilities and POS integration. This approach ensures that NGPC can efficiently manage significant group events while maintaining high levels of customer satisfaction.



Cart (3)

Roadrunner Campground Site A37 (RV basic) Aug 15 – Aug 17	$40
Roadrunner Campground Ramada 2 Aug 16 (9am – 3pm)	$10
Desert Tortoise Campground Site C5 (RV basic) Aug 17 – Aug 20	$60
Total:	$110



Cancel reservation

If the reservation is canceled at any time prior to your scheduled arrival, a cancellation fee of **$10** will be applied.

Cancelling this reservation will give you a refund of **$102.00**, which will be processed within 2–3 business days to the original payment method on file.

View Cancellation Policy

Campsite: D4 - RV (premium)
Duration: 2 nights
Reservation #
399351511b52

Mobile Responsiveness

Kaizen Labs is committed to offering a cutting-edge mobile experience that matches users' evolving needs. While the technology landscape has advanced significantly since the introduction of early recreation and reservation software, many incumbent solutions have failed to keep pace, especially in mobile-friendliness. This gap becomes increasingly essential, considering that over 60% of all online searches are conducted via mobile devices, and a substantial portion of the population relies on smartphones or tablets to access essential services.

Kaizen's platform is fully responsive across all devices—desktop, mobile, and tablet—ensuring a smooth and consistent user experience regardless of screen size. This extends to both visitors and staff out in the field. By prioritizing mobile responsiveness, Kaizen helps ensure that park reservations, permit purchases, and registrations can be easily handled on the go while meeting Web Content Accessibility Guidelines (WCAG) standards for inclusivity.

Many incumbent systems haven't adapted to these changes, often leading to a clunky and outdated mobile experience. In contrast, Kaizen's technology is built with today's mobile-first world in mind, allowing customers to focus on enjoying the parks and services instead of navigating cumbersome interfaces. The platform's mobile-first approach improves user satisfaction and empowers the State of Nebraska to deliver more efficient services, increasing user engagement and revenue.

Financial Integration and Reporting

Kaizen's system offers a **comprehensive financial integration and reporting solution**, designed to meet the diverse needs of the Nebraska Game and Parks Commission (NGPC). This platform seamlessly integrates **financial accounting** for operations across lodging, food services, and other revenue-generating activities, providing a **consolidated and efficient reporting system**. With built-in support for **general ledger integration**, Kaizen ensures that all financial transactions—from room bookings and restaurant orders to group events and concession sales—are tracked and mapped directly to the appropriate accounts within NGPC's financial system.

Robust Reporting Capabilities:

Kaizen's **advanced reporting** tools allow for detailed **financial analysis** by offering highly customizable **filters and fields**. Users can generate reports based on key criteria such as **date range**, **location**, **unit type**, **payment method**, and more. Whether analyzing **daily revenue**, monitoring **payment methods** (cash, credit card, check), or reviewing **tax collection**, the system provides granular data views tailored to operational needs. Reports are fully **sortable** and can be summarized across multiple categories (e.g., **sales by item**, **tax by jurisdiction**, or **occupancy rates**), ensuring that NGPC can easily track performance and compliance.

Standard and Customizable Reports:

Kaizen's system supports a **wide range of standard and customizable reports** to meet NGPC's specific requirements. From **financial reports** such as **revenue summaries**, **payment method tracking**, and **profit and loss statements** to **reservation and occupancy reports** detailing unit usage and guest demographics, the system offers comprehensive insights into park operations. Users can create **ad hoc reports**, apply advanced **filters and sorting**, and schedule automatic report deliveries, ensuring NGPC has access to the data needed for effective decision-making.

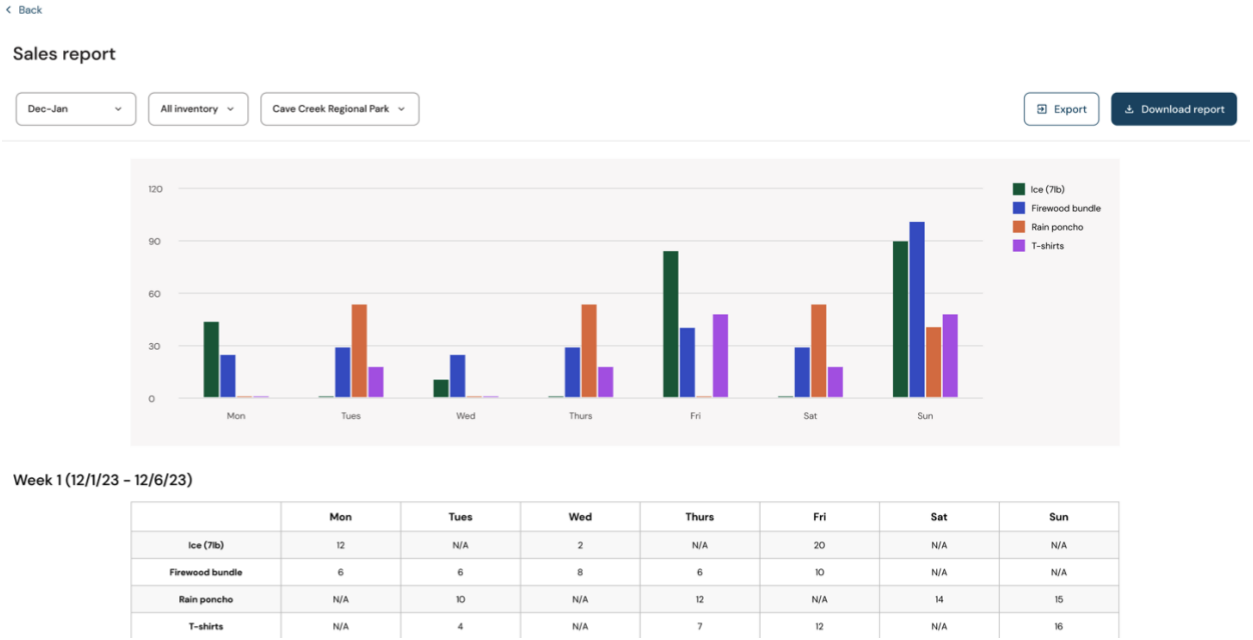
General Ledger Support:

The system also ensures smooth integration with NGPC's general ledger, facilitating the automatic posting of financial transactions to the correct **income, expense, and tax accounts**. Detailed **revenue reports**, including **profit and loss** breakdowns, show income and expenses by department, product, or service, giving NGPC a clear financial overview. Additionally, **reconciliation reports** (such as the **credit card reconciliation** or **daily cash reconciliation**) ensure accuracy by matching transactions logged within the system to external banking or accounting records.

Best Practices for Financial Control:

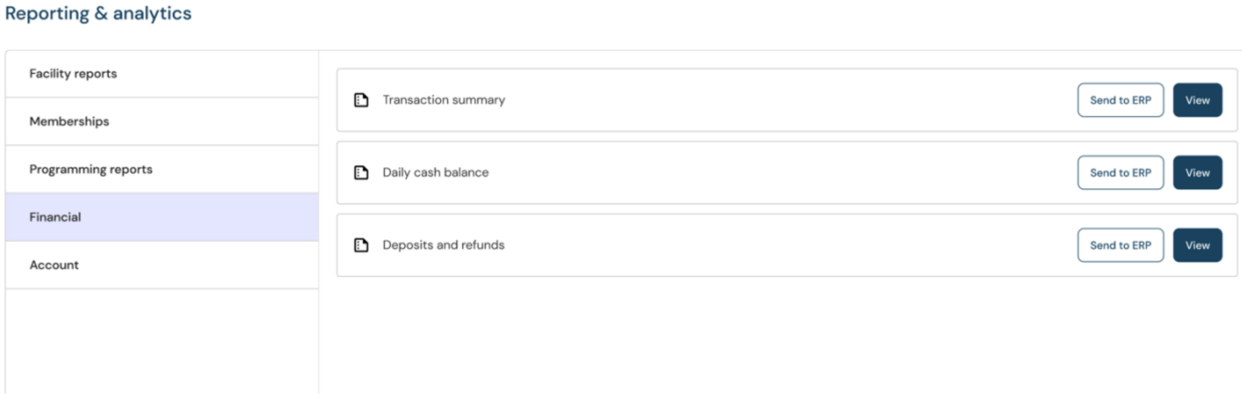
Kaizen's reporting and financial integration follow **best practices** for financial transparency and operational control. **Audit trails** are maintained for all transactions, ensuring accountability and compliance. Financial reports such as **refund and adjustment reports**, **accounts receivable/payable**, and **method of payment reports** give a complete view of NGPC's financial health. The ability to generate **custom ad hoc reports** allows users to dive deeper into specific financial questions or trends, while **scheduled report delivery** ensures critical financial data is always readily available to key decision-makers.

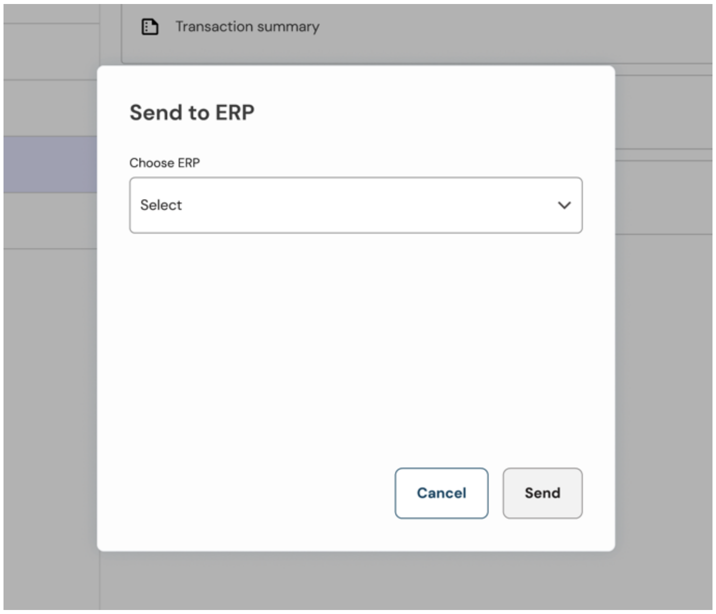
In summary, Kaizen's platform provides a **powerful, fully integrated financial reporting solution**, offering NGPC the tools needed for accurate financial management, real-time tracking, and seamless accounting support across all park operations. This range of **standard and customizable reports** ensures NGPC has the flexibility to meet its reporting needs, maintain financial transparency, and drive data-driven decision-making.



Week 1 (12/1/23 - 12/6/23)

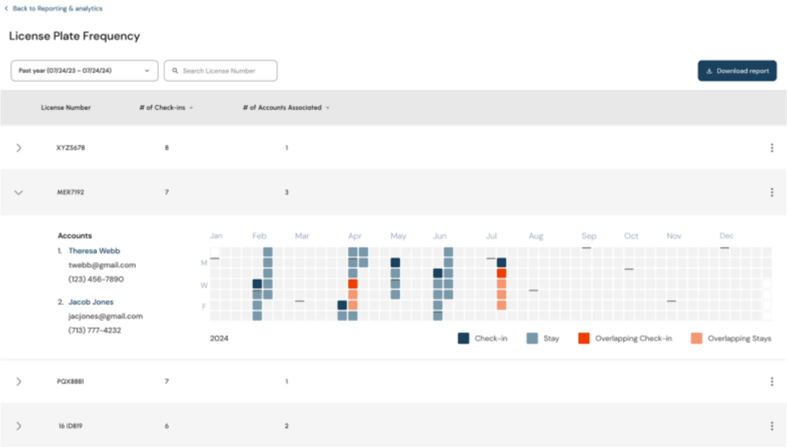
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Ice (7lb)	12	N/A	2	N/A	20	N/A	N/A
Firewood bundle	6	6	8	6	10	N/A	N/A
Rain poncho	N/A	10	N/A	12	N/A	14	15
T-shirts	N/A	4	N/A	7	12	N/A	16





Send to ERP

Choose ERP: Select



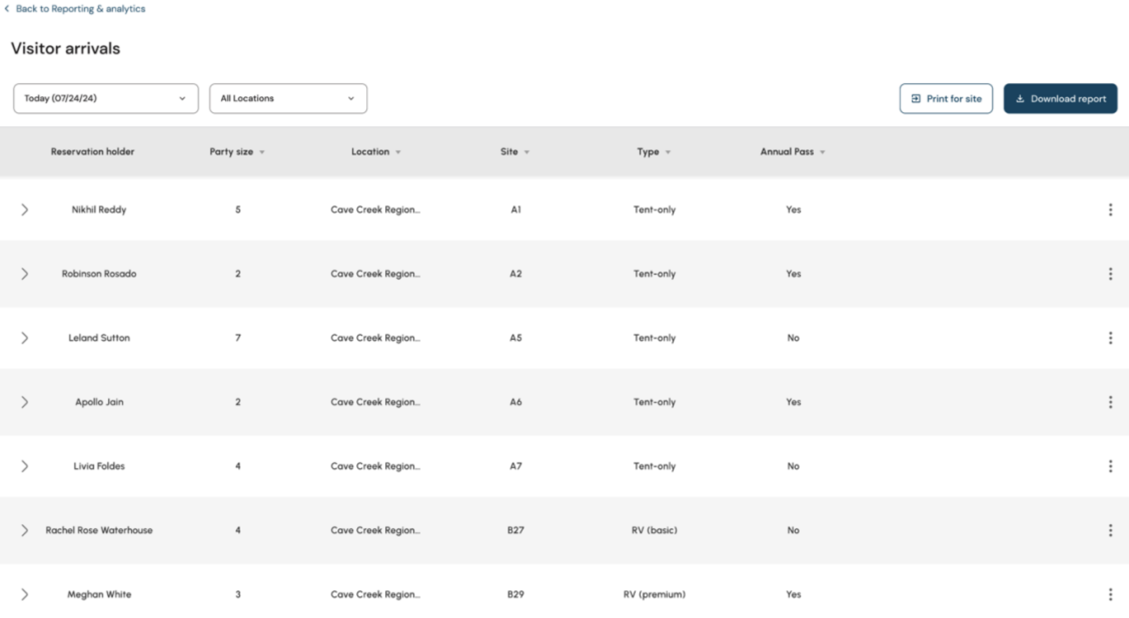
License Plate Frequency

Past year (07/24/23 – 07/24/24)

Search License Number

License Number	# of Check-ins	# of Accounts Associated
XYZ5678	8	1
MER7192	7	3
PQX8881	7	1
16 ID819	6	2

Accounts
1. Theresa Webb
   twebb@gmail.com
   (123) 456-7890
2. Jacob Jones
   jacjones@gmail.com
   (713) 777-4232

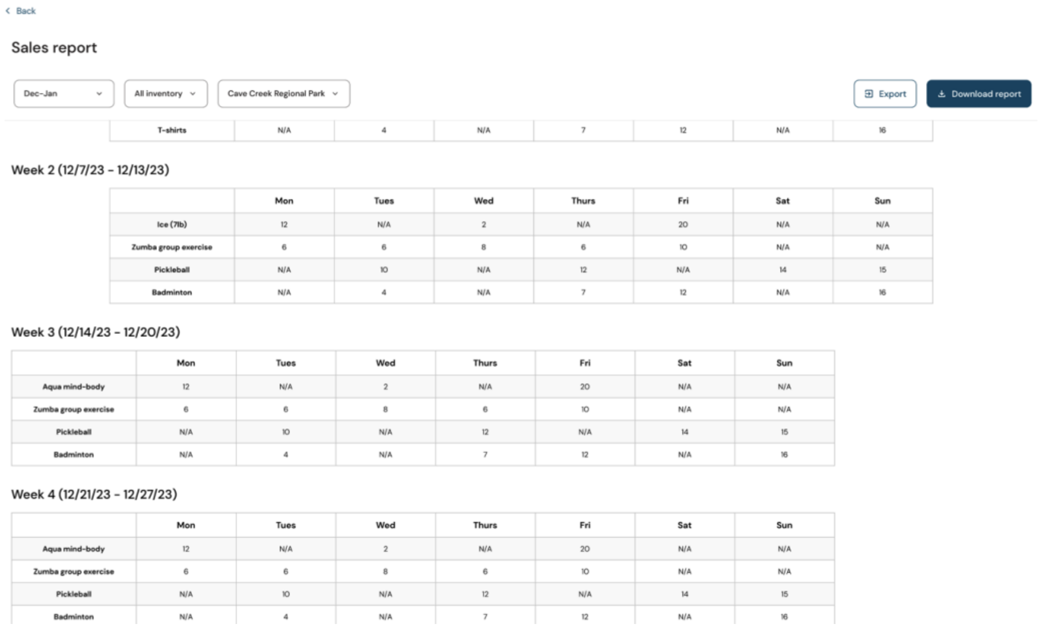


Visitor arrivals

Today (07/24/24)

All Locations

Reservation holder	Party size	Location	Site	Type	Annual Pass
Nikhil Reddy	5	Cave Creek Region...	A1	Tent-only	Yes
Robinson Rosado	2	Cave Creek Region...	A2	Tent-only	Yes
Leland Sutton	7	Cave Creek Region...	A5	Tent-only	No
Apollo Jain	2	Cave Creek Region...	A6	Tent-only	Yes
Livia Foldes	4	Cave Creek Region...	A7	Tent-only	No
Rachel Rose Waterhouse	4	Cave Creek Region...	B27	RV (basic)	No
Meghan White	3	Cave Creek Region...	B29	RV (premium)	Yes



Sales report

Dec-Jan
All inventory
Cave Creek Regional Park

T-shirts	N/A	4	N/A	7	12	N/A	16

Week 2 (12/7/23 - 12/13/23)

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Ice (7lb)	12	N/A	2	N/A	20	N/A	N/A
Zumba group exercise	6	6	8	6	10	N/A	N/A
Pickleball	N/A	10	N/A	12	N/A	14	15
Badminton	N/A	4	N/A	7	12	N/A	16

Week 3 (12/14/23 - 12/20/23)

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Aqua mind-body	12	N/A	2	N/A	20	N/A	N/A
Zumba group exercise	6	6	8	6	10	N/A	N/A
Pickleball	N/A	10	N/A	12	N/A	14	15
Badminton	N/A	4	N/A	7	12	N/A	16

Week 4 (12/21/23 - 12/27/23)

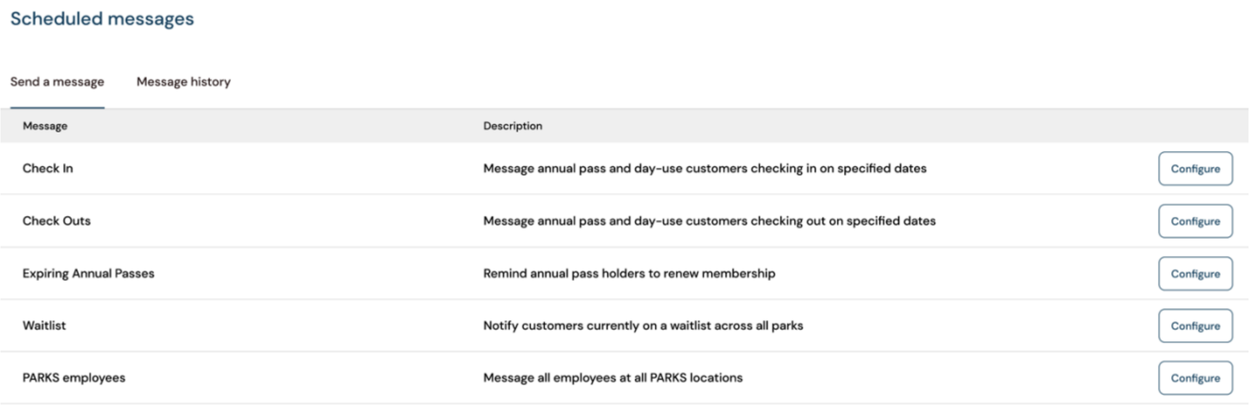
	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Aqua mind-body	12	N/A	2	N/A	20	N/A	N/A
Zumba group exercise	6	6	8	6	10	N/A	N/A
Pickleball	N/A	10	N/A	12	N/A	14	15
Badminton	N/A	4	N/A	7	12	N/A	16

Marketing and Mass Comms with E-mail and SMS

Kaizen’s system fully supports **automated and ad hoc messaging** that aligns with Nebraska’s branding guidelines, ensuring all communications reflect the state’s established graphic identity. Automated notifications such as reservation confirmations, payment reminders, and event alerts are sent with pre-configured templates that match Nebraska’s brand, including logos, colors, and typography. Additionally, NGPC staff can create **custom ad hoc messages** for email or SMS, which also adhere to the branding standards.

Kaizen collaborates with NGPC during implementation to ensure all messaging templates are fully customized to Nebraska’s brand. These communications are **mobile-friendly**, ensuring consistent visual appeal across devices.

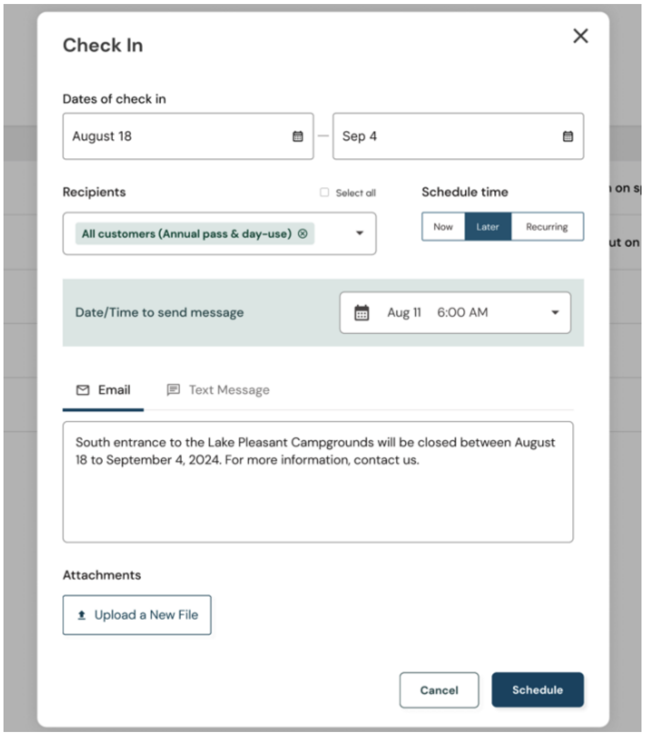
Kaizen also offers **robust reporting capabilities**, allowing NGPC to track customer actions using demographic data such as age, location, and past reservation history. This data helps NGPC analyze trends, target specific groups more effectively, and tailor marketing efforts to increase engagement. The system also tracks customer interactions with email campaigns and SMS notifications, providing insights to improve customer retention and drive revenue growth.



Scheduled messages

Send a message | Message history

Message	Description	
Check In	Message annual pass and day-use customers checking in on specified dates	Configure
Check Outs	Message annual pass and day-use customers checking out on specified dates	Configure
Expiring Annual Passes	Remind annual pass holders to renew membership	Configure
Waitlist	Notify customers currently on a waitlist across all parks	Configure
PARKS employees	Message all employees at all PARKS locations	Configure



Check In

Dates of check in: August 18 – Sep 4

Recipients ☐ Select all

All customers (Annual pass & day-use)

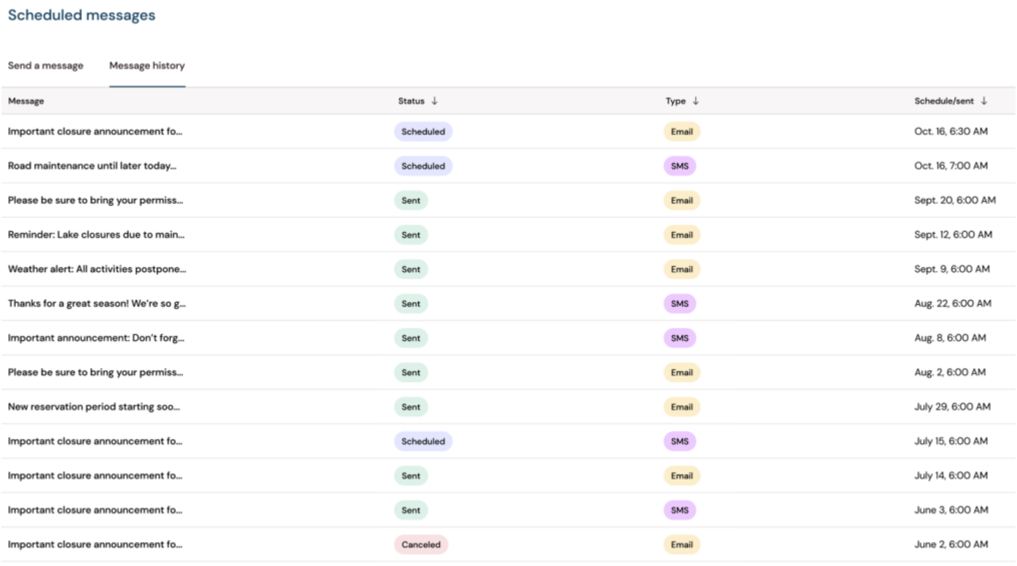
Schedule time: Now | **Later** | Recurring

Date/Time to send message: Aug 11 6:00 AM

Email | Text Message

South entrance to the Lake Pleasant Campgrounds will be closed between August 18 to September 4, 2024. For more information, contact us.

Attachments



Scheduled messages

Message	Status ↓	Type ↓	Schedule/sent ↓
Important closure announcement fo...	Scheduled	Email	Oct. 16, 6:30 AM
Road maintenance until later today...	Scheduled	SMS	Oct. 16, 7:00 AM
Please be sure to bring your permiss...	Sent	Email	Sept. 20, 6:00 AM
Reminder: Lake closures due to main...	Sent	Email	Sept. 12, 6:00 AM
Weather alert: All activities postpone...	Sent	Email	Sept. 9, 6:00 AM
Thanks for a great season! We're so g...	Sent	SMS	Aug. 22, 6:00 AM
Important announcement: Don't forg...	Sent	SMS	Aug. 8, 6:00 AM
Please be sure to bring your permiss...	Sent	Email	Aug. 2, 6:00 AM
New reservation period starting soo...	Sent	Email	July 29, 6:00 AM
Important closure announcement fo...	Scheduled	SMS	July 15, 6:00 AM
Important closure announcement fo...	Sent	Email	July 14, 6:00 AM
Important closure announcement fo...	Sent	SMS	June 3, 6:00 AM
Important closure announcement fo...	Canceled	Email	June 2, 6:00 AM

Call center operations

Kaizen's Call Center solution is designed to provide a seamless and efficient experience for both NGPC staff and customers, ensuring smooth management of reservations, inquiries, and other customer interactions. The system offers comprehensive tools that allow call center agents to handle reservations, payments, cancellations, and modifications directly within the system, providing real-time access to availability, pricing, and customer profiles.

Kaizen's intuitive interface reduces the complexity of training staff, making it easy for both full-time and seasonal call center employees to manage high volumes of inquiries with minimal errors. This reduces customer wait times and enhances service quality. The platform is designed to support multi-channel communication, enabling staff to interact with customers via phone, email, and SMS—all integrated into one system.

Key Features of Kaizen's Call Center Solution:

1. Centralized Reservation Management: Call center agents can handle reservations for all parks and facilities with real-time access to availability and pricing. The system integrates seamlessly with the online platform, ensuring all bookings are updated across channels.
2. Customer Profile Integration: Agents have instant access to customer profiles, allowing them to view past reservations, preferences, and loyalty program status. This enhances personalization and ensures a consistent customer experience across channels.
3. Payment and Financial Handling: Agents can process payments, refunds, and adjustments directly through the system, ensuring accurate financial tracking and seamless integration with NGPC's accounting and reporting tools.
4. Automated Notifications: The system sends automated email and SMS confirmations for reservations, cancellations, and other updates, keeping customers informed at every step of the process.

5. Ease of Use for Seasonal Staff: The user-friendly interface makes training new and seasonal staff simple and efficient, reducing onboarding time and minimizing errors during customer interactions.

6. Reporting and Analytics: Kaizen’s call center solution includes comprehensive reporting features, enabling NGPC to track call volume, resolution times, and agent performance, allowing for continuous improvement in service delivery.

Exploration of New Technologies:

Kaizen is actively exploring new technologies to further enhance the call center experience. These include AI-driven support tools, virtual agents, and integrated chatbots, which can assist agents by providing real-time answers to customer questions, handling simpler tasks automatically, or directing customers to the right agent. These advancements are aimed at reducing response times, increasing efficiency, and improving the overall customer experience.

Kaizen is excited to discuss these emerging technologies and how they can be tailored to meet NGPC’s future needs, ensuring the system continues to evolve alongside customer expectations and technological advancements.

Accessible across all devices

We started Kaizen because we believed that the quality of these Point-of-Sale and Reservation Management platforms could be far more user-friendly and accessible across all devices. Every one of our platforms has been designed by leading product teams at companies like Airbnb and Microsoft - they are usable and seamless on all devices, including but not limited to:

- Personal computers like desktops, laptops, and monitor-connected workstations.
- Tablets like iPads and other Android devices.
- All mobile phones, including iPhones and other Android or Windows devices.

Users do not need to download a mobile application from the Apple Store, Google Play Store, or elsewhere to use our platforms. They simply need their device to support a web browser, and they can easily access our platforms from their chosen device.

Modern payment methods such as Apple Pay, Android Pay, tap to Pay and more

- As may be the use-case in different communities, certain memberships, annual passes, and group reservations can be visitors, families, and organizations. Our world-class Point-of-Sale (POS) supports native and ready-to-deploy integrations for Buy Now, Pay Later technologies, allowing users to pay in installments over time.
    - Most importantly, the State of Nebraska team is immediately paid in full regardless of the users' chosen method.
- Cash

- Check
- Credit/Debit
- ACH
- Apple Pay / Android Pay
- Klarna
- AfterPay
- Affirm
- ClearPay
- ZipPay

Administrative Functions and Ease of Use

Kaizen's platform is designed to make life easier for NGPC's **administrative and seasonal staff**, focusing on usability, flexibility, and efficiency. Whether managing reservations, handling financial operations, or overseeing facility management, the system simplifies complex tasks to allow staff to focus on strategic initiatives and enhance visitor experiences.

The platform includes a robust **administrative module** for administrative staff that offers web-based access with full **HTTPS compatibility** and **multi-browser support**, requiring no additional software installation. This module allows staff with administrative security roles to manage critical functions such as **user IDs, passwords, and roles**, ensuring that only authorized users have the proper access to the system. Admins can deactivate or activate accounts in real-time and oversee user activity while maintaining security and operational integrity. The platform also allows merging duplicate profiles and automatically updates sales and lodging tax rates, ensuring compliance with applicable regulations.

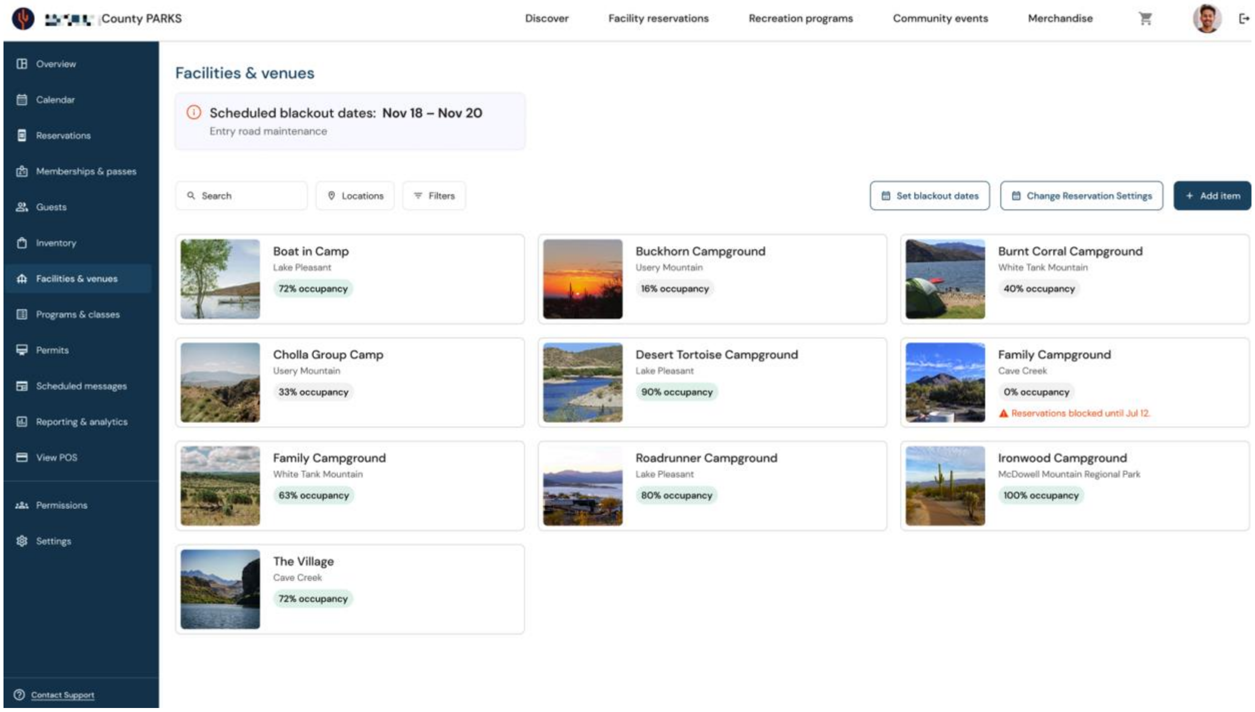
The **reservation management system** is easily streamlined, enabling full-time and seasonal staff to oversee reservations with minimal training. The platform offers real-time updates on availability across facilities, simplifies **check-in and check-out** processes, and makes modifying or canceling reservations quick and intuitive. This flexibility is critical during peak seasons when staff must handle large guests efficiently.

In terms of **financial operations**, Kaizen seamlessly integrates with the State's financial system, automating revenue entries, **applying accurate tax calculations**, and ensuring **GAAP compliance**. The system generates reports summarizing daily, weekly, monthly, or yearly transactions, broken down by park location. Administrative staff can also access **visual dashboards** that provide insights into **key performance indicators (KPIs)**, such as occupancy rates and revenue trends, aiding in real-time decision-making.

The platform also simplifies **POS management**, enabling staff to set up pricing for NGPC products, manage inventory in real time, and reconcile sales across multiple locations. This includes reporting on sales by day and location, tracking inventory value, and supporting offline sales in remote areas. This ensures accurate tracking and management of merchandise and other retail products.

Kaizen's **training resources** ensure that permanent and seasonal employees can quickly get up to speed. With built-in helpdesk support, tutorials, and on-demand resources, staff can resolve issues swiftly and operate the system efficiently, even in challenging environments with limited connectivity. The platform also supports **offline functionality**, allowing staff to continue managing reservations and payments without interruption, with data syncing once connectivity is restored.

By providing administrative staff with a centralized, easy-to-navigate system that automates routine tasks and supports essential functions like **facility management**, **inventory tracking**, and **financial reporting**, Kaizen empowers NGPC's team to focus on higher-priority activities. This results in greater efficiency, improved accuracy, and enhanced decision-making, all while maintaining compliance and operational integrity.



Facilities & venues

Scheduled blackout dates: Nov 18 – Nov 20
Entry road maintenance

Boat in Camp
Lake Pleasant
72% occupancy

Buckhorn Campground
Usery Mountain
16% occupancy

Burnt Corral Campground
White Tank Mountain
40% occupancy

Cholla Group Camp
Usery Mountain
33% occupancy

Desert Tortoise Campground
Lake Pleasant
90% occupancy

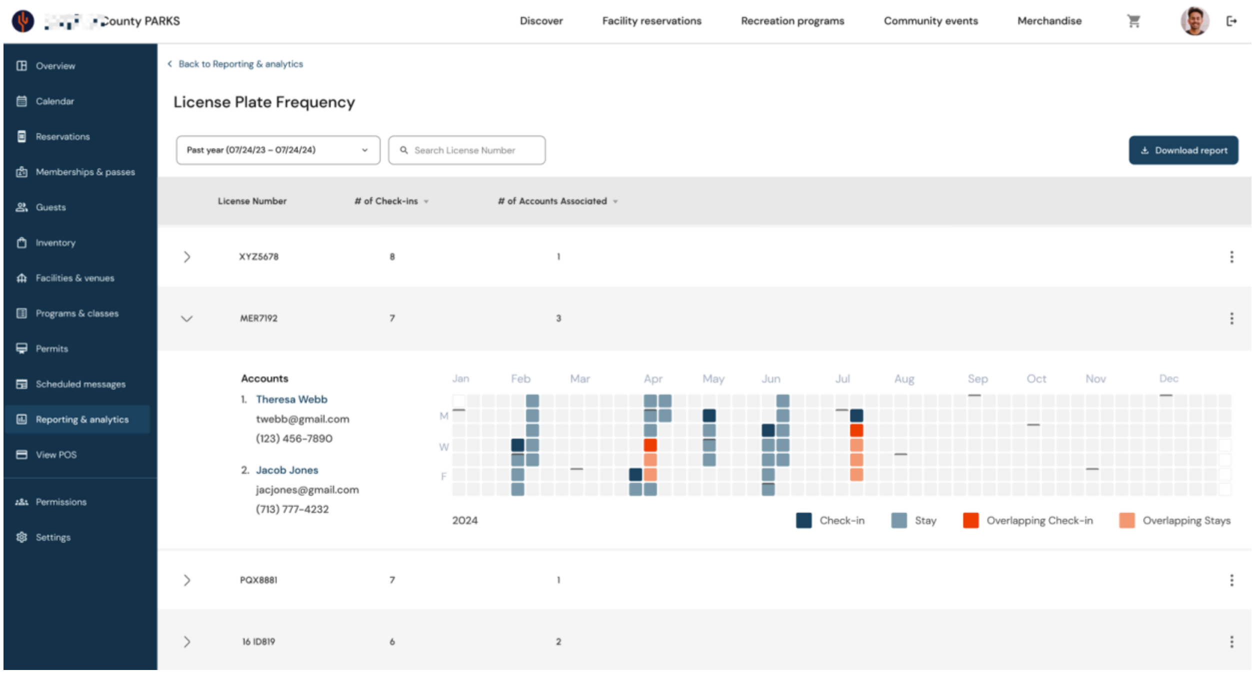
Family Campground
Cave Creek
0% occupancy
Reservations blocked until Jul 12.

Family Campground
White Tank Mountain
63% occupancy

Roadrunner Campground
Lake Pleasant
80% occupancy

Ironwood Campground
McDowell Mountain Regional Park
100% occupancy

The Village
Cave Creek
72% occupancy

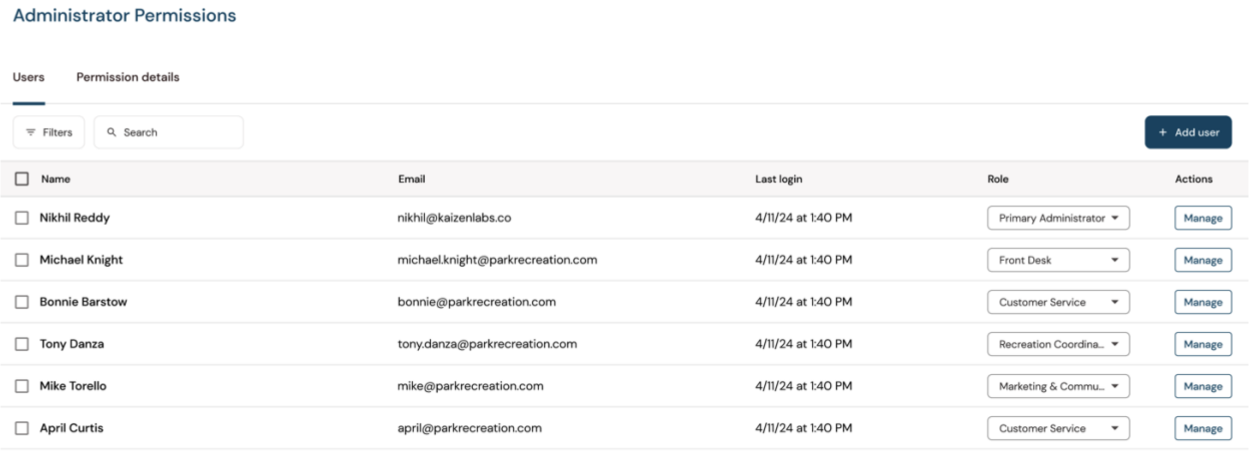


License Plate Frequency

Past year (07/24/23 – 07/24/24)

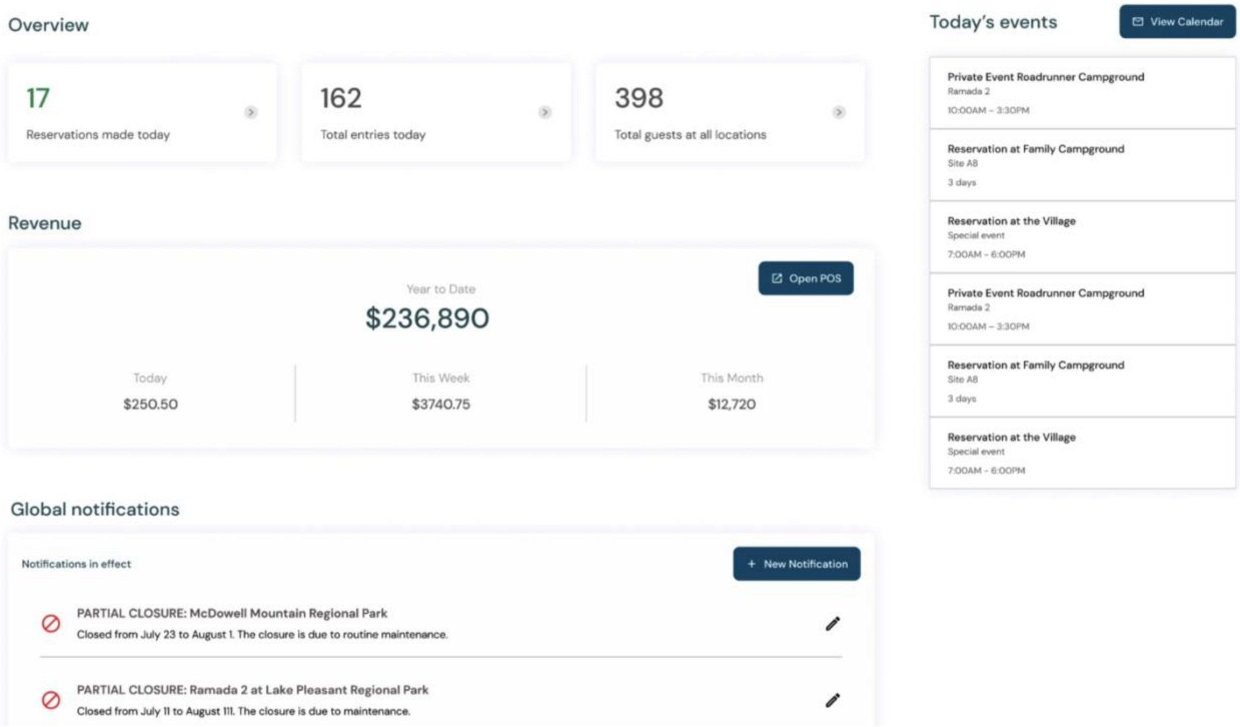
License Number	# of Check-ins	# of Accounts Associated
XYZ5678	8	1
MER7192	7	3
PQX8881	7	1
16 ID819	6	2

Accounts
1. Theresa Webb
twebb@gmail.com
(123) 456-7890
2. Jacob Jones
jacjones@gmail.com
(713) 777-4232



Administrator Permissions

☐ Name	Email	Last login	Role	Actions
☐ Nikhil Reddy	nikhil@kaizenlabs.co	4/11/24 at 1:40 PM	Primary Administrator	Manage
☐ Michael Knight	michael.knight@parkrecreation.com	4/11/24 at 1:40 PM	Front Desk	Manage
☐ Bonnie Barstow	bonnie@parkrecreation.com	4/11/24 at 1:40 PM	Customer Service	Manage
☐ Tony Danza	tony.danza@parkrecreation.com	4/11/24 at 1:40 PM	Recreation Coordina...	Manage
☐ Mike Torello	mike@parkrecreation.com	4/11/24 at 1:40 PM	Marketing & Commu...	Manage
☐ April Curtis	april@parkrecreation.com	4/11/24 at 1:40 PM	Customer Service	Manage



Overview

17
Reservations made today

162
Total entries today

398
Total guests at all locations

Revenue

Year to Date
$236,890

Today	This Week	This Month
$250.50	$3740.75	$12,720

Global notifications

Notifications in effect

PARTIAL CLOSURE: McDowell Mountain Regional Park
Closed from July 23 to August 1. The closure is due to routine maintenance.

PARTIAL CLOSURE: Ramada 2 at Lake Pleasant Regional Park
Closed from July 11 to August 111. The closure is due to maintenance.

Today's events

Private Event Roadrunner Campground
Ramada 2
10:00AM – 3:30PM

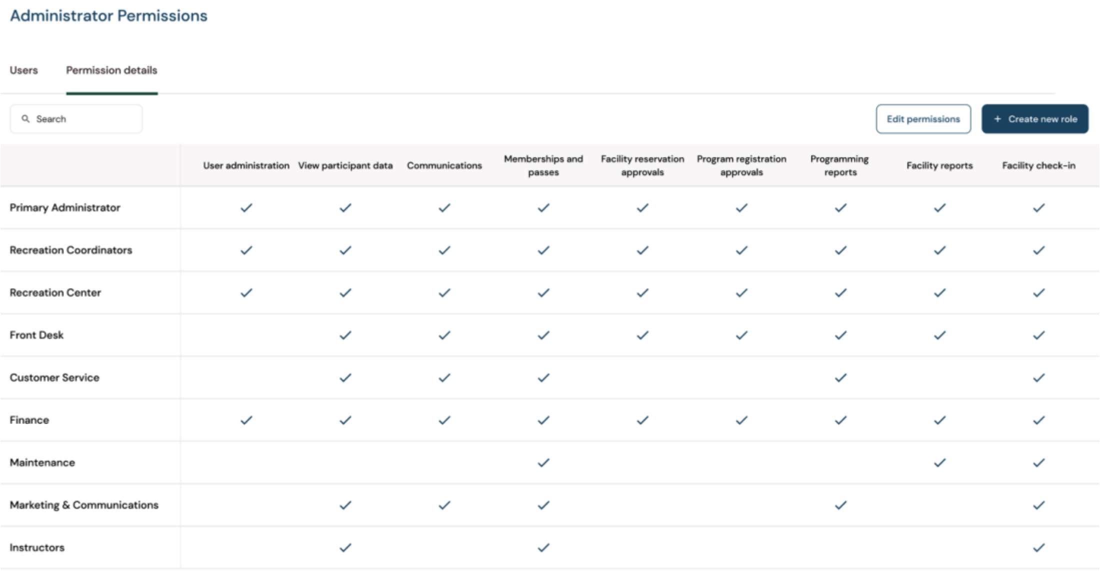
Reservation at Family Campground
Site A8
3 days

Reservation at the Village
Special event
7:00AM - 6:00PM

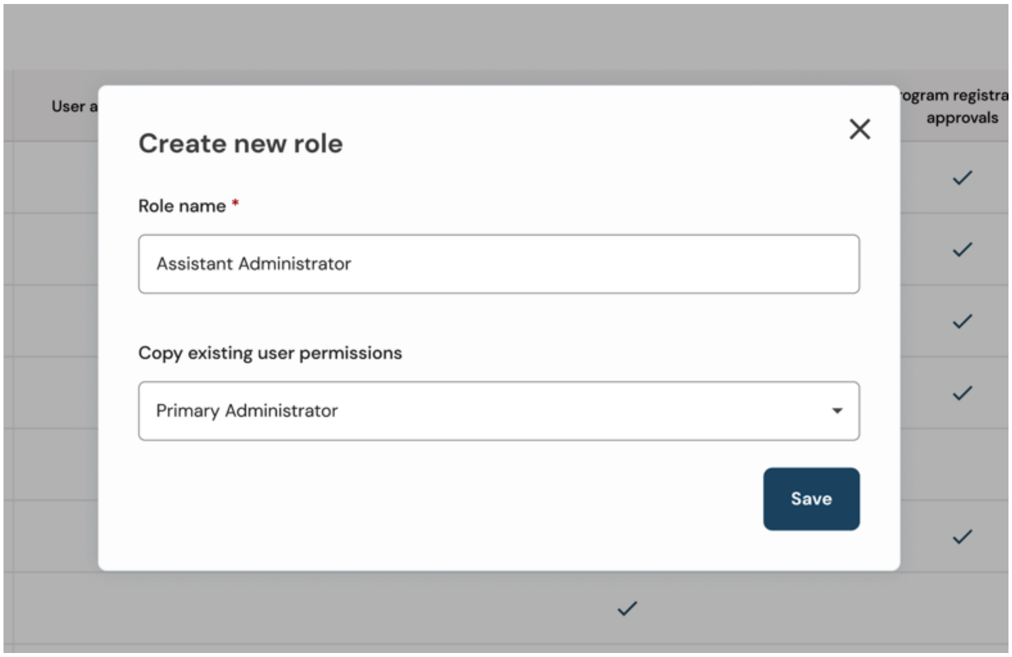
Private Event Roadrunner Campground
Ramada 2
10:00AM – 3:30PM

Reservation at Family Campground
Site A8
3 days

Reservation at the Village
Special event
7:00AM - 6:00PM



	User administration	View participant data	Communications	Memberships and passes	Facility reservation approvals	Program registration approvals	Programming reports	Facility reports	Facility check-in
Primary Administrator	✓	✓	✓	✓	✓	✓	✓	✓	✓
Recreation Coordinators	✓	✓	✓	✓	✓	✓	✓	✓	✓
Recreation Center	✓	✓	✓	✓	✓	✓	✓	✓	✓
Front Desk		✓	✓	✓	✓	✓	✓	✓	✓
Customer Service		✓	✓	✓			✓		✓
Finance	✓	✓	✓	✓	✓	✓	✓	✓	✓
Maintenance				✓				✓	✓
Marketing & Communications		✓	✓	✓			✓		✓
Instructors		✓		✓					✓

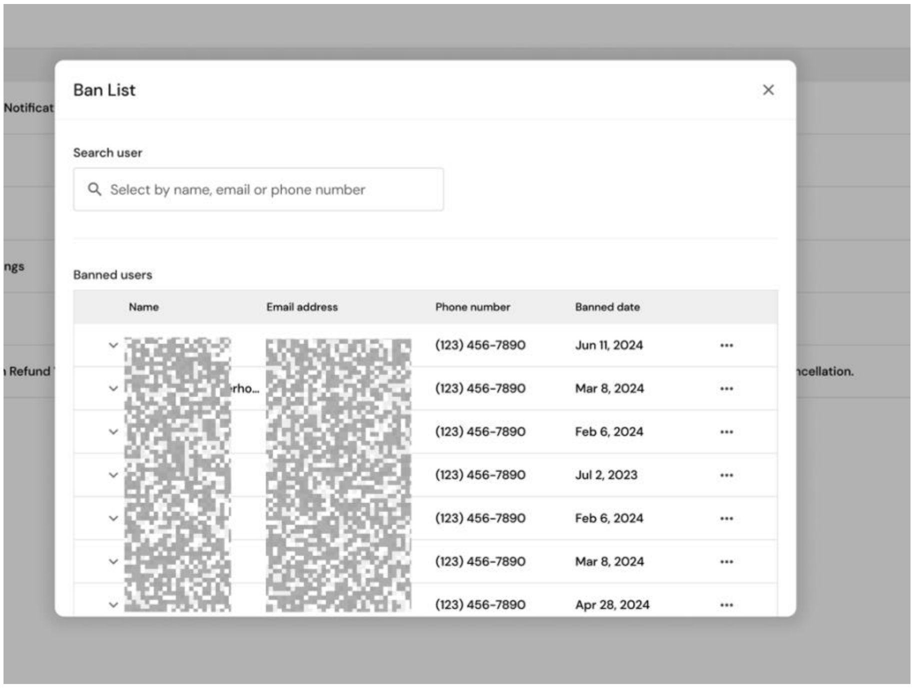


Role name *

Assistant Administrator

Copy existing user permissions

Primary Administrator



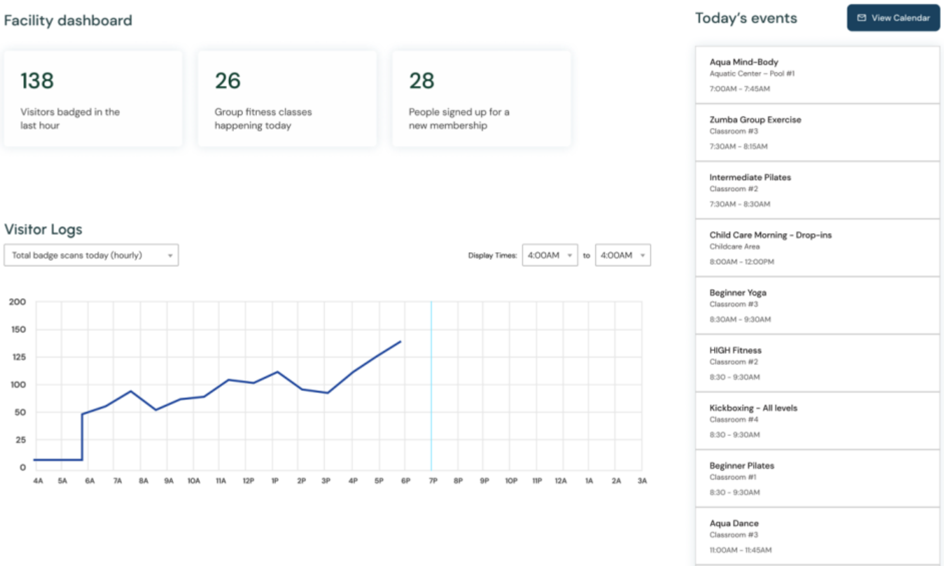
Ban List

Search user

Select by name, email or phone number

Banned users

Name	Email address	Phone number	Banned date
[redacted]	[redacted]	(123) 456-7890	Jun 11, 2024
[redacted]	[redacted]	(123) 456-7890	Mar 8, 2024
[redacted]	[redacted]	(123) 456-7890	Feb 6, 2024
[redacted]	[redacted]	(123) 456-7890	Jul 2, 2023
[redacted]	[redacted]	(123) 456-7890	Feb 6, 2024
[redacted]	[redacted]	(123) 456-7890	Mar 8, 2024
[redacted]	[redacted]	(123) 456-7890	Apr 28, 2024



Facility dashboard

138 Visitors badged in the last hour	26 Group fitness classes happening today	28 People signed up for a new membership

Visitor Logs

Total badge scans today (hourly)

Display Times: 4:00AM to 4:00AM

Today's events

Aqua Mind-Body
Aquatic Center – Pool #1
7:00AM - 7:45AM

Zumba Group Exercise
Classroom #3
7:30AM - 8:15AM

Intermediate Pilates
Classroom #2
7:30AM - 8:30AM

Child Care Morning - Drop-ins
Childcare Area
8:00AM - 12:00PM

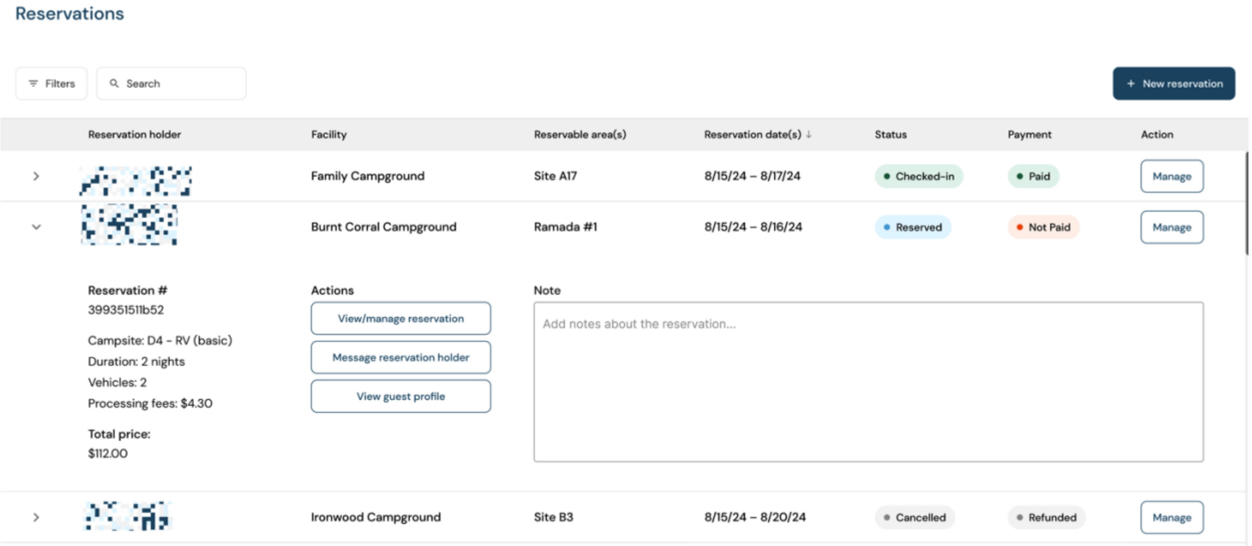
Beginner Yoga
Classroom #3
8:30AM - 9:30AM

HIGH Fitness
Classroom #2
8:30 - 9:30AM

Kickboxing - All levels
Classroom #4
8:30 - 9:30AM

Beginner Pilates
Classroom #1
8:30 - 9:30AM

Aqua Dance
Classroom #3
11:00AM - 11:45AM



Reservations

Reservation holder	Facility	Reservable area(s)	Reservation date(s) ↓	Status	Payment	Action
[redacted]	Family Campground	Site A17	8/15/24 – 8/17/24	● Checked-in	● Paid	Manage
[redacted]	Burnt Corral Campground	Ramada #1	8/15/24 – 8/16/24	● Reserved	● Not Paid	Manage
[redacted]	Ironwood Campground	Site B3	8/15/24 – 8/20/24	● Cancelled	● Refunded	Manage

Reservation #
399351511b52

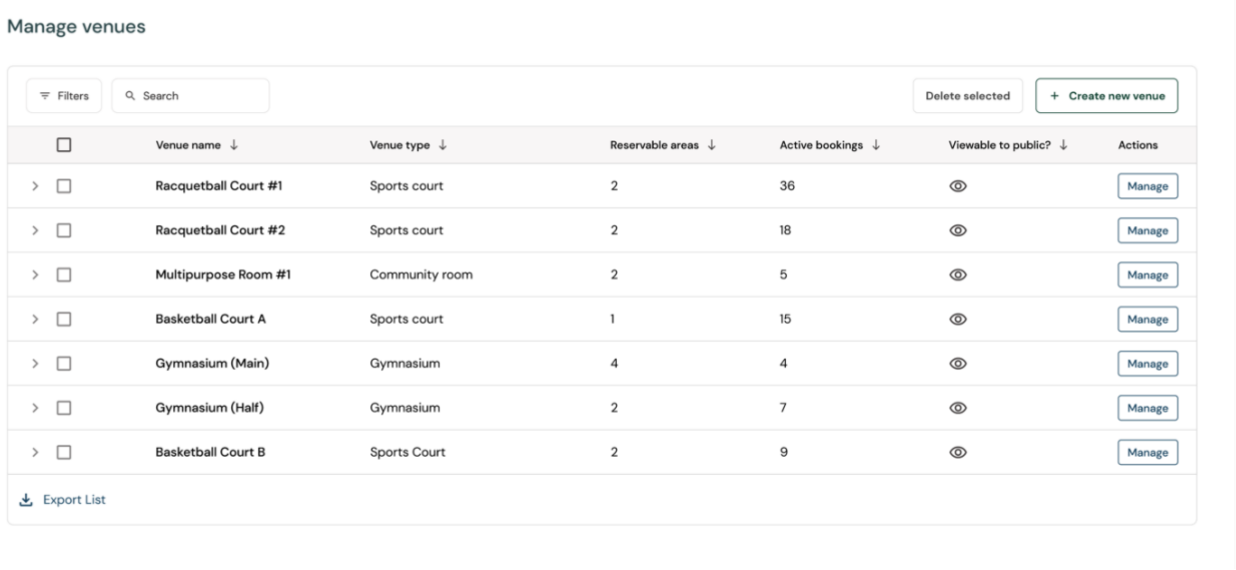
Campsite: D4 - RV (basic)
Duration: 2 nights
Vehicles: 2
Processing fees: $4.30

Total price:
$112.00

Actions

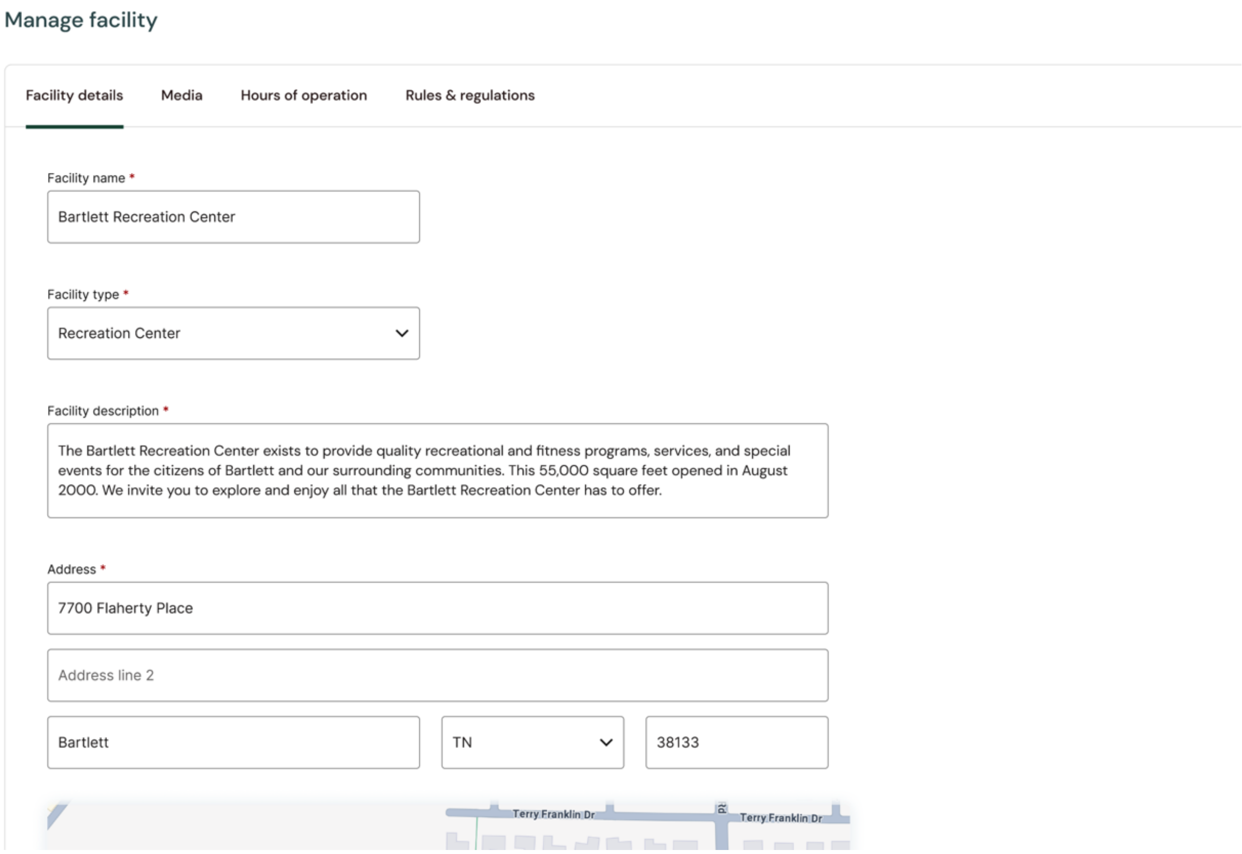
Note

Add notes about the reservation...



Manage venues

	☐	Venue name ↓	Venue type ↓	Reservable areas ↓	Active bookings ↓	Viewable to public? ↓	Actions
›	☐	Racquetball Court #1	Sports court	2	36	👁	Manage
›	☐	Racquetball Court #2	Sports court	2	18	👁	Manage
›	☐	Multipurpose Room #1	Community room	2	5	👁	Manage
›	☐	Basketball Court A	Sports court	1	15	👁	Manage
›	☐	Gymnasium (Main)	Gymnasium	4	4	👁	Manage
›	☐	Gymnasium (Half)	Gymnasium	2	7	👁	Manage
›	☐	Basketball Court B	Sports Court	2	9	👁	Manage



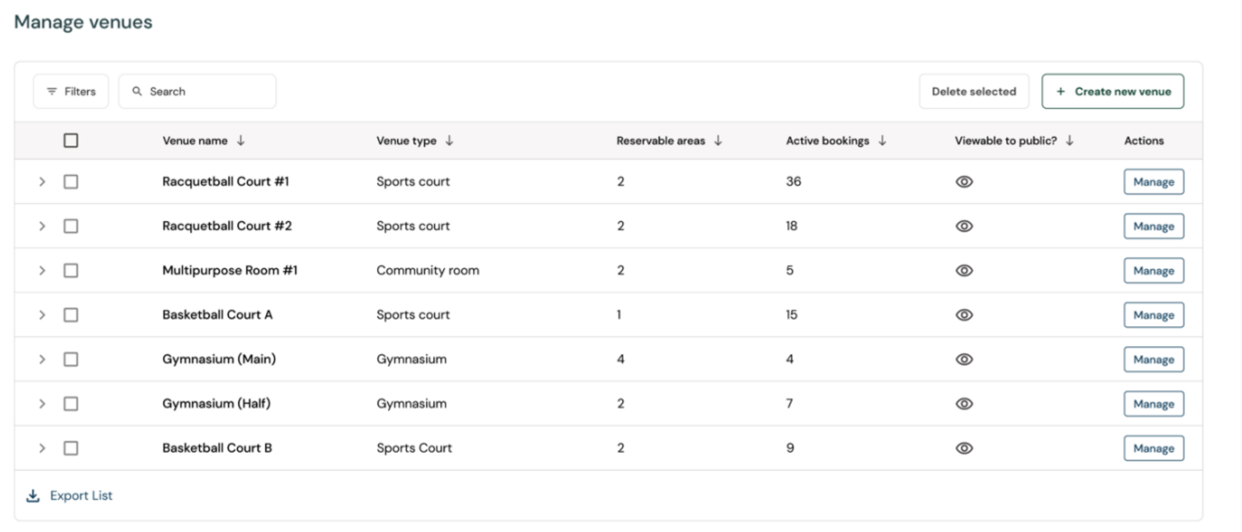
Manage facility

Facility name *
Bartlett Recreation Center

Facility type *
Recreation Center

Facility description *
The Bartlett Recreation Center exists to provide quality recreational and fitness programs, services, and special events for the citizens of Bartlett and our surrounding communities. This 55,000 square feet opened in August 2000. We invite you to explore and enjoy all that the Bartlett Recreation Center has to offer.

Address *
7700 Flaherty Place
Address line 2
Bartlett
TN
38133



☐	Venue name ↓	Venue type ↓	Reservable areas ↓	Active bookings ↓	Viewable to public? ↓	Actions
☐	Racquetball Court #1	Sports court	2	36	👁	Manage
☐	Racquetball Court #2	Sports court	2	18	👁	Manage
☐	Multipurpose Room #1	Community room	2	5	👁	Manage
☐	Basketball Court A	Sports court	1	15	👁	Manage
☐	Gymnasium (Main)	Gymnasium	4	4	👁	Manage
☐	Gymnasium (Half)	Gymnasium	2	7	👁	Manage
☐	Basketball Court B	Sports Court	2	9	👁	Manage

Optional Module: Food Service Management

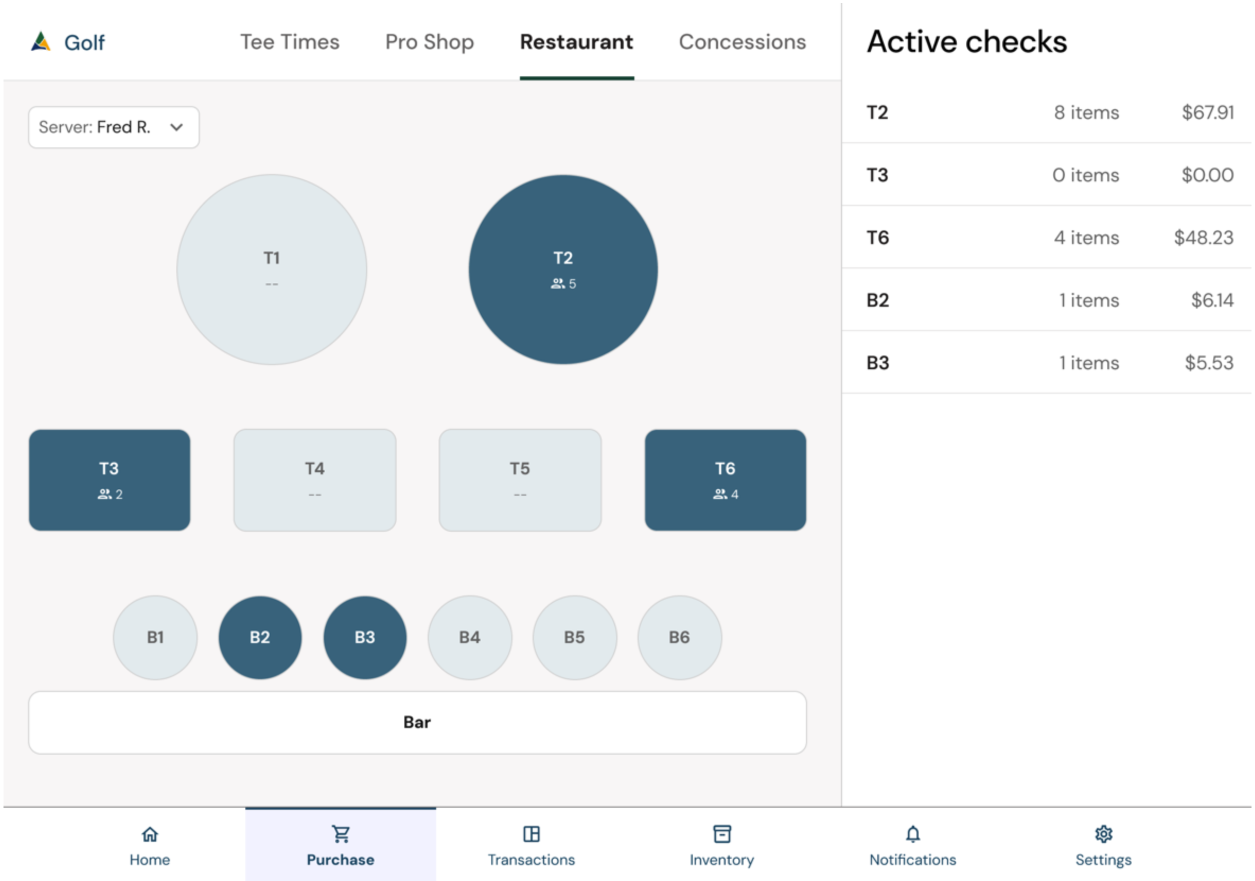
The food service management module being developed by Kaizen will seamlessly integrate into the overall Nebraska State Park Reservation System, functioning alongside existing components such as reservations, POS, and reporting. By go-live, this module is expected to be fully operational, offering comprehensive functionality for managing park-based restaurants and concessions.

Kaizen's system will streamline order management, allowing staff to place orders through POS terminals while offering customer self-service kiosks. Orders will automatically route to kitchen printers or displays, ensuring smooth communication between front-line staff and the kitchen. Real-time updates will track order status, from preparation to serving and payment.

For table management, the system will provide real-time visibility into table readiness, order progress, and payment completion. It will also handle reservations and track no-shows, helping optimize table turnover and service efficiency. Historical data on table use and service times will be accessible for reporting and operational improvement.

The system will support flexible payment options, including check splitting, gratuity calculation, and discounts, with the ability to suspend and resume bills. Full order history and financial records will be available for audit and reporting.

Integrated with the broader Kaizen platform, the food service module will work in tandem with inventory, POS, and other operational workflows, creating a unified system that enhances efficiency and service quality across the park's food service operations.



Server: Fred R.

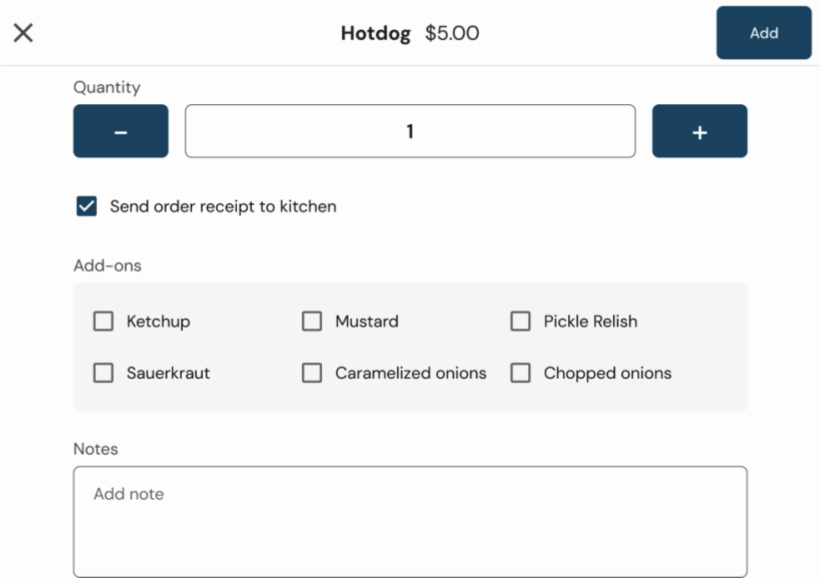
Active checks

T2	8 items	$67.91
T3	0 items	$0.00
T6	4 items	$48.23
B2	1 items	$6.14
B3	1 items	$5.53

Table 5

Number of customers: 2

Notes: Add note



Hotdog $5.00

Quantity: 1

☑ Send order receipt to kitchen

Add-ons

☐ Ketchup ☐ Mustard ☐ Pickle Relish
☐ Sauerkraut ☐ Caramelized onions ☐ Chopped onions

Notes

Add note

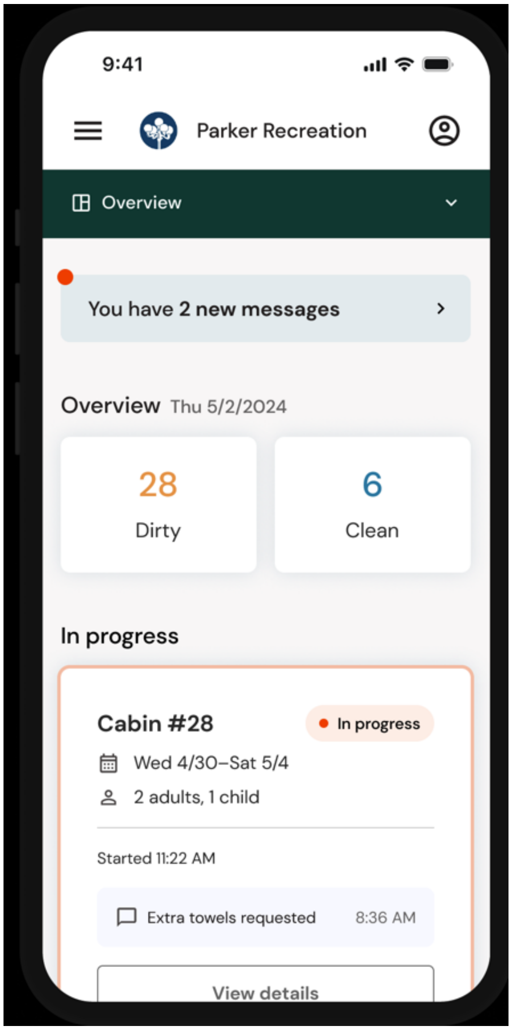
Optional Module: Housekeep and Maintenance Tracking

Kaizen is actively developing a **Housekeeping and Maintenance Tracking** system that aligns with NGPC's goal of standardizing this process across Nebraska State Parks. While still in development, the system will offer a robust solution to streamline housekeeping and maintenance tasks, ensuring consistency and efficiency.

Key features of the **Housekeeping and Maintenance Tracking** module include:

1. **Site Status Tracking**: Staff will be able to denote sites requiring cleaning or maintenance after a guest's departure or during check-in. They can also verify that a site has been cleaned before completing a new transaction. This ensures that no reservations are processed for unprepared sites.
2. **Dashboard and Reporting**: The system will provide a real-time dashboard view, allowing staff to identify which sites require cleaning or maintenance quickly. Additionally, it will generate reports to track the status of all sites, ensuring clear visibility for operational planning.
3. **Historical Reporting**: Kaizen's system will store historical reports of all cleaning and maintenance activities, providing NGPC with comprehensive data on housekeeping and maintenance tasks over time. This will be useful for long-term planning and identifying patterns or recurring issues.
4. **Maintenance Requests**: Staff can submit and route maintenance requests—such as replacing a light bulb—directly through the system to the appropriate team. This streamlined workflow ensures that maintenance tasks are addressed quickly and efficiently.

While these features are still under development, they demonstrate Kaizen's commitment to providing NGPC with a standardized, easy-to-use system for managing housekeeping and maintenance needs, improving operational consistency across all state parks.



You have 2 new messages

Overview Thu 5/2/2024

28	6
Dirty	Clean

In progress

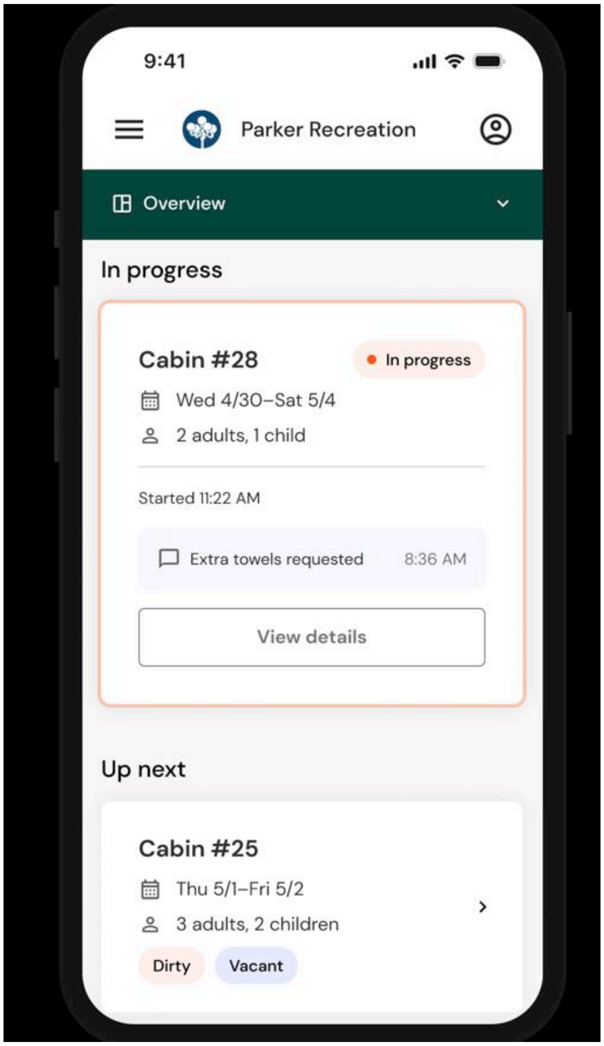
Cabin #28 In progress

Wed 4/30–Sat 5/4

2 adults, 1 child

Started 11:22 AM

Extra towels requested 8:36 AM



In progress

Cabin #28 In progress

Wed 4/30–Sat 5/4

2 adults, 1 child

Started 11:22 AM

Extra towels requested 8:36 AM

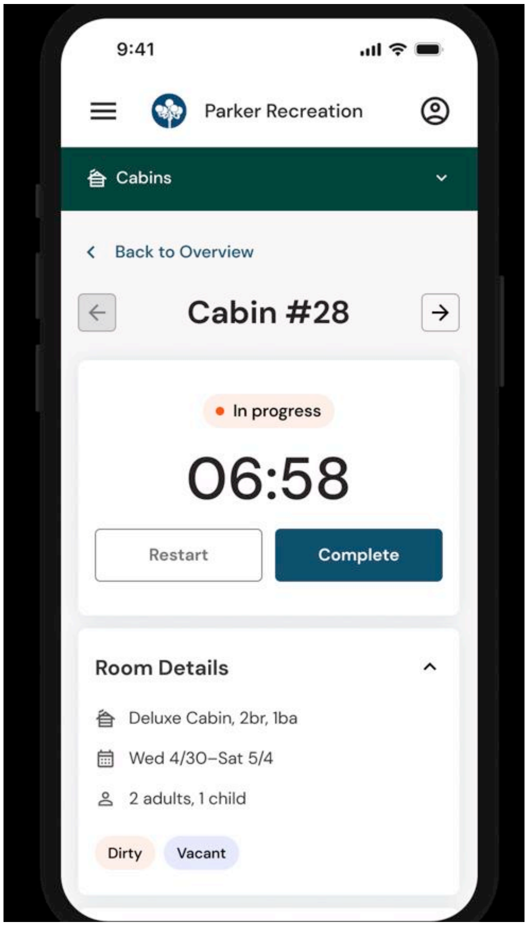
Up next

Cabin #25

Thu 5/1–Fri 5/2

3 adults, 2 children

Dirty Vacant



9:41

Parker Recreation

Cabins

Back to Overview

Cabin #28

In progress

06:58

Restart Complete

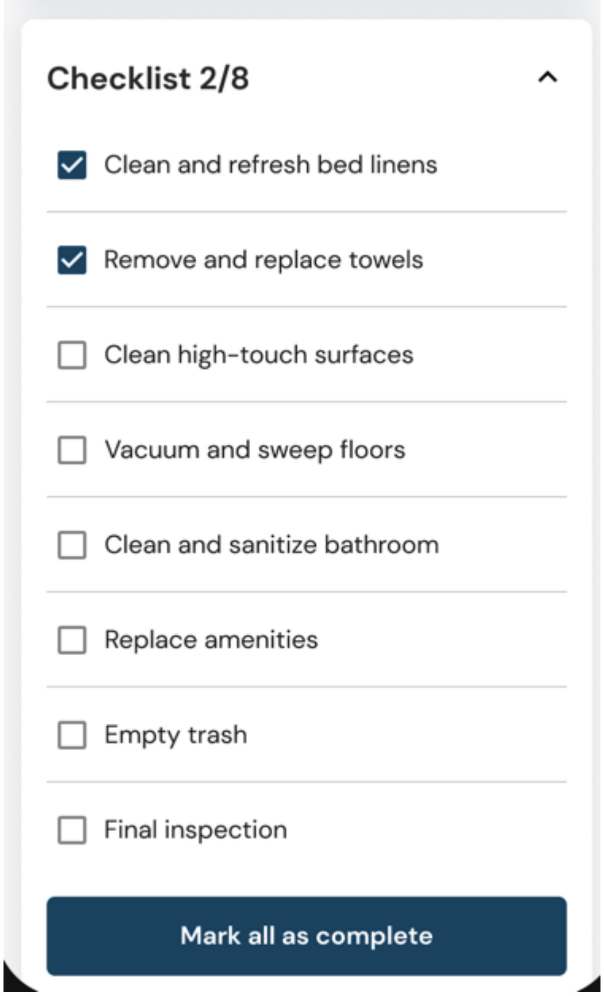
Room Details

Deluxe Cabin, 2br, 1ba

Wed 4/30–Sat 5/4

2 adults, 1 child

Dirty Vacant



Checklist 2/8

☑ Clean and refresh bed linens

☑ Remove and replace towels

☐ Clean high-touch surfaces

☐ Vacuum and sweep floors

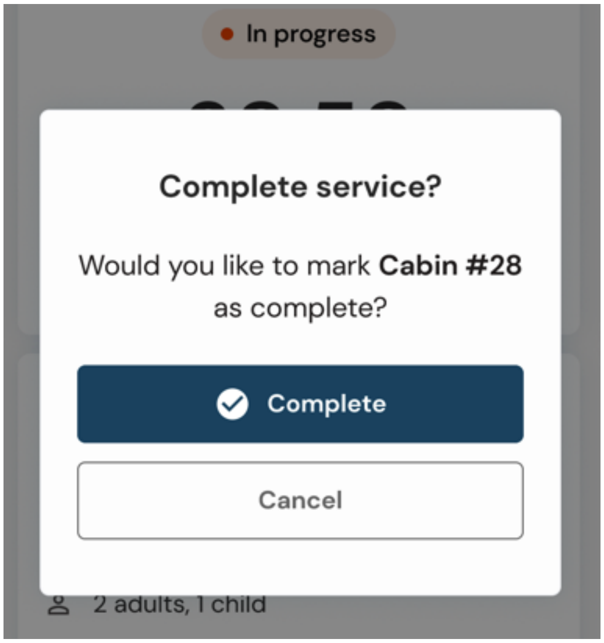
☐ Clean and sanitize bathroom

☐ Replace amenities

☐ Empty trash

☐ Final inspection

Mark all as complete



In progress

Complete service?

Would you like to mark **Cabin #28** as complete?

Complete

Cancel

2 adults, 1 child

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

Bidder Name: **Kaizen Laboratories Inc.**

Each of the items in the Requirements Traceability Matrix (RTM) table below requires a response of one of the following options: “Yes”, “Customization required “, “No”, and “Alternate”. Bidders must respond to the RTM using the matrix format provided and should not change the order or number of the requirements.

The RTM should indicate how the bidder intends to comply with the requirement. It is not sufficient for the bidder to simply state that it intends to meet the requirements of the RFP. The Commission will consider any such response to the requirements in this RFP to be non-responsive. **The narrative should provide the Commission with sufficient information to differentiate the bidder’s functional, technical, and financial solutions from other bidders’ solutions. Explain each response and describe how the proposed solution meets each requirement, providing at least the current features and processes.**

Only one box may be checked per requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, bidder may be asked to demonstrate each item marked as “Yes”, “Customization Required “, or “Alternate”.

The Bidder Response box should be completed if the response to the requirement is “Yes”, “Customization required”, or “Alternate”. Bidders may also use it with “No” responses if desired. **Bidders must provide a response directly in the matrix, using as much space as needed.** Below is a brief definition of each response option. Bidders should carefully read the response definitions as these responses, as well as the entire response to this RFP, will become part of any resulting contract with the awarded contractor.

Yes	Yes, requirement is met and demonstrable in the current release of the product(s) proposed in the bidder’s response to this RFP, without manipulation of fields, forms, or the need to add fields or tables to the system.
Customization Required	The requirement is not completely met by the product(s) included in the proposed solution but can be met with some customization. Bidder should indicate whether the requirement can be met by the go-live date and describe any other specifics that will aid in evaluation.
No	No, the requirement is not or cannot be met by the product(s) included in the proposed solution. A response of “No” to a requirement does not eliminate the bidder’s proposal from consideration.
Alternate	The “Alternate” option is appropriate when a requirement is in the process of being developed, but not implemented.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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

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

Bidder Response:

Kaizen’s customer profile system is designed to gather and maintain essential customer information, ensuring a streamlined and personalized experience. The system allows for the creation of detailed customer profiles that include key data points such as:

- **Personal Information**: Name, contact details (phone, email), and address.
- **Demographic Information**: Age, gender, and other relevant details.
- **Reservation History**: A log of previous reservations, cancellations, and modifications.
- **Boat and Vehicle Information** (for marina services): Including boat name, length, width, and registration details.
- **Membership Data**: Information related to passes, subscriptions, and memberships, including renewals and expiration dates.

Additionally, Kaizen supports real-time verification of customer addresses in compliance with USPS standards. The system assigns a **unique customer identification number** to each profile, ensuring easy tracking and management. It also allows NGPC staff to apply tax-exempt statuses where applicable and manage customer interactions through personalized communications based on their profile history

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN # 002	**Customer Profile**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-002 **Section VI**	Describe the process for a customer to edit their profile.	Yes			
	Bidder Response: Kaizen’s system offers an intuitive and secure process for customers to edit their profiles, ensuring that updates are simple, quick, and user-friendly across all devices. Here’s an outline of the process: 1. **Secure Login:** Customers begin by logging into their account through a secure, single sign-on (SSO) system using their credentials or a social login method like Google, Facebook, or Apple. The system uses industry-standard security protocols, such as OAuth 2.0, to ensure safe access. 2. **Accessing Profile**: Once logged in, customers can navigate to their account dashboard, where their profile information is readily accessible. The user-friendly interface displays key sections like personal information, contact details, and reservation history in a well-organized layout. 3. **Profile Editing Options:** From the dashboard, customers can edit various fields, such as: - Name - Address (including street, city, state, and zip code) - Contact information (day/evening phone and email) - License plate details - Camping or reservation preferences, if applicable (e.g., vehicle or camping unit information) - Optional fields like military status or pet details 4. **Restrictions on Changes**: Certain fields, such as customer type (standard or tax-exempt) and reservation history, are view-only and cannot be changed by the customer. Additionally, fields like date of birth may require verification before they can be updated, maintaining compliance with security and age-related restrictions. 5. **Verification and Security Checks**: For any significant profile changes (e.g., changes to email or phone number), the system triggers additional security checks, such as a confirmation email or a multi-factor authentication (MFA) prompt, to ensure the authenticity of the update.				

FUN # 002	Customer Profile	Yes	Customization Required	No	Alternate
	6. **Confirmation of Changes:** After making edits, customers are prompted to review and confirm their changes. A confirmation message is sent via email, summarizing the updates made to their profile. If there are any discrepancies or mistakes, customers can return to the profile section to make further adjustments. 7. **Admin Oversight:** Administrators have the ability to review customer profile changes through the admin dashboard, particularly for fields tied to important identifiers or red-flag indicators. This ensures that all edits comply with the park's policies and reservation system requirements. Kaizen's approach ensures a balance between customer autonomy, ease of use, and data security, making it convenient for customers to keep their profiles up to date while safeguarding sensitive information.				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-003 **Section VI**	Describe the process for NGPC staff to edit a customer's profile.	Yes			
	Bidder Response: In Kaizen's system, NGPC staff have a seamless and secure process for accessing and editing customer profiles, with the flexibility to modify or view customer data depending on their administrative role. Here's an overview of how staff can manage customer profiles and why Kaizen's system is uniquely efficient: **1. Admin Login and Secure Access** Staff members log in securely with their credentials and role-based permissions control and has the ability to view or edit customer profiles. This ensures that only authorized personnel can access sensitive information or make changes, keeping customer data secure and compliant with privacy standards. **2. Locating the Customer Profile** Admins can quickly locate a customer's profile using powerful search tools that allow for queries by name, email, reservation number, or other identifiers. This fast, intuitive search function ensures staff can access the relevant profile immediately without cumbersome processes or delays. **3. Viewing and Editing Profile Fields**				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate

Once inside the customer's profile, administrators can view all key information in an organized layout. Kaizen's system is designed to provide easy navigation, allowing staff to quickly edit desired fields while others remain read-only for security or compliance purposes. Common fields such as personal contact details, preferences, or additional information related to reservations can be easily updated. More sensitive data, like tax status or past payment history, may be read-only depending on staff roles, ensuring that only authorized users can modify critical information.

4. Real-Time Changes and Confirmations

Any changes made by staff are reflected in real-time across the entire system, ensuring that updated information is immediately available for all connected modules like reservations, invoicing, and reporting. This ensures consistency throughout the system and minimizes errors caused by outdated information. Once updates are made, the system prompts staff to review and confirm the changes, providing an additional layer of accuracy.

5. Audit Trail for Accountability

All profile changes are tracked in a detailed audit trail that records who made the change, when it occurred, and what was updated. This audit log ensures full accountability, enabling supervisors to review any profile modifications and maintain transparency, something that not all systems provide with such clarity.

Unique Aspects of Kaizen's System

- **Efficient Profile Management**: Kaizen's user interface is designed for speed and simplicity, allowing staff to quickly find, view, and edit customer profiles with minimal steps. The layout is intuitive, making it easy for new users to navigate the system and make updates without confusion. This ease of use contrasts with other solutions that may require navigating multiple screens or using complex workflows to access basic customer details.
- **Customizable Data Access**: Kaizen's system offers customizable workflows that allow NGPC to define which fields are editable and which are read-only based on staff roles. This flexibility is crucial for balancing ease of use with data security, enabling the right personnel to access and edit key information while safeguarding sensitive data.
- **Real-Time Updates**: Unlike many systems that require manual syncing or are prone to delays, Kaizen's real-time data synchronization ensures that changes are instantly available across all modules. This real-time functionality improves operational efficiency, ensuring customer data is always current for reservations, invoicing, and reporting.

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	- **Integrated Notifications and Alerts**: Kaizen also supports integrated customer notifications, automatically informing users of significant changes to their profile. This feature reduces the need for manual follow-up and improves transparency, keeping customers informed of any changes in their data, such as contact updates or reservation adjustments. By offering a combination of speed, simplicity, real-time updates, and flexible access control, Kaizen's system stands out as a highly efficient and user-friendly solution for managing customer profiles. It allows NGPC staff to work more effectively compared to other systems, which may be slower, less intuitive, or lack customizable access features.				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-004 **Section VI**	Describe the process of assigning a unique identification number to the customer.	Yes			
	Bidder Response: Kaizen's system automatically assigns a **unique customer identification number (ID)** during account creation or the first reservation. This ID is crucial for tracking all customer-related activities, including reservations, payments, and communications. **1. Automatic Generation of Customer ID:** When a customer first interacts with the system, whether by creating an account, making a reservation, or booking a facility, the system automatically generates a unique identification number. This ID acts as the primary key for all customer-related records, ensuring that each user is individually tracked throughout their interactions. **2. Importing Existing Customer IDs:** Kaizen's system fully supports the import of existing customer IDs from legacy systems during the transition process. This capability allows the NGPC to seamlessly transfer data from their current reservation system to Kaizen's platform, preserving customer histories, reservation data, and financial records. This helps prevent any disruptions to customer service or data integrity during the migration. **3. Integration with External Systems:** The RFP specifies a desire for integration with the **State's accounting system**, JD Edwards EnterpriseOne 9.2 (or subsequent systems) . Kaizen's system is designed with open APIs and flexible integration capabilities, allowing the unique customer IDs generated in the				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate

reservation system to sync with the accounting system. This ensures seamless financial reconciliation and reporting, facilitating real-time updates between customer reservations, payments, and the State's financial records.

4. Real-Time Data and Unique IDs:

All customer IDs are created and updated in real time, ensuring that the most accurate information is available across all system components, including reservations, invoicing, and reporting modules. This real-time functionality also applies to any imported IDs or interactions with external systems, ensuring that every transaction is accurately tied to the correct customer.

5. Auditing and Tracking:

Kaizen's system maintains a robust audit trail of all changes to customer profiles and associated IDs. Every modification related to reservations or financial transactions is tracked, ensuring accountability and compliance with NGPC's operational and financial policies.

Unique Aspects of Kaizen's ID Management:

- **Seamless ID Import**: Kaizen allows for smooth data migration from legacy systems, ensuring that existing customer IDs are preserved and operational from day one.
- **Real-Time Integration**: The system supports real-time syncing with external systems like the State's accounting platform, JD Edwards, ensuring that financial and customer data remains consistent across platforms.
- **Flexible and Future-Proof**: Kaizen's open API ensures that customer IDs can integrate with any future system upgrades or additional third-party tools, providing long-term adaptability.

This process ensures that NGPC can efficiently manage customer data while maintaining continuity with existing records and seamlessly integrating with other critical systems.

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	Yes			
	Bidder Response: **Password Reset by the Customer**				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate

1. **Accessing the Password Reset Option**:
    - The customer begins by navigating to the login page and selecting the “Forgot Password” link. This option is prominently displayed to ensure ease of access.
2. **Inputting Email or Username**:
    - The system prompts the customer to enter their registered email address or username. This is used to identify the correct profile associated with the account.
3. **Verification Email**:
    - Once the customer submits their email or username, the system automatically sends a password reset email to the registered email address. This email contains a unique, time-sensitive link that allows the customer to reset their password securely.
4. **Resetting the Password**:
    - The customer clicks the link in the email, which directs them to a secure page where they can create a new password. The system enforces security rules such as password length, character complexity, and avoiding previously used passwords to ensure a strong reset.
5. **Confirmation of Success**:
    - After successfully resetting the password, the customer receives a confirmation email. They can now log in with their new password.
6. **Multi-Factor Authentication (Optional)**:
    - If multi-factor authentication (MFA) is enabled, the system may require an additional authentication step, such as inputting a code sent via SMS or an authentication app, before allowing the customer to finalize the password reset.

Password Reset by NGPC’s Administration

1. **Admin Login**:
    - NGPC staff with the appropriate permissions log into the administrative dashboard using secure credentials. Role-based access ensures only authorized personnel can reset customer passwords.
2. **Locating the Customer Profile**:

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	• Administrators search for the customer's profile using identifiers such as the customer's name, email address, or customer ID. The profile management interface provides an easy way to locate the customer in need of assistance. 3. **Initiating the Password Reset**: • Once the customer's profile is accessed, administrators can select the "Reset Password" option from the profile dashboard. This action triggers a system-generated password reset link, similar to the customer-initiated process. 4. **Sending the Reset Link**: • The system automatically sends a password reset link to the customer's registered email. The admin can also inform the customer that a reset link has been sent, guiding them through the process if necessary. 5. **Security and Auditing**: • Every password reset action initiated by an administrator is logged in the system's audit trail, ensuring that password changes are tracked for security and accountability purposes. This audit log records the staff member who initiated the reset and when it occurred. 6. **Direct Password Reset (Optional)**: • Depending on NGPC's policies, administrators may have the option to directly reset the customer's password and provide the new credentials to the customer. This would be done in cases where the customer is unable to access their email or needs immediate assistance. After resetting, the customer is encouraged to change the password to something personal and secure upon their next login. **Why Kaizen's System Stands Out** • **Security Measures**: Both customer and admin password reset processes are governed by strong security protocols, such as enforcing complex passwords and offering multi-factor authentication for added protection. • **Audit and Accountability**: All password resets, especially those initiated by administrators, are logged with detailed audit trails, ensuring transparency and preventing unauthorized access. • **User-Friendly Interface**: Kaizen's system provides a straightforward, user-friendly process for both customers and staff, reducing friction and making password recovery quick and efficient, which can be a challenge in other systems with more cumbersome reset procedures.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	This process ensures a secure and efficient method for both customers and NGPC staff to reset passwords while maintaining the integrity and security of user accounts.				

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

Bidder Response: Kaizen's system integrates with USPS Web Tools API for comprehensive address verification, ensuring that all mailing addresses entered are accurate and standardized according to USPS guidelines. This process helps maintain the integrity of customer data and reduces potential errors in communication or deliveries.

1. USPS Address Lookup Integration

Kaizen's system incorporates real-time USPS address lookup functionality. As a user or administrator enters an address, the system automatically checks it against the USPS database to confirm it is valid and deliverable. This ensures that:

- **Address Standardization**: All addresses are formatted according to USPS standards, improving consistency and accuracy across customer profiles.
- **Validation of Deliverability**: The system verifies that the address exists and is recognized by USPS as a deliverable location.
- **Correction Suggestions**: If an address is incomplete or incorrect, the system provides suggestions based on USPS data, allowing users to easily select the correct address.

2. Real-Time Address Verification During Input

When entering an address, Kaizen's system provides real-time validation feedback. This immediate verification ensures that the address is correct before it is saved or used in a reservation.

- **Auto-Complete and Suggestions**: As the user types, the system suggests possible addresses, streamlining the entry process and reducing the risk of errors.
- **Consistency Checks**: The system ensures that the entered ZIP code, city, and state match, flagging any discrepancies that need correction.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	3. GIS-Enhanced Verification (Optional) For clients requiring enhanced geographic accuracy, Kaizen's system can integrate with Geographic Information Systems (GIS). This adds another layer of verification by confirming that the address is not only deliverable but also geographically accurate: • **Geospatial Accuracy**: GIS integration can verify that the address corresponds to a real physical location, which is particularly important for managing geographically dispersed assets like parks or facilities. • **Address Mapping**: This feature allows for accurate geocoding, helping with location-based services such as proximity searches or providing directions. **4. Security and Data Integrity** Kaizen's address verification process helps ensure all customer data is clean, consistent, and accurate, reducing issues such as returned mail or incorrect reservations. This process improves overall operational efficiency by: • **Reducing Errors**: Verified addresses lower the chances of miscommunications and operational disruptions caused by incorrect addresses. • **Fraud Prevention**: By requiring valid USPS addresses, the system prevents the use of false or incorrect addresses, maintaining a secure and trustworthy database. **5. Ongoing Updates and Re-Verification** The system is regularly updated to reflect changes in USPS data, ensuring the most current address information is available. Additionally, addresses can be re-verified during profile updates or when a new reservation is made, keeping customer information current. **Unique Benefits of Kaizen's Address Verification** • **Seamless USPS Integration**: The system's integration with USPS ensures real-time, accurate address validation and correction. • **Enhanced with GIS (Optional)**: For organizations requiring additional accuracy, Kaizen's GIS integration ensures that addresses are geographically correct, adding an extra layer of validation. • **Improved Data Quality**: By verifying addresses at the point of entry, the system ensures high data integrity, reducing administrative overhead and operational errors.				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
	• **Cross-System Consistency**: Verified addresses can be easily integrated into other platforms or workflows, ensuring customer data remains accurate across all systems. Kaizen's address verification process, backed by USPS integration and optional GIS capabilities, provides a powerful tool for ensuring accurate, reliable customer data, enhancing communication efficiency and operational accuracy.				

FUN #	Customer Profile	Yes	Customization Required	No	Alternate
FUN-007 **Section VI**	Describe how the system flags or identifies specific customer groups such as Standard or Tax Exempt.	Yes			
	Bidder Response: Kaizen's system efficiently flags and identifies customer groups, such as **Standard** or **Tax Exempt**, with customizable labels. During account creation, customers are assigned to a group based on provided information. For **Tax Exempt** customers, Kaizen directly integrates with EIN verification tools to automatically validate the status of the provided EIN, ensuring compliance. **Key Features:** • **Automated & Manual Assignment**: Customers are flagged as Standard or Tax Exempt based on their documentation, with automatic EIN verification. • **Visual Identification**: Customer groups are clearly labeled across the system, making it easy for staff to identify tax-exempt customers. • **Custom Groups**: Additional customer categories (e.g., veterans or seniors) can be created for specific needs. • **Reporting & Tracking**: Generate reports on customer groups, including tax-exempt transactions, for compliance and auditing. • **Audit Trail**: All changes to customer groups are logged for accountability.				

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

Bidder Response:

Kaizen's system ensures real-time updates of availability data, preventing double bookings or reservation loss through efficient transaction management and database synchronization. When a booking is initiated, the system immediately checks the database for availability and temporarily locks the requested slot until the transaction is completed, preventing others from booking it at the same time.

Key Features:

- **Real-Time Availability Checks**: The system performs immediate database queries to ensure that only available slots are displayed to users across all interfaces.
- **Record Locking**: During the booking process, the system temporarily locks the reservation record to prevent double bookings or conflicts.
- **Instant Synchronization**: Upon successful booking, the system updates availability in real-time, ensuring that all customers and staff have access to the most current data.
- **Conflict Prevention**: If multiple users try to book the same slot, the system ensures that bookings are processed on a first-come, first-served basis, preventing errors.

Customization Options:

If the State prefers an alternative method to reservation locking or wants to set custom rules for how long slots remain locked, Kaizen's system can be customized. The locking duration and other components can be adjusted to meet the specific operational needs of the State.

This flexible, real-time approach ensures data accuracy and can be tailored to fit the State's preferred processes for handling reservations and availability management.

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.	Yes			
	Bidder Response: Kaizen firmly believes that users should have a modern and delightful experience when searching for reservable spaces, campgrounds, and other facilities. We understand the importance of showcasing the State's beautiful parks and spaces, and our system is designed to reflect that in the search process. In addition to offering powerful search filters based on location, availability, and amenities, Kaizen enhances the user experience with a **photography-based search** feature. Guests can explore stunning, high-quality images of each facility, giving them a visual connection to the State's scenic parks and spaces. This combination of detailed descriptions and immersive imagery ensures that users can confidently choose the perfect location for their reservations. Kaizen's approach not only makes the search process efficient but also enjoyable, allowing users to appreciate the natural beauty of the State's parks while making their reservations. We believe this thoughtful and engaging search experience reflects the value of the State's unique outdoor offerings.				

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.	Yes			
	Bidder Response: Kaizen's system provides an engaging platform that showcases detailed narratives about each park, including its activities, amenities, and unique features. These narratives are enhanced by the ability to display **multiple high-quality images or videos**, allowing parks to tell their story visually. Visitors can browse through galleries that highlight the park's scenery, amenities, and recreational opportunities, creating an immersive experience that helps them make informed decisions. **Key Features:**				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	• **Comprehensive Park Narratives**: Detailed descriptions of each park and its offerings, giving visitors a full understanding of the park's activities and amenities. • **High-Quality Media**: Parks can upload multiple images and videos to visually showcase their beauty and features, providing an engaging and informative experience. • **Seamless Integration**: The platform seamlessly integrates text, images, and videos to offer a holistic view of each park's offerings. Additionally, Kaizen offers **photography services** for many of its customers and would be happy to coordinate with existing State resources to ensure the highest level of quality and consistency. From capturing stunning visuals to seamlessly integrating them into the platform, Kaizen can support the State every step of the way to create a visually rich and modern user experience.				

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.	Yes			
	Bidder Response: Kaizen's system provides a modern, consumer-friendly reservation experience, bringing the same convenience seen with leading brands like Amazon to parks and residents. We believe that users should have the same seamless experience when reserving campsites, cabins, or purchasing permits, as they do with online retailers. **Key Feature: Check-Out Cart Functionality** Kaizen's **check-out cart** feature allows users to add multiple reservable units or products to their cart, such as campsites, cabins, or POS items like park permits or rentals, and complete everything in a single transaction. Similar to Amazon's one-click checkout, our system minimizes the time spent browsing and entering payment details, allowing users to make reservations quickly and efficiently. **Benefits:** • **One-Stop Reservations**: Users can reserve multiple units and add products like parking passes or merchandise in a single, streamlined checkout process, saving time and simplifying reservations.				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	• **POS Integration**: By integrating POS functions, users can purchase additional items in the same transaction, making it easier to plan their visit with minimal hassle. • **Customization to NGPC Business Rules**: With minimal customization, Kaizen's system can be tailored to follow NGPC-specific business rules, ensuring all policies are met while keeping the process user-friendly. We believe parks and residents deserve a booking experience as easy and enjoyable as shopping with top e-commerce brands. Kaizen makes it easy for people to spend less time navigating websites and more time enjoying the outdoors.				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-012 **Section VI**	Describe how the system generates a unique identification number for each reservation.	Yes			
	Bidder Response: Kaizen's system automatically generates a **unique identification number (ID)** for each reservation, ensuring that every booking is distinctly tracked and managed. This unique ID is created when a reservation is confirmed and is used to track the transaction across all system modules, such as payments, customer profiles, and reporting. **Key Features:** • **Automated ID Generation**: Upon successful booking, a unique reservation ID is assigned to each transaction, ensuring individual identification and tracking. • **Real-Time Creation**: The unique ID is generated instantly, preventing duplicate IDs and ensuring seamless integration across the system. • **Cross-Platform Integration Potential**: While Kaizen's reservation system operates independently from NGPC's licensing/permit system, we understand NGPC's goal to cross-reference purchase histories across platforms. With minimal customization, Kaizen's system could be configured to integrate with NGPC's licensing/permit system, enabling the sharing of unique identifiers between systems. This would allow NGPC to cross-reference hunt/fish license purchases with camping/lodging reservations, enhancing marketing and upsell opportunities. **System-Wide Visibility & Customization:**				

FUN #	**Public Website Reservation Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Customer History Cross-Reference**: The reservation ID can be extended to facilitate cross-referencing customer profiles and histories across both the reservation and licensing systems. This would support NGPC's goal of understanding customer motivations and allow for marketing efforts that combine camping and permit sales. • **Marketing & Upsell Opportunities**: With an integrated ID system, NGPC could easily track customer activity across both platforms and develop targeted marketing campaigns, offering permits or lodging based on a customer's prior activity. By assigning unique reservation IDs and offering the potential for integration with NGPC's licensing system, Kaizen provides a robust solution that not only improves transaction management but also enhances customer insights and marketing opportunities.				

FUN #	**Public Website Reservation Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-013 **Section VI**	Describe how the system generates customizable email confirmations for all reservations for the following actions: a. a new reservation is made. b. a reservation is modified or transferred. c. an accounts receivable transaction is made.	Yes			
	Bidder Response: Kaizen's system generates **customizable email confirmations** for all key reservation actions, ensuring that both users and staff receive timely and relevant updates. The system automates the creation of these confirmations, allowing for easy customization of content, formatting, and branding. Additionally, Kaizen supports **text message confirmations** and reminders, providing flexibility based on user preferences or staff-initiated communication needs. **Key Actions and Corresponding Confirmations:** 1. **New Reservation Confirmation**: • When a customer makes a new reservation, the system automatically sends a detailed email confirmation. This email includes information such as reservation details, payment information, and any special instructions or rules related to the facility.				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	• **Customization**: The content can be tailored to include branding, maps, additional instructions, or any specific messages NGPC wishes to convey. • **Text Message Option**: Customers can opt to receive a text message confirmation with key details such as reservation number, dates, and location. 2. **Reservation Modification or Transfer**: • If a reservation is modified (e.g., change of dates, facility, or unit), an updated email is generated to reflect the changes. This email provides the updated reservation details and ensures the customer has the latest information. • **Customization**: The email can be customized to include any policies around modifications or transfers, as well as instructions for the next steps. • **Text Message Option**: A text message can also be triggered to notify the customer of the modification or transfer, keeping them informed in real-time. 3. **Accounts Receivable Transaction**: • For any accounts receivable transaction, such as payments, refunds, or outstanding balances, the system generates an email confirmation. This email includes transaction details, the updated balance, and payment instructions if applicable. • **Customization**: Content can be adjusted to include payment policies, receipts, and follow-up instructions for any outstanding actions. • **Text Message Option**: Customers can receive a text message alert for completed payments or reminders for outstanding balances, allowing for seamless communication on financial matters. **Additional Communication Features:** • **Text Message Notifications**: Kaizen allows for text message confirmations and reminders in addition to email. This is particularly useful for last-minute updates, reminders about upcoming reservations, or important notifications, ensuring customers are always informed. • **Staff-Initiated Communication**: Staff can manually push out emails or text messages to specific customers or groups, enabling timely communication about changes, updates, or cancellations.				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	Kaizen's system ensures that all reservations and transactions are accompanied by clear, customizable communications, enhancing the user experience and keeping everyone informed through both email and text message confirmations. This flexibility ensures customers and staff are always up to date on important reservation and financial details.				

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

Bidder Response:

Kaizen's system is designed to minimize situations where customers are unsuccessful in making reservations due to business rule conflicts. We believe that the customer experience should be smooth and frustration-free, with real-time enforcement of business rules to prevent failed transactions before they occur.

Proactive Business Rule Enforcement:

Kaizen ensures all **reservation business rules**—such as those outlined in the RFP—are fully integrated into the system. This includes rules around **reservation windows**, **minimum/maximum stay requirements**, and **payment policies**, ensuring that customers are only presented with options that comply with NGPC's policies.

- **Example 1**: If a customer tries to book a campsite outside the allowed **reservation window** (e.g., more than 180 days in advance for camping), the system will immediately notify them of the restriction and prevent the booking.
- **Example 2**: For a **minimum stay policy** (e.g., two-night minimum on holiday weekends), the system will prevent customers from selecting a reservation that doesn't meet the rule, eliminating confusion and reducing failed transactions.

Immediate Feedback:

If a reservation violates a business rule, the system provides **immediate feedback** to the customer, clearly explaining the specific reason (e.g., "A three-night minimum is required for Memorial Day weekend reservations"). This approach prevents customers from proceeding

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	through the entire booking process only to find out later that their reservation can't be completed, avoiding frustration and additional inquiries to NGPC staff. **Customization and Flexibility:** While Kaizen works to ensure all business rules are respected in real-time, we recognize that there may be **special exceptions** or scenarios that NGPC requires outside of the typical business rules. In these cases, Kaizen's system can be easily customized to accommodate NGPC's specific needs, ensuring flexibility while maintaining overall efficiency. **Additional Communication:** In cases where an exception or specific scenario needs to be handled manually, the system can trigger **customizable notifications** to inform the customer of alternative options or to encourage direct communication with NGPC staff, should additional information be required. By embedding these rules into the system and providing immediate feedback, Kaizen prevents unsuccessful reservations and ensures customers are only able to book within the established guidelines. This proactive approach reduces frustration and prevents unnecessary calls or emails, allowing staff to focus on higher-priority tasks.				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-015 **Section VI**	Describe how the system provides the ability to "bookmark" or "favorite" sites and/or facilities to allow customers to save the site and facility information to their profile.	Yes			
	Bidder Response: Kaizen's system currently allows users to view their existing and previous reservations through their profiles, providing an easy way to track their favorite locations. While the ability to formally "bookmark" or "favorite" specific sites or facilities is still in development, this feature is planned for completion by the **go-live date**. **In-Development Feature:** By the time the system goes live, users will be able to:				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	• **Bookmark Sites and Facilities**: Customers will have the option to save specific campsites, cabins, or other reservable facilities to their profiles as "favorites." • **Quick Access to Favorites**: Once saved, users can easily revisit their bookmarked locations when planning future visits, allowing for faster, more personalized bookings. • **Personalized Experience**: This feature will enhance the user experience by providing personalized recommendations based on previously saved locations, helping customers quickly reserve their preferred sites. Kaizen's commitment to improving the customer experience ensures that the bookmarking feature will be fully integrated by launch, allowing users to save and easily access their favorite sites and facilities.				

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
FUN-016 **Section VI**	Describe how the system provides a waitlist function.	Yes			
	Bidder Response: Kaizen's system includes a powerful and flexible **waitlist management function** designed to handle high-demand reservations for various reservable spaces, such as **marinas, slips, campgrounds, cabins**, and more. This feature ensures customers can join a waitlist when specific spaces are fully booked and receive automated updates when availability opens up, providing a seamless experience across all types of reservations. **Key Features of Waitlist Management:** • **Customer Registration and Waitlist Application**: Customers can easily create profiles and join the waitlist for any reservable space, including campgrounds, cabins, and marina slips, if no availability exists for their desired dates. This applies to both short-term bookings and annual reservations. • **Automated Notifications**: Once a space becomes available, the system automatically sends notifications via email or text message to the next customer on the waitlist. Customers are provided a specific time window to confirm their reservation, after which the system moves to the next person in line.				

FUN #	**Public Website Reservation Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Staff Management Tools**: NGPC staff can manage the waitlist through an intuitive dashboard, which allows for manual assignments and oversight. Staff can view and adjust the queue, assign spaces as they become available, and communicate directly with customers regarding their waitlist status. • **Seamless Integration with Reservations and Payments**: Once a customer is moved from the waitlist to an active reservation, the system automatically processes the reservation, updates payment information, and adjusts the customer's profile. For long-term bookings, such as annual leases, this also integrates with lease management and renewal reminders. • **Comprehensive Availability Information**: The system keeps an updated database of all reservable units, including detailed information on space availability, amenities, and restrictions. This ensures that customers receive accurate and up-to-date information about the spaces they are interested in. Kaizen's **waitlist function** offers a streamlined, automated way to manage reservations for a wide range of facilities, ensuring that both customers and staff have an efficient process for handling high-demand situations. By integrating waitlists with payment processing, notifications, and real-time availability updates, the system makes it easy to manage various types of reservations, from campgrounds to marinas, without manual oversight or confusion.				

FUN #	**Public Website Reservation Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-017 **Section VI**	Describe how the system provides a lottery function.	Yes			
	Bidder Response: Kaizen's **lottery function** provides a fair and efficient process for managing high-demand reservations. This feature will offer an equitable way to allocate limited resources, such as campsites, cabins, or special event permits, through a randomized selection process. **Key Features of the Lottery Function:** 1. **Lottery Application Process**: • Customers will be able to easily apply for the lottery via their profiles, selecting specific dates, facilities, or events they wish to enter. The system will collect all necessary information and automatically enter participants into the lottery pool. 2. **Randomized Selection**:				

FUN #	**Public Website Reservation Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	• Once the lottery entry period closes, the system will perform a **randomized selection process** to ensure equal chances for all participants. This automated process will ensure fairness, without bias or manual interference. 3. **Automated Notifications**: • After the lottery drawing, the system will automatically notify participants of the results via email or text message. Winners will be informed with next steps for confirming their reservation, while non-winners will be notified and offered alternative options or the ability to join a waitlist. 4. **Time-Limited Confirmation**: • Selected winners will have a defined time window to confirm their reservation. If they do not respond within the allotted time, the system can reassign the spot to the next person in line or rerun the lottery for remaining spaces. 5. **Customizable Rules**: • The system will allow NGPC to customize the lottery settings, such as limiting the number of entries per person, establishing entry fees, or setting specific eligibility criteria. 6. **Staff Management Tools**: • NGPC staff will have administrative access to oversee the entire lottery process, set up entry parameters, manage participants, and track the lottery's progress in real-time. **Development Timeline:** Kaizen is committed to ensuring the **lottery function** will be fully integrated and ready to meet all NGPC requirements by the go-live date. The feature will be rigorously tested to ensure it meets NGPC's standards for fairness, transparency, and usability. Kaizen's upcoming lottery feature will offer NGPC a robust tool to manage high-demand reservations, ensuring an equal opportunity for all participants while minimizing administrative work.				

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.	Yes			
	Bidder Response:				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate

Kaizen’s system provides an **accurate, detailed, and interactive color map** of campground and cabin areas, offering a highly visual and user-friendly experience for customers. This map helps users easily browse and select available units while providing key information about the layout and features of each site.

Key Features of the Interactive Map:

1. **Accurate and Detailed Layout**:
   - The map provides an exact representation of the campground and cabin areas, showing the precise locations of individual campsites, cabins, and other facilities. Users can view essential details such as unit numbers, paths, roads, and proximity to amenities like restrooms, parking, and water access.
2. **Interactive Functionality**:
   - The map is fully interactive, allowing users to zoom in and out, click on specific campsites or cabins, and immediately view availability, pricing, and key details about each reservable unit. Users can easily navigate the map to explore the entire area before making a selection.
3. **Real-Time Availability**:
   - The map integrates with Kaizen’s reservation system to display real-time availability. Available units are visually distinguished with clear color coding, allowing users to quickly identify which sites are open for reservation and which are booked. Color changes dynamically to reflect availability in real-time.
4. **Site-Specific Information**:
   - When a user clicks on a specific unit, a pop-up or sidebar will display detailed information about the selected site, such as size, amenities (e.g., electrical hookups, ADA accessibility), maximum occupancy, and any restrictions (e.g., pet policies, minimum stay requirements).
5. **Color Coding and Visual Cues**:
   - The map uses intuitive color coding and symbols to help users easily differentiate between available, reserved, and special-use sites. For example, green may represent available sites, red for reserved sites, and icons could indicate ADA-accessible or pet-friendly units.
6. **Mobile-Friendly Design**:

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	• The interactive map is fully optimized for mobile devices, ensuring users can easily explore, select, and reserve sites on smartphones or tablets, providing flexibility whether at home or on the go. 7. **Customizable and Updatable by Staff**: • NGPC staff have the ability to manage and update the map as needed, ensuring that any changes to campground layouts, available facilities, or seasonal adjustments are accurately reflected. Staff can also add or modify site details and amenities within the system. **Enhanced User Experience:** Kaizen's interactive map is designed to provide a smooth, visual booking experience. Users can explore the campground or cabin area, compare different units, and make informed decisions about their reservations. This engaging, map-based approach not only simplifies the reservation process but also enhances the overall customer experience by providing a modern and intuitive interface.				

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.	Yes			
	Bidder Response: Kaizen's system provides detailed **map enlargements** that allow users to zoom into specific areas of a park, such as **campground or cabin loops**, displaying essential site information. Users can click on individual sites to view key details like: • **Site number** • **Length of camping unit allowed** • **Amperage available** (e.g., 30-amp or 50-amp)				

FUN #	**Public Website Reservation Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Shade quality** (full, partial, or none) • **Site photos** for a visual preview These enlargements offer a closer, interactive look at each site, helping users make informed decisions. With seamless mobile functionality and clear navigation, users can easily explore sites in detail and choose the best option based on their preferences. This feature enhances the user experience by ensuring all vital site information is readily accessible.				

FUN #	**Public Website Reservation Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-020 **Section VI**	Describe how the system allows for the purchase of merchandise such as a t-shirt, firewood, or park permits in the cart along with reservation and the fulfillment process.	Yes			
	Bidder Response: Kaizen's system allows users to easily add merchandise, such as **t-shirts, firewood, or park permits**, alongside their reservations, leveraging our **global cart system**. This feature ensures a seamless experience where customers can purchase multiple items in a single transaction, including both reservable spaces and merchandise. • **Global Cart Functionality**: Users can add reservations and various merchandise items to their cart, making the checkout process unified and straightforward. • **Single Checkout**: The system combines all items, including reservations, into one transaction, reducing the friction of managing multiple purchases separately. Payments for merchandise and reservations follow NGPC's established business rules, ensuring compliance and ease of use. Additionally, Kaizen has highlighted **further capabilities** related to our cart system in **FUN-011 Section VI**, ensuring flexible configuration and customization to meet NGPC's specific needs. This allows NGPC to efficiently integrate a wide range of products and services into a single reservation experience.				

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

Bidder Response:
Kaizen's system provides customers with an intuitive profile management interface, allowing them to easily review and manage their **profile information**, **purchase history**, and **account balances**. This ensures transparency and convenient access to all reservation and transaction details.

Key Features:

1. **Profile Information Review**:
   - Customers can access and update their personal information, such as contact details and preferences, ensuring accurate data for future reservations and purchases.
2. **Purchase History**:
   - The system provides detailed records of all past transactions, including reservations, merchandise purchases, and park permits, with clear information on dates, amounts, and items purchased.
3. **Account Balances**:
   - Customers can view and manage any outstanding account balances, including pending payments, deposits, or credits, allowing them to stay on top of their financial interactions with NGPC.
4. **Household Support** (Optional):
   - If requested by the State, Kaizen's system can also support **household management**, allowing families or groups to review and manage collective purchase histories and balances under a single account.
5. **Downloadable Records**:
   - Users can easily download or print their purchase history and account balance records for personal use, making it simple to track multiple transactions over time.

This functionality not only enhances the user experience but also offers flexibility, including household management, to meet the State's needs.

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.	Yes			

Bidder Response:

Kaizen's system allows for the easy application of **discounts or promotional codes** during the checkout process. Customers can enter a valid code, and the system automatically applies the discount to eligible items in their cart.

Key Features:

- **Time-Window Management**: Staff can set specific time periods during which promotional codes or discounts are valid, ensuring they are applied only within designated windows.
- **Customizable Discounts**: Staff can create and manage discounts based on items, services, or reservation types, offering flexibility in promotions.
- **Automatic Calculations**: The system automatically calculates and applies the appropriate discount based on the code entered, ensuring a smooth and error-free transaction for customers.

This feature streamlines promotions while giving staff control over timing and eligibility for discounts.

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

Bidder Response:

Kaizen's **short-notice availability promotion** feature provides a quick and effective way to promote last-minute openings for reservable facilities, such as campsites or cabins. With minimal customization, this feature can be configured to notify specific customer groups, boosting occupancy and state revenue.

Key Features:

FUN #	Public Website Reservation Processing	Yes	Customization Required	No	Alternate
	• **Targeted Email and Text Notifications**: The system allows staff to send notifications to individuals or groups, such as previous visitors or new customers, when last-minute availability arises. This gives customers who may have missed out due to capacity issues another chance to book. • **Maximizing Revenue**: By reaching out to potential customers who may not have otherwise booked, this feature helps fill vacancies that could otherwise remain unused, ultimately boosting state revenue. • **Customizable Audience**: Staff can define specific customer groups, such as those who have previously visited the facility or new customers, ensuring that notifications are sent to the most relevant audience. • **Real-Time Updates**: Available spaces are prominently featured on the website in a dedicated "Last-Minute Openings" section, increasing visibility and encouraging spontaneous bookings. This feature not only gives customers a second chance at booking but also helps increase overall reservations and state revenue by filling spots that might otherwise go unused.				

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.		Yes, met by go-live date		
	Bidder Response: Kaizen's system allows for **pre-configured website banners and pop-up notifications** that can be aligned with Nebraska's branding. These elements can be easily customized by staff with specific messages or placed on desired pages to provide facility updates, announcements, or promotions. **Key Features:** • **Pre-Configured Design**: Banners and pop-ups are pre-designed to match Nebraska's branding, ensuring consistency. • **Customizable Content**: Staff can update messages and control where and when banners or pop-ups appear, such as on specific facility pages or during high-demand periods. • **Flexible Placement**: Staff can choose the location of banners (e.g., top or bottom) or trigger pop-ups based on user actions, like visiting certain pages.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	**Public Website Reservation Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	This system offers a simple way for NGPC to share important information with visitors while maintaining a cohesive look and feel.				

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.	Yes			

Bidder Response:

Kaizen's system ensures that customers acknowledge all relevant **rules and regulations** during the checkout process, making it simple to enforce compliance before finalizing reservations or purchases.

Key Features:

- **Rules Acknowledgment at Checkout**: Customers are required to review and accept NGPC's rules and regulations during the checkout process. This ensures all necessary policies are acknowledged before a reservation is confirmed.
- **Household Member Acknowledgment**: For reservations involving multiple household members, the system ensures that rule acknowledgment is extended to all, streamlining compliance for group bookings.
- **Digital Waivers and Forms**: The system supports **digital waivers** and other required forms, allowing customers to electronically sign them during the checkout process. This ensures that all essential documentation is completed before finalizing the reservation.
- **Staff Verification**: NGPC staff can easily access and verify compliance, including checking signed waivers and uploaded forms, directly within the customer's profile or reservation record. This feature allows for efficient oversight and ensures that all required documentation is properly stored and accessible.

This process ensures that all users comply with necessary regulations while providing staff with the tools to quickly confirm compliance and manage associated forms and waivers.

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

<table>
<tr><th>FUN #</th><th>Public Website Reservation Processing</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">Bidder Response:
Kaizen’s system includes the option for customers to easily submit a donation to NGPC during the checkout process, seamlessly integrating this feature with their reservation or purchase.
Key Features:
• Donation Prompt at Checkout: During the checkout process, customers are presented with an option to make a donation to NGPC. This prompt is integrated into the payment flow, allowing users to contribute without disrupting their reservation or purchase experience.
• Customizable Donation Amounts: The system allows for fixed or user-defined donation amounts, giving customers the flexibility to choose how much they wish to contribute.
• Visibility Across Platforms: The donation option is available on all devices, ensuring customers can make contributions whether booking on desktop, mobile, or tablet.
• Tracking and Reporting: NGPC staff can easily track and report on donations submitted, with donation amounts recorded alongside the customer’s transaction history.
This feature offers a simple and convenient way for customers to support NGPC, increasing donation opportunities while enhancing the overall checkout experience.</td></tr>
</table>

<table>
<tr><th>FUN #</th><th>Field Location Reservations and Registrations</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-027
Section VI</td><td>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.</td><td>Yes</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response:
Kaizen’s system provides the ability to reserve a portion of each location’s facilities or facility types exclusively through field locations, ensuring certain units are not available for booking through the call center or public reservation website.
Key Features:</td></tr>
</table>

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	• **Preconfigured Reservation Rules**: The system is configured based on NGPC's business rules, allowing specific reservable facilities (such as select cabins or campsites) to be restricted to field locations only, preventing reservations through the call center or online platform. • **Customizable by Location and Facility Type**: NGPC staff can define specific rules for each facility or facility type, ensuring that only certain units are reserved through field locations while others remain publicly available. Minimal customization is required to establish these rules, tailored to the specific needs of each facility or facility type. • **Controlled Availability**: These reserved facilities are managed directly by field staff, giving them full control over allocations, ensuring operational flexibility, and maintaining the integrity of NGPC's reservation policies. • **Seamless Integration**: This configuration integrates with the broader system, ensuring that restricted facilities remain invisible to public users while still being fully accessible to staff managing the reservations on-site. By preconfiguring these restrictions for each facility or facility type based on NGPC's business rules, Kaizen's system ensures a smooth and efficient reservation process that meets specific operational requirements.				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-028 **Section VI**	Describe how the system allows backdating of arrival date for walk-in guests who arrive after the park office is closed and register the following day.	Yes			
	Bidder Response: Kaizen's system allows **backdating of arrival dates** for walk-in guests who arrive after the park office is closed and register the following day, ensuring accurate records and compliance with NGPC policies. **Key Features:** • **Backdating Functionality**: Staff can easily adjust the arrival date during the check-in process to reflect the guest's actual arrival time, even if they register the following day. This ensures accurate reservation and occupancy records. • **Seamless Check-In Process**: When registering a walk-in guest, park staff can backdate the arrival to the previous day and accurately reflect the guest's stay in the system without creating any discrepancies in reporting or billing.				

FUN #	**Field Location Reservations and Registrations**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Compliance with Business Rules**: The system can be preconfigured to follow NGPC's business rules, ensuring that backdated reservations align with policies such as minimum stay requirements and payment procedures. • **Automated Billing Adjustments**: The system will automatically adjust the billing for the correct number of nights based on the backdated arrival date, ensuring accurate charges for the guest. This feature streamlines the check-in process for late-arriving guests, ensuring their stay is recorded accurately and in line with NGPC's policies.				

FUN #	**Field Location Reservations and Registrations**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-029 **Section VI**	Describe how the system allows staff to search for an existing customer profile or create a customer profile (if not already in existence) for walk-in guests.	Yes			
	Bidder Response: Kaizen's system provides a simple and efficient process for staff to **search for an existing customer profile** or **create a new profile** for walk-in guests, ensuring quick check-ins and accurate record-keeping. **Key Features:** • **Easy Profile Lookup**: Staff can easily search for an existing customer profile using multiple identifiers, including **email, phone number, or name**. This flexibility ensures that staff can quickly find the correct profile, even if limited information is available. • **Profile Creation for Walk-Ins**: If no existing profile is found, staff can quickly create a new customer profile for walk-in guests by entering key information such as contact details and preferences. This ensures all necessary data is captured for future reservations and communication. • **Streamlined Process**: The system is designed to make profile search and creation as seamless as possible, minimizing delays during the check-in process and ensuring a smooth guest experience. • **Integrated Record Management**: Once a profile is created or located, it is fully integrated with the reservation system, allowing for easy future lookups, tracking of previous visits, and streamlined reservation management.				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	Kaizen's system makes it easy for staff to manage customer profiles, whether through quick lookups or new profile creation, ensuring efficient and accurate processing for walk-in guests.				

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

Bidder Response:

Kaizen's system provides an **easy-to-use check-in process** designed to accommodate staff at all levels, from seasonal workers to senior administrators, ensuring a smooth and efficient experience for guests.

Key Features:

- **User-Friendly for All Staff**: The check-in process is intuitive and accessible, allowing staff—whether experienced administrators or seasonal workers—to easily manage guest check-ins with minimal training.
- **Mobile and Desktop Accessibility**: Staff can perform check-ins either from a **desktop station** or remotely in the field using **mobile devices**, **readers, and other hardware**, offering flexibility depending on the location and needs of the guest.
- **Quick Reservation Validation**: The system enables staff to easily validate **reservations, passes, or QR codes** quickly at the point of check-in, ensuring guests are processed efficiently.
- **On-the-Go Adjustments**: If guest information is missing or needs to be updated, staff can quickly add details or modify reservations in real time. This includes **back-dating arrival times**, extending stays, or making other necessary changes directly within the system.
- **Real-Time Updates**: Once a guest is checked in, the system automatically updates the reservation status across all platforms, ensuring that inventory and availability remain accurate.

This flexible and intuitive check-in solution empowers NGPC staff at all levels to efficiently manage guest arrivals, make adjustments as needed, and ensure a seamless experience for both staff and visitors.

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.	Yes			
	Bidder Response: Kaizen's system allows for the **check-in of multiple sites in a single transaction** by retrieving the entire reservation at once. For example, if a guest reserved multiple campsites for a large group or family, all sites will appear under a single reservation during check-in. From there, staff can check in all sites at once or individually modify any specific site if needed. Changes, such as canceling or adjusting a site, will automatically trigger related workflows, such as waitlist or last-minute availability processes, ensuring accurate updates across the system. This streamlined approach simplifies check-ins for larger reservations while maintaining flexibility.				

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.	Yes			
	Bidder Response: Kaizen's system allows for the **check-out of guests** with multiple sites in a single transaction by accessing the entire reservation at once. If a guest reserved multiple campsites or facilities, all sites appear under a single reservation during check-out. Staff can easily check out all sites in one step or handle individual sites if specific adjustments are required. Any changes, such as extending a stay or early check-out for a specific site, will automatically trigger related workflows, like updating availability or generating any required additional charges. This process ensures a smooth and efficient check-out for large group reservations.				

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

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	c. point of sale (POS) purchase				

Bidder Response:

Kaizen's system is designed to streamline processes for staff, reducing the number of steps required to complete key actions such as reservations, registrations, and point of sale (POS) purchases.

1. Reservation Steps:

- **Step 1**: Search for availability by location, date, and facility type.
- **Step 2**: Select the desired site(s) and view availability details.
- **Step 3**: Confirm guest details (existing profile lookup or new profile creation).
- **Step 4**: Review reservation details and apply any discounts or promo codes.
- **Step 5**: Process payment and finalize the reservation.

Total: Typically 5 steps.

2. Registration Steps:

- **Step 1**: Search for or create a customer profile.
- **Step 2**: Enter guest details (contact information, preferences, etc.).
- **Step 3**: Select desired facility or service and register.
- **Step 4**: Confirm registration details and handle any required forms or waivers.
- **Step 5**: Process registration and update the customer profile.

Total: Typically 5 steps.

3. Point of Sale (POS) Purchase:

- **Step 1**: Select the item(s) for purchase from the POS system (e.g., merchandise, firewood, or park permits).
- **Step 2**: Confirm customer profile (if necessary) or process as a walk-in.
- **Step 3**: Review the cart and apply any discounts or adjustments.
- **Step 4**: Process payment.

Total: Typically 4 steps.

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	These streamlined processes ensure staff can quickly and efficiently handle reservations, registrations, and purchases, improving overall customer service.				

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

Bidder Response:

Kaizen's system updates units in real time as **reserved** when reservations or registrations are made, ensuring accurate availability across the platform. When a reservation is completed, the system generates a **unique identification number (ID)** for the booking, which is tied to the specific unit(s) being reserved.

Key Features:

- **Real-Time Updates**: As soon as a reservation or registration is finalized, the system immediately marks the unit as reserved, preventing double bookings or overbooking.
- **Unique Reservation ID**: Each reservation is assigned a unique ID, which is tied to the reserved unit(s) in the database, ensuring that availability is properly tracked and managed across all interfaces (desktop, mobile, call center, and field).
- **Instant Availability Sync**: Whether a reservation is made online, through the call center, or in the field, the system automatically updates the availability status of the reserved units, ensuring that other users see the most up-to-date information.
- **Custom Rules**: The system adheres to NGPC's business rules, so specific restrictions, such as limiting reservations to certain timeframes or preventing public access to certain units, are enforced at the time of booking.

This process ensures seamless, real-time updates to unit availability, using the unique ID to track and manage each reservation with precision.

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

Bidder Response:

Kaizen's system provides authorized staff with the ability to **override business rules** and **adjust fees** in special circumstances, ensuring flexibility while adhering to NGPC's approval processes and audit requirements.

Key Features:

- **Business Rule Overrides**: Authorized staff can override specific business rules, such as the 14-day reservation limit or closure restrictions, when needed for special circumstances. This includes the ability to adjust or waive fees for reservations or registrations.
- **Fee Adjustments**: Staff can modify, waive, or add fees directly within the system. For instance, they can apply discounts, remove fees in specific cases, or adjust charges due to reservation changes.
- **Approval Workflow**: The system enforces NGPC's defined **approval cycle**, ensuring that any fee adjustments or rule overrides go through the appropriate chain of command. This guarantees that overrides are properly authorized before being finalized.
- **Audit Trail**: All overrides and fee adjustments are automatically logged in the system's **audit trail**, capturing the details of the change, including who made the adjustment, when it occurred, and the reason for it. This ensures full transparency and accountability.

This system meets NGPC's requirements by allowing authorized staff to make necessary adjustments while ensuring proper approval and tracking through the defined workflow and audit trail.

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

Bidder Response:

Kaizen's system automatically sends **confirmation emails** for all key reservation actions:

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	• **New Reservations**: Customers receive an email with all reservation details, including dates, facility information, and payment confirmation. • **Modified or Transferred Reservations**: When a reservation is updated, the system sends a confirmation email reflecting the changes, ensuring the customer is informed of the updates. • **Canceled Reservations**: For cancellations, an email confirmation is sent, outlining any refund details or applicable fees. • **Receipts**: After any payment or transaction, the system generates and emails a detailed receipt, providing a full breakdown of the transaction. Additionally, **all reservation details, previous transaction history, and communication records** are stored within the customer's profile. This allows both the customer and NGPC staff to easily access past reservations, payments, and other relevant information directly from the platform. This feature ensures transparency and helps streamline future bookings.				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-037 **Section VI**	Describe how the system generates guest registration forms.	Yes			
	Bidder Response: Kaizen's system generates **guest registration forms** automatically for all relevant activities, ensuring a smooth and consistent registration process. These forms collect all required participant data, such as personal details, emergency contacts, and activity-related specifics. The system ensures compliance with NGPC business rules by customizing the forms to each activity or event. Moreover, all collected data, including registration information and signed waivers, is stored securely in the participant's profile, allowing both the guest and staff to review or modify the information as needed. This ensures seamless management of guest registrations across various services. Kaizen's ability to generate **dynamic, customizable forms** further enhances flexibility, making it possible for NGPC to meet specific requirements for each reservation type.				

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**	Describe how the system retains historical information about reservations and profiles made in the field and how history and profiles are viewed.	Yes			

Bidder Response:

Kaizen's system retains **historical information** about both reservations and customer profiles, including those made in the field, and provides easy access to this data for staff.

Key Features:

- **Profile and Reservation History**: The system automatically stores all historical data for both customer profiles and reservations. This includes past bookings, payments, and any modifications or cancellations. This ensures that every interaction is logged and can be reviewed by staff.
- **Access and Viewing**: Staff can easily view historical information via the **customer's profile**, where they can see a full history of past reservations, payment details, and any interactions or updates made during check-in or check-out.
- **Field Reservations**: Historical information for reservations made in the field is also captured and stored in real-time. Whether the reservation is made online or in person, the data is synchronized across all channels (including the call center and field locations), ensuring comprehensive tracking.
- **Audit Trail**: For all historical data, the system maintains a robust audit trail that tracks changes made to reservations or profiles, identifying the staff member responsible, and detailing the nature of the update.

This ensures that NGPC staff can quickly access a full view of a customer's past reservations and account activity, regardless of where the reservation originated.

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.	Yes			

Bidder Response:

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	Kaizen's system allows staff to easily **cancel reservations and registrations** while automatically applying the appropriate penalties based on NGPC's business rules. **Key Features:** • **Simple Cancellation Process**: Staff can quickly locate the reservation or registration through the system and initiate a cancellation with just a few clicks. • **Automatic Penalty Calculation**: The system is configured to follow NGPC's cancellation policies, ensuring that any **cancellation fees** or **penalties** are automatically calculated and applied based on the timing of the cancellation (e.g., within 30 days or less before arrival). • **Refund Management**: If applicable, the system automatically calculates and processes refunds, deducting any non-refundable fees or cancellation penalties from the total. • **Audit Trail and Notifications**: All cancellations are logged in the system's **audit trail**, tracking the staff member who processed the cancellation and the penalties applied. Customers also receive **automated email notifications** confirming the cancellation, including details of any penalties or refunds. This feature ensures that cancellations are handled smoothly, with appropriate fees automatically enforced, reducing manual effort and ensuring compliance with NGPC's policies.				

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
FUN-040 **Section VI**	Describe how the system allows field staff to void: a. Reservations b. Registrations c. POS Sales	Yes			
	Bidder Response: Kaizen's system allows field staff to **void reservations, registrations, and POS sales** in just a few simple clicks, ensuring a quick and efficient process:				

FUN #	**Field Location Reservations and Registrations**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Reservations and Registrations**: Staff can easily locate the reservation or registration through a search function and void it in just a few clicks, removing the booking and reversing any applicable fees as per NGPC policies. • **POS Sales**: Voiding POS sales is equally simple, with staff able to quickly find and cancel the transaction, updating inventory and removing the item from the customer's order. In all cases, the process is **straightforward and requires minimal steps**, ensuring staff can manage voids efficiently without complexity. All void actions are logged in the **audit trail** for accountability.				

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.	Yes			
	Bidder Response: Kaizen's system allows **authorized staff** to place a **closure or hold** on a site for reasons such as maintenance or special events, while also providing the option to manage existing reservations. **Key Features:** • **Site Closure or Hold**: Staff can quickly place a **closure or hold** on any site, specifying the reason (e.g., maintenance, special event), and the system will automatically block new reservations for the affected dates. • **Customizable Reasons**: Staff can enter detailed reasons for the closure, ensuring proper internal tracking and communication. • **Refund/Credit Options**: If a closure impacts existing reservations, staff are given the option to **refund or credit** affected customers as needed, ensuring a smooth resolution for guests. • **Pop-Up and Banner Notifications**: The system generates **pop-up or website banner notifications** for customers, informing them of closures or special events, as specified by NGPC, keeping users up to date on unanticipated changes. • **Real-Time Availability Updates**: Once a hold is placed, the system immediately updates site availability across all platforms, preventing further bookings and ensuring accurate data. This feature allows NGPC to efficiently manage site closures and holds, while also providing flexible options to handle existing reservations and communicate updates to guests.				

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

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

Bidder Response:

Kaizen's system allows **authorized staff** to override business rules or policies when necessary, while ensuring proper tracking and accountability through a **comprehensive audit trail**.

Key Features:

- **Business Rule Override**: Authorized staff can override standard policies or business rules, such as reservation limits, closures, or fee adjustments. This is especially useful for handling special circumstances, such as extending stay limits, adjusting fees, or overriding closures for specific guests.
- **Approval Workflow**: Overrides follow a **defined approval cycle**, ensuring that only staff with the appropriate permissions can execute overrides, maintaining control and compliance with NGPC's policies.
- **Comprehensive Audit Trail**: Each override is automatically logged in the system's **audit trail**, which records key details such as:
  - The staff member who performed the override.
  - The reason for the override.
  - The specific business rule or policy that was bypassed.
  - The date and time of the override.
- **Full Transparency**: This audit trail provides full transparency, ensuring that all actions are documented for later review, improving accountability and adherence to NGPC protocols.

Kaizen's system balances flexibility with control, allowing authorized staff to handle special cases efficiently while maintaining robust audit tracking for accountability and compliance.

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**	Describe how the system allows authorized NGPC staff define and report on key performance indicators (KPIs) using system data for real-time dashboard reporting.	Yes			

Bidder Response:

Kaizen's system provides NGPC staff with the ability to define and report on **key performance indicators (KPIs)** using system data, supporting **real-time dashboard reporting** for effective management of critical business functions.

Key Features:

- **Configurable Dashboards**: The **administrative module** features quick-view dashboards that allow NGPC staff to view financial, statistical, and demographic data. These dashboards provide actionable insights into KPIs such as revenue, reservation activity, and facility usage.
- **Customization for NGPC**: Customization will be needed to configure the **specific reports and visual representations** that NGPC requires. This ensures that the dashboard and reporting tools are aligned with the State's unique needs, displaying the exact types of data and KPIs important to NGPC's operational goals.
- **Real-Time Data**: Dashboards are updated with **real-time data**, allowing staff to monitor KPIs such as daily revenue, occupancy rates, and customer demographics, which support immediate decision-making.
- **Flexible KPI Definition**: NGPC staff can define and track the KPIs that are most relevant to their operations, customizing which data points are highlighted and how they are visualized in the reports and dashboards.
- **Detailed Reporting**: In addition to dashboard views, the system can generate **detailed reports** on specific KPIs, providing insights over specific periods or for targeted analysis. Reports can be customized, scheduled, or generated on demand.

Kaizen's system allows for robust KPI tracking, and with some customization, the dashboards and reports can be fully tailored to meet NGPC's reporting and visualization requirements, ensuring optimal insights and operational efficiency.

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**	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.	Yes			

Bidder Response:

Kaizen provides comprehensive **training materials and support** for field location reservations and registrations, designed to meet the unique needs of NGPC. Unlike other solutions, we believe that **customized training** is a critical step in ensuring long-term success. We don't believe in a one-size-fits-all approach. Instead, we work closely with NGPC to develop **custom guides, manuals, and support resources** specific to the users and facilities using the platform.

Key Features:

- **Customized Training Materials**: During the implementation process, Kaizen creates tailored **online manuals**, **step-by-step guides**, and **video tutorials** that are specific to NGPC's workflows. These materials ensure staff—whether seasonal or senior—can confidently navigate and use the platform.
- **Staffed Support via Live Chat and Phone**: Kaizen provides real-time support through **live chat** and **phone services**, ensuring staff always have access to help with reservations, registrations, or troubleshooting.
- **Train-the-Trainer Approach**: We take a **train-the-trainer approach**, working closely with NGPC to ensure key staff are fully trained and can pass their knowledge on to others. This guarantees an internal capacity for continuous learning and system use.
- **Continuous Updates and Support**: Kaizen doesn't just provide support during implementation—we actively **maintain and refine training materials** as system updates occur, feedback from staff is received, and new needs arise. We remain engaged, ensuring that NGPC staff have the most relevant tools and support, unlike other providers who often leave staff to figure things out post-implementation.

This comprehensive, hands-on approach ensures NGPC's system remains efficient and easy to use over time, with training and support continually evolving to meet the needs of its staff and operations.

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.	Yes			
	Bidder Response: Kaizen's system allows staff to deliver **customer communications across multiple channels**, including **email** and **SMS text**, ensuring quick and effective communication for various needs such as **event promotion, site availability, weather events**, and other important updates. **Key Features:** • **Multi-Channel Communication**: Staff can easily send messages via **email** or **SMS text** to communicate critical information, such as **event promotions, site availability, or weather alerts**. This ensures timely delivery of important updates based on real-time circumstances. • **Targeted Messaging by Parameters**: The system enables staff to set specific parameters, such as **guest arrival dates** or reservation status, to ensure that messages are sent to the right customers at the right time. For example, guests with upcoming reservations can receive weather-related updates or last-minute availability changes. • **Automated and Customizable Notifications**: Kaizen's system can automate customer notifications for key actions like **new reservations, modifications, cancellations**, or reminders. Additionally, staff can create **custom templates** for promotional or event-specific messaging, ensuring consistency while saving time. • **Complete Communication History**: All customer communications are logged within the system, providing staff with a full record of past emails or texts sent to each customer. This allows for better tracking and follow-up if needed. By offering **multi-channel communication** with customizable targeting, Kaizen's system ensures that NGPC staff can quickly and efficiently inform customers about important updates, keeping them engaged and informed through both email and SMS text.				

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	Yes			

FUN #	Field Location Reservations and Registrations	Yes	Customization Required	No	Alternate
	depositing revenue, following best practices for cash management at over-the-counter locations.				
	Bidder Response: Kaizen's system offers comprehensive tools for managing **cash drawers** at over-the-counter locations, ensuring alignment with best practices for cash management. The system supports every stage of the cash-handling process, from opening and closing to balancing and depositing revenue. **Key Features:** • **Opening and Closing Cash Drawers**: Authorized staff can easily open and close cash drawers at the start and end of shifts. The system tracks the initial cash amount entered during the opening process and compares it with the final amount during closing to ensure accountability. • **Balancing and Adjustments**: Staff can reconcile cash at the end of the day or shift by comparing system-recorded transactions with the actual cash in the drawer. If discrepancies are found, authorized staff can make **adjustments** within the system, with all changes logged for auditing purposes. • **Revenue Depositing**: After balancing, the system generates reports that summarize the total cash, credit card, and other payment types collected. This report aids in the **depositing of revenue** to NGPC's designated financial institution or central office. • **Detailed Audit Trails**: Every action related to cash management—opening, closing, adjustments, and deposits—is logged in the system's **audit trail**, ensuring accountability and transparency. • **Security and Permissions**: The system enforces role-based access to ensure that only authorized staff can perform tasks such as opening cash drawers, making adjustments, or initiating deposits, following NGPC's cash management protocols. Kaizen's system ensures secure and efficient **cash drawer management**, following best practices to maintain accuracy and transparency in handling cash at NGPC's over-the-counter locations.				

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

Bidder Response:
Kaizen's system will provide **call length monitoring** for the NGPC Call Center to help ensure efficient handling of customer inquiries and reservations. This feature aligns with NGPC's existing requirements for call center operations.

Key Features:

- **Automated Call Length Tracking**: The system will automatically record the **start and end times** of each call, logging the duration for every interaction, similar to NGPC's current call center functionality. This will allow for comprehensive tracking of both reservation-related and general customer inquiries.
- **Call Length Reporting**: Administrators will have access to reports detailing call durations, providing insights into overall call center performance and customer service efficiency. This will help NGPC manage the 20,000+ inquiries they handle annually and identify opportunities for improvement.
- **Integrated with Call Tracking**: The call length monitoring feature will work in conjunction with existing functionality to track calls that do not result in reservations, such as requests for facility info, confirmation letters, or availability verification. This ensures NGPC has complete visibility into the types of calls handled and their associated time commitments.

This feature will be fully operational by the go-live date and will assist NGPC in maintaining effective call center operations, meeting their need for detailed performance tracking and customer service management.

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

Bidder Response:
Kaizen's system tracks and reports on the **number of calls per operator**, providing insights into call center performance and individual staff activity. This feature is essential for monitoring productivity and ensuring customer service efficiency.

Key Features:

FUN #	Call Center	Yes	Customization Required	No	Alternate
	• **Operator-Specific Reporting**: The system logs every call made or received by an operator, linking the call data to their profile. Reports can then be generated to show the **total number of calls** handled by each operator within a given timeframe. • **Customizable Timeframes**: NGPC staff can generate reports based on daily, weekly, monthly, or custom timeframes to analyze call volume trends for each operator over specific periods. • **Detailed Call Metrics**: In addition to the number of calls, the system can report other key metrics, such as **call duration** and **call outcomes** (e.g., reservation made, inquiry answered), providing a comprehensive view of operator performance. • **Real-Time and Historical Data**: Both real-time and historical data are available, allowing managers to monitor operator activity live or review past performance for more detailed analysis. These reports help NGPC supervisors optimize call center operations by identifying high-performing operators, recognizing areas for improvement, and ensuring a balanced distribution of call volume among staff.				

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.	Yes			
	Bidder Response: Kaizen's system enables the **call center module** to book sites at **all NGPC locations**, providing staff with real-time inventory views and access to park and campground maps. The system ensures that all bookings follow NGPC's **business reservation rules**, including restrictions on certain facilities or areas as defined by the State. **Key Features:** • **Real-Time Inventory Availability**: Call center staff can view the real-time availability of campsites, cabins, and other facilities across all NGPC locations. The system updates instantly when reservations are made, ensuring accuracy and preventing overbooking.				

FUN #	Call Center	Yes	Customization Required	No	Alternate
	• **Park/Campground Maps**: Staff can access detailed, interactive maps of parks and campgrounds, allowing them to visually assist customers in choosing the best available sites based on location, amenities, and other preferences. Maps highlight reserved, available, and restricted units. • **Business Rule Enforcement**: The system enforces **reservation rules** set by NGPC, such as minimum stay requirements, seasonal restrictions, or the ability to block off certain sites from being booked online or through the call center. Staff are notified if a reservation attempt conflicts with these rules, ensuring compliance with NGPC policies. • **Comprehensive Search**: Staff can search for availability across multiple parks or campgrounds, helping customers find the best option even if their first-choice location is fully booked. This functionality ensures that **call center agents** can efficiently assist customers with reservations at all locations while following NGPC's business rules, maintaining accurate inventory views, and leveraging park maps for a seamless booking experience.				

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	Yes			
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
	Kaizen's system streamlines the process of tracking calls that do not result in a reservation by providing staff with **simple fields** to classify the call outcome. Staff can easily select the reason from predefined options, and the system **intelligently guides** them based on the reservation request details to quickly determine if the call falls into specific categories. **Inquiry Types:** • **Inside Minimum Window Request**: The system will automatically flag if the reservation request falls within the minimum booking window, guiding staff to select this option. • **Outside Maximum Window Request**: If the request is beyond the allowed booking window, the system will alert staff, helping them quickly log this reason. • **No Reservable Inventory Available**: The system checks real-time availability and will guide staff if no inventory is available, ensuring accurate logging. Other inquiry types can be quickly selected: • **Confirmation Letter Request**: For callers requesting confirmation of an existing reservation. • **Facility Info Request**: For inquiries about general facility information without booking. • **Availability Found, No Reservation Made**: Availability is found, but the caller opts not to book. • **Called to Verify Existing Reservation**: For verifying details of an already existing reservation. • **Other**: Any other reason not listed above. By **intelligently guiding staff** through the reservation request, the system ensures that calls are logged accurately and efficiently, making it easier to classify calls that do not result in a reservation.				

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.	Yes			
	Bidder Response:				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	**Call Center**	**Yes**	**Customization Required**	**No**	**Alternate**
	Kaizen's Call Center services are exclusively provided through **U.S.-based work-at-home agents**, offering flexible and reliable support for NGPC's reservation needs. **Key Features:** 1. **Work-at-Home Agents**: Our team of **U.S.-based, work-from-home agents** ensures seamless reservation services, providing flexibility and operational continuity. 2. **Knowledgeable, Friendly Support**: Agents are trained to offer **efficient and customer-focused service**, ensuring positive interactions with guests and retail agents. 3. **Comprehensive Training**: We implement a **robust training program** to ensure agents are well-informed about NGPC's programs and services, delivering accurate and timely responses. 4. **Call Tracking and Analytics**: We track **call volume, response times, resolution rates**, and more, offering NGPC periodic reports for performance review. 5. **Flexible Operating Hours**: The Call Center operates a minimum of **40 hours per week**, with negotiable hours and closure on state and federal holidays. 6. **Multilingual Support**: We provide **multilingual services**, with an emphasis on **Spanish** to accommodate diverse customer needs. Kaizen's **work-at-home Call Center agents** offer a flexible, knowledgeable, and customer-focused service, fully aligned with NGPC's operational requirements.				

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.	Yes			
	Bidder Response:				

FUN #	Call Center	Yes	Customization Required	No	Alternate
	Kaizen's Call Center tracks several **Key Performance Indicators (KPIs)** related to customer satisfaction and service quality to ensure a seamless user experience and meet service level agreements (SLAs). These KPIs typically include: 1. **Call Handling Time**: Measuring the average time agents spend on each call to ensure efficiency. 2. **Customer Satisfaction (CSAT)**: Post-call surveys are used to gauge customer satisfaction based on their interaction with the agent. 3. **First Call Resolution (FCR)**: Tracking the percentage of issues resolved on the first call, ensuring high service quality. 4. **Call Abandonment Rate**: Monitoring how often customers hang up before speaking to an agent to minimize frustration. 5. **Response Time**: Tracking the average time it takes to answer customer calls and respond to queries. 6. **Call Volume**: Reporting the number of calls handled by each agent or shift. Kaizen ensures a robust reporting process that enables NGPC to regularly review the data and adjust for performance improvement. Each of these KPIs is continuously monitored to enhance service quality, with **customer satisfaction scores consistently high across implementations**.				

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.	Yes			
	Bidder Response: Kaizen's Call Center staff **will be** trained using **customized training guides** developed during the implementation process to ensure they are fully equipped to support NGPC's specific needs. **Key Training Areas:** • **Park Operations**: Agents will be trained on NGPC's specific park rules, reservation procedures, and operational workflows.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Call Center	Yes	Customization Required	No	Alternate
	• **Customer Service**: The focus will be on delivering excellent customer service, efficiently resolving issues, and ensuring a smooth reservation experience. • **System Usage**: Training will cover all aspects of the reservation system, including booking, payments, and system navigation. • **Updates and Reporting**: Agents will be briefed on system updates and the reporting process for key metrics such as call duration and performance analytics. This training is designed to be **ongoing**, ensuring agents stay up to date with any changes or updates in the system or NGPC's operational needs.				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-054 **Section VI**	Describe the system's resources, tools, and mediums utilized during training sessions to enhance learning and skill development among staff members.	Yes			
	Bidder Response: Kaizen's system leverages a variety of **resources, tools, and mediums** during training sessions to ensure staff members develop the necessary skills and knowledge to use the system effectively. These training tools are tailored to NGPC's specific requirements, ensuring all staff receive relevant, hands-on learning. **Key Training Resources and Tools:** 1. **Customized Training Guides**: We provide detailed, NGPC-specific **training manuals** and **step-by-step guides** that walk staff through system functions, tailored to the workflows and needs of NGPC operations. 2. **Video Tutorials**: Engaging **video tutorials** cover important processes such as reservations, registration, payments, and system navigation. These videos are available for replay, ensuring staff can revisit material as needed. 3. **Live Webinars and Demonstrations**: We conduct **live training sessions** via webinars, offering real-time demonstrations of system functions. These webinars include Q&A sessions where staff can get direct support from trainers. 4. **Train-the-Trainer Approach**: We employ a **train-the-trainer** method, where key staff members receive advanced training and are empowered to train others, ensuring widespread knowledge transfer and support.				

FUN #	**Call Center**	**Yes**	**Customization Required**	**No**	**Alternate**
	5. **On-Demand Access**: All training resources, including videos, guides, and manuals, are hosted online for **on-demand access**, ensuring that staff can refer to them at any time. 6. **Hands-On Practice**: Staff have access to **training environments** within the system where they can perform mock transactions, bookings, and other operations without affecting live data. These tools and resources provide a comprehensive, **multi-medium learning experience** that enhances learning, reinforces skill development, and ensures that NGPC staff are fully prepared to operate the system effectively.				

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.	Yes			
	Bidder Response: Kaizen's system **will track and report** on all aspects of **support call handling**, providing NGPC with full visibility into call center performance and customer service efficiency. The system will automatically capture key metrics to offer detailed analytics on support operations. **Key Features:** 1. **Time to Answer Calls**: The system will track the time from when a call is initiated to when it is answered by an agent, helping to monitor and improve **response times**. These metrics will be available in real-time to ensure calls are answered promptly.				

FUN #	Call Center	Yes	Customization Required	No	Alternate
	2. **Type of Support Calls**: Agents will classify support calls by type (e.g., reservation inquiries, technical issues, payment problems), allowing NGPC to analyze the **types of calls** received and allocate resources effectively. 3. **Time to Resolve Issues**: The system will record the total time taken to resolve each support issue, providing insights into **resolution times** and identifying areas where agents may need additional support or training. 4. **Call Volume Analytics**: The system will track **support call volume** over specific time periods, providing NGPC with data on peak times and enabling adjustments to staffing levels based on demand. 5. **Answer and Response Times**: **Average answer times** and **response rates** will be logged to help NGPC ensure efficient customer service and track agent performance. 6. **Resolution Rate**: The system will measure the **first-call resolution rate (FCR)**, tracking the percentage of issues resolved during the initial call—a key indicator of service quality and agent effectiveness. 7. **Abandonment Rate**: The system will track the **call abandonment rate**, showing the percentage of customers who disconnect before speaking to an agent. This will allow NGPC to address potential delays or staffing shortages. **Analytics and Reporting:** • The system will generate **analytics dashboards** with metrics such as call volume, answer times, resolution times, and abandonment rates. These reports can be scheduled or generated on-demand, providing NGPC with ongoing visibility into **call center performance** and ensuring high-quality customer service. Kaizen's system will give NGPC comprehensive tools to track and improve customer support operations, offering data-driven insights for continuous improvement.				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-056 **Section VI**	Describe the system's option for multilingual support.	Yes			
	Bidder Response: Kaizen's system will offer **multilingual support** for the call center, with **Spanish** as the primary second language, ensuring that NGPC can effectively serve a diverse customer base. **Key Features:**				

FUN #	Call Center	Yes	Customization Required	No	Alternate
	- **Spanish as Priority**: The system will prioritize **Spanish** as the second language, with fully trained bilingual agents available to handle reservations, inquiries, and customer support in Spanish. - **Additional Languages**: Upon request, Kaizen will provide support for **additional languages** beyond Spanish, depending on NGPC's specific needs and the demographics of their customer base. - **Language-Specific Resources**: All customer communication, including **email confirmations, reservation details, and support**, will be available in Spanish, with the option to expand to other languages as needed. - **Seamless Transition**: Call center agents will have the ability to seamlessly switch between languages during a customer interaction, ensuring a smooth experience for non-English-speaking customers. Kaizen's **multilingual support** will ensure NGPC can offer accessible services to Spanish-speaking customers and other language groups, enhancing the overall customer experience				

FUN #	Call Center	Yes	Customization Required	No	Alternate
FUN-057 **Section VI**	Describe bidder's call center operating hours.	Yes			
	Bidder Response: Kaizen's call center will operate for a minimum of **40 hours per week**, with **hours and days** tailored to NGPC's specific requirements. The exact schedule, including operating hours and closure on **state and federal holidays**, will be **negotiated** during the implementation process to align with NGPC's operational needs. **Key Features:** - **Flexible Hours**: Kaizen will work with NGPC to establish call center hours that best meet the demand for reservation services and customer support. - **40-Hour Minimum**: The call center will be staffed for at least 40 hours each week, ensuring adequate coverage for customer inquiries and reservations. - **Closed on State and Federal Holidays**: The call center will be closed on **state and federal holidays**, but specific dates and times can be adjusted based on NGPC's needs.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Call Center	Yes	Customization Required	No	Alternate
	Kaizen's flexible approach to call center operating hours ensures that NGPC receives reliable support, tailored to the specific demands of its customers and operations.				

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.	Yes			
	Bidder Response: Kaizen offers a **flexible kiosk solution** that can either **integrate with existing kiosk systems** or provide the latest **cutting-edge hardware** available on the market. We believe in providing NGPC with the flexibility to adapt to new technologies as they evolve, ensuring staff and visitors benefit from the most **user-friendly and durable** hardware options without being tied to outdated systems. **Key Features of the Kiosk Solution:** • **Integration with Existing Systems**: Kaizen's kiosk solution seamlessly integrates with **existing kiosk infrastructure**, allowing NGPC to leverage current hardware while upgrading software capabilities. This ensures a smooth transition with minimal disruption.				

FUN #	Self Service Kiosks	Yes	Customization Required	No	Alternate
	• **Best Available Hardware**: For parks seeking an upgrade, we offer access to the **latest hardware solutions** available on the market, designed to be **compact, portable, and durable**. This ensures that staff and visitors have access to **modern, adaptable technology** that can be updated as new hardware becomes available, ensuring longevity and future-proofing. **Range of Services:** 1. **Camping Registration**: Visitors can register for campsites at the kiosk, offering a convenient self-service option for walk-ins or late arrivals, reducing the need for on-site staff. 2. **Park Entry Permit Purchases**: Kiosks support the purchase of **daily and annual park permits**, with instant print capabilities for permits, ensuring immediate use. 3. **Merchandise and Supplies**: The system supports the sale of **merchandise and supplies** (e.g., firewood, souvenirs), acting as a convenient point-of-sale for visitors. 4. **Information and Navigation**: Visitors can access important park information, such as **maps, event schedules, and park amenities**, enhancing the visitor experience. **Payment and Revenue Collection:** • Kiosks accept **multiple payment options**, including credit/debit cards, contactless payments, and mobile systems. • The system automatically manages **revenue collection**, and kiosks can print **permits, licenses, and receipts** on-site. **Durability and Connectivity:** • Kiosks are built to **withstand harsh outdoor conditions**, including adverse weather and remote location challenges. • The system features **offline capabilities**, enabling transactions to be processed even in areas with limited or no connectivity, with data synchronized once the connection is restored. Kaizen's kiosk solution allows NGPC to adopt **cutting-edge technology** that can evolve over time, providing a **flexible, adaptable solution** for camping registration, permit purchases, and more. Our approach ensures that staff have access to the **best software and hardware**, with the ability to upgrade as technology progresses, enhancing both operational efficiency and the visitor experience.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	Yes			
	Bidder Response: Kaizen's system allows for the creation of detailed **group or organization profiles**, ensuring that reservations for large groups or organizations are easily managed while maintaining important safety and operational protocols through **red flag alerts**. **Key Features:** • **Group/Organization Profile Creation**: The system supports the creation of **unique profiles** for groups and organizations such as schools, businesses, or clubs. These profiles include essential details like group name, contact information, organization type (e.g., non-profit, association), and any special preferences or requirements. • **Red Flag Alerts**: When making a reservation, staff will see any **red flag alerts** associated with a group or organization's profile. These alerts might include past issues such as payment problems, safety violations, or specific restrictions placed on the group. This feature ensures that staff are immediately aware of any concerns before completing the reservation process. • **Organization-Specific Details**: Profiles can include additional information such as the group's history of reservations, specific requirements (e.g., ADA accommodations, group size), and whether the group is **tax-exempt**. This information streamlines the reservation process and ensures that staff have all necessary details in one place. • **Customizable Alerts and Notes**: Staff can also add **custom notes or alerts** to a group's profile, which will be displayed whenever a reservation is being made, ensuring that relevant information is consistently available to those handling bookings. This feature allows NGPC staff to manage group reservations efficiently while ensuring that any **operational or safety concerns** are flagged, making the process smooth, secure, and informed.				

FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate
FUN-060 **Section VI**	Describe the system's ability to allow a group event to be planned and reserved, similar to events held in hotels and conference centers to include the ability to:	Yes			

FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate
	a. allow a unit to be part of a Group Event to be separated from the Group Event and transferred to an individual reservation and recalculate the Event's new balance. b. send a confirmation to the primary occupant rather than the original customer who made the reservation. c. assign and track occupants of units in a group reservation. d. facilitate invoicing at a later date. e. allow changes to, or cancellation of, an entire reservation, or part of a reservation.				

Bidder Response:

Kaizen's system supports **group function booking management** for NGPC, handling reservations for **guest sites** (campsites, lodge rooms, cabins) and **meeting facilities** (conference rooms, pavilions) for events like **family reunions, weddings, and corporate meetings**. The system allows for flexible payment options and integration with **POS items** (concessions, merchandise, ticketed activities). Group reservations are made directly through the park or Call Center.

Key Features:

- **Group/Organization Profile**: Create profiles for groups or organizations, including **red flag alerts** visible to staff during reservations, ensuring proper oversight.
- **Group Event Reservations**:
  - **Separate Units**: Individual units within a group can be separated into an **individual reservation** and automatically **recalculate the group event's balance**.
  - **Confirmation to Primary Occupant**: Send confirmations to the **primary occupant**, not just the original organizer.
  - **Track Occupants**: Easily assign and track the occupants of each unit.
- **Flexible Payment and Invoicing**:
  - **Payment Options**: Allow **full payment upfront** or individual payments by group members.
  - **Invoicing**: Option to **invoice later** or accept **mailed payments**, accommodating park policies.

FUN #	Group Function Booking Managements	Yes	Customization Required	No	Alternate
	- **Changes and Cancellations**: The system allows for **modifications** or **cancellations** of the entire reservation or just part of it, without affecting the rest of the booking. Kaizen's system simplifies **group bookings**, offering flexibility in managing payments, reservations, and group events similar to those at hotels and conference centers while incorporating park-specific needs like meeting facilities and POS items.				

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

	Bidder Response:
	Kaizen's system enables customers to easily create and manage **personal accounts and profiles**, including detailed **boat information** for seamless reservation management.
	Key Features:
	- **Account Creation**: Customers can quickly create an account by entering **personal information** such as name, contact details, and address.
	- **Profile Management**: Once an account is created, customers can log in to **update their profiles**, ensuring all personal and contact details remain current.
	- **Boat Information**: The system allows customers to enter and manage detailed **boat information**, including:
	  - Boat name
	  - Length, width, and depth
	  - Registration number
	  - Captain's name or contact details
	This ensures that all relevant details are available for **boat-related reservations**, making it easier for customers to manage their boating needs while streamlining the reservation process for staff.				

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.	Yes			

Bidder Response:

Kaizen's system enables customers to **reserve daily slips online** with ease, whether for a **specific date** or a **range of consecutive dates**, offering flexibility and a streamlined booking experience.

Key Features:

- **Single or Multiple Date Reservations**: Customers can reserve slips for a **single day** or for a **range of dates**, making it easy to accommodate short stays or extended bookings.
- **Real-Time Availability**: The system displays **real-time availability** of slips, ensuring that customers can only book available slips, reducing the risk of double bookings or errors.
- **Customer Profile Integration**: Reservations are seamlessly tied to customer profiles, allowing them to **save boat details** (name, length, registration number) for quick and efficient future bookings.
- **Automated Notifications**: After booking, customers receive **automated email confirmations** with their reservation details, keeping them informed of their booking status.

This feature provides a simple, user-friendly interface for customers to reserve daily boat slips online while ensuring accurate availability tracking and seamless integration with customer profiles

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

FUN #	**Marina and Slip Management**	**Yes**	**Customization Required**	**No**	**Alternate**

Bidder Response:

In Kaizen's system, customers can be easily placed on a **waitlist** when slips are not immediately available, ensuring a smooth process for those seeking future reservations.

Key Features:

- **Waitlist Placement**: When all slips are reserved for a specific date or range of dates, customers are automatically given the option to join the **waitlist** through their online profiles. They will receive **notifications** confirming their placement on the waitlist and any updates about availability.
- **First-Come, First-Served Basis**: By default, the waitlist operates on a **first-come, first-served** basis, meaning customers are placed in the order they join the list. As soon as a slip becomes available, the system notifies the next customer in line, giving them the opportunity to confirm the reservation.
- **Customizable Criteria**: If NGPC has specific **business rules** or preferences, the system can be configured to prioritize waitlist placement based on additional criteria, such as:
  - **Customer history** (e.g., repeat visitors or VIPs)
  - **Boat size or type**
  - **Membership status** (e.g., priority given to long-term lessees or certain organizations)
- **Manual Adjustments**: Staff can also **manually adjust** the waitlist sequence if necessary, ensuring flexibility in managing unique situations or honoring special requests.

This waitlist functionality provides a fair, efficient process for managing slip reservations, with the ability to operate on a **first-come, first-served** basis or be customized based on NGPC's specific policies.

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.	Yes			

Bidder Response:

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	**Marina and Slip Management**	**Yes**	**Customization Required**	**No**	**Alternate**
	Kaizen's system allows customers to easily access and manage their **lease details** through their personal profiles, providing a user-friendly interface for viewing and updating key information. **Key Features:** • **Lease Information Access**: Customers can log into their profiles to view all **lease-related information**, including lease duration, payment status, and any additional agreements or terms. • **Profile Integration**: Lease details are fully integrated into the customer's profile, allowing them to access information such as **lease start and end dates**, payment schedules, and historical data on previous leases. • **Payment and Renewal Information**: Customers can view their **payment history** and upcoming payments, and receive notifications about **lease renewal** deadlines, ensuring they stay informed and up to date. • **Document Storage**: The system securely stores **lease agreements and related documents**, allowing customers to download or review important paperwork directly from their profiles. This streamlined approach ensures that customers have **easy, 24/7 access** to all their lease details, empowering them to manage their leases efficiently and stay on top of important deadlines and payments.				

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.	Yes			
	Bidder Response: Kaizen's system allows customers to **opt for dock boxes** through a process similar to how they reserve campsites or other amenities, ensuring a familiar and seamless experience across services. **Key Features:** • **Dock Box Selection**: Customers can easily add a dock box to their reservation during the booking process, much like selecting a campsite or additional features. • **Flexible Rental Duration**: Similar to campsite reservations, customers can choose their **rental duration** for dock boxes, whether for a short or extended period.				

FUN #	**Marina and Slip Management**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Real-Time Availability and Cost Calculation**: The system checks dock box availability in real-time and automatically calculates the cost for the chosen rental period, just as it does with campsite bookings. • **Profile Integration**: Dock box rentals are linked to the customer's profile, allowing them to manage or adjust their rental alongside other reservations. This approach ensures that **dock box rentals** follow a process that customers are already familiar with, providing ease of use and flexibility similar to **campground reservations**.				

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.	Yes			
	Bidder Response: Kaizen's system offers a variety of **tools and functionalities** that provide staff with efficient oversight and control of **lease allocations** and **waitlist management**, ensuring smooth operations and clear visibility. **Key Features:** • **Comprehensive Dashboard**: Staff have access to a **centralized dashboard** that shows real-time data on **lease allocations**, available slips, and active leases, giving them a clear overview of current occupancy and availability. • **Waitlist Management**: The system allows staff to **view and manage waitlists** for slips or leases. Staff can monitor the waitlist in real time, see each customer's position, and adjust the order based on specific criteria like priority customers or special requests. • **Manual Overrides**: Staff can **manually assign leases** or override the waitlist order when needed, allowing for flexible management of special situations or urgent requests. • **Automated Notifications**: The system sends **automated notifications** to customers when a lease or slip becomes available. This feature keeps both staff and customers informed, helping to efficiently move customers off the waitlist and into available spots. • **Lease Expiration and Renewal**: Staff receive alerts for **upcoming lease expirations**, helping them stay on top of renewals. They can also easily manage the reallocation of leases as they become available.				

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
	• **Detailed Reporting**: The system generates reports on **lease allocations, waitlist status**, and historical usage. These reports provide valuable insights into demand trends, allowing staff to make informed decisions about resource allocation. These tools give NGPC staff full control over **lease allocations** and **waitlist management**, ensuring efficient, real-time oversight while maintaining flexibility to adapt to changing needs.				

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
FUN-067 **Section VI**	Describe the system's ability to maintain a comprehensive database of slips with details such as availability, size, location, and any specific amenities.	Yes			
	Bidder Response: Kaizen's system provides staff with robust **tools and functionalities** for efficient oversight and control of **lease allocations** and **waitlist management**, ensuring smooth operations and effective resource allocation. **Key Features:** • **Dashboard for Lease Management**: Staff have access to a comprehensive **dashboard** that displays real-time data on **lease allocations**, available slips, and active leases, allowing them to monitor usage and occupancy rates easily. • **Waitlist Management**: The system enables staff to **manage waitlists** effectively, allowing them to view and prioritize customers waiting for available leases or slips. Staff can see the position of each customer on the waitlist and adjust priorities as needed, based on predefined criteria or manual overrides. • **Manual Adjustments**: Staff can **manually assign** slips or make adjustments to the waitlist, giving them flexibility to handle special cases or address customer requests, ensuring a tailored approach to managing leases. • **Automated Notifications**: The system sends **automated notifications** to both staff and customers when a slip becomes available, helping staff efficiently move customers off the waitlist and into available slips, while keeping customers informed. • **Lease Renewal and Expiration Alerts**: Staff are notified of **upcoming lease expirations** and can easily manage **lease renewals** or cancellations, ensuring that no opportunities for revenue are missed and that slips are efficiently reallocated.				

FUN #	Marina and Slip Management	Yes	Customization Required	No	Alternate
	• **Reporting and Analytics**: Detailed **reports and analytics** on lease occupancy, waitlist status, and historical usage provide insights for better decision-making and long-term planning. These tools empower staff with comprehensive oversight, enabling them to efficiently manage **lease allocations** and **waitlists** while maintaining flexibility and control.				

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.	Yes			
	Bidder Response: Kaizen's system automatically **calculates and includes dock box fees** as part of the **global checkout process** described earlier. **Key Features:** • **Automatic Fee Calculation**: Dock box fees are calculated based on the **rental duration** and added to the total reservation cost. • **Integrated into Total Payment**: The dock box fees are seamlessly included in the **global checkout**, allowing customers to pay for all services, including dock boxes, in one transaction. • **Real-Time Updates**: Any changes to the rental duration are instantly reflected in the total cost during the checkout process. • **Itemized Summary**: The final payment provides a **clear breakdown** of all charges, including dock box fees. This ensures dock box rentals are easily managed within the **global checkout**, providing a simple and transparent payment process.				

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.	Yes			
	Bidder Response:				

<table>
<tr><th>FUN #</th><th>Marina and Slip Management</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td></td><td colspan="5">Kaizen’s system can send automated email notifications to customers for various actions such as reservation confirmations, lease renewals, waitlist updates, and more, using the same procedures, workflows, and processes as described for other facility reservations.
Key Features:
• Automated Reservation Confirmations: Customers receive instant email confirmations for new reservations, modifications, or cancellations, ensuring they have all details in real time.
• Lease Renewal Reminders: The system sends automated reminders to customers before their lease expires, prompting them to renew or take necessary action.
• Waitlist Updates: When a spot becomes available, the system notifies customers on the waitlist, offering them the opportunity to confirm their reservation.
• Consistent Workflows: These automated notifications follow the same workflows and processes used for other reservations, ensuring a consistent experience across all facilities and services.
This functionality ensures that all customer interactions are streamlined, with automated emails keeping them informed and engaged throughout the reservation and lease processes.</td></tr>
</table>

<table>
<tr><th>FUN #</th><th>Marina and Slip Management</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-070
Section VI</td><td>Describe the system’s ability to support easy communication between marina staff and customers if they have any queries or special requests.</td><td>Yes</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response:
Kaizen’s system supports easy communication between marina staff and customers via SMS and email, using the same functionality described previously. Staff can quickly respond to queries or handle special requests, ensuring seamless communication through these channels.
This capability ensures that customers can stay informed and engaged, while staff can manage communications efficiently.</td></tr>
</table>

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.	Yes			
	Bidder Response: Kaizen's system enables **authorized NGPC personnel**, including higher-level administrative staff and designated support desk members, to **reset passwords** for NGPC system users while ensuring **data confidentiality and integrity** through robust security measures. **Key Features and Process:** • **Password Reset Functionality**: Authorized users, such as administrators and support staff, can **reset passwords** for NGPC staff, customers, and administrative users directly through the system's **administrative module**. • **Security Protocols**: Password resets follow strict **security protocols**, requiring the user to authenticate their identity before the reset is initiated. The process ensures that only **authorized personnel** can access and modify user credentials, protecting sensitive information. • **Real-Time Account Management**: Administrative staff can **enable or disable user accounts** in real time, ensuring immediate control over system access. This includes the automatic disabling of **inactive accounts** after 30 days of inactivity, enhancing security. • **Audit Trail**: The system maintains a detailed **audit trail** that tracks all password reset actions, identifying the **user who performed** the reset, along with timestamps. This ensures transparency and accountability for all password-related activities. • **User Access Rights**: Administrators can also manage **user roles and permissions**, assigning appropriate access levels and generating reports on user activity, such as last login dates, role changes, and whether the user is active or inactive. These security measures ensure **secure password resets** while maintaining the **confidentiality and integrity** of NGPC's data.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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

Bidder Response:

Kaizen's system allows **NGPC administration** to enable and disable user accounts **in real-time** through an intuitive **administrative module** designed to manage user access efficiently and securely.

Key Features:

- **Real-Time Account Management**: Authorized NGPC administrators can instantly **enable or disable user accounts**, providing immediate control over system access for staff, customers, and other users. This ensures quick action for managing access, whether for security purposes or routine account maintenance.
- **Administrative Controls**: Administrators have access to detailed controls, allowing them to assign, modify, or revoke **user roles and privileges** based on their level of access. This includes enabling/disabling accounts when necessary and assigning specific system permissions to individual users.
- **Inactivity Protocols**: The system automatically **disables user accounts** after 30 days of inactivity, ensuring that only active users have system access, reducing security risks.
- **Audit Trail**: Every action related to account management—such as enabling, disabling, or modifying user access—is recorded in the system's **audit trail**, providing a complete log of who performed the action and when. This ensures accountability and compliance with NGPC policies.
- **User Access Reporting**: Administrators can generate reports that display the **status** of all users (active/inactive), the roles assigned, last login dates, and any actions performed, enabling effective oversight of **user access privileges**.

This robust set of **administrative controls** ensures NGPC can manage user access efficiently while maintaining **data security and integrity** across the system.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	Yes			

Bidder Response:

aizen's system includes an automated feature that **disables user accounts** after a defined period of inactivity (e.g., 30 days) to enhance **system security** and ensure compliance with NGPC policies.

Key Features:

- **Automated Inactivity Monitoring**: The system continuously tracks **user activity**, monitoring login and usage patterns. When an account reaches **30 days of inactivity** (or another defined period), it triggers the automatic disabling process.
- **Automated Account Disabling**: Once the inactivity threshold is met, the system automatically **disables the user account**, preventing unauthorized access until the account is manually re-enabled by an administrator.
- **Security and Compliance**: This feature ensures **system security** by reducing the risk of dormant accounts being exploited. It also helps NGPC stay compliant with internal security protocols by enforcing consistent account management.
- **Notification System**: Before account disabling occurs, the system can optionally **send notifications** to the user, alerting them of their pending account deactivation due to inactivity, providing an opportunity for them to log in and maintain access.
- **Administrator Oversight**: Administrators can view a report showing **inactive accounts**, the last login date, and when the account was disabled. This allows for efficient monitoring and reactivation if needed.

This **automated account disabling** feature helps ensure that only active, authorized users have access to the system, reinforcing **security and compliance** across NGPC operations.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

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.	Yes			

Bidder Response:

Kaizen's system provides a robust framework for managing **user permissions**, allowing authorized users with **administrative access** to efficiently control and maintain permissions based on user roles and responsibilities.

Key Features:

- **Role-Based Access Control (RBAC)**: The system uses a **role-based access control** model, where administrators can assign **specific roles** to users based on their job functions. Each role dictates the **level of access** a user has within the system, ensuring users only have access to the information and tools necessary for their work.
- **Customizable Permissions**: Administrators can **customize permissions** for individual users or groups, granting or restricting access to specific system features such as viewing reports, managing reservations, handling payments, or adjusting system settings.
- **Permission Maintenance**: Authorized users with **administrative access** can **add, modify, or remove permissions** as needed. This includes creating new user roles, updating access levels, or revoking permissions for users whose roles have changed or accounts are being deactivated.
- **Real-Time Updates**: Any changes made to user permissions are **applied in real-time**, ensuring that access rights are immediately updated without delays, allowing quick adjustments in response to evolving needs.
- **Audit Trail and Reporting**: The system maintains an **audit trail** of all permission-related changes, tracking who modified user roles and what changes were made. Administrators can generate **reports** detailing user permissions, active roles, and system usage, providing full visibility into access controls.
- **User Access Monitoring**: Administrators can easily monitor **user activity** and permission usage, ensuring that users are operating within their assigned access levels. This helps to maintain **system integrity** and prevent unauthorized access to sensitive functions.

This permission management feature ensures that **NGPC staff access is controlled, secure, and tailored** to their specific responsibilities, while providing **administrators with full control** over user permissions and system security.

<table>
<tr><th>FUN #</th><th>Administrative Functions</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-075
Section VI</td><td>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.</td><td>Yes</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response:
The system provides a comprehensive report that includes the name and role of each user, clearly indicating their active or inactive status along with the dates of their activity. This report also tracks the last login date of each user, ensuring that administrators can effectively manage user access and monitor system usage. Additionally, the system’s administrative module offers easy access to this data, providing visibility into both current and historical user activity across various roles and permissions .</td></tr>
</table>

<table>
<tr><th>FUN #</th><th>Administrative Functions</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-076
Section VI</td><td>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.</td><td>Yes</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response:
Kaizen’s system provides authorized users with access to a comprehensive action log report that details all system activities, offering full visibility into user actions and ensuring accountability and system security.
Key Features of the Action Log Report:
• Specific Action Performed: The report captures detailed information on every action taken within the system, such as reservations made, user role changes, payment processing, or account modifications.</td></tr>
</table>

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	• **User Initiation Tracking**: The system logs the identity of the **user who performed** each action, allowing administrators to easily trace activities back to individual users. • **Location or IP Address**: The report includes the **IP address or location** from which the action was performed, providing additional context to help verify the legitimacy of the activity, especially for remote users. • **Timestamp**: Each action is marked with a **timestamp** indicating the exact time and date when the action occurred, ensuring precise tracking of events. **Reporting and Monitoring:** • **Real-Time and Historical Data**: Administrators can access both **real-time activity logs** and historical data, enabling continuous monitoring and auditing of system actions. • **Customizable Filters**: The action log can be filtered by **date range, user, or type of action**, making it easy to generate specific reports for audits or investigations. • **Security and Compliance**: This detailed tracking helps ensure **data integrity**, prevents unauthorized access, and supports compliance with **security protocols** by maintaining a complete record of system activity. This **action log report** provides NGPC with a comprehensive and secure tool for monitoring system activities, enhancing transparency and system oversight.				

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.	Yes			
	Bidder Response: Kaizen’s system allows users with **administrative access** to efficiently **merge duplicate profiles**, ensuring data integrity and preventing inconsistencies in user records. **Key Features:**				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	• **Duplicate Profile Detection**: The system can identify potential **duplicate profiles** by comparing key data points such as name, email address, phone number, or customer ID. This helps administrators easily spot and address duplicates. • **Merge Functionality**: Administrators can select the **duplicate profiles** and initiate the merge process. The system will combine the relevant information, including contact details, reservation history, payment records, and any other associated data into a single profile. • **Data Integrity and Conflict Resolution**: If there are conflicts (e.g., differing contact information), the system prompts administrators to choose which details to retain. This ensures that only the most accurate and up-to-date information is preserved during the merge. • **Audit Trail**: The system logs all actions related to profile merges, including the **user who performed** the merge, the profiles involved, and the **timestamp**, ensuring full traceability and accountability. • **Profile Consolidation**: Once merged, the system ensures that any future interactions, reservations, or communications are associated with the **consolidated profile**, preventing future duplication and streamlining the customer experience. This feature allows **administrators** to maintain clean, accurate records by efficiently merging duplicate profiles, ensuring data consistency across the system.				

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.	Yes			
	Bidder Response: Kaizen's system is designed to automatically **calculate and apply sales and lodging tax** to NGPC products and services in full compliance with **Nebraska tax regulations**. **Key Features:**				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	• **Automated Tax Calculation**: The system automatically calculates **sales and lodging taxes** based on the **location-specific tax rates** defined by Nebraska tax laws. This ensures that the correct tax amount is applied to all applicable products and services, including park permits, reservations, and merchandise. • **Compliance with Nebraska Tax Regulations**: The system is configured to follow Nebraska's tax rules, ensuring that the **correct tax rates** are applied to different types of transactions, whether for **lodging**, **campground reservations**, or **merchandise sales**. • **Real-Time Updates**: The tax rates in the system can be easily updated to reflect any **changes in tax regulations**, ensuring that NGPC remains compliant with state tax laws. • **Itemized Tax Display**: During the checkout process, the system provides an **itemized breakdown** of the applied taxes, ensuring transparency for the customer and allowing them to see exactly how much sales or lodging tax is being added to their total. • **Tax Exemptions**: The system can also account for **tax-exempt customers** or organizations, such as government entities, applying the appropriate **exemptions** based on customer profile information and valid documentation. • **Reporting and Auditing**: The system generates detailed **tax reports** that show all collected sales and lodging taxes, helping NGPC with financial reporting, auditing, and compliance with tax authorities. This automatic tax calculation ensures that all transactions are processed accurately, helping NGPC maintain compliance with Nebraska's **sales and lodging tax** regulations.				

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.	Yes			
	Bidder Response: Kaizen's system ensures that all reports include vital information, providing clear context and accuracy for administrative and auditing purposes.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate

Key Features for Reporting:

- **Report Name**: Each report is generated with a **clear and descriptive name** that reflects its content, such as "Sales Tax Summary" or "Reservation Activity Report," ensuring easy identification for users.
- **Date of Generation**: The system automatically includes the **date the report is generated**, helping users track when the data was compiled and ensuring that reports are based on the most current information available.
- **Timestamp**: In addition to the date, the report includes a **precise timestamp** that records the exact time the report was generated. This ensures greater accuracy and traceability, especially for time-sensitive data or when reports are compared over specific periods.

These key details—**report name, date of generation, and timestamp**—are consistently included in all system-generated reports, ensuring that NGPC can easily manage, reference, and audit important data.

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.	Yes			

Bidder Response:

Kaizen's system offers significant flexibility in configuring the display of **financial, statistical, and demographic data**, allowing users to customize reports and dashboards to meet their specific needs.

Key Features of Customization:

- **Customizable Dashboards**: Users can configure **real-time dashboards** to display the specific **financial, statistical, or demographic data** that is most relevant to their role. This includes options to highlight key performance indicators (KPIs), revenue metrics, reservation statistics, or customer demographics.
- **Filter and Sort Options**: The system allows users to apply **filters** (e.g., by date range, location, service type) and **sorting preferences** to narrow down the data they want to see, providing a more personalized and focused view of the information.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	• **Custom Report Generation**: Authorized users can generate **custom reports** by selecting specific data points, such as revenue from park permits, reservation trends, or user demographics. These reports can be saved and reused for regular monitoring. • **Modular Data Views**: Users can choose from a variety of **data visualization formats** such as charts, graphs, and tables, making it easy to understand complex datasets at a glance. This flexibility ensures the system can adapt to the reporting preferences of different departments or individual users. • **Pre-Defined Templates**: The system includes a range of **pre-configured templates** for common financial and statistical reports, which can be further customized by users to suit their specific requirements.				

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.	Yes			
	Bidder Response: Kaizen's system allows for the easy **definition and tracking of key performance indicators (KPIs)** using **real-time data**, providing valuable insights to support decision-making and optimize operations. **Key Features:** • **Customizable KPI Dashboards**: Users can set up **custom dashboards** that display the KPIs most relevant to their needs, such as revenue, occupancy rates, customer demographics, or reservation trends. These dashboards update in real time, ensuring that users always see the latest data. • **Real-Time Data Access**: The system pulls **real-time data** from across the platform, including reservations, payments, and customer interactions. This ensures that KPIs are based on up-to-the-minute information. • **KPI Reporting**: Users can generate **custom reports** based on the KPIs they've defined. These reports can be created on-demand or scheduled to run at regular intervals, giving staff access to continuous insights into performance trends. • **Data Visualization**: KPIs can be displayed in various formats, such as **charts, graphs, and tables**, making it easy for users to interpret and analyze trends at a glance.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	- **Threshold Alerts**: The system allows users to set **thresholds** for specific KPIs. If performance metrics exceed or fall below set levels, staff are automatically notified, allowing them to address issues proactively. Kaizen's system provides a powerful toolset for **defining, tracking, and reporting KPIs** in real time, enabling NGPC to monitor performance, make data-driven decisions, and respond quickly to changing conditions.Kaizen will work with staff to determine full scope of required dashboards and reports.				

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.	Yes			
	Bidder Response: Kaizen's system provides robust tools to manage **facility and site attributes**, ensuring that descriptions and amenities are accurately maintained and displayed for customers. **Key Features:** - **Customizable Site Attributes**: Staff can define and update a wide range of **site attributes**, such as size, location, occupancy limits, and available amenities (e.g., electrical hookups, fire pits, picnic tables). These attributes are fully customizable to reflect the specific features of each facility or site. - **Real-Time Updates**: The system allows for **real-time updates** to facility and site descriptions, ensuring that any changes to amenities or conditions (e.g., maintenance closures, upgrades) are immediately reflected in the system and visible to customers. - **Amenity Management**: Staff can easily add, remove, or modify **amenities offered** at a specific site, ensuring accurate listings. Whether adding new features like Wi-Fi availability or removing amenities temporarily due to maintenance, these updates are straightforward and immediate. - **Site Descriptions**: Detailed **site descriptions** can be entered and updated to provide customers with essential information, such as ADA accessibility, proximity to specific park features, and other relevant details that enhance the reservation experience.				

FUN #	**Administrative Functions**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Searchable Attributes**: The system allows customers to **search for sites** based on specific attributes, such as pet-friendliness, available hookups, or proximity to water, ensuring they find the site that best matches their preferences. This functionality ensures that NGPC staff can effectively manage and maintain accurate **facility descriptions and amenities**, providing clear and detailed information to customers, while improving the overall reservation experience.				

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.	Yes			
	Bidder Response: Kaizen's system allows for the **designation of holding places (spacers)** at the beginning and end of reservations, providing flexibility to accommodate **vacant days** between bookings for specific facilities. **Key Features:** • **Spacer Configuration**: Staff can configure **holding places** or buffer days between reservations, ensuring a certain number of **vacant days** (e.g., one or two days) between bookings. This feature is particularly useful for facilities that may require **maintenance, cleaning**, or **preparation** between guest stays. • **Customizable for Specific Facilities**: The system allows NGPC to apply **spacers** to specific facility types, such as cabins or group sites, ensuring flexibility in how vacant days are handled for different facilities. This ensures that high-maintenance or heavily used facilities get the necessary buffer time between reservations. • **Automatic Enforcement**: When a reservation is made, the system automatically enforces the designated **spacer days**, ensuring no bookings are placed too close to one another unless manually overridden by staff. • **Real-Time Updates**: Any changes to **spacer rules** are applied in real time, ensuring that the system accurately reflects booking availability for customers and staff.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	This functionality ensures that NGPC can efficiently manage **vacant days** between reservations, providing the necessary time for **maintenance or preparation**, and improving overall facility management.				

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.	Yes			

Bidder Response:
Kaizen's system provides flexibility for both **site-specific** and **site-standard reservations**, allowing NGPC to manage bookings based on **location, facility type, or individual facilities**.

Key Features:

- **Site-Specific Reservations**: The system allows customers to reserve a **specific site** within a location, such as a particular campsite, cabin, or slip. Customers can view detailed information about the site, including its amenities, location within the facility, and availability. This option is ideal for customers who want to choose the exact site that meets their preferences.
- **Site-Standard Reservations**: For locations or facilities where specific site selection is not required, the system supports **site-standard reservations**, where customers reserve a **general facility type** (e.g., "tent campsite" or "RV hookup site") without selecting a particular site. Upon arrival, staff can assign an available site within that category.
- **Location and Facility Type Customization**: NGPC can configure whether a facility or location offers **site-specific** or **site-standard** reservations. This flexibility allows the system to adapt to the unique needs of each park or facility. For instance, highly desirable or unique sites can be reserved specifically, while more uniform sites can be offered on a standard basis.
- **Real-Time Availability**: Whether booking a **specific site** or **standard facility**, the system provides real-time availability, ensuring that customers can only reserve what is available.

This dual functionality allows NGPC to manage different types of reservations efficiently, offering **site-specific** bookings where necessary and **site-standard** options for facilities that don't require specific selection.

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-085 **Section VI**	Configure reservation inventory to allocate a portion of each location's reservable facilities by resale location: call center, public website, park location.	Yes			
	Bidder Response: Kaizen's system allows NGPC to **allocate a portion of each location's reservable facilities** based on the **resale location**—whether through the **call center, public website, or park location**. This ensures that specific facilities can be reserved only through designated channels, providing flexible control over inventory distribution and booking management across multiple platforms.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-086 **Section VI**	Describe the system's ability to rent facilities for various periods: nightly, daily, and hourly.	Yes			
	Bidder Response: Kaizen's system supports flexible rental options, allowing facilities to be rented for **nightly, daily, or hourly periods** based on NGPC's needs. **Key Features:** • **Nightly Rentals**: Ideal for campgrounds and lodging, the system enables **overnight bookings** with set check-in and check-out times. • **Daily Rentals**: Facilities like **picnic shelters or meeting rooms** can be booked for an entire day, perfect for events and gatherings. • **Hourly Rentals**: Short-term rentals, such as **pavilions or meeting spaces**, can be reserved by the hour for flexible scheduling. All of these options are displayed through **easy-to-follow, mobile-friendly interfaces**, ensuring that both customers and staff can quickly and efficiently select the rental periods they need.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-087 **Section VI**	Show how to configure a minimum stay requirement to include: dates, number of days, weeks, or hours.	Yes			
	Bidder Response: Kaizen's system makes it easy to configure **minimum stay requirements** for specific facilities, such as **campgrounds at Fort Robinson State Park**. Here's how the setup works, using Fort Robinson as an example: **Example Configuration for Fort Robinson State Park:** 1. **Select Facility and Dates**: In the administrative dashboard, select the **campgrounds** at **Fort Robinson State Park**. Set the date range to apply the rule, such as **Memorial Day Weekend** (e.g., May 24 to May 27). 2. **Set Minimum Duration**: • **Days**: For busy holiday weekends like Memorial Day, configure a **three-night minimum stay**, ensuring campers book from Friday to Monday, maximizing occupancy. • **Weeks**: If needed, you could also configure a **minimum weekly stay** during the peak summer season for certain campsites. • **Hours**: For facilities like pavilions or day-use areas at Fort Robinson, set a **four-hour minimum rental** for events. 3. **Apply to Specific Periods**: Administrators can apply this rule specifically for **peak periods** like **holidays** or **high-demand weekends**, ensuring that shorter stays are restricted when demand is high. This flexible configuration ensures Fort Robinson's campgrounds are optimally reserved during peak periods while maintaining control over **minimum stay requirements**.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-088 **Section VI**	Describe the ability to set up a taxable or nontaxable item.	Yes			
	Bidder Response: Kaizen's system allows administrators to easily configure items as either **taxable** or **nontaxable** during setup.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate

Key Features:

- **Taxable Item Setup**: When adding a new item, such as **park permits** or **merchandise**, administrators can designate the item as **taxable** by selecting the appropriate tax category. The system will automatically apply the relevant **sales or lodging tax** based on Nebraska's tax regulations.
- **Nontaxable Item Setup**: For items like **government services**, **donations**, or certain **nonprofit sales**, administrators can set the item as **nontaxable** by simply marking it exempt from tax in the setup screen.
- **Automatic Tax Calculation**: Once configured, the system automatically applies or excludes taxes during the **checkout process**, ensuring that tax is calculated correctly for each transaction.

This feature ensures compliance with tax regulations and allows NGPC to efficiently manage both **taxable and nontaxable items**.●

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

Bidder Response:

Kaizen's system allows administrators to set up **revenue account codes** and allocate the **POS price** of an item across multiple account codes, ensuring accurate financial tracking and reporting.

Key Setup Features:

1. **Define Revenue Account Codes**: Administrators can create and manage **account codes** for different revenue streams, such as **campground fees, merchandise sales, or park permits**. Each account code is linked to specific financial categories or departments.
2. **Allocate Item Price Across Multiple Account Codes**:
   - When setting up an item in the POS system (e.g., a **camping bundle** with firewood and permits), administrators can **split the revenue** generated from the sale across multiple account codes.

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	- For example, 70% of the item's price might go to the **camping fees account**, while 30% is allocated to the **firewood sales account**. 3. **Automatic Distribution**: During checkout, the system automatically **distributes the revenue** based on the predefined percentages or allocations, ensuring each department receives the correct portion of the sale. 4. **Detailed Reporting**: The system provides **detailed reports** showing how revenue from each item is allocated across the different account codes, making it easy for NGPC to track income by category or department. This functionality ensures accurate revenue tracking and simplifies financial management by allowing NGPC to **allocate item prices** across multiple revenue accounts seamlessly.				

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).	Yes			
	Bidder Response: Kaizen's system provides flexibility in setting up **pricing** for NGPC's products and services, supporting both **fixed** and **variable prices** to accommodate different sales scenarios. **Key Setup Features:** 1. **Fixed Prices**: - **Pre-Configured Pricing**: Administrators can set **fixed prices** for items like **camping permits, merchandise, or park entry fees**. These prices are established in the system during the item setup and remain constant until manually changed by an administrator. - **Consistent Pricing**: Fixed prices ensure that all sales for a particular item, such as **daily park permits** or **campsite rentals**, are charged at the same rate, simplifying customer transactions and price consistency. 2. **Variable Prices**:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	• **Price at Time of Sale**: For items where the price may fluctuate (e.g., **special event fees, custom services**, or **firewood** sold by varying quantities), the system allows staff to **enter the price at the time of sale**. This is particularly useful for situations where pricing depends on customer-specific factors or the amount purchased. • **Flexible Entry**: Staff can enter the **desired price** directly in the POS system when finalizing the transaction, allowing for real-time price adjustments based on specific customer needs or product conditions. 3. **Tax and Discount Integration**: Both **fixed and variable prices** can be set to automatically apply **taxes** and **discounts**, ensuring accurate totals at checkout. This pricing setup ensures NGPC can manage both **standardized rates** for regular services and **flexible pricing** for items with variable costs, providing a seamless experience for both staff and customers.				

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).	Yes			
	Bidder Response: Kaizen's system allows administrators to configure a **time frame** for **returns or refunds** during the **inventory configuration** process, ensuring clear policies for items that can be returned or refunded. **Key Setup Features:** 1. **Return Period Configuration**: • During **inventory configuration**, administrators can set a **specific time frame** within which an item is eligible for a **return or refund**. For example, a 30-day return window for merchandise or a 7-day refund policy for certain services like event bookings. 2. **Custom Time Frames**:				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	• The system allows for **customized return periods** based on the item type. Different products and services can have varying return windows depending on NGPC's policies (e.g., **14 days for merchandise** or **48 hours for campsite cancellations**). 3. **Automatic Enforcement**: • Once configured, the system automatically enforces the **return time frame**. If a customer tries to return or request a refund after the allowed period, the system will alert staff that the return window has expired, ensuring consistent policy enforcement. 4. **Reporting and Tracking**: • The system tracks returns and refunds within the specified time frames, providing detailed reports for **inventory management** and **financial auditing**. By setting up configurable **return periods** during the **inventory configuration** stage, NGPC can easily manage and enforce **return and refund policies**, providing a clear and consistent process for staff and customers.				

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.	Yes			
	Bidder Response: Kaizen's system allows for detailed **reports of products sold** by **day and location**, giving NGPC full visibility into sales across all facilities. **Key Features:** • **Daily Sales Reports**: The system provides reports showing which products were sold on specific days, helping staff track performance and manage inventory. • **Location-Based Reporting**: Sales data can be filtered by **location**, allowing NGPC to compare sales across different parks or facilities and identify trends in specific areas.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	• **Filtering and Sorting**: Users can apply **filters** based on date ranges, product types, or specific locations, and sort the data to highlight key metrics such as best-selling products or high-performing locations.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
FUN-093 **Section VI**	Describe how the system tracks and reports the inventory value per retail product at a specific location (such as a park) and across locations (such as region or statewide) in real time. Include actions related to the product inventory (such as purchases, sales, returns, spoilage, etc.).	Yes			
	Bidder Response: Kaizen's system tracks and reports **inventory value** for each retail product at a **specific location** (e.g., a park) and across **multiple locations** (such as a region or statewide) in **real-time**, giving NGPC full visibility into inventory management. **Key Features:** • **Real-Time Inventory Tracking**: The system continuously monitors **inventory levels** for each product at specific locations, updating in real time as products are **purchased, sold, or returned**. This ensures NGPC always has an accurate view of stock levels and value at both the individual park level and across the entire state. • **Inventory Value Reports**: The system generates detailed reports that show the **current inventory value** of each product, broken down by location or aggregated across regions. This allows NGPC to assess the total value of inventory at any given time. • **Product Actions**: The system tracks actions such as: • **Purchases**: Updates inventory when new stock is received. • **Sales**: Deducts products from inventory when sold. • **Returns**: Adds products back into inventory when returned by customers. • **Spoilage or Damages**: Allows staff to record spoilage or damaged items, reducing inventory accordingly.				

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	• **Location-Based Reporting**: Users can filter reports to view inventory values at **specific parks**, across **regions**, or **statewide**, giving a comprehensive view of product performance and stock availability at all levels.				

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

Bidder Response:

Kaizen's system streamlines the **inventory reconciliation process**, making it easy for staff to compare physical counts with system records, identify discrepancies, and update inventory levels as needed. Here's a more detailed breakdown of how staff interact with the platform during reconciliation:

Detailed Inventory Reconciliation Process:

1. **Physical Count Entry**:
    - **Action**: Staff physically count the products in stock at a specific location (e.g., a park store) and log the results in the system.
    - **Interaction**: Using the system's **inventory management module**, staff enter the physical count for each product. This is done either by manually inputting quantities or by uploading data from a barcode scanner or spreadsheet.
2. **Discrepancy Report**:

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	• **Action**: Once the physical count is entered, the system automatically generates a **discrepancy report**. • **Interaction**: Staff review the report, which lists differences between the system's inventory and the physical count, including specific product names, expected quantities, physically counted quantities, and discrepancies (overstock or shortages). 3. **Adjustments**: • **Action**: After reviewing the discrepancies, staff can take corrective actions to **adjust inventory levels**. • **Interaction**: Staff select the products with discrepancies and choose from a set of options (e.g., **adjust for spoilage**, **lost items**, or **miscounted items**). They can also input notes to explain why adjustments are being made. The system will automatically update the inventory count to reflect the changes. 4. **Modifications**: • **Action**: Staff may need to **modify inventory records** based on specific issues (e.g., damaged products, returns, unrecorded sales). • **Interaction**: Through the system, staff can enter these modifications directly by selecting the product, specifying the modification type, and providing a reason for the change. These modifications are applied in real time to the system's inventory levels. 5. **Resolution and Audit Trail**: • **Action**: Once adjustments are complete, the system finalizes the reconciliation process. • **Interaction**: Staff can generate a **final report** showing that the discrepancies have been resolved. The system also logs all changes in an **audit trail**, detailing who made the adjustments, when they were made, and the reasons provided.				

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.	Yes			
	Bidder Response:				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Administrative Functions	Yes	Customization Required	No	Alternate
	Kaizen's system allows users to efficiently manage **overdue check-ins and check-outs** by running an automated batch process, streamlining the handling of past-due reservations. **How Users Interact with the System:** 1. **Identifying Overdue Reservations**: • **User Action**: Staff begin by selecting the option to manage **overdue check-ins or check-outs**. They set a **date range** to identify reservations that haven't been checked in or out by the required date. • **System Response**: The system automatically compiles a list of all overdue reservations within the specified date range, ready for batch processing. 2. **Batch Check-Outs**: • **User Action**: For overdue check-outs, staff can initiate a **batch process** to automatically check out guests who haven't done so by their departure date. • **System Response**: The system processes the check-out for all selected reservations, applying any relevant fees or penalties based on NGPC policies, and updates the reservation status accordingly. 3. **Batch Check-Ins**: • **User Action**: Staff can select overdue **check-ins** and decide whether to mark them as **no-shows** or process cancellations based on the park's policies. • **System Response**: The system updates the status of these reservations in bulk, ensuring all overdue check-ins are properly marked and resolved, without the need for individual handling. 4. **Review and Reporting**: • **User Action**: Once the batch process is completed, staff can review a **summary report** generated by the system. This report includes details such as which reservations were processed, any fees or penalties applied, and updated reservation statuses. • **System Response**: The system provides the detailed report, and, if configured, can also send **automated notifications** to guests affected by the overdue check-ins or check-outs.				

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.	Yes			

Bidder Response:

Kaizen's system supports **automated and ad hoc messaging** while adhering to Nebraska's **brand guidelines** outlined in **Attachment 7**. This ensures that all communications—whether automated notifications, reminders, or promotional messages—align with Nebraska's established branding, including logos, colors, typography, and overall graphic identity.

Key Features:

- **Automated Messaging**: The system allows NGPC to send automated notifications such as **reservation confirmations, payment reminders, and event alerts**, with pre-configured templates that match Nebraska's **brand identity**. These messages are triggered by user actions or system events, ensuring timely communication while maintaining consistency in visual design.
- **Ad Hoc Messaging**: NGPC staff can also send **custom messages** on demand via **email or SMS**, using the system's message templates or creating new messages within the platform. Each message is designed to automatically follow Nebraska's **branding standards**.
- **Brand Integration During Implementation**: During the **implementation process**, Kaizen's team will collaborate closely with NGPC to ensure that the platform and all communication templates—whether automated or ad hoc—are fully customized to match Nebraska's **beautiful branding work**. This includes the use of **colors, logos, typography**, and other brand elements across the system.
- **Mobile-Friendly and Consistent**: All communications are optimized for **mobile devices**, ensuring that messages are visually appealing and consistent across platforms, whether viewed on desktops, tablets, or smartphones.

This ensures that all communication from NGPC through Kaizen's system not only delivers necessary information but does so in a way that reflects the **state's branding**, creating a cohesive experience for both staff and customers.

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.	Yes			
	Bidder Response: With Kaizen's system, NGPC can communicate with customers in a way that truly enhances their experience while driving **sales** and **retention**. The system lets you send **personalized emails or texts** to promote **special events**, services, or even **exclusive offers**, based on customers' past reservations and preferences. Whether it's nudging them about an upcoming event or suggesting an add-on right before checkout, Kaizen helps you increase sales while keeping customers engaged. For **customer satisfaction and retention**, automated reminders keep guests informed about **upcoming reservations** or **lease renewals**, making sure they feel valued and supported. The system also supports **targeted marketing** efforts, allowing NGPC to engage customers with **Recruitment, Retention, and Reactivation (R3)** strategies by reaching out with customized offers to reactivate lapsed visitors or encourage repeat stays. In case of **emergencies or closures**, the system lets you send out timely notifications via **email or SMS**, ensuring guests are always in the loop and prepared for any last-minute changes. With Kaizen, NGPC not only enhances **customer satisfaction** but also taps into new ways to increase revenue and loyalty, creating stronger connections with visitors and boosting overall engagement. It's not just about communication—it's about transforming how you interact with your customers.				

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.	Yes			

Bidder Response:

Kaizen's system offers robust reporting capabilities that allow NGPC to track **customer actions** by **demographics** and **contact information**.

The system gathers and organizes data based on factors such as **age, location, gender**, and **past reservation history**, making it easy to analyze customer behavior. Users can generate reports that highlight trends across different demographic groups, such as which age groups are most likely to book specific facilities or respond to certain promotions.

Additionally, the system tracks actions tied to **contact information**, such as how customers interact with **email campaigns** or respond to **SMS notifications**. This allows NGPC to better understand customer preferences and tailor marketing efforts to increase engagement and satisfaction.

By leveraging these reports, NGPC can make data-driven decisions, target specific groups more effectively, and enhance overall **customer retention** and **revenue growth**

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

Bidder Response:

Kaizen's system offers both **preset** and **ad-hoc reporting tools**, designed to provide NGPC staff with valuable insights while maintaining flexibility for customized analysis.

Preset Reporting Tools

Kaizen includes a library of **standard reports** that provide detailed, pre-configured insights on key operational metrics such as:

- **Revenue**: Daily, weekly, monthly, and yearly summaries broken down by park location or facility type.
- **Occupancy and Availability**: Reports on campsite, cabin, or marina slip usage, showing real-time data on availability and past occupancy trends.

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
	• **Customer Demographics**: Breakdown of customer data by age, gender, location, and other demographic information to help track visitation patterns. **Ad-Hoc Reporting Tools** For more customized needs, Kaizen offers powerful **ad-hoc reporting** capabilities, allowing administrative staff to: • **Create Custom Reports**: Staff can build reports using specific data sets, filters, and parameters based on their immediate needs. • **Filter and Analyze Data**: Users can sort, filter, and query data across various metrics such as specific parks, time periods, customer types, or facility usage. • **Export and Share Reports**: Reports can be exported in multiple formats, including PDF, Excel, or CSV, making it easy to share insights or integrate with other systems for further analysis.				

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.	Yes			
	Bidder Response: Kaizen's system offers customizable **HTML and text/email messaging**, enabling NGPC to automate and personalize customer communications. These messages are fully customizable to align with NGPC's branding and can be tailored for various interactions. **Key Features:**				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	**Customer Communication Management**	**Yes**	**Customization Required**	**No**	**Alternate**
	1. **Customizable Messages**: Emails and texts can be designed using HTML or plain text to ensure consistency with NGPC's brand identity across all communications. 2. **Customer Onboarding**: Automated welcome messages introduce new customers to NGPC services and provide important information about their account and reservations. 3. **Cart Abandonment**: The system sends reminders to customers who leave items in their cart, encouraging them to complete their booking or purchase. 4. **Upselling and Cross-Promotions**: Personalized messages suggest relevant activities, merchandise, or upgrades based on the customer's booking history, boosting engagement and revenue. 5. **Automated Transactional Messages**: Messages like confirmations, payment reminders, and follow-ups are triggered based on transaction dates, ensuring timely communication. 6. **Personalized Content**: The system tailors messages to each customer's preferences and history, offering relevant deals and services.				

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.	Yes			
	Bidder Response: Our system offers robust API web services that facilitate seamless integration with third-party systems, including NGPC's Permit Licensing system, websites, event calendars, email communication platforms, and more. We provide RESTful APIs with secure, authenticated access that support both JSON and XML data formats, ensuring compatibility with a wide range of systems. These APIs enable real-time data sharing, synchronization, and automated workflows between our platform and external applications.				

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
	Additionally, our system can accommodate custom integrations using webhooks, file imports/exports (e.g., CSV, XML), and direct database connections if necessary. This flexibility allows our solution to integrate with diverse systems to meet specific business needs, whether for permit licensing, event management, or communication workflows. Our development team also provides support for custom integration requirements to ensure smooth implementation.				

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.	Yes			
	Bidder Response: Our system is designed to create automated, action-triggered campaigns based on customer behavior, ensuring timely and personalized communication. Through configurable workflows, the system can automatically send reminders, follow-ups, and promotional offers based on specific customer actions or inaction. For example: • **Renewing Park Permits**: The system can trigger renewal reminders for customers with expiring permits, including multiple notifications leading up to the expiration date. • **Marketing Campaign Follow-ups**: After a customer engages with a marketing inquiry, the system can automatically send follow-up emails or offers, based on predefined criteria. • **Reservation Opportunities & Last-minute Vacancies**: Automated notifications can be sent to users who have shown interest in specific parks or activities, offering them reservation options or alerts about last-minute openings.				

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
	• **Upselling Activities**: During the reservation process, or as a follow-up, the system can automatically recommend and offer additional services or activities based on the customer's reservation history or preferences. These automated campaigns are fully customizable, allowing organizations to tailor messages, timing, and triggers to meet their specific needs, improving engagement and maximizing revenue opportunities.				

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.	Yes			
	Bidder Response: Our system provides robust tools for establishing, tracking, and analyzing key performance indicators (KPIs) across various business metrics, such as revenue, customer numbers, recruitment rates, and retention rates. Users can set customized KPIs within the system's analytics dashboard, defining specific goals and benchmarks for each area. • **Revenue Tracking**: The system can monitor real-time revenue generated from permits, reservations, and upsells, providing reports on sales trends, seasonal fluctuations, and financial performance against targets. • **Customer Numbers**: It tracks the total number of users, including new and returning customers, allowing you to measure growth and engagement over time. • **Recruitment Rates**: The system can track recruitment metrics by monitoring sign-ups or enrollments in specific programs, providing insights into the success of marketing efforts and outreach campaigns. • **Retention Rates**: By analyzing repeat customer interactions, the system calculates retention rates, highlighting customer loyalty and helping to identify areas where improvements may be needed. Through detailed reports and data visualizations, users can view trends, compare performance across time periods, and export data for deeper analysis. This helps organizations make data-driven decisions and adjust strategies to improve overall performance.				

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.	Yes			
	Bidder Response: Our system provides comprehensive capabilities for tracking and analyzing web traffic, user engagement, and conversions, offering key insights into customer behavior. 1. **Measure Incoming Web Traffic Sources**: The system can track traffic sources (e.g., direct, referral, search engines, social media) to understand how users find your platform. This data helps in evaluating the effectiveness of marketing campaigns and outreach efforts. 2. **Integrate with Analytical Tools**: It integrates seamlessly with external analytical platforms like Google Analytics and other third-party tools, enabling advanced traffic and behavior analysis. This provides deeper insights into web performance, customer demographics, and more. 3. **Track Visits and Call-to-Action (CTA) Engagement**: The system tracks page visits, user paths, and engagement with CTAs like reservation buttons or event sign-ups. Metrics include the number of clicks, time spent on pages, and which CTAs receive the most attention. 4. **Monitor CTA Conversions**: It tracks conversions such as reservation confirmations, account creations, or permit purchases, allowing you to measure the success of key user interactions and optimize conversion rates. 5. **Track Login/Logout, Session Duration, and Time Between Visits**: The system monitors login and logout activity, average session duration, and the frequency of user visits, helping identify active users, session patterns, and retention.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Customer Communication Management	Yes	Customization Required	No	Alternate
	6. **Monitor Bounce Rates and Respond to Cart Abandonment**: Bounce rate tracking helps identify areas where users disengage. For cart abandonment, the system can trigger automated email reminders to encourage users to complete purchases or reservations, improving conversion rates. These features enable data-driven decision-making, allowing for optimization of user engagement and conversion strategies.				

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.	Yes			
	Bidder Response: Our system supports offline Point-of-Sale (POS) transactions, including cash and check sales, ensuring continued operations even when the online system is temporarily unavailable. During offline mode, the system securely stores transaction data locally on the device, allowing staff to process payments, issue receipts, and record customer information without interruption. Once the connection to the online system is restored, the offline transaction data is automatically synchronized with the main system. This ensures that sales records, inventory updates, and financial data are accurately reflected in real-time reports. All offline data is securely encrypted to maintain data integrity and security during the temporary storage period. This offline capability ensures seamless operation and continuity, even in environments with intermittent internet access.				

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.	Yes			
	Bidder Response:				

FUN #	**POS/Merchandise Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	Our system can accurately calculate the total cost of POS items by factoring in location-specific tax rates. It allows for flexible tax configurations, enabling users to either include or exclude taxes based on local tax rules and the specific sale location. The system automatically applies the correct tax rate based on the geographic location of the sale, ensuring compliance with local tax laws. For tax-inclusive pricing, the system calculates the tax portion from the total sale amount, while for tax-exclusive pricing, it adds the applicable tax rate to the item's base price. This flexibility simplifies checkout processes for staff and ensures that customers are charged accurately, whether taxes are included or calculated separately.				

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.	Yes			
	Bidder Response: Our system generates detailed, itemized receipts for all POS transactions, ensuring each purchased item is individually listed with specific quantities. Each receipt includes key information such as: • **Item names**: Clear identification of each product or service. • **Quantities**: The exact number of each item purchased. • **Price per item**: Displaying the unit price for each item. • **Total per item**: Calculating the total for each item based on quantity. • **Taxes**: Applicable taxes for each item, shown separately if required. • **Overall total**: The final amount, including taxes and discounts. Receipts can be printed or emailed to customers, providing a transparent and professional summary of their purchase. This itemized breakdown ensures accuracy, enhances customer satisfaction, and supports clear record-keeping for reporting purposes.				

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.	Yes			
	Bidder Response: Our system supports customizable receipt templates that include a designated space for customers to input tip amounts. For POS transactions, both printed and digital receipts can feature a clearly labeled tip section, where customers can manually write in or enter their desired tip amount. In the case of **printed receipts**, a dedicated line is provided for customers to add a tip and calculate the final total.				

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.	Yes			
	Bidder Response: For **digital receipts**, such as emailed or mobile receipts, an optional prompt or field can be included to allow customers to input a tip before finalizing the transaction. This flexibility ensures a smooth and user-friendly process for capturing gratuities across different payment methods.				

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.	Yes			
	Bidder Response:				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
	Our system is equipped with a robust tip-tracking feature that allows tips to be accumulated and associated with specific park staff IDs. When a tip is entered during a transaction, it is automatically attributed to the staff member who processed the sale or provided the service, ensuring accurate tip allocation. • **Staff ID Association**: Each transaction, including tips, is linked to a unique staff ID in the system. This allows tips to be tracked on a per-employee basis. • **Tip Totals and Reporting**: The system generates detailed reports showing total tips earned by each staff member over a given period. These reports can be customized by date range and exported for payroll processing. • **Tracking and Accountability**: The system logs all tip data securely, ensuring transparency in tip distribution. Management can review tip allocations to verify accuracy before disbursing payments, ensuring proper allocation and fair payment of collected tips to the appropriate individuals. This automated process simplifies the tracking and payout of tips, reducing the risk of errors and ensuring equitable distribution to park staff.				

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.	Yes			
	Bidder Response: Our system includes a "void" functionality that allows authorized staff to remove a POS item from a purchase or customer account in case of an error, ensuring accuracy in transactions. • **Voiding Items**: During a transaction, staff can void individual items before finalizing the sale. This action removes the item from the purchase total and updates the receipt accordingly. • **Post-Transaction Voids**: If an error is discovered after the transaction is completed, staff can still void the item through the transaction history. The system adjusts the customer's account and issues a corrected receipt or refund if necessary. • **Authorization Controls**: Void actions can be restricted to specific user roles, ensuring that only authorized personnel can modify transactions.				

FUN #	**POS/Merchandise Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Tracking and Reporting**: Every void is logged in the system with the date, time, staff member, and reason for the void. This creates a transparent audit trail for management review. These features ensure transaction accuracy, minimize errors, and maintain accountability in sales processes.				

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.	Yes			
	Bidder Response: Our system is designed to clearly display the cost of selected items during the POS transaction process. When a customer or staff member selects an item for purchase, the system automatically shows: • **Item Price**: The base price of the individual item. • **Quantity and Total**: If multiple quantities are selected, the system calculates and displays the total cost for that item. • **Taxes and Fees**: Any applicable taxes or additional fees are displayed alongside the item price, either included or itemized, based on local tax regulations. • **Discounts**: If any discounts or promotions apply, the system shows the original price and the discounted price. This ensures full transparency and accuracy for both staff and customers, reducing pricing confusion and streamlining the checkout process.				

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.	Yes			
	Bidder Response: Our system enables park staff to easily apply discounts to specified items during a POS transaction, allowing for flexible pricing adjustments. Authorized staff members can:				

FUN #	**POS/Merchandise Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Manual Discount Entry**: Staff can enter a percentage-based or fixed-amount discount directly on individual items or the total order. • **Predefined Discounts**: The system supports predefined discount rules, such as promotions, seasonal sales, or member discounts, which staff can apply by selecting from a list. • **Discount Visibility**: Once applied, the discount is clearly displayed next to the item's original price on the screen and on the receipt, showing both the discounted amount and the final price. • **Authorization Controls**: Discount permissions can be restricted to specific roles, ensuring only authorized staff can modify pricing. These features streamline the application of discounts while maintaining control and transparency over pricing adjustments.				

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.	Yes			
	Bidder Response: Our system provides flexible customer management options for POS sales, allowing transactions to be processed under either a generic customer profile or assigned to an existing customer profile. • **Generic Customer Profile**: For quick or anonymous sales, staff can complete transactions under a generic profile. This option is ideal for walk-in customers or when no customer details are needed, ensuring faster checkout. • **Assign to Existing Customer Profile**: For repeat or registered customers, staff can search for and select an existing customer profile. This allows the system to track purchase history, apply any relevant discounts or loyalty benefits, and link the sale to the customer's account for future reference. This flexibility ensures smooth transactions while offering personalized service and accurate record-keeping when needed.				

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.	Yes			

Bidder Response:

Our system supports the grouping of multiple items, including reservable units, into a single package for streamlined sales and accurate accounting. This functionality allows:

- **Package Creation**: Staff can bundle different items (e.g., park reservations, equipment rentals, and services) into one sale. These packages can be predefined or created on-the-fly, depending on the customer’s needs.
- **Unified Sale with Item Breakdown**: Though sold as one package, each item in the bundle is tracked individually with its own accounting code. This ensures that revenue from each component (e.g., a reservable unit vs. equipment) is allocated correctly for financial reporting.
- **Custom Pricing and Discounts**: Packages can feature special pricing or discounts that apply to the entire bundle, while the system maintains the individual value and cost of each item for accounting purposes.

This capability simplifies the sales process, improves customer convenience, and ensures precise financial tracking for bundled transactions.

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.	Yes			

Bidder Response:

The system allows park staff with appropriate authority to manage all necessary data for POS items, including adding, editing, and deleting items, while maintaining robust security controls to ensure data integrity.

- **Add POS Items**: Authorized staff can create new POS items, specifying key details such as item name, price, tax rate, and associated accounting codes. This is useful for introducing new services, products, or promotions.

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
	• **Edit POS Items**: Staff with proper permissions can modify existing items, updating prices, descriptions, inventory levels, or other attributes. This ensures that POS data remains accurate and up to date, reflecting any changes in offerings or pricing. • **Delete POS Items**: If an item is no longer needed, authorized users can remove it from the system, ensuring that obsolete or incorrect data does not clutter the POS interface. • **Role-based Permissions**: These capabilities are governed by role-based permissions, meaning only staff with the necessary authority can perform these actions, ensuring proper oversight and accountability in managing POS data. This ensures that POS data is flexible, accurate, and secure, supporting effective sales operations.				

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.	Yes			
	Bidder Response: The system allows for the creation of a single POS item that can be assigned to multiple locations, streamlining inventory and pricing management across different sites. • **Centralized Item Creation**: Park staff can create one POS item in the system with details such as price, description, and tax rate. • **Multi-location Assignment**: The same item can then be assigned to multiple locations, ensuring consistent pricing and availability across different parks, kiosks, or facilities. • **Location-specific Adjustments**: While the core item remains the same, the system also allows for location-specific adjustments, such as varying tax rates or inventory levels, to comply with local requirements or stock availability. The system also enables stock management across multiple locations, allowing park staff to transfer inventory from one location to another as needed. When a POS item is assigned to multiple locations, the system tracks inventory levels for each site, and stock can be seamlessly transferred between locations to maintain optimal availability.				

FUN #	**POS/Merchandise Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	This capability simplifies the management of POS items across various locations, ensuring uniformity while allowing for necessary customizations based on location-specific needs.				

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

FUN #	**POS/Merchandise Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-119 **Section VI**	Describe the system's resale inventory tracking module. At a minimum, the module should track resale inventory received, sold, and adjusted as well as the cost, revenue, and profit of all resale items.	Yes			
	Bidder Response: The system offers a customizable quick menu feature, allowing park staff to display the most sold items for easy access at each POS station. This quick menu can be tailored to show frequently purchased items based on location-specific sales data, streamlining the checkout process. • **Configurable Per Station**: Each POS station can have its own unique quick menu, reflecting the most popular items at that particular location (e.g., specific park passes, rentals, or concessions). • **Dynamic Updates**: The menu can be updated manually or set to automatically adjust based on real-time sales trends, ensuring that high-demand items are always readily accessible. This functionality speeds up transactions and improves staff efficiency, especially during peak times, by reducing the time needed to search for commonly sold items.				

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.	Yes			
	Bidder Response: individual customer behaviors, such as frequently purchased items, services, or reservations, and tailors marketing efforts to these preferences. • **Purchase Pattern Analysis**: The system identifies trends in customer purchases, including items bought, frequency of purchases, and seasonal behaviors. • **Targeted Marketing Campaigns**: Based on these insights, the system can automatically generate personalized marketing campaigns, such as recommending similar items, offering discounts on frequently purchased products, or promoting relevant events or services. • **Automated Notifications**: Customers can receive personalized emails, push notifications, or promotions based on their buying history, encouraging engagement with tailored offers. This targeted marketing approach enhances customer engagement, improves retention, and increases sales by delivering relevant, personalized content to each customer.				

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).	Yes			
	Bidder Response: The system allows for the sale of non-inventory products, which do not require stock tracking. These can include services, memberships, event registrations, or other intangible items where inventory management is not necessary. • **Non-Inventory Product Setup**: Park staff can create non-inventory items within the system, specifying details like price, tax rate, and accounting codes, without linking them to stock levels.				

FUN #	POS/Merchandise Processing	Yes	Customization Required	No	Alternate
	• **Flexible Sales Processing**: These items can be sold through the POS system like any regular item, but without the need for inventory management or tracking. • **Reporting and Accounting**: Even though no stock is involved, non-inventory sales are fully integrated into financial reporting, ensuring proper revenue tracking and allocation. This functionality supports a wide range of sales activities beyond physical inventory, allowing for seamless handling of services and other non-stock products.				

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.	Yes			
	Bidder Response: The system is fully compatible with standard POS hardware, ensuring smooth integration with typical equipment used in sales operations: • **Cash Drawers**: The system supports integration with cash drawers, automatically triggering them to open during cash transactions for secure handling of payments. • **Credit Card Readers**: It integrates with popular credit card readers and payment terminals, supporting both swipe, chip, and contactless payments (e.g., EMV and NFC). This ensures secure, PCI-compliant processing of credit and debit card transactions. • **Receipt Printers**: The system works seamlessly with receipt printers to generate itemized receipts for each transaction. It supports both traditional paper receipts and digital options like email or SMS receipts. • **Bar Code Scanners**: Integration with barcode scanners allows staff to quickly scan items, speeding up the checkout process by automatically pulling up product information and pricing. These integrations make the POS system highly versatile and efficient, ensuring compatibility with a range of essential hardware for smooth, real-time transaction processing.				

<table>
<tr><th>FUN #</th><th>Financial</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-123
Section VI</td><td>Describe how the system complies with Generally Accepted Accounting Principles (GAAP).</td><td>Yes</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response:
The system is designed to comply with Generally Accepted Accounting Principles (GAAP), ensuring accurate financial reporting and transparency. Key aspects of GAAP compliance include:
• **Revenue Recognition**: The system records sales transactions and recognizes revenue at the appropriate time, ensuring accurate reflection of income in financial statements.
• **Accrual Accounting**: The system supports accrual-based accounting, where revenues and expenses are recorded when they are incurred, not when cash is exchanged, aligning with GAAP standards.
• **Detailed Financial Reporting**: The system generates comprehensive financial reports, including income statements, balance sheets, and cash flow statements, that adhere to GAAP requirements. It tracks all transactions with the appropriate accounting codes, ensuring accurate categorization of assets, liabilities, and expenses.
• **Audit Trails**: Every transaction is logged with a detailed audit trail, providing traceability and accountability, which is essential for maintaining compliance with GAAP and ensuring the accuracy of financial records.
These features ensure that financial operations conducted through the system meet GAAP standards, supporting transparency, consistency, and proper financial management.</td></tr>
</table>

<table>
<tr><th>FUN #</th><th>Financial</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td rowspan="2">FUN-124
Section VI</td><td>Describe the system’s cancellation, refund, and void process for both reservations and POS sales.</td><td>Yes</td><td></td><td></td><td></td></tr>
<tr><td colspan="5">Bidder Response:
The system offers a comprehensive process for handling cancellations, refunds, and voids for both reservations and POS sales, ensuring accuracy and flexibility while maintaining proper financial tracking.
Reservations:</td></tr>
</table>

FUN #	Financial	Yes	Customization Required	No	Alternate
	• **Cancellation**: Authorized staff can cancel reservations, whether for park permits, facility rentals, or activities. When a reservation is canceled, the system automatically releases the reserved inventory (e.g., campsite, equipment) and updates availability in real-time. • **Refunds**: Depending on the organization's policies, staff can issue partial or full refunds for canceled reservations. Refunds can be processed to the original payment method or as account credit, and the system logs the refund with the necessary accounting adjustments. • **Voids**: If a reservation needs to be voided before completion (i.e., before payment is finalized), staff can void the transaction, and no payment will be processed. This option is useful for correcting errors during the reservation process. **POS Sales:** • **Cancellation**: For POS sales, items can be canceled prior to completing the transaction. If an error occurs, the sale can be modified or voided before processing payment. • **Refunds**: After a sale is completed, refunds can be issued for returned items. The system allows for full or partial refunds, and adjusts the sales totals, inventory, and accounting records accordingly. • **Voids**: For completed POS sales that require correction, a void option allows authorized staff to nullify the transaction if it occurred in error. The system ensures that no revenue is recorded, and inventory and financial records are adjusted accordingly. Each transaction is tracked, providing a clear audit trail to maintain accountability and ensure compliance with financial policies.				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-125 **Section VI**	Describe the system's ability to apply current sales and lodging tax.	Yes			
	Bidder Response: The system is fully capable of applying sales and lodging taxes according to Nebraska state law, ensuring compliance with local tax regulations. • **Sales Tax**: The system automatically applies the applicable Nebraska state sales tax rate to taxable items during a transaction. It can accommodate variations in tax rates based on specific municipalities or districts within Nebraska, ensuring accurate taxation across different park locations.				

FUN #	Financial	Yes	Customization Required	No	Alternate
	• **Lodging Tax**: For applicable reservations, such as campsites or cabins, the system applies Nebraska's lodging tax. This includes the state lodging tax as well as any local lodging taxes, which can vary by county or city. The system calculates and itemizes these taxes on the customer's receipt to maintain transparency. The system also allows for updates to tax rates based on legislative changes, ensuring ongoing compliance with Nebraska state tax laws. Accurate tax calculations are reflected in both customer receipts and financial reports, providing full accountability and proper allocation of collected taxes.				

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.	Yes			
	Bidder Response: Our system supports secure and efficient credit card transactions across multiple channels, including the public website, field locations, call centers, and kiosks, ensuring a seamless payment experience for customers. **Public Website:** • Customers can securely pay for reservations, permits, or purchases using credit cards through the public website. • **Payment Processing**: The system integrates with PCI-compliant payment gateways to process credit card transactions, supporting major card brands (Visa, MasterCard, etc.). • **Security**: Transactions are encrypted using SSL/TLS protocols to protect customer data during transmission, ensuring compliance with industry standards like PCI-DSS. • **Receipts**: Digital receipts are generated automatically and emailed to the customer upon successful payment. **Field Locations (In-person POS):** • At park offices or other field locations, credit card transactions are processed using integrated payment terminals. • **Card Reader Integration**: The system supports EMV chip, magnetic stripe, and contactless (NFC) payment methods, allowing for quick and secure card processing.				

FUN #	Financial	Yes	Customization Required	No	Alternate
	• **Security**: Transactions are encrypted and processed in compliance with PCI-DSS standards, ensuring that customer card data is handled securely. • **Receipts**: Printed or digital receipts are provided immediately after the transaction. **Call Center:** • Staff can process credit card payments over the phone via a secure call center interface. • **Manual Entry**: Credit card information is entered manually by the agent into the system's secure payment processing module. • **Security**: The system masks sensitive card details to ensure that they are not visible during or after the transaction, adhering to PCI-DSS guidelines. • **Receipts**: Digital receipts can be emailed to the customer following the transaction. **Kiosk Solution (if applicable):** • Self-service kiosks allow customers to make payments via credit card for reservations, permits, or products. • **Card Reader Integration**: Kiosks are equipped with card readers supporting EMV, magnetic stripe, and contactless payments. • **Security**: Like other channels, the kiosk solution adheres to PCI-DSS standards, ensuring all transactions are encrypted and processed securely. • **Receipts**: Kiosks can print receipts or send them via email or SMS, depending on customer preference. Across all platforms, our system ensures a secure, compliant, and efficient credit card payment experience, with detailed tracking and reporting for all transactions.				

FUN #	Financial	Yes	Customization Required	No	Alternate
FUN-127 **Section VI**	Describe the system's pre-formatted accounting and revenue summary/detailed reports.	Yes			
	Bidder Response: The system provides a range of pre-formatted accounting and revenue reports that offer both summary and detailed views, helping organizations maintain financial transparency and manage revenues effectively. **Revenue Summary Reports:**				

FUN #	Financial	Yes	Customization Required	No	Alternate
	• **Overview of Total Revenue**: These reports provide a high-level snapshot of overall revenue generated within a specified period (daily, weekly, monthly, etc.), broken down by categories like permits, reservations, product sales, or services. • **Tax and Fee Breakdown**: Summarizes the total amounts collected in sales tax, lodging tax, or additional service fees, ensuring clear tax reporting. • **Payment Method Summary**: Displays revenue based on payment methods (e.g., credit card, cash, check), helping to reconcile payment processing. **Revenue Detail Reports:** • **Itemized Transactions**: Provides a detailed list of all individual transactions, showing the item sold, quantity, price, tax, discounts, and payment method for each transaction. • **Location-Specific Revenue**: Offers a detailed breakdown of revenue by location, helping to track performance across multiple parks or facilities. • **Staff and Department Reports**: Tracks revenue generated by specific employees or departments, ensuring accountability and accurate allocation of revenue sources. • **Accounting Code Reporting**: Each sale is categorized by accounting codes, ensuring proper allocation of funds according to the organization's financial structure. This simplifies the process of exporting data to external accounting systems. **Customization and Export:** All reports can be filtered by date, location, or transaction type, and are exportable in formats like CSV, Excel, or PDF for further analysis and integration with external accounting systems. These reports provide clear, accurate financial insights, supporting effective revenue management and compliance with accounting standards.				

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	Yes			

FUN #	Financial	Yes	Customization Required	No	Alternate
	account (6 digits), Subsidiary (8 digits), Sub-ledger type (1 digit) and Sub-ledger (8 digits)				

Bidder Response:

The system is designed to accommodate the NGPC chart of account layout by allowing flexible and detailed financial coding structures that align with NGPC's accounting needs. It supports the following components:

1. Fund (5 Digits):

- Each transaction can be assigned a specific fund code, ensuring accurate tracking of financial resources allocated to different activities, projects, or departments.

2. Business Units (8 Digits):

- The system allows for the designation of business units, enabling the allocation of revenue and expenses to specific operational areas, parks, or divisions. This ensures precise financial reporting across NGPC's various units.

3. Object Account (6 Digits):

- Transactions are categorized by object accounts, enabling the system to track the type of income or expense (e.g., permits, lodging, services). This facilitates accurate financial categorization based on NGPC's accounting framework.

4. Subsidiary (8 Digits):

- Subsidiary codes can be assigned to further break down accounts, allowing NGPC to track more granular details related to specific activities or cost centers.

5. Sub-ledger Type (1 Digit) and Sub-ledger (8 Digits):

- The system supports sub-ledger types and sub-ledger numbers for tracking specific financial details, such as customer or vendor accounts. This allows for detailed sub-account management and ensures proper reconciliation in financial reporting.

Customization and Integration:

- The system's flexible financial module can be tailored to match the specific coding structure required by NGPC, ensuring full alignment with their chart of accounts. Additionally, all financial data can be exported or integrated with external accounting systems, ensuring seamless financial management and reporting.

FUN #	Financial	Yes	Customization Required	No	Alternate
	By supporting this detailed chart of accounts, the system ensures compliance with NGPC's accounting practices, facilitating accurate tracking, reporting, and financial management.				

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.	Yes			
	Bidder Response: The system offers comprehensive financial tracking and reporting features to ensure accuracy, accountability, and transparency. These capabilities include detailed audit trails, reconciliation reporting, payment traceability, and specific transaction details, supporting robust financial oversight. **1. Audit Trails:** The system automatically records a complete audit trail for all transactions and changes, ensuring accountability. • **Example**: When a park staff member modifies a reservation, cancels a payment, or issues a refund, the system logs the user's ID, timestamp, type of action, and reason (if provided). This creates a transparent record that can be reviewed during audits or investigations. **2. Reconciliation Reporting:** The system generates reconciliation reports to ensure that all recorded transactions match bank deposits and accounting records.				

FUN #	**Financial**	**Yes**	**Customization Required**	**No**	**Alternate**
	- **Example**: A reconciliation report for a specific date or location would summarize total sales, broken down by tender type (e.g., cash, credit card), and compare these totals with bank statements. Discrepancies between expected and actual deposits are flagged for further investigation. **3. Traceability of a Payment (Including Tender Type):** Each payment can be traced back to its original transaction, including the tender type used for the payment (e.g., cash, credit card, check). - **Example**: A payment for a campsite reservation can be tracked through the system from the customer's reservation, showing the credit card used, amount paid, and the exact time and date of payment. If a refund was issued, the system will link this back to the original transaction. **4. Specific Details of the Transaction:** The system provides full details for each transaction, including items purchased, quantities, discounts, taxes, and payment methods. - **Example**: A POS transaction might include the purchase of a park permit, two equipment rentals, and a reservation. The transaction record will show the individual prices, the tax applied, any discounts given, and the total amount paid. This information is accessible through both itemized reports and customer receipts.				

FUN #	**Financial**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-130 **Section VI**	Describe the system's base and ad hoc financial reports.	Yes			
	Bidder Response: The system provides both base (standard) and ad hoc financial reporting capabilities, offering flexibility and depth in financial analysis. These reports ensure organizations can access predefined financial summaries while also generating custom reports to meet specific needs. **Base Financial Reports:** The system includes a variety of pre-formatted reports designed to cover key financial areas. These reports are generated automatically and can be customized with filters such as date range, location, or transaction type. Examples include:				

FUN #	Financial	Yes	Customization Required	No	Alternate
	• **Revenue Summary Report**: Shows overall revenue from all sources (e.g., permits, reservations, product sales) for a specific period. • **Detailed Transaction Report**: Provides itemized listings of all transactions, including amounts, taxes, discounts, and payment methods. • **Tax Report**: Summarizes collected sales and lodging taxes, broken down by location or period, ensuring accurate tax filing. • **Refund and Cancellation Reports**: Details all refunds and cancellations, including reasons, amounts refunded, and adjustments made to revenue. • **Inventory and Sales Reports**: Tracks the quantity of items sold and remaining inventory levels, ensuring proper stock management. **Ad Hoc Financial Reports:** The system also supports ad hoc reporting, allowing users to create custom reports tailored to specific business needs. Users can select specific data fields, apply filters, and generate reports on demand for more detailed financial analysis. • **Customizable Data Fields**: Users can select data points such as revenue by category, specific items sold, payment methods, staff transactions, or customer demographics. • **Filters and Grouping**: Reports can be filtered by date, location, transaction type, business unit, or other criteria. Data can also be grouped by categories like location, staff, or product type for more granular insights. • **Export Options**: Ad hoc reports can be exported in various formats (CSV, Excel, PDF) for further analysis or integration with external accounting systems. These base and ad hoc reports offer flexibility in financial management, providing both high-level overviews and detailed insights into specific financial areas to support better decision-making and operational efficiency.				

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?	Yes			

FUN #	Financial	Yes	Customization Required	No	Alternate
	Bidder Response: Yes, the system is capable of integrating with the State of Nebraska's current merchant credit card processing service, US Bank/Elavon. The system supports integration with a leading payment gateways, including **Elavon**, ensuring seamless and secure credit card transaction processing. This integration covers a wide range of payment methods (e.g., EMV chip, magnetic stripe, contactless) and ensures that transactions are processed securely in compliance with PCI-DSS standards. Additionally, the system supports real-time payment processing and detailed reporting, making it easy to reconcile transactions with the State's credit card processing service. This flexibility allows the system to align with Nebraska's existing payment infrastructure for efficient financial operations across all channels.				

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

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
	The system provides robust role-based security, allowing the NGPC Project Manager to define and manage role profiles with customized permissions. This ensures that access to system functions, screens, and data is restricted based on an individual's role, enhancing security and operational efficiency. **Role Profiles and Permissions:** The NGPC Project Manager can create role profiles tailored to different job functions, such as park staff, administrators, or financial managers. Each profile is assigned specific permissions that control what users can view, edit, or manage within the system. Permissions can be set at varying levels, such as: • **View-only**: Users can view data or screens but cannot make changes. • **Edit**: Users can modify specific fields or update records. • **Full Access**: Users can add, delete, or modify system data, and manage configurations. **Configurable Screens and Editable Fields:** • **Configurable Screens**: Different role profiles can be granted access to specific screens within the system (e.g., reservation management, financial reporting, or inventory control). For example, front-line staff may only see reservation and customer service screens, while administrators have access to system settings and financial reports. • **Editable Fields**: The Project Manager can specify which fields are editable for each role. For instance, park staff may only have permission to update customer contact information, while financial staff can edit payment details or apply discounts. **Inventory Photo Updates:** Permissions can be defined to control who can update inventory photos and descriptions. For example, only users with administrative or inventory management roles may be allowed to upload or change photos for items like rental equipment or park amenities, ensuring consistency and accuracy. **Role-based Access to Specific Functions:** • **Inventory Management**: Users assigned to inventory management roles can add, remove, or update items, while others may only be able to view stock levels. • **Reservation Edits**: Staff roles might allow basic edits to customer reservations (e.g., date changes or cancellations), whereas only managers can process refunds or override pricing.				

FUN #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
	• **Financial Permissions**: Role-based security ensures that sensitive financial functions, such as viewing revenue reports or issuing refunds, are restricted to authorized personnel only.				

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.	Yes			

Bidder Response:

On the Kaizen platform, the NGPC Project Manager can easily manage business rules, prices, tax rates, and reservation policies through an intuitive, role-based admin interface.

Business Rules & Policies:

The Project Manager can navigate to the settings section to configure reservation policies, such as cancellation windows or refund rules, and adjust access permissions for staff roles. These policies can be customized per park or facility and updated as needed.

Pricing Management:

Prices for permits, reservations, or services can be modified through the pricing module, where the Project Manager can set base prices, apply dynamic pricing (e.g., seasonal adjustments), or tailor pricing by location.

Tax Rates:

In the tax configuration area, the Project Manager can set state or local tax rates, such as sales and lodging taxes, applying them to specific services and ensuring compliance with Nebraska's tax laws.

Reservation Cut-off Dates:

Through the reservation management module, the Project Manager can set channel-specific booking cut-off times (e.g., online, phone, in-person) to prevent late reservations. These settings are enforced automatically by the system.

All changes are applied in real-time, ensuring that staff and customers experience up-to-date policies and pricing across all channels.

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)	Yes			

Bidder Response:

The system differentiates between various tender types, ensuring accurate tracking, processing, and reporting for each payment method. Here’s how each tender type is managed:

1. Cash:

- **Process**: Cash payments are recorded directly in the system during POS transactions.
- **Tracking**: The system logs cash payments, including amounts and cashier details, and can trigger the opening of cash drawers for in-person transactions.
- **Reporting**: Cash totals are included in daily cash-out reports for reconciliation.

2. Check:

- **Process**: When a check is presented, the system allows staff to input check details (e.g., check number, payer name).
- **Tracking**: The system tracks the check payment for reconciliation with the bank and ensures the check information is logged for audit purposes.
- **Reporting**: Check payments are itemized in financial reports, separating them from other tender types.

3. Money Order:

- **Process**: Staff can select the money order option and input relevant details such as money order number and issuing institution.
- **Tracking**: Money orders are treated similarly to checks, with detailed tracking for reconciliation.
- **Reporting**: Money orders appear in reports alongside other non-cash payment methods, enabling clear financial record-keeping.

FUN #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
	4. Credit Card: • **Process**: The system processes credit card transactions via integrated payment gateways (e.g., Elavon), supporting chip, magnetic stripe, and contactless payments. • **Tracking**: Each transaction is tracked with full payment details (e.g., card type, authorization code). • **Security**: The system ensures PCI-DSS compliance, encrypting sensitive card data. • **Reporting**: Credit card payments are detailed in both transaction and reconciliation reports, enabling easy matching with merchant processing services. **5. Park Bucks (Gift Card/Gift Voucher):** • **Process**: Park Bucks (gift cards or vouchers) are entered as a tender type, with the system automatically applying the stored balance toward the transaction. • **Tracking**: The system tracks the remaining balance on the gift card or voucher and logs all usage for audit purposes. • **Reporting**: Park Bucks transactions are reported separately from other tenders, ensuring clear differentiation in financial reports. **6. Interagency Billing Transaction (IBT):** • **Process**: For interagency billing transactions, the system allows selection of IBT as a payment type, recording relevant agency billing details. • **Tracking**: The system logs IBT details for both internal and interagency reconciliation, ensuring proper handling of accounts receivable. • **Reporting**: IBT transactions are included in specialized reports for internal agency billing, providing clear documentation for financial and audit purposes. Each tender type is distinctly tracked and reported, ensuring accurate financial reconciliation, clear audit trails, and compliance with organizational and legal requirements.				

Attachment 6

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

Bidder Response:

The system has the capability to create vouchers that function as store credits, which can be allocated to either individual or group accounts. These vouchers can be used for future purchases or reservations, offering flexibility in handling refunds, promotions, or customer rewards.

Voucher Creation:

1. **Manual or Automated Creation**: Vouchers can be generated manually by authorized staff (e.g., for refunds or customer service reasons) or automatically through predefined conditions (e.g., promotional offers or loyalty rewards).
2. **Configurable Amounts**: Staff can set the voucher amount based on specific criteria, such as a percentage of a previous purchase, a fixed dollar amount, or the balance of a canceled reservation.

Voucher Allocation:

- **Individual Accounts**: The voucher can be assigned to a specific customer's account. Once allocated, the customer can redeem the voucher for future transactions, such as park permits, rentals, or purchases. The system tracks voucher usage and remaining balance in real-time.
- **Group Accounts**: For group bookings or organizational reservations, the voucher can be assigned to a group account. Any group member with access can apply the voucher toward a future group transaction, simplifying the management of group credits.

Voucher Redemption Process:

1. **Applying Vouchers at Checkout**: During a transaction, staff or customers (via online self-service) can select the voucher as a payment method. The system will automatically deduct the voucher amount from the total, applying it to the purchase.
2. **Tracking and Expiration**: The system tracks the voucher's usage and remaining balance. It can also enforce expiration dates, ensuring that vouchers are redeemed within a specified period.

Reporting and Monitoring:

FUN #	**Payment and Credit Card Processing**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **Voucher Logs**: The system maintains detailed records of voucher issuance, allocation, and redemption, providing full transparency. • **Reporting**: Vouchers are included in financial reports, categorized separately from other tender types, making it easy to track outstanding vouchers and their impact on revenue.				

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.	Yes			
	Bidder Response: Please see Technical Approach and Attachments sections of the proposal.				

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

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	• Users can schedule regular reports (daily, weekly, monthly) to track key metrics such as revenue, occupancy, and bookings. These reports are automatically delivered via email or available in user dashboards. **Ad Hoc Reporting:** • Flexible ad hoc reporting allows users to create customized reports on demand by selecting specific data points, applying filters, and using built-in summary tools. This makes it easy to analyze trends like occupancy rates, customer behavior, or seasonal booking patterns. **Data Export Options:** • Reports can be exported in a variety of formats, including Word, Excel, PDF, and SQL tables, ensuring compatibility with other systems and enabling detailed external analysis. **Custom Time Frames:** • Users can generate reports for specific time periods, allowing for comparisons of historical and current data. This feature is especially useful for identifying trends, making projections, and planning for future bookings and occupancy. The system's reporting features provide both flexibility and depth, supporting data-driven decision-making with comprehensive export and comparison tools.				

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-138 **Section VI**	Detail the system's functionalities for creating, running, and saving various reports. Include features such as filtering, querying, summarizing, sorting, displaying, compiling, saving, and printing reports to screens, devices, or electronic files. Describe the ability to create standard reports, custom queries, financial reports, and scheduled report delivery based on NGPC needs.	Yes			
	Bidder Response: Kaizen's system provides comprehensive reporting functionalities, designed to meet the extensive needs of the State. This system offers flexibility in generating, running, and saving various reports, ensuring that NGPC can easily analyze data related to occupancy,				

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate

reservations, finances, and more. Below is an overview of key features that align with the requirements from NGPC’s RFP, including advanced filtering, querying, and scheduled delivery of reports.

Core Reporting Features

1. **Filtering and Querying**:
   - Users can apply detailed filters and queries to extract specific data sets. Filters may include criteria like **date range**, **location**, **unit type**, **revenue stream**, or **guest demographics**. This ensures that NGPC can generate reports that provide meaningful insights into park operations and visitor behaviors.
2. **Summarizing and Sorting**:
   - Built-in tools enable users to summarize and sort data based on categories such as **occupancy**, **revenue**, or **unit status**. Reports can be grouped and sorted by date, location, customer type, or unit, allowing NGPC to quickly identify trends and generate actionable insights.
3. **Displaying and Compiling**:
   - Generated reports are displayed in real-time, with complex datasets compiled into visual formats such as **tables, charts, and graphs**. This functionality supports on-the-fly analysis during meetings or when preparing reports for internal or external stakeholders.
4. **Saving and Exporting**:
   - Reports can be saved within the system for future access or exported into various formats, including **Excel, PDF, Word, and CSV**. This flexibility ensures that NGPC can easily share and integrate report data with other systems or departments.
5. **Printing**:
   - Reports can be printed directly from the system, supporting NGPC’s need for **physical copies** of reports for meetings, presentations, or documentation purposes.

Scheduled Report Delivery

- Users can schedule reports to be automatically generated and delivered at regular intervals (e.g., daily, weekly, monthly). These reports can be sent via **email** or made available through **dashboards** for easy access. This functionality ensures NGPC can consistently receive key data without manual intervention.

Customization and Adaptability

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	• The system's reporting capabilities are **highly customizable**, allowing NGPC to tailor reports based on operational needs. Templates can be modified, filters adjusted, and custom parameters set to ensure the reports align with NGPC's goals. Staff can also save frequently used reports for future use, improving efficiency and consistency.				

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
FUN-139 **Section VI**	Explain how the system records all user and customer activities, including automated system activities. Describe the accessibility of this recorded data for viewing and reporting. Highlight the select NGPC staff's access to raw data and their capability to build reports within the system.	Yes			
	Bidder Response: The system records all user, customer, and automated system activities, providing a comprehensive log of actions such as transactions, customer interactions, and system-generated events. This ensures a complete audit trail for accountability and operational transparency. **Accessibility:** Select NGPC staff have access to view and analyze this recorded data. They can filter logs by time frame, action type, or user to quickly locate specific activities. **Raw Data and Custom Reporting:** Authorized staff can access raw data and leverage built-in tools to create custom reports. This capability allows them to generate tailored reports based on operational needs, offering flexibility and real-time insights into user and system activities.				

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	Yes			

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	usability. Additionally, detail the capability of reports to be printable on 8.5” x 11”, 8.5” x 14”, and/or 11” x 17” paper sizes as appropriate based on report size.				
	Bidder Response: The system efficiently generates reports for any period length without impacting overall usability or performance. Reports can be run quickly, even for extended time frames, without slowing down other system operations. Additionally, reports are fully customizable for printing on 8.5” x 11”, 8.5” x 14”, and 11” x 17” paper sizes, ensuring they fit the appropriate format based on the report’s content and size.				

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

Bidder Response:

Kaizen’s system provides an extensive suite of pre-built and customizable reports to meet the Nebraska Game and Parks Commission’s (NGPC) operational, financial, and customer management needs. These reports allow for detailed tracking, sorting, and analysis across key areas of park management. Below is a comprehensive list of available reports, tailored to NGPC’s requirements:

1. Occupancy Reports

- **Attendance Figures & Revenue Report**: Tracks reservations, guest counts, and revenue by unit type and date range.
- **Closed Maintenance Report**: Lists units that are closed for maintenance, including closure dates and reasons.
- **Guest Visitation Report**: Summarizes guest counts, unit type usage, and total paid nights over a specific period.
- **Housekeeping/Maintenance Report Detail**: Provides real-time status of units (vacant, occupied) with reservation and guest details.
- **Housekeeping Room Status Report**: Displays the cleaning and readiness status of units for occupancy.
- **In-House Guest Report**: Lists active reservations and guest details for guests currently staying in park units.

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	• **Occupancy Report**: Shows the percentage of unit usage against potential rental days over a given period. • **Occupancy Detail Report**: Provides detailed occupancy information for each unit across specific dates. **2. Reservation Reports** • **Daily Arrival Report**: Lists reservations arriving within a specific date range, with guest and payment details. • **Booked Reservations for Park Report**: Displays all reservations for a park over a defined date range, grouped by booking staff. • **Reservations and Registrations Status Report**: Summarizes reservation counts by unit type and status. • **Cancellation Report**: Lists canceled reservations, including guest and payment method details. • **Departure Report**: Lists reservations scheduled for departure on a specific date. • **Cancelled Due to Non-Payment Report**: Tracks reservations canceled due to unpaid balances, with guest details. • **Overdue Payment Report**: Shows reservations with overdue payments, including reservation and guest information. • **Non-Resident Reservation Report**: Displays reservations made by non-residents and residents for tracking. **3. Demographic Reports** • **City Guest Report**: Lists visitors based on their city of residence within selected parks and dates. • **County Guest Report**: Provides guest counts by county of residence for a park or region. • **Non-Resident Guest Report**: Summarizes out-of-state visitors by city and state of origin. **4. Group Reports** • **Group Billed Report**: Summarizes group event billing, including event numbers, group details, and income types. • **In-House Rooming List Report**: Lists current group reservations with check-in/check-out and unit details. • **Group Bill Printing**: Provides an itemized statement of group event charges and payments. • **Group Event History Report**: Lists all past events booked by a specific group. • **Group Event Rooming List**: Displays rooming details for group events, including units and guest names. • **Group Overdue Deposit Report**: Tracks group reservations with overdue deposits. **5. Financial Reports** • **Accounts Payable Report**: Lists payable transactions, including guest and payment method details. • **Accounts Receivable Report**: Lists receivables, showing reservation and payment details. • **Cancellation Refund Report**: Tracks cancellations resulting in refunds, showing reservation details and refund amounts.				

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FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	• **Daily Financial Business Report**: Summarizes financial transactions, including reservations and payment types, for a specific day. • **Daily Shift Report**: Lists transactions completed by a specific clerk during their shift. • **Method of Payment Report**: Breaks down payments by method (cash, check, credit), categorized by type. • **Fees Collected Report**: Summarizes collected fees, including reservation and cancellation fees. • **Refund Report**: Displays refunds issued during a specific time period, broken down by accommodation type. **6. Financial Reconciliation Reports** • **Credit Card Reconciliation Report**: Tracks credit card transactions by guest name, reservation number, and amount. • **Credit Card Reconciliation Detail Report**: Provides detailed reconciliation data, including reservation and payment codes. **7. Other Reports** • **Red Flagged Guests Report**: Lists guests flagged for specific issues, with details such as guest ID and reasons. • **Red Flagged Arrivals Report**: Tracks arrivals of flagged guests on specific dates. • **Bill Printing Report**: Generates detailed bills for reservations, including charges, payments, and balances. • **Confirmation Report**: Allows printing or emailing of reservation confirmations with guest and reservation details. **Additional Reports** **1. Financial Reports** • **Revenue Summary**: Breaks down total revenue by product, service, and location across selected periods. • **Payment Method Report**: Shows sales by payment method (cash, card, check) for financial tracking. • **Tax Report**: Summarizes collected taxes (e.g., sales, lodging) by jurisdiction. • **Refund and Adjustment Report**: Shows processed refunds, voids, and adjustments for a specific period. • **Daily Cash Reconciliation**: Reconciles cash drawer totals against system-recorded transactions. • **Profit and Loss Report**: Provides income and expense details for different locations or departments. **2. Reservation and Booking Reports** • **Reservation Summary**: Totals reservations by type (e.g., campsites, cabins) for analysis of occupancy and bookings. • **Occupancy Report**: Tracks occupancy rates across parks, facilities, or date ranges. • **Reservation Cancellation Report**: Lists canceled reservations with reasons and guest information.				

FUN #	Reports and Statements	Yes	Customization Required	No	Alternate
	• **Reservation Channel Report**: Breaks down reservations by booking method (online, phone, in-person). **3. Customer Management Reports** • **Customer Demographics**: Summarizes customer data (location, age, behavior) for marketing and service improvements. • **Loyalty Program Report**: Tracks customer rewards earned and redeemed within loyalty programs. • **Customer Activity Report**: Provides a detailed history of customer interactions, purchases, and reservations. • **Abandoned Cart Report**: Lists customers who started but didn't complete reservations or purchases. **4. Inventory and Sales Reports** • **Inventory Levels**: Tracks stock levels for items, showing available and sold quantities. • **Sales by Item Report**: Lists sales of specific products or services by item. • **Low Stock Report**: Alerts staff to items approaching low stock levels for timely restocking. • **Inventory Adjustment Report**: Logs manual adjustments made to inventory levels. **5. Operational and Staff Performance Reports** • **Staff Activity Report**: Logs user actions like bookings, refunds, and payments for staff tracking. • **Transaction Summary**: Summarizes sales processed by individual staff or departments. • **Employee Hours Report**: Tracks hours worked and tasks completed by staff members. • **Shift Performance Report**: Analyzes staff performance by shift, including sales and bookings. **6. Marketing and Promotional Reports** • **Promotion Usage Report**: Tracks effectiveness of discount codes, promotions, and offers. • **Customer Engagement Report**: Monitors customer engagement with marketing and outreach. • **Email Campaign Performance**: Summarizes email open rates, click-throughs, and conversions. **7. Custom Reports** • **Ad Hoc Custom Reports**: Enables creation of customized reports based on user-defined parameters. • **Scheduled Reports**: Automatically generates reports at regular intervals for easy access. **8. Compliance and Audit Reports** • **Audit Trail Report**: Logs all system actions, including user actions and system changes. • **PCI Compliance Report**: Ensures compliance with PCI-DSS guidelines for secure transaction processing. • **Data Access and Security Report**: Monitors user access to sensitive data for security compliance.				

Attachment 6

Requirements Traceability Matrix (RTM)
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FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-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.				Yes

Bidder Response:

Kaizen's system is designed to seamlessly integrate **restaurant and food service operations** with **lodging and hotel management (in development)**, allowing for **consolidated customer accounts** that can be settled upon check-out. This integration ensures that all guest purchases—whether for accommodation, dining, or additional services—are tracked in one unified system, simplifying billing and enhancing the customer experience.

1. Unified Account for Lodging and Food Services

- **Consolidated Billing**: Kaizen's system links **room/lodge reservations** with **restaurant and food service transactions**. Guests can charge meals, snacks, and beverages directly to their room account throughout their stay, enabling a **single, unified bill** at check-out.
- **Real-Time Tracking**: All food and beverage purchases made at on-site restaurants, concessions, or kiosks are instantly reflected in the guest's account. This ensures that charges are up-to-date and visible to both front desk and restaurant staff.

2. Seamless Integration between POS and Lodging

- **POS Integration**: The **point of sale (POS)** system in restaurants and concessions is fully integrated with the lodging system. When a guest dines at an on-site restaurant or makes a purchase at a concession stand, the server or cashier can select the option to charge the meal or purchase directly to the guest's room.
- **Itemized Tracking**: Each transaction is recorded with an itemized list of food and beverages purchased, ensuring detailed billing. This includes **meals, taxes, gratuities**, and any applicable discounts.

3. Simplified Check-Out Process

- **Consolidated Invoice at Check-Out**: Upon check-out, guests receive a **single invoice** that includes lodging fees, food and beverage purchases, and any additional charges incurred during their stay (e.g., room service, activities, or rentals). This simplifies the settlement process and provides clarity for guests.

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
	• **Payment Flexibility**: Guests can settle their consolidated account using multiple payment methods (e.g., credit card, cash, gift card). The system supports flexible payment options, allowing partial payments or splitting bills among different methods. **4. Customizable Billing Preferences** • **Custom Billing Options**: For group reservations or corporate stays, the system can allocate food and beverage charges to specific parties or divide them among guests. For example, a family might choose to split meal charges among individual accounts, while a corporate group may centralize all charges to a single account. • **Pre-Authorized Charges**: Guests can opt to pre-authorize a set amount for food and beverage purchases during check-in. The system tracks their expenditures in real-time, alerting them when they near their authorized limit, ensuring transparency. **5. Reporting and Analytics** • **Consolidated Reporting**: The system generates detailed reports that combine both **lodging and food service revenue**, enabling NGPC staff to track total spending per guest or group. Reports can be filtered by categories such as **lodging**, **meals**, **gratuities**, or **additional services**, providing insights into guest behavior and overall profitability. • **Guest Activity Analysis**: NGPC can analyze **guest spending patterns** to optimize service offerings, track high-demand items in both lodging and dining, and improve guest experiences based on data-driven insights. **6. Group and Event Management** • **Group Billing**: For groups or events, the system can consolidate charges from multiple restaurant visits and lodge stays into one **group bill**, simplifying settlement for event organizers or corporate clients. • **Event Catering**: If catering services are provided for events or conferences, charges can be added to the primary group account and managed alongside lodging fees, ensuring easy tracking and payment at the end of the event. **7. Enhanced Customer Experience** • **Convenient Guest Charges**: By combining **lodging and food services** into a single, trackable account, guests enjoy a frictionless experience, eliminating the need for multiple payments throughout their stay. • **Real-Time Access**: Guests can access their account details at any time during their stay through self-service kiosks, mobile apps, or by contacting the front desk, enabling them to review charges in real-time.				

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Requirements Traceability Matrix (RTM)
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FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-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.				Yes

Bidder Response:

Kaizen is actively developing robust food service management capabilities within its park systems, supporting the seamless operation of restaurants and concessions. These capabilities include comprehensive management of ingredients, recipes, and menu items, integrated with the system's **Point of Sale (POS)**, kitchen order management, and customer-facing kiosks.

1. Ingredient Management

- **Inventory Tracking**: The system will allow staff to manage ingredients, track inventory levels, and set reorder points for key items. This ensures that the restaurant or concession is always well-stocked with essential ingredients, reducing waste and improving cost control.
- **Ingredient Costs**: Costs associated with ingredients can be logged and monitored, helping staff optimize pricing and profitability for menu items.
- **Real-Time Updates**: As orders are processed, the system automatically updates ingredient levels, ensuring accurate inventory tracking and reducing manual stock checks.

2. Recipe Handling

- **Recipe Creation**: The system supports the creation and modification of detailed recipes, including ingredient lists, quantities, preparation steps, and cooking times. Recipes can be updated in real-time, allowing quick adjustments to menu items based on availability or customer preferences.
- **Cost Calculation**: Kaizen's system will calculate the cost of each recipe based on ingredient prices, allowing for more accurate menu pricing and profit analysis.
- **Recipe Scaling**: The system will allow recipes to be scaled based on portion size or number of servings, ensuring that kitchen staff can adjust preparation depending on demand.

3. Menu Item Setup

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
	• **Menu Item Creation**: Restaurants can set up and modify menu items, associating them with recipes, ingredient lists, and pricing information. Menu items can also be categorized (e.g., appetizers, main courses, beverages) for easy organization. • **Modifiers and Add-Ons**: Kaizen's system will allow customers and staff to customize orders with modifiers (e.g., add cheese, no onions) or add-ons, enabling flexibility in menu offerings. • **POS Integration**: Menu items are seamlessly integrated into the POS system, allowing front-line staff to quickly input customer orders, which are then sent directly to the kitchen for preparation. • **Kiosk Integration**: Customers will have the ability to order from self-service kiosks, viewing the full menu, making selections, and customizing orders before submitting them to the kitchen. **4. Order and Service Management** • **Order Routing**: The system will automatically route customer orders from the POS or kiosks to the kitchen, ensuring efficient communication between front-line staff and the kitchen team. • **Table and Check Management**: For sit-down restaurants, Kaizen's software will enable table assignments, check splitting, and check management. It will also support the collection of tips, which can be tracked and allocated by server. • **Receipts and Payment Processing**: The system will handle all payment methods, generating itemized receipts that detail orders, taxes, and gratuities. These capabilities ensure a streamlined, efficient restaurant operation within park systems, from inventory and recipe management to POS integration, kitchen coordination, and customer service. Kaizen's software is designed to optimize every step of the food service process, improving both operational efficiency and customer satisfaction.				

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

Attachment 6

Requirements Traceability Matrix (RTM)
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FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
	Bidder Response: Kaizen’s developing food service management system will enable users to efficiently manage food service locations, track consumable inventory, and handle storage across multiple locations within park settings. Here’s how the system supports these key operational needs: **1. Creating and Managing Food Service Locations** • **Multi-Location Setup**: Users can easily create and configure multiple food service locations, such as restaurants, concessions, or kiosks, within the park system. Each location can be customized with specific settings, including menus, staff permissions, and pricing. • **Centralized Control**: Administrators can manage all locations from a single dashboard, allowing them to oversee operations, inventory, and sales across different food service points. • **Location-Specific Menus**: Users can assign unique menus to each location or share a common menu across multiple locations, offering flexibility in managing different food offerings depending on customer needs or location preferences. **2. Consumable Inventory Management** • **Real-Time Inventory Tracking**: The system will provide real-time inventory tracking for consumables (e.g., food items, ingredients, beverages), allowing staff to monitor stock levels and usage at each location. Inventory is automatically updated as orders are processed, ensuring accurate tracking and minimizing stock discrepancies. • **Centralized and Location-Specific Inventory**: Users can manage a centralized inventory for all locations or maintain separate inventories for each food service point. This flexibility ensures that stock levels are optimized based on location-specific demand. • **Inventory Transfers**: The system will support inventory transfers between locations. If one location runs low on a particular ingredient or consumable, managers can easily reallocate stock from another location, ensuring smooth operations and reducing waste. • **Low Stock Alerts**: Users will receive automated alerts when consumable inventory falls below predefined thresholds, enabling timely reordering to avoid shortages. **3. Handling Storage Across Multiple Locations**				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
	• **Storage Management**: The system allows users to manage storage facilities across different locations. Each location can be associated with specific storage areas (e.g., kitchen storage, coolers, or freezers), making it easier to track where items are stored. • **Multi-Location Stock Visibility**: Managers have complete visibility into storage levels at each location, helping them make informed decisions about inventory distribution and replenishment. This feature is particularly useful for larger park systems with multiple food service points spread across different areas. • **Batch Tracking and Expiration Monitoring**: The system will track batches of perishable items, allowing users to monitor expiration dates and prevent spoilage. Staff can rotate stock based on freshness and transfer products between locations as needed. • **Centralized Reporting**: Detailed inventory reports will provide insights into consumption trends across all locations, helping users optimize storage, reduce waste, and forecast future inventory needs. By offering tools for creating and managing food service locations, tracking consumable inventory, and handling storage across multiple points, Kaizen's food service management system ensures streamlined operations, real-time visibility, and effective resource management. This enables park staff to efficiently manage food services, reduce operational inefficiencies, and ensure customer satisfaction across all locations.				

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

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
	Kaizen's food service management system is designed to streamline operations in park-based restaurants and concessions, supporting order placement, kitchen coordination, payments, and more. Key functionalities include: **1. Order Placement** • **POS & Kiosk Integration**: Orders can be placed via POS terminals or self-service kiosks, with real-time menu updates for accurate selections. **2. Kitchen Delivery** • **Kitchen Printers & Displays**: Orders are automatically sent to kitchen printers or digital displays, routing items to the correct prep stations and improving workflow efficiency. **3. Order Status Tracking** • **Completion Recording**: Kitchen staff can update order status (e.g., in progress, completed), with real-time notifications sent to front-line staff or customers. **4. Bill Payment** • **Multiple Payment Options**: The system supports cash, credit/debit cards, mobile payments, and gift cards, ensuring seamless, secure payment processing. **5. Check Splitting** • **Flexible Check Splitting**: Bills can be split by item, percentage, or equally, with support for multiple payment methods per transaction. **6. Discounts** • **Manual & Automated Discounts**: Discounts can be applied manually or automatically based on promotions, loyalty programs, or time-based rules. **7. Gratuity Calculation** • **Custom & Auto-Gratuity**: The system can calculate gratuity for large parties automatically, with customers also able to manually enter tips. **8. Bill Suspension** • **Suspend/Resume Orders**: Staff can pause and resume orders as needed, with easy retrieval when service continues.				

FUN #	**Value Added Features Functional Outcome Features (optional to provide)** **- Informational Purposes Only and Will Not Be Scored.**	**Yes**	**Customization Required**	**No**	**Alternate**
	9. Order Lookup - **Closed Transaction Access**: Staff can easily retrieve closed orders by customer or order number for auditing or customer service purposes. Kaizen's system enhances food service efficiency, from order placement to payment, improving both operational workflows and customer experience across park locations.				

FUN #	**Value Added Features Functional Outcome Features (optional to provide)** **- Informational Purposes Only and Will Not Be Scored.**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-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.				Yes
	Bidder Response: Kaizen's food service management system provides comprehensive tracking and reporting for **table status**, offering both real-time and historical insights. This functionality helps staff efficiently manage dining areas and monitor table activity across multiple locations. 1. Real-Time Table Status Tracking - **Table Readiness**: The system tracks table readiness, allowing staff to mark tables as **available**, **occupied**, or **being cleaned**. This status is updated in real-time, helping front-line staff manage seating. - **Orders Placed**: Once guests are seated and an order is taken, the system marks the table as **order in progress**. This allows staff to see which tables are currently awaiting food. - **Served Status**: After orders are delivered, the table status updates to **served**, indicating that guests have received their meals. - **Payment Completed**: When a bill is settled, the system flags the table as **payment completed**, signaling the table is ready for turnover. 2. Reservation Status				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
	• **Reservation Tracking**: The system tracks reservations for each table, displaying whether a table is reserved, available for walk-ins, or about to be occupied. Staff can also check details like reservation time, party size, and any special requests. • **No-Show Tracking**: If a reserved party fails to arrive, staff can mark the reservation as a **no-show**, allowing for accurate reporting and freeing the table for other guests. **3. Historical Table Status Reporting** • **Order History**: The system logs all past orders placed at each table, including **time of order**, **items ordered**, and **payment details**. This history can be retrieved for customer service or auditing purposes. • **Turnover Rates**: Historical data provides insights into **table turnover rates**, showing how quickly tables are being prepared, seated, served, and cleared over time. • **Table Utilization Reports**: The system generates reports on **table usage**, showing how often tables are occupied and how efficiently they are managed. This helps optimize seating arrangements and improve restaurant flow. **4. Customizable Reporting** • **Custom Reports**: Managers can generate reports based on specific time frames or filter by table, server, or order status (e.g., tables with delayed service, open checks, or high turnover). • **Performance Insights**: Data on order times, service delays, and payment completion times can be analyzed to improve operational efficiency and address bottlenecks. By providing detailed real-time and historical tracking of table activity, Kaizen's system helps optimize restaurant operations, improve service efficiency, and enhance customer satisfaction.				

Attachment 6

Requirements Traceability Matrix (RTM)
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FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-147 **Section VI**	Explain the mechanism available for staff to indicate sites needing cleaning or maintenance post-departure and during check-in, ensuring validation of site cleanliness before transaction approval.				Yes
	Bidder Response: Currently, Kaizen is developing a housekeeping and maintenance module aimed at providing a mobile-friendly experience for staff to quickly track, log, and complete maintenance and cleaning tasks at state facilities. This module will be integrated with the overall reservation system to streamline operations. Staff will be able to indicate sites needing cleaning or maintenance both post-departure and during check-in. Before new transactions are approved, the system will ensure that the site is validated as clean and ready for use. This process will help maintain high standards of site upkeep, ensuring guests are welcomed into properly maintained facilities. A few screenshots of this development work are located in the technical approach section of the proposal.				

FUN #	Value Added Features Functional Outcome Features (optional to provide) - Informational Purposes Only and Will Not Be Scored.	Yes	Customization Required	No	Alternate
FUN-148 **Section VI**	Detail the system's provision for a dashboard view or report indicating sites with cleaning/maintenance status, providing visibility into required or available cleaning/maintenance sites.				Yes
	Bidder Response: The system provides a dashboard view and reports that give staff real-time visibility into the cleaning and maintenance status of all sites. This dashboard displays sites requiring cleaning or maintenance, as well as those marked as completed and available for use. Key features include:				

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
	• **Real-Time Status Updates**: Staff can easily see which sites are pending, in-progress, or completed for cleaning and maintenance tasks. • **Filter and Sorting Options**: The dashboard allows filtering by location, task type (cleaning or maintenance), or urgency, making it easy to prioritize tasks. • **Visual Indicators**: Color-coded indicators or icons display the current status of each site, helping staff quickly identify areas needing attention. • **Automated Alerts**: Notifications can be set for overdue tasks or high-priority maintenance, ensuring no critical issues are overlooked. The system's dashboard for cleaning and maintenance will also include a **clock-in and clock-out** functionality, allowing staff to track their work schedules and performance across each room, campground, site, or other facility. **Key Features:** • **Real-Time Task Tracking**: Staff can clock in when starting a cleaning or maintenance task and clock out upon completion, allowing accurate tracking of time spent on each activity. • **Performance Monitoring**: Managers can review staff performance by analyzing time logs, task completion rates, and overall efficiency. • **Task Prioritization**: The dashboard shows pending and in-progress tasks, allowing staff to prioritize and complete tasks based on urgency or location. • **Filter and Sorting**: Tasks can be sorted by completion status, time taken, or staff member, providing clear insight into both site readiness and staff productivity. • **Automated Reports**: Data from clock-in/clock-out logs can be compiled into reports, helping track staff schedules, task completion times, and performance trends over time.				

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.				Yes
	Bidder Response: The system generates detailed historical reports on cleaning and maintenance activities, offering valuable insights into past actions for better facility management and planning. These reports compile data such as task completion, time spent, staff involved, and site readiness over selected periods. **Key Features:** • **Comprehensive Task History**: Reports include all cleaning and maintenance activities logged, showing when tasks were initiated, completed, and validated for each site. • **Time and Performance Metrics**: Staff clock-in/clock-out times, duration of tasks, and performance trends are tracked, helping to evaluate efficiency and workload distribution. • **Filter and Sort Options**: Reports can be filtered by date range, specific sites, task types (cleaning or maintenance), or individual staff members, providing detailed insights based on operational needs. • **Site Status Over Time**: The system records which sites required frequent cleaning or maintenance, helping to identify recurring issues or trends in site upkeep. • **Exportable Formats**: Historical reports can be exported in various formats (Excel, PDF, etc.), making it easy to share or analyze data for long-term planning and compliance. These historical reports provide NGPC with a clear view of past cleaning and maintenance efforts, helping ensure accountability, improve task scheduling, and identify areas for operational improvement.				

<table>
<tr><th>FUN #</th><th>Value Added Features Functional Outcome Features (optional to provide)
- Informational Purposes Only and Will Not Be Scored.</th><th>Yes</th><th>Customization Required</th><th>No</th><th>Alternate</th></tr>
<tr><td>FUN-150
Section VI</td><td>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.</td><td></td><td></td><td></td><td>Yes</td></tr>
<tr><td></td><td colspan="5">Bidder Response:
The system enables staff to easily request maintenance tasks, such as light bulb replacements or equipment repairs, and automatically routes these requests to the appropriate personnel for action.
Key Features:
• Task Request Submission: Staff can submit maintenance requests through a mobile-friendly interface, selecting the task type, location, and any relevant details (e.g., urgency, description of the issue).
• Automated Routing: Once submitted, the request is automatically routed to the appropriate maintenance staff or team based on predefined criteria, such as location or task type.
• Real-Time Notifications: Assigned personnel receive real-time alerts or notifications for new maintenance tasks, ensuring prompt action.
• Tracking and Updates: The system tracks the progress of each request, allowing both the requesting and maintenance staff to view status updates (e.g., pending, in progress, completed).
• Prioritization and Scheduling: Urgent tasks can be flagged for priority, while others are scheduled based on staff availability or operational needs.
This functionality streamlines maintenance workflows, ensuring quick response times and efficient task management within the system.</td></tr>
</table>

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				Yes

FUN #	**Value Added Features Functional Outcome Features (optional to provide)** **- Informational Purposes Only and Will Not Be Scored.**	**Yes**	**Customization Required**	**No**	**Alternate**
	when located within a designated proximity of their site on the date and time of arrival.				
	Bidder Response: Kaizen is currently exploring the development of a mobile check-in feature that could be prioritized based on NGPC's needs. This feature would allow guests to check in for their reservation via a mobile app or mobile-responsive website when they are within a designated proximity of their reserved site. **Proximity-Based Check-In:** • The system could use location services to detect when guests are near their reserved site and prompt them to check in through the app, similar to how airlines send notifications to view boarding passes. • However, in areas with limited or no cell service, proximity detection can be challenging. To address this, Kaizen is also considering offering **time-based notifications**, which would prompt guests to check in 30 minutes before their reservation start time. **User Experience:** • Guests would receive a notification on their mobile device prompting them to check in, ensuring a seamless and contactless experience. • This feature would ensure timely check-ins and reduce the need for on-site staff interaction, enhancing convenience for both guests and staff. This functionality is designed to improve the guest experience while accommodating operational challenges, and Kaizen is ready to adjust development based on NGPC's priorities.				

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.	Yes			

FUN #	Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
	b. A quarterly test of backup, failover, and disaster recovery procedures. c. Provide a high-level data recovery plan.				

Bidder Response:

Business Continuity and Disaster Recovery Plan:

a. Provision of Two Sites with Tier IV Classification:

The system leverages two geographically separated data centers that meet Tier IV classification standards. These data centers provide the highest level of reliability, with redundant infrastructure for power, cooling, and network connectivity. The Tier IV classification ensures:

- **99.995% uptime**, minimizing the risk of service disruption.
- **Fault tolerance** and the ability to continue operations even in the event of hardware failure or localized issues.
- **Real-time replication** of data between the two sites to ensure data integrity and availability.

b. Quarterly Test of Backup, Failover, and Disaster Recovery Procedures:

To ensure operational resilience, the system undergoes a **quarterly test** of its backup, failover, and disaster recovery processes. This includes:

- **Simulated disaster scenarios** where the system triggers failover to the secondary site, ensuring seamless continuity.
- **Testing data restoration** from backups to validate that all critical data can be recovered without loss.
- **Review and analysis** of test results to refine recovery processes and ensure minimal downtime during real events.

c. High-Level Data Recovery Plan:

The system's data recovery plan ensures the rapid restoration of services and data in the event of an outage or disaster:

1. **Real-Time Data Replication**: All data is continuously mirrored between the two Tier IV data centers, ensuring minimal data loss in the event of a disaster.
2. **Automated Failover**: In the event of a failure at one site, the system automatically switches operations to the backup site, ensuring uninterrupted service.

FUN #	Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
	3. **Daily Backups**: Full backups are performed daily, with incremental backups throughout the day. Backup data is stored securely and can be restored to ensure all critical data is available. 4. **Data Recovery Timeline**: In case of a major outage, the recovery plan aims to restore full services within **a few hours**, with a priority on mission-critical systems.				

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.	Yes			
	Bidder Response: **System Capabilities:** **a. High-Speed SAN Fabric:** The system is equipped with a high-speed **Storage Area Network (SAN) fabric** to ensure fast, reliable, and scalable data storage. The SAN fabric enables: • **High-speed data transfer** between servers and storage devices, reducing latency and improving overall performance for data-intensive operations. • **Redundancy and fault tolerance**, ensuring that storage remains available even during hardware failures. • **Scalability**, allowing easy expansion of storage capacity without affecting performance. **b. SFTP Server:** The system provides a secure **SFTP (Secure File Transfer Protocol)** server for the safe exchange of data: • **Encrypted file transfers**, ensuring data privacy and integrity during transmission. • **User authentication and role-based access controls**, allowing only authorized personnel to upload or download files. • **Automated file transfers**, which can be scheduled for regular data backups, report transfers, or integration with external systems.				

FUN #	Business Continuity and Disaster Recovery	Yes	Customization Required	No	Alternate
	c. Monthly Backup of All Databases: The system performs a **monthly full backup of all databases** to ensure data is securely stored and recoverable in case of issues. Key features include: • **Automated backups** performed monthly, with options for more frequent incremental backups if needed. • **Off-site storage** of backup files to protect against data loss due to localized disasters. • **Data integrity checks** after each backup to verify the completeness and accuracy of stored data. These capabilities ensure robust storage, secure data transfers, and reliable database backups to support business continuity and data security.				

FUN #	Data Repository Facilities	Yes	Customization Required	No	Alternate
FUN-154 **Section VI**	Describe the system’s data storage, replication, and backup services.	Yes			
	Bidder Response: he system provides robust data storage, replication, and backup services designed to ensure high availability, data integrity, and swift recovery in case of failures. **Data Storage:** • The system uses a high-performance **Storage Area Network (SAN)**, offering fast, scalable, and reliable data storage. The SAN infrastructure allows for the efficient handling of large amounts of data, ensuring quick access to stored information. • **Redundancy** is built into the storage architecture to protect against hardware failures and ensure continuous data availability. **Data Replication:** • **Real-time replication** is employed to maintain data integrity across multiple geographically separated data centers. Data is continuously mirrored between two **Tier IV** data centers, ensuring that in the event of a failure at one site, the other site remains operational with the latest data. • This replication provides **fault tolerance** and ensures minimal data loss, supporting business continuity by allowing for automatic failover.				

FUN #	Data Repository Facilities	Yes	Customization Required	No	Alternate
	Backup Services: • The system performs **daily incremental backups** and **monthly full backups** of all databases. This ensures that all critical data is safely stored and can be restored in the event of a disaster or data corruption. • **Off-site backups** are maintained to protect against localized failures or disasters, ensuring that data can be retrieved even if the primary storage is compromised. • Backup files undergo **regular integrity checks** to ensure they are complete and accurate, minimizing the risk of data loss during recovery.				

FUN #	Data Repository Facilities	Yes	Customization Required	No	Alternate
FUN-155 **Section VI**	Indicate location of all data repository facilities, hardware, and software.	Yes			
	Bidder Response: The system's data repository facilities, hardware, and software are primarily housed in **Tier IV data centers located in the USA**. This ensures compliance with local regulations and provides low latency for domestic users. **Data Repository Facilities:** • **Primary and Secondary Data Centers (USA)**: Both the primary and secondary data centers are Tier IV classified and located within the United States. These centers provide fault-tolerant infrastructure, multiple layers of redundancy, and are geographically separated to mitigate the risk of regional disruptions. **Hardware:** • **Storage Area Network (SAN)**: Both domestic and international data centers utilize high-speed SAN infrastructure for scalable and resilient data storage. • **Enterprise-Grade Servers**: Fault-tolerant servers at each data center handle application processing and real-time replication, ensuring data availability and security.				

Attachment 6

Requirements Traceability Matrix (RTM)
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FUN #	**Data Repository Facilities**	**Yes**	**Customization Required**	**No**	**Alternate**
	- **Redundant Networking**: High-speed, redundant networking ensures fast and secure data transfer between facilities, minimizing downtime or delays. **Software:** - **Data Replication and Backup**: Sophisticated software manages real-time data replication between data centers and handles regular backups, supporting both domestic and international clients. - **Database Management**: The system utilizes robust relational database software to manage transactions and queries, ensuring reliable and secure data storage and retrieval.				

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

FUN #	**Hosted Environments**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-157 **Section VI**	Provide a draft design plan.	Yes			
	Bidder Response: Please see the technical approach section of our proposal.				

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

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	User Acceptance Testing (UAT) Methodology UAT ensures the system meets NGPC's functional and business requirements before launch, validating performance, usability, and alignment with real-world operations. **1. Preparation Phase** **a. Define UAT Scope and Objectives:** • Identify key functions and workflows for testing (e.g., reservations, payments, reporting, and maintenance). • Set objectives to confirm system functionality and alignment with business needs. **b. Develop Test Scenarios:** • Collaborate with NGPC to create real-world test scenarios, covering core use cases such as reservation management, payment processing, and report generation. **c. Prepare Test Environment:** • Set up a UAT environment mirroring the production system with necessary integrations. • Load realistic test data to simulate operational conditions. **2. UAT Execution Phase** **a. Test Plan Execution:** • **Assign Testers**: Select NGPC staff to execute test cases based on daily roles. • **Execute Test Cases**: Testers follow predefined scenarios, logging results and identifying any issues. **b. Iterative Testing & Feedback:** • **Bug Fixes & Retesting**: Development teams address issues, and testers verify fixes. • **Continuous Feedback**: Users provide feedback on system performance and usability, refining the system as needed. **3. Validation & Sign-Off Phase** **a. Criteria for Success:** • The system is approved if all critical tests pass, remaining issues are low priority, and NGPC confirms it meets operational requirements. **b. Final Review & Sign-Off:** • Review test outcomes with NGPC, finalize the UAT summary, and obtain formal approval to proceed to production.				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	4. Post-UAT Monitoring • Post-implementation support ensures quick resolution of any new issues and monitors system performance in a live environment. **Key Deliverables:** • **Test Scenarios**: Detailed test scripts. • **Execution Report**: Documented test results and fixes. • **Sign-Off**: Formal approval for production.				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
FUN-159 **Section VI**	Describe system performance load and stress testing.	Yes			
	Bidder Response: To ensure the Nebraska State Park Reservation System operates efficiently under all conditions, we conduct both **load** and **stress testing**. These tests assess how well the system handles expected user demand and extreme peak loads, ensuring optimal performance for the State of Nebraska's needs. **Load Testing:** • **Objective**: Validate the system's ability to manage typical and peak user activity, such as daily reservations, payment processing, and report generation. • **Process**: Simulate normal and peak user traffic scenarios, including concurrent transactions, to measure performance under expected workloads. • **Key Metrics**: System response times, transaction throughput, resource usage (CPU, memory), and database performance. • **Outcome**: Confirms the system can handle anticipated demand without performance degradation, ensuring smooth operation during normal and busy periods. **Stress Testing:** • **Objective**: Assess how the system performs under extreme or unanticipated conditions, such as high reservation volumes during peak seasons.				

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate

- **Process**: Simulate unusually high traffic, exceeding typical capacity, to determine system limits and identify potential failure points.
- **Key Metrics**: Response slowdowns, error rates, system stability, and recovery capabilities after heavy load.
- **Outcome**: Identifies the system's breaking points and enables optimization to ensure stability during high-demand periods, ensuring reliable service even during extreme conditions.

Testing Environment:

- **Simulated Environment**: Load and stress tests are conducted in an environment closely resembling the production system used by the Nebraska State Parks, ensuring realistic results.
- **Tools**: Performance testing tools simulate user traffic and transactions, capturing detailed performance metrics.

Actionable Results:

- Test results inform system tuning and optimizations, improving scalability and ensuring the system can meet the demand for Nebraska's State Park Reservation System during both typical and high-traffic periods.

These testing processes ensure that the system is reliable, scalable, and capable of meeting the State of Nebraska's performance requirements under all expected operating conditions.

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

Bidder Response:

The **Administration Role** in the Nebraska State Park Reservation System provides a **centralized dashboard** for managing all sales channels—**Public Website**, **POS system**, and individual **Park locations**—from a single interface. This unified access streamlines administration and makes it easier to oversee operations compared to other systems where you may need to switch between modules to manage different sales channels.

1. Unified Dashboard:

FUN #	Hosted Environments	Yes	Customization Required	No	Alternate
	• **All-in-One Access**: Administrators can seamlessly manage online sales, in-person transactions, and park-specific activities from one centralized dashboard. There's no need to navigate between separate modules for different functions, significantly simplifying day-to-day operations. • **Real-Time Monitoring**: Whether it's monitoring reservations on the public website, overseeing transactions at park POS systems, or tracking local sales at individual locations, all data is available in real-time from one dashboard. **2. Public Website Management:** • **Direct Control**: Administrators can manage public reservations, payments, and updates to the park website directly from the dashboard. Pricing, availability, and policy changes can be applied across the entire system without switching screens or navigating to a separate module. **3. POS and Park Location Oversight:** • **Centralized POS Access**: Administrators can view and manage in-person sales from all park locations through the same interface. Reports, inventory tracking, and cashier activities are consolidated in one place, offering a full view of park operations. • **Park-Specific Control**: Real-time updates from individual parks are immediately visible on the dashboard, allowing administrators to manage park-specific tasks, such as inventory adjustments, local sales, and occupancy tracking, without the need to log in separately to each location. **4. Simplified Reporting and Analysis:** • **Comprehensive Reporting**: The dashboard provides access to sales reports, occupancy data, and financials across all channels, enabling quick comparisons and analysis from a single screen. This **unified dashboard** sets the system apart from other solutions by offering a **single, integrated platform** for managing all sales channels, providing both efficiency and ease of use for administrators without having to navigate between multiple systems or interfaces.				

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?	Yes			

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
	Bidder Response: Yes, all system channels—including the **Public Website**, **POS system**, and individual **Park locations**—are designed to be fully functional **24 hours a day, 365 days a year**. The system is supported by high-availability infrastructure to ensure continuous operation and minimal downtime.				

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

Bidder Response:
Please see the technical approach section for more detail.

Scheduled system maintenance for the Nebraska State Park Reservation System is designed to **minimize impact on user access** and ensure continuous availability. Maintenance activities are planned during off-peak hours to reduce disruption for both public users and staff.

Key Features of Scheduled Maintenance:

- **Predefined Maintenance Windows**: Regular maintenance is scheduled during low-traffic times, typically during overnight hours, when system usage is minimal. This ensures that the impact on park visitors and staff is as limited as possible.
- **Advance Notifications**: Administrators and users receive **advance notifications** of upcoming maintenance windows, providing clear communication about when the system may be temporarily unavailable.
- **Minimal Downtime**: The system infrastructure is designed to ensure that maintenance causes **minimal or no downtime**. Many maintenance tasks, such as updates or patches, can be performed in the background without affecting system availability.
- **Critical Operations Unaffected**: Essential functions such as reservation data, financial transactions, and POS operations remain prioritized during maintenance windows to prevent disruption in service.

Emergency Maintenance:

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
	In rare cases of emergency maintenance, immediate actions may be required to protect system security or resolve critical issues. During such instances, users are promptly notified, and efforts are made to restore full functionality as quickly as possible. The system's maintenance processes are designed to ensure that the Nebraska State Park Reservation System remains **reliable, secure, and available** with minimal impact on user access.				

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

Bidder Response:

Unlike traditional providers who operate in **version-based releases** that require extensive downtime for maintenance and upgrades, we take a **different approach** with our continuous software delivery model.

Continuous Deployment and Real-Time Updates:

- **No Traditional Release Numbers**: Instead of working on discrete versions with long delays between releases, we deploy **continuous updates**. Our system is constantly evolving, with new features, improvements, and bug fixes rolled out as soon as they are ready—no waiting for the "next big release."
- **Incremental Improvements**: This approach allows us to release **multiple updates per week**. Users benefit from immediate access to the latest features and enhancements, with no significant downtime or disruption to the system.

Minimal Downtime:

- **Routine, Seamless Maintenance**: Our ongoing integration and deployment model allows us to address issues and roll out enhancements without requiring the system to be taken offline for extended periods. Maintenance is performed behind the scenes, ensuring that **NGPC's system remains fully operational**, even during updates.

Fast Response to User Needs:

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate

- **Real-Time Feedback Integration**: We can respond quickly to NGPC's evolving needs and user feedback. By releasing incremental updates, we deliver immediate improvements rather than waiting for scheduled releases, ensuring the system adapts in real time to user demands.

Comparison to Other Providers:

- **No Major Downtime for Upgrades**: Traditional providers may require downtime for system upgrades when moving from one version to another, causing disruptions, especially during peak seasons. With our approach, there is no need for these disruptive versioned upgrades, providing **uninterrupted service** for NGPC.

This **continuous deployment approach** ensures that NGPC always has the most up-to-date and reliable system, with **minimal impact on system availability, compared to the downtime-heavy traditional versioned upgrade models used by other providers.**

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

Bidder Response:

1. Real-Time Monitoring:

The system is continuously monitored for performance issues or potential outages through automated monitoring tools. Any unusual activity or service disruption triggers an immediate alert.

2. Notification Process:

- **Immediate Alerts**: In the event of a system outage, designated NGPC staff and administrators receive **real-time notifications** via email and SMS, ensuring they are informed as soon as an issue is detected.
- **Status Updates**: Throughout the outage, updates on the issue's status and expected resolution time are provided at regular intervals. This keeps NGPC staff informed on progress and any potential impact.

3. User Communication:

- **Public Website Alerts**: If the outage affects the public website or reservation system, a message is displayed to users explaining the situation, along with any relevant details about when services will be restored.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Service Level Requirements	Yes	Customization Required	No	Alternate
	• **Automated Emails**: For any critical issues that affect reservations or services, affected users may receive automated emails explaining the situation and advising them on next steps (e.g., rescheduling). **4. Resolution and Follow-Up:** • **Resolution Notification**: Once the system is restored, NGPC administrators receive a final notification confirming the system is back online and fully operational. • **Post-Outage Review**: A detailed report is provided to NGPC, outlining the cause of the outage, steps taken to resolve it, and any future preventive measures. This proactive notification process ensures that NGPC staff and users are kept informed throughout any system outage, minimizing confusion and ensuring a quick return to normal operations.				

FUN #	Information Security	Yes	Customization Required	No	Alternate
FUN-165 **Section VI**	Provide a draft security plan.	Yes			
	Bidder Response: **Draft Security Plan for Nebraska State Park Reservation System** **1. Overview** This security plan outlines the measures in place to protect the Nebraska State Park Reservation System, ensuring the confidentiality, integrity, and availability of system data. The plan addresses key areas, including access control, data protection, vulnerability management, incident response, and compliance with relevant regulations such as PCI-DSS, GDPR, and CCPA. **2. Security Objectives** The primary objectives of the security plan are to: • Protect sensitive data, including customer information and financial transactions. • Prevent unauthorized access to the system. • Ensure the system remains available and operational. • Quickly identify, respond to, and recover from security incidents. **3. Access Control**				

FUN #	Information Security	Yes	Customization Required	No	Alternate

	• **Role-Based Access Control (RBAC)**: The system uses RBAC to restrict access based on user roles. Only authorized personnel can access specific areas of the system (e.g., reservations, payment processing, reporting).
	• **Multi-Factor Authentication (MFA)**: MFA is enforced for all administrator and sensitive user accounts to provide an additional layer of security.
	• **Least Privilege Principle**: Users are granted the minimum access necessary to perform their job functions, reducing the risk of unauthorized data exposure.
	4. Data Protection
	• **Encryption**:
	  • All sensitive data, including personal information and payment data, is encrypted both **in transit** and **at rest** using industry-standard encryption protocols (e.g., AES-256, TLS 1.2+).
	  • **Tokenization** is used for handling credit card data, ensuring that sensitive information is never stored in its raw form.
	• **Data Retention and Disposal**: The system follows strict data retention policies, ensuring that data is only stored as long as necessary for operational purposes. Secure disposal methods are employed for outdated or unnecessary data.
	5. Network Security
	• **Firewalls and Intrusion Detection Systems (IDS)**: The system is protected by firewalls and IDS to monitor and filter incoming and outgoing traffic, preventing unauthorized access and identifying suspicious activity.
	• **Virtual Private Network (VPN)**: Internal communications between the system’s data centers and NGPC staff are encrypted and conducted over VPNs to ensure secure access to sensitive data.
	• **Regular Penetration Testing**: Third-party security experts perform regular penetration tests to identify and fix potential vulnerabilities in the system architecture.
	6. Data Backup and Recovery
	• **Daily Backups**: Data is backed up daily, with full monthly backups stored in off-site, secure locations. Incremental backups occur throughout the day.
	• **Data Replication**: Real-time data replication between **two Tier IV data centers** ensures that if one site is compromised or fails, the other remains fully operational.				

FUN #	Information Security	Yes	Customization Required	No	Alternate

	• **Disaster Recovery**: The system has a comprehensive disaster recovery plan, allowing it to be restored within hours in the event of a major incident.
	7. Vulnerability Management
	• **Regular Vulnerability Scans**: Automated vulnerability scans are conducted regularly to identify and patch potential security weaknesses.
	• **Patch Management**: Software updates and security patches are applied on an ongoing basis, without requiring downtime or disruptions to service.
	• **Continuous Monitoring**: The system is continuously monitored for vulnerabilities, with alerts triggered for any suspicious activity or potential threats.
	8. Incident Response
	• **Incident Response Plan**: The system has a detailed incident response plan in place, outlining the steps to be taken in the event of a security breach or data loss.
	  • **Detection**: All incidents are immediately detected through real-time monitoring tools.
	  • **Containment**: Once detected, the incident response team isolates the affected systems to prevent further damage.
	  • **Eradication**: The root cause of the incident is identified and eliminated.
	  • **Recovery**: The system is restored to full functionality using backup data, with minimal disruption to users.
	  • **Post-Incident Review**: A thorough review is conducted to identify lessons learned and improve the security plan.
	9. Compliance
	The system adheres to all relevant security standards and regulations:
	• **PCI-DSS Compliance**: The system meets PCI-DSS requirements for processing and storing payment card data, including encryption, tokenization, and regular audits.
	• **GDPR and CCPA Compliance**: For clients handling personal data in the European Union and California, the system complies with GDPR and CCPA regulations, including data protection rights, consent management, and data subject requests.
	• **Auditing**: Regular internal and third-party security audits ensure compliance with these standards, providing transparency and accountability.
	10. Security Awareness and Training				

FUN #	Information Security	Yes	Customization Required	No	Alternate
	• **Employee Training**: All employees, especially those handling sensitive data, are trained on security best practices, including phishing prevention, secure data handling, and incident response. • **Ongoing Security Updates**: Employees are regularly updated on the latest security threats and practices through mandatory training sessions and awareness programs. **11. Business Continuity** • **High Availability**: The system is built on highly redundant infrastructure, ensuring **99.995% uptime**, with automatic failover to backup data centers in the event of a failure. • **Regular Drills**: The system undergoes quarterly tests of its backup, failover, and disaster recovery procedures to ensure it can continue operating during unforeseen events. **12. Continuous Improvement** The security plan is subject to regular review and updates to keep pace with evolving security threats and best practices. Feedback from internal audits, penetration tests, and security incidents is incorporated to improve the overall security posture of the system.				

FUN #	Information Security	Yes	Customization Required	No	Alternate
FUN-166 **Section VI**	Describe how the system protects Personal Identifying Information (PII).	Yes			
	Bidder Response: Kaizen's system employs a comprehensive approach to protecting **Personal Identifying Information (PII)**, ensuring compliance with data protection standards and safeguarding sensitive user data throughout its lifecycle. **1. Encryption:** • **In Transit**: All PII is encrypted during transmission using **TLS 1.2+** to protect data as it moves between users, servers, and external systems. This ensures that any data sent over the network cannot be intercepted or read by unauthorized parties.				

FUN #	Information Security	Yes	Customization Required	No	Alternate
	• **At Rest**: PII is encrypted at rest using **AES-256 encryption**, one of the strongest encryption standards available. This protects data stored in databases, ensuring that it is inaccessible in the event of unauthorized access to the storage system. **2. Access Control:** • **Role-Based Access Control (RBAC)**: Access to PII is restricted based on user roles. Only authorized personnel, such as administrators or designated NGPC staff, can access PII, and permissions are granted following the **least privilege** principle. • **Multi-Factor Authentication (MFA)**: Sensitive accounts and those handling PII require **MFA**, adding an extra layer of security beyond standard login credentials. **3. Data Minimization:** • **Collection of Necessary Data Only**: The system is designed to collect and store only the PII necessary for its operations, such as processing reservations and payments. This reduces the risk of exposure by limiting the volume of sensitive data stored. • **Anonymization and Masking**: Where appropriate, PII is anonymized or masked (e.g., showing only partial credit card numbers) to protect user identities in reports and transaction histories. **4. Data Retention and Disposal:** • **Data Retention Policies**: PII is stored only for as long as necessary to fulfill operational needs, in accordance with retention policies. After the data is no longer needed, it is securely deleted or anonymized. • **Secure Disposal**: When data is no longer required, the system employs secure data deletion techniques to ensure PII is permanently erased and cannot be recovered. **5. Monitoring and Auditing:** • **Continuous Monitoring**: The system monitors access to PII and logs any interactions with sensitive data. This ensures that unauthorized access attempts are quickly detected and investigated. • **Audit Trails**: All actions involving PII are logged with a detailed audit trail, allowing administrators to review who accessed or modified data, ensuring accountability and transparency. **6. Compliance with Privacy Regulations:** • **PCI-DSS Compliance**: For payment-related PII, such as credit card information, the system follows **PCI-DSS** standards, ensuring that all sensitive payment data is encrypted, tokenized, and processed securely.				

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	**Information Security**	**Yes**	**Customization Required**	**No**	**Alternate**
	• **GDPR and CCPA Compliance**: For users in jurisdictions like the EU and California, the system complies with **GDPR** and **CCPA** regulations, providing users with control over their data and ensuring proper consent management, data access, and deletion rights. **7. Employee Training:** • **Security Awareness**: All employees handling PII undergo regular security training, focusing on secure data handling, phishing awareness, and compliance with data protection regulations. This ensures that staff are equipped to handle PII securely.				

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

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

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

FUN #	Project Planning and Management	Yes	Customization Required	No	Alternate
	We are committed to assigning a PMP-certified Project Manager for the duration of the Nebraska State Park Reservation System project. This ensures that the project will be led by an individual with expertise in project planning, execution, and risk management, following industry best practices. Additionally, we have successfully implemented systems for other municipalities, consistently adhering to project milestones and agreed-upon timelines. Our track record demonstrates our commitment to delivering high-quality solutions on time and within scope, ensuring smooth and efficient project execution for NGPC.				

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.	Yes			
	Bidder Response: Kaizen's system offers a variety of communication support options available to **NGPC staff** for technical assistance, as well as the flexibility to extend support to **end customers** via telephone or email if desired. These options include: **a. Telephone Help:** • **Dedicated Support Line for NGPC Staff**: NGPC staff can reach a **live support agent** via a dedicated telephone helpline for technical issues, such as system access, reservations, or payment processing concerns.				

FUN #	**Help Desk**	**Yes**	**Customization Required**	**No**	**Alternate**
	- **Optional Customer Support**: If NGPC prefers, we can also provide telephone assistance directly to end customers for their inquiries and troubleshooting needs. - **Business Hours & Emergency Support**: Telephone support is available during business hours, with after-hours emergency support for critical issues affecting system operations. **b. Email:** - **Email Support for NGPC Staff**: NGPC staff can submit detailed support requests via **email**, allowing for thorough responses to more complex issues. - **Optional Email Support for End Customers**: NGPC has the option to offer email support to end customers, providing them with a direct line for non-urgent inquiries or system questions. - **Response Times**: Email inquiries are typically addressed within **24 hours**, prioritizing higher-severity issues. **c. AI Chat Box:** - **AI-Powered Chat for NGPC Staff**: NGPC staff can use an integrated **AI chat box** for immediate responses to common system questions or tasks such as reservation management or troubleshooting. - **Escalation to Live Agent**: When necessary, the chat bot will escalate complex issues to live support for real-time assistance. **d. Help Text with Hyperlinks:** - **In-System Help for NGPC Staff**: Contextual **help text** is embedded throughout the system, offering quick guidance on common processes like reservations or payment management. - **Hyperlinks to Documentation**: Help text includes **hyperlinks** to comprehensive documentation, FAQs, and step-by-step guides, offering NGPC staff quick access to additional resources. These support options ensure that NGPC staff have the assistance they need through multiple channels, and NGPC has the flexibility to extend similar support to end customers via telephone or email, depending on their preference.				

FUN #	**Help Desk**	**Yes**	**Customization Required**	**No**	**Alternate**
FUN-171 **Section VI**	Describe the issue tracking management system to include the following:	Yes			

FUN #	Help Desk	Yes	Customization Required	No	Alternate
	a. Tracking Input. b. Input Escalation. c. After Incident Reporting.				

Bidder Response:

Kaizen's System utilizes a **leading customer support and issue tracking tool** to ensure that technical issues and customer inquiries are efficiently logged, tracked, and resolved. Below is an overview of how the system handles key aspects of issue tracking:

a. Tracking Input:

- **Input Methods**: NGPC staff and end users can submit issues via multiple channels, including a **chat widget**, **email**, or **direct phone calls**. All inputs are automatically logged into the issue tracking system.
- **Issue Logging**: Each issue is assigned a **unique ticket ID** and includes details such as the user's contact information, issue description, and relevant system data. This allows the support team to track issues from submission through to resolution.
- **Categorization and Prioritization**: Issues are categorized (e.g., system bug, payment issue, reservation problem) and prioritized based on severity, ensuring that critical issues, like system outages, are addressed promptly.

b. Input Escalation:

- **Automated Escalation**: The system employs **automated escalation rules**, where high-priority issues are automatically flagged and routed to senior support teams. Critical issues, such as major bugs or outages, are escalated directly to higher-level technical staff.
- **Manual Escalation**: If an issue cannot be resolved at the first level of support, it can be manually escalated to specialized teams (e.g., developers or infrastructure experts). The tool ensures that these escalations are tracked and handled with clear timelines for resolution.
- **Real-Time Notifications**: Both the support team and NGPC staff are kept informed with **real-time notifications** during the escalation process, ensuring transparency in issue management.

c. After-Incident Reporting:

- **Post-Incident Analysis**: Once an issue is resolved, the system generates a detailed **after-incident report** outlining the root cause, resolution steps, and any preventive measures taken to avoid future occurrences.

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

FUN #	Help Desk	Yes	Customization Required	No	Alternate
	• **Performance Metrics**: The tool tracks key metrics such as response times, escalation rates, and user feedback, providing valuable data for improving the support process. These reports can be shared with NGPC staff to ensure full visibility into issue resolution. • **Continuous Improvement**: Based on after-incident reporting, the support team reviews recurring issues and implements long-term improvements to enhance overall system performance and reliability.				

FUN #	Training Plan	Yes	Customization Required	No	Alternate
FUN-172 **Section VI**	Provide a draft training plan.	Yes			
	Bidder Response: Please see sample in the technical approach section of the proposal. A full customized training and support plan will be provided to the State during the implementation process.				

FUN #	Transition Plan	Yes	Customization Required	No	Alternate
FUN-173 **Section VI**	Provide a draft transition plan.	Yes			
	Bidder Response: Please reference the Draft Transition Plan in the technical approach section of the proposal.				

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

Attachment 6

Requirements Traceability Matrix (RTM)
Request for Proposal 6909 Z1

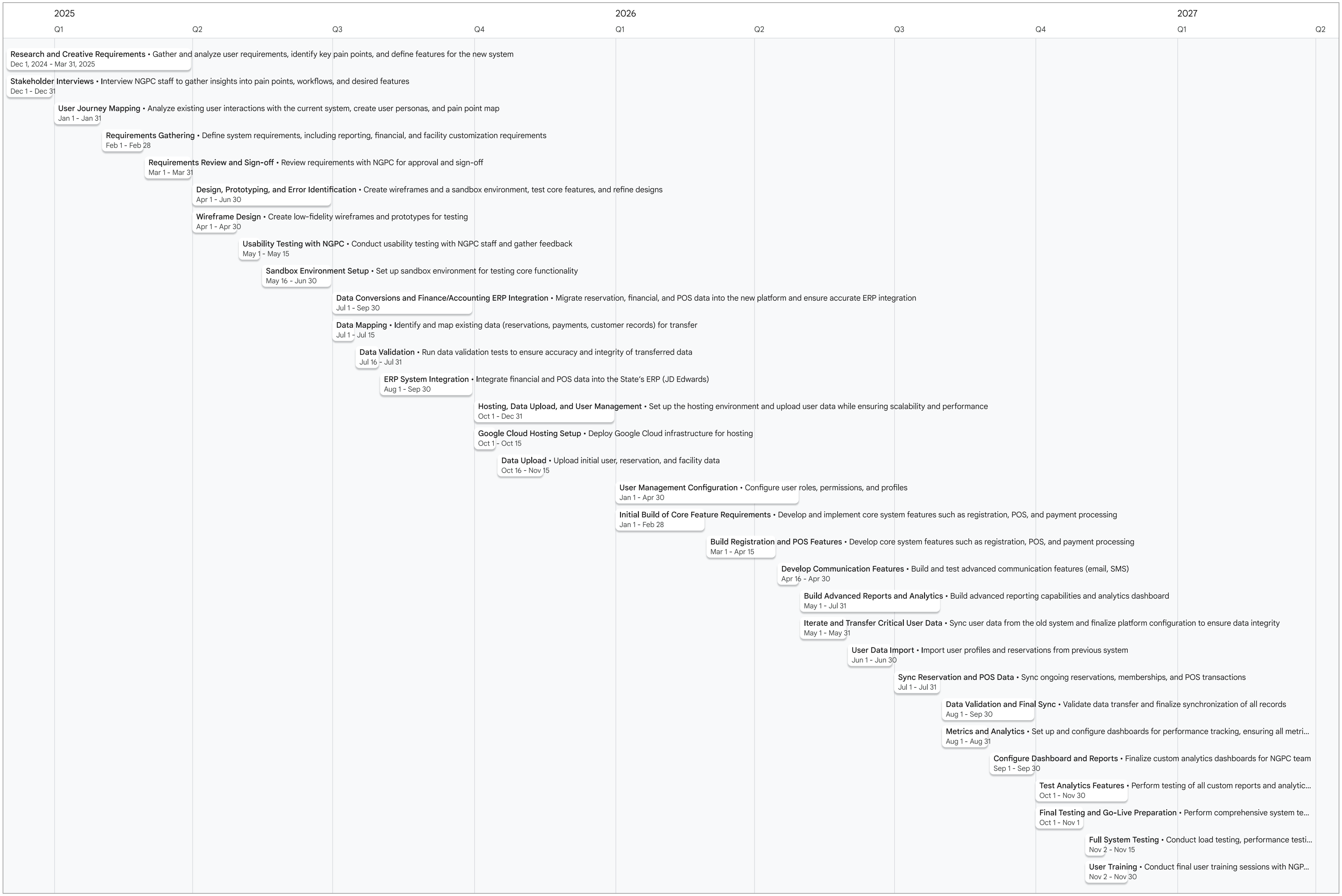
FUN #	End of Contract Provisions	Yes	Customization Required	No	Alternate
	Bidder Response: Please see Draft Transition Plan in the proposal.				

Draft Project Plan for NGCP
State Park Reservation System
Prepared by Kaizen Laboratories Inc.

Transition Plan and related
milestones will occur
simultaneously

Phase	Description	Start Date	End Date	Duration (Days)	Completion (%)	Key Tasks	Deliverables	Responsible Teams	Dependencies	Owner
Research and Creative Requirements	Gather and analyze user requirements, identify key pain points, and define features for the new system	12/1/2024	3/31/2025	121	0%	Staff interviews, data analysis	Requirements documentation	Research & UX team	None	Research Lead
Stakeholder Interviews	Interview NGPC staff to gather insights into pain points, workflows, and desired features	12/1/2024	12/31/2024	30	0%	Interviews	Insights, initial findings	Research & UX team	None	Research Lead
User Journey Mapping	Analyze existing user interactions with the current system, create user personas, and pain point map	1/1/2025	1/31/2025	31	0%	User journey analysis	Journey maps, personas	Research & UX team	Stakeholder Interviews	Research Lead
Requirements Gathering	Define system requirements, including reporting, financial, and facility customization requirements	2/1/2025	2/28/2025	28	0%	Requirement docs	Functional requirements document	Research & UX team	User Journey Mapping	Research Lead
Requirements Review and Sign-off	Review requirements with NGPC for approval and sign-off	3/1/2025	3/31/2025	31	0%	Requirements review	Signed-off requirements	Research & UX team	Requirements Gathering	Research Lead
Design, Prototyping, and Error Identification	Create wireframes and a sandbox environment, test core features, and refine designs	4/1/2025	6/30/2025	91	0%	Develop wireframes, testing	Sandbox, test system	Design & Dev team	Completion of Research	Design Lead
Wireframe Design	Create low-fidelity wireframes and prototypes for testing	4/1/2025	4/30/2025	30	0%	Wireframes	Wireframe prototypes	Design & UX team	Requirements Sign-off	Design Lead
Usability Testing with NGPC	Conduct usability testing with NGPC staff and gather feedback	5/1/2025	5/15/2025	15	0%	Testing sessions	Usability reports	UX team	Wireframe Design	UX Lead
Sandbox Environment Setup	Set up sandbox environment for testing core functionality	5/16/2025	6/30/2025	45	0%	Environment setup	Fully functional test environment	Development team	Usability Testing	DevOps Lead
Data Conversions and Finance/Accounting ERP Integra	Migrate reservation, financial, and POS data into the new platform and ensure accurate ERP integration	7/1/2025	9/30/2025	91	0%	Data migration, ERP integration	Data migration reports	Data & Finance teams	Completion of Prototyping	Data Team Lead
Data Mapping	Identify and map existing data (reservations, payments, customer records) for transfer	7/1/2025	7/15/2025	15	0%	Data mapping	Data migration map	Data team	Sandbox Complete	Data Team Lead
Data Validation	Run data validation tests to ensure accuracy and integrity of transferred data	7/16/2025	7/31/2025	15	0%	Data validation	Validation reports	Data team	Data Mapping Complete	Data Team Lead
ERP System Integration	Integrate financial and POS data into the State's ERP (JD Edwards)	8/1/2025	9/30/2025	61	0%	ERP integration	Integrated system	Data & Finance team	Data Validation Complete	Finance Lead
Hosting, Data Upload, and User Management	Set up the hosting environment and upload user data while ensuring scalability and performance	10/1/2025	12/31/2025	91	0%	Google Cloud setup, data upload	Hosted system, user management setup	DevOps team	Completion of Data Conversic	DevOps Lead
Google Cloud Hosting Setup	Deploy Google Cloud infrastructure for hosting	10/1/2025	10/15/2025	15	0%	Hosting setup	Cloud infrastructure	DevOps team	ERP Integration Complete	DevOps Lead
Data Upload	Upload initial user, reservation, and facility data	10/16/2025	11/15/2025	30	0%	Data upload	Uploaded system data	DevOps & Data teams	Hosting Setup Complete	DevOps Lead
User Management Configuration	Configure user roles, permissions, and profiles	1/1/2026	4/30/2026	120	0%	Role setup	Configured user access	DevOps team	Data Upload Complete	Development Lead
Initial Build of Core Feature Requirements	Develop and implement core system features such as registration, POS, and payment processing	1/1/2026	2/28/2026	59	0%	Develop core features	Core system functionality	Development team	User Management Config Cor	Development Lead
Build Registration and POS Features	Develop core system features such as registration, POS, and payment processing	3/1/2026	4/15/2026	45	0%	Feature development	Communication features	Development team	Build of Core Features Compl	Development Lead
Develop Communication Features	Build and test advanced communication features (email, SMS)	4/16/2026	4/30/2026	15	0%	Communication feature development	Advanced reports	Development team	Registration & POS Build	Analytics Lead
Build Advanced Reports and Analytics	Build advanced reporting capabilities and analytics dashboard	5/1/2026	7/31/2026	91	0%	Reporting feature development	Full user data migration	Data & DevOps team	Communication Features Cor	Data Migration Lead
Iterate and Transfer Critical User Data	Sync user data from the old system and finalize platform configuration to ensure data integrity	5/1/2026	5/31/2026	31	0%	Data import, sync reservations	Transferred user data	Data & DevOps team	Initial Build Complete	Data Migration Lead
User Data Import	Import user profiles and reservations from previous system	6/1/2026	6/30/2026	30	0%	Data import	Synchronized data	Data & DevOps team	User Data Import Complete	Data Migration Lead
Sync Reservation and POS Data	Sync ongoing reservations, memberships, and POS transactions	7/1/2026	7/31/2026	31	0%	Data sync	Validated data sync	Data & DevOps team	Data Sync Complete	Data Migration Lead
Data Validation and Final Sync	Validate data transfer and finalize synchronization of all records	8/1/2026	9/30/2026	61	0%	Data validation	Custom analytics dashboards	Analytics team	Data Transfer Complete	Analytics Lead
Metrics and Analytics	Set up and configure dashboards for performance tracking, ensuring all metrics are tracked in real time	8/1/2026	8/31/2026	31	0%	Build analytics dashboards	Analytics dashboards	Analytics team	Dashboard Setup Complete	Analytics Lead
Configure Dashboard and Reports	Finalize custom analytics dashboards for NGPC team	9/1/2026	9/30/2026	30	0%	Dashboard setup	Tested analytics features	QA & Analytics team	Analytics Testing Complete	QA Lead
Test Analytics Features	Perform testing of all custom reports and analytics tools	10/1/2026	11/30/2026	61	0%	Testing	Tested system, training materials	QA & Training teams	Metrics and Analytics Comple	Project Manager
Final Testing and Go-Live Preparation	Perform comprehensive system testing, load testing, and user training in preparation for the official launch	10/1/2026	11/1/2026	31	0%	System testing, user training	Tested system	QA team	Analytics Testing Complete	QA Lead
Full System Testing	Conduct load testing, performance testing, and user acceptance testing	11/2/2026	11/15/2026	15	0%	Load testing	Training materials	Training teams	Load Testing Complete	Training Lead
User Training	Conduct final user training sessions with NGPC staff	11/2/2026	11/30/2026	28	0%	Training sessions	Training sessions	Training Materials	Training Teams	Load Testing Complete

Nebraska Draft Project Plan



Research and Creative Requirements • Gather and analyze user requirements, identify key pain points, and define features for the new system
Dec 1, 2024 - Mar 31, 2025

Stakeholder Interviews • Interview NGPC staff to gather insights into pain points, workflows, and desired features
Dec 1 - Dec 31

User Journey Mapping • Analyze existing user interactions with the current system, create user personas, and pain point map
Jan 1 - Jan 31

Requirements Gathering • Define system requirements, including reporting, financial, and facility customization requirements
Feb 1 - Feb 28

Requirements Review and Sign-off • Review requirements with NGPC for approval and sign-off
Mar 1 - Mar 31

Design, Prototyping, and Error Identification • Create wireframes and a sandbox environment, test core features, and refine designs
Apr 1 - Jun 30

Wireframe Design • Create low-fidelity wireframes and prototypes for testing
Apr 1 - Apr 30

Usability Testing with NGPC • Conduct usability testing with NGPC staff and gather feedback
May 1 - May 15

Sandbox Environment Setup • Set up sandbox environment for testing core functionality
May 16 - Jun 30

Data Conversions and Finance/Accounting ERP Integration • Migrate reservation, financial, and POS data into the new platform and ensure accurate ERP integration
Jul 1 - Sep 30

Data Mapping • Identify and map existing data (reservations, payments, customer records) for transfer
Jul 1 - Jul 15

Data Validation • Run data validation tests to ensure accuracy and integrity of transferred data
Jul 16 - Jul 31

ERP System Integration • Integrate financial and POS data into the State's ERP (JD Edwards)
Aug 1 - Sep 30

Hosting, Data Upload, and User Management • Set up the hosting environment and upload user data while ensuring scalability and performance
Oct 1 - Dec 31

Google Cloud Hosting Setup • Deploy Google Cloud infrastructure for hosting
Oct 1 - Oct 15

Data Upload • Upload initial user, reservation, and facility data
Oct 16 - Nov 15

User Management Configuration • Configure user roles, permissions, and profiles
Jan 1 - Apr 30

Initial Build of Core Feature Requirements • Develop and implement core system features such as registration, POS, and payment processing
Jan 1 - Feb 28

Build Registration and POS Features • Develop core system features such as registration, POS, and payment processing
Mar 1 - Apr 15

Develop Communication Features • Build and test advanced communication features (email, SMS)
Apr 16 - Apr 30

Build Advanced Reports and Analytics • Build advanced reporting capabilities and analytics dashboard
May 1 - Jul 31

Iterate and Transfer Critical User Data • Sync user data from the old system and finalize platform configuration to ensure data integrity
May 1 - May 31

User Data Import • Import user profiles and reservations from previous system
Jun 1 - Jun 30

Sync Reservation and POS Data • Sync ongoing reservations, memberships, and POS transactions
Jul 1 - Jul 31

Data Validation and Final Sync • Validate data transfer and finalize synchronization of all records
Aug 1 - Sep 30

Metrics and Analytics • Set up and configure dashboards for performance tracking, ensuring all metri...
Aug 1 - Aug 31

Configure Dashboard and Reports • Finalize custom analytics dashboards for NGPC team
Sep 1 - Sep 30

Test Analytics Features • Perform testing of all custom reports and analytic...
Oct 1 - Nov 30

Final Testing and Go-Live Preparation • Perform comprehensive system te...
Oct 1 - Nov 1

Full System Testing • Conduct load testing, performance testi...
Nov 2 - Nov 15

User Training • Conduct final user training sessions with NGP...
Nov 2 - Nov 30

Draft Transition Plan for Nebraska State Park Reservation System

This transition plan outlines the process for transferring operational control of the Nebraska State Park Reservation System from the incumbent contractor to the new contractor. The goal is to ensure a smooth transition without interruptions or degradation in service while thoroughly documenting and transferring knowledge, processes, and procedures. The plan includes collaboration between the contractors, with oversight by NGPC, and will be further detailed within 90 days of the new contractor's start date.

1. Transition Plan Objectives

- Ensure the complete and seamless transfer of all **knowledge** necessary to operate the Nebraska State Park Reservation System.
- Provide detailed documentation of **support processes, procedures, functions, and staffing requirements**.
- Facilitate collaboration between the incumbent contractor, the new contractor, and NGPC to ensure an orderly and effective transition of **operational control**.

2. Transition Plan Components

a. Project Schedule and Milestones

- A detailed **project schedule** will be developed, outlining key milestones and deliverables. The timeline will include:
  - Initial transition planning and kick-off meeting.
  - Knowledge transfer sessions.
  - Data conversion tasks.
  - Training activities.
  - System validation and testing.
  - Final handover.

b. Knowledge Transfer Approach

- A structured knowledge transfer process will ensure the new contractor gains the **necessary knowledge** to maintain all functions, applications, and services.
  - **Documentation Review**: Review and transfer all system documentation, including technical manuals, user guides, system architecture, and support procedures.
  - **Shadowing**: New contractor staff will shadow critical roles of the incumbent contractor to gain hands-on experience.
  - **Workshops**: Knowledge transfer workshops will be conducted to ensure the transfer of operational knowledge, including incident management, customer support, and system administration.

c. Data Conversion

- The new contractor will ensure the **conversion of all State Park Reservation System data**.
  - Existing data, including reservations, customer records, financials, and logs, will be securely transferred to the new system, ensuring no loss or corruption of data.

    - Data integrity checks and validation tests will be conducted to confirm successful data migration.

d. Resources and Time Commitments

- The transition plan will detail the **resources** required for a successful knowledge transfer, including the commitment of key personnel from both contractors and NGPC.
    - **Training Programs**: Specific training sessions will be scheduled for the new contractor's team, including technical and support staff.
    - **Time Commitments**: Both contractors will allocate sufficient time and resources for a comprehensive handover, including complete knowledge transfer and data migration.

e. Knowledge Transfer Effectiveness Measurements

- **Metrics** will be established to measure the knowledge transfer's effectiveness, ensuring the new contractor can fully support the system post-transition.
    - Success will be measured by the ability of the new contractor to perform critical tasks independently, including managing reservations, resolving incidents, and operating the system without assistance.

f. Transition Procedures

- A clear outline of **procedures** to be followed during the transition period will be established to ensure there is **no interruption** in system availability or degradation in service quality.
    - Critical functions such as system uptime, customer support, and reservations will be prioritized to ensure continuity.

g. Roles and Responsibilities

- **The roles and responsibilities** of contractors and NGPC will be clearly defined. This will ensure that every party understands its obligations and duties during the transition.
    - **Incumbent Contractor**: Responsible for providing detailed documentation and support to the new contractor.
    - **New Contractor**: Responsible for absorbing knowledge and preparing to take complete operational control.
    - **NGPC**: Provides oversight, ensuring a smooth transition and timely issue resolution.

h. Point of Contact & Issue Management

- **Points of contact** from both contractors will be designated to handle any issues or concerns during the transition.
    - A formal process for **issue tracking** and escalation will be established, ensuring prompt resolution of any problems encountered.

i. Transition Testing Plan

- A comprehensive **transition test plan** will be developed, outlining essential **procedures and tests** to validate that the new contractor is prepared to take complete operational control.
    - Testing will include system functionality, data integrity, and support operations.
    - A detailed **transition test checklist** will be developed to address all critical areas.

j. Communication Plan • A **communication plan** will be implemented to ensure regular updates between all parties involved. This will include:

    - Weekly status meetings.
    - Progress reports.
    - Incident reporting and escalation procedures.

k. Risk Mitigation Plan

- A **risk mitigation plan** will be developed to identify potential risks during the transition, such as data loss, downtime, or gaps in system knowledge.
  - **Mitigation strategies** for each identified risk will be outlined, including preventive measures and contingency plans.

I. Contingency Plan for Failed Transition

- In the event of a failed transition or significant disruption, a **contingency plan** will be implemented. This will include:
  - **Fallback procedures**: A temporary reversion to the incumbent contractor for continued system operations.
  - **Data recovery**: Procedures for restoring data and system functionality to ensure continuity.

3. Collaboration with the Successor Contractor

- As the transition plan approaches the end of the contract term, the incumbent contractor will work closely with the successor contractor to facilitate a seamless handover.
  - Both contractors will collaborate under the oversight of NGPC to merge and finalize transition plans.
  - The **joint responsibility** of both contractors will ensure that operational control is transferred smoothly and all critical functions are maintained during the process.

This transition plan ensures an orderly, efficient, and transparent transfer of all knowledge, processes, and responsibilities. It is designed to maintain continuous Nebraska State Park Reservation System operations while minimizing risk and disruption. The detailed plan, to be finalized within 90 days of the new contractor’s start date, will prioritize knowledge transfer, system testing, and collaboration, ensuring a smooth transition for NGPC.

Plan to Ensure Operational Continuity During Contractor Transition

The Nebraska State Park Reservation System’s transition plan is designed to ensure uninterrupted operations as the system transitions from the incumbent contractor to the new contractor. The plan focuses on maintaining system availability, data integrity, and service quality throughout the transition period, with critical safeguards to prevent downtime or disruptions.

1. Dual Support and Collaboration

- **Overlap Period**: During the transition period, both the incumbent and new contractor will operate in parallel. This ensures that the incumbent contractor remains responsible for day-to-day operations while the new contractor gains familiarity with the system.
- **Collaborative Knowledge Transfer**: A structured knowledge transfer plan will be executed to train the new contractor on all system operational aspects while the incumbent remains fully engaged. This includes collaborative workshops, shadowing sessions, and ongoing support until the new contractor takes complete control.
- **Shared Incident Management**: During the transition period, both contractors will collaborate on incident management and troubleshooting. Any system issues will be jointly addressed, ensuring fast resolutions without service degradation.

2. Data Integrity and Migration

- **Real-Time Data Replication**: During the transition, real-time data replication will ensure that both contractors can access the most up-to-date system information. This will prevent data loss or delays in processing reservations, payments, or customer interactions.
- **Backup and Recovery**: Regular backups will continue throughout the transition to safeguard all system data. In the event of a failure during the migration, data recovery protocols will ensure no information is lost and the system can quickly resume operations.

3. Role and Responsibility Clarity

- **Defined Roles**: The responsibilities of the incumbent and new contractor will be clearly outlined, with specific duties assigned to each team to prevent overlap or confusion. The incumbent will retain full responsibility for operational tasks until a formal handover is completed, while the new contractor will focus on training and system integration.
- **NGPC oversight**: NGPC will provide oversight throughout the transition process, ensuring both contractors adhere to the plan and that the handover is smooth and well-coordinated.

4. Staged Handover

- **Gradual Handover of Responsibilities**: System management responsibilities will be transferred to the new contractor in stages. This may begin with less critical functions (e.g., reporting) and progress to more essential operations like reservations and payments, ensuring the new team is fully competent before assuming complete control.
- **Transition Testing**: A series of test scenarios will be executed before the complete handover to ensure the new contractor can manage system operations without disruption. This includes test cases covering all primary functions, including booking, payment processing, and customer support.

5. Communication Plan

- **Clear Communication Channels**: A communication plan will be implemented to ensure all parties—NGPC, the incumbent contractor, the new contractor, and key stakeholders—are informed of progress, key milestones, and any potential risks.
- **End-User Communication**: If any service interruptions are anticipated (though minimal), end users will be notified well in advance with clear instructions on alternative support options.

6. Risk Management and Contingency Planning

- **Risk Identification and Mitigation**: All potential risks associated with the transition, such as data migration issues or unfamiliarity with system processes, will be identified early, and mitigation strategies will be implemented.
- **Contingency Plan**: In the event of a failed transition or significant disruption, the contingency plan will allow the incumbent contractor to temporarily resume operational control until issues are resolved, ensuring that system services remain fully functional for end users.

7. Performance Monitoring

- **Ongoing Monitoring**: System performance will be continuously monitored throughout the transition process to detect anomalies or slowdowns. Key metrics, such as system uptime, transaction success rates, and user response times, will be tracked to ensure the system does not suffer adverse effects during the transition.
- **Post-Handover Support**: After the handover, the incumbent contractor will remain on standby for a defined period to provide support if any issues arise, ensuring a smooth and successful transition to the new team.

This plan ensures that the Nebraska State Park Reservation System remains fully operational throughout the contractor transition process. Implementing a structured, collaborative approach with real-time monitoring, data integrity safeguards, and clear communication will manage the transition smoothly, with minimal risk to system performance or user experience.

Incident Response Plan

Policy Owner: Nikhil Reddy

Effective Date: 05/09/2022

Purpose

This document establishes the plan for managing information security incidents and events, and offers guidance for employees or incident responders who believe they have discovered, or are responding to, a security incident.

Scope

This policy covers all information security or data privacy events or incidents.

Incident and Event Definitions

A security event is an observable occurrence relevant to the confidentiality, availability, integrity, or privacy of company controlled data, systems or networks.

A security incident is a security event which results in loss or damage to the confidentiality, availability, integrity, or privacy of company controlled data, systems or networks.

Incident Reporting & Documentation

Reporting

If a Kaizen Laboratories Inc. employee, contractor, user, or customer becomes aware of an information security event or incident, possible incident, imminent incident, unauthorized access, policy violation, security weakness, or suspicious activity, then they shall immediately report the information using one of the following communication channels:

- Email support@kaizenlabs.co information or reports about the event or incident

Reporters should act as a good witness and behave as if they are reporting a crime. Reports should include specific details about what has been observed or discovered.

Severity

Team or role responsible for monitoring reports of security incidents or events, e.g., the Kaizen Laboratories Inc. Support Team shall monitor incident and event tickets and shall assign a ticket severity based on the following categories.

S3/S4 - Low and Medium Severity

Issues meeting this severity are simply suspicions or odd behaviors. They are not verified and require further investigation. There is no clear indicator that systems have tangible risk and do not require emergency response. This includes lost/stolen laptop with disk encryption, suspicious emails, outages, strange activity on a laptop, etc.

S2 - High Severity

High severity issues relate to problems where an adversary or active exploitation hasn't been proven yet, and may not have happened, but is likely to happen. This may include lost/stolen laptop without encryption, vulnerabilities with direct risk of exploitation, threats with risk or adversarial persistence on our systems (e.g.: backdoors, malware), malicious access of business data (e.g.: passwords, vulnerability data, payments information).

S1 - Critical Severity

Critical issues relate to actively exploited risks and involve a malicious actor or threats that put any individual at risk of physical harm. Identification of active exploitation is required to meet this severity category.

Escalation and Internal Reporting

The incident escalation contacts can be found below in Appendix A.

S1 - Critical Severity: S1 issues require immediate notification to Nikhil Reddy, CEO & Co-founder at nikhil@kaizenlabs.co.

S2 - High Severity: An S2 ticket must be completed and the appropriate manager (see S1 above) must also be notified via contacting Nikhil Reddy and sending an e-mail to internal-support@kaizenlabs.co with a reference to the ticket number.

S3/S4 - Medium and Low Severity: An S3/S4 ticket must be created and assigned to the appropriate department for response. An e-mail should also be sent to internal-support@kaizenlabs.co with a reference to the ticket number.

Documentation

All reported security events, incidents, and response activities shall be documented and adequately protected in our Salesforce support ticketing system, as well as our internal e-mail account for internal-support@kaizenlabs.co. All e-mails will be archived and stored without a deletion policy.

A root cause analysis may be performed on all verified S1 security incidents. A root cause analysis report shall be documented and referenced in the incident ticket. The root cause analysis shall be reviewed by Nikhil Reddy (nikhil@kaizenlabs.co) who shall determine if a post-mortem meeting will be called.

Incident Response Process

For critical issues, the response team will follow an iterative response process designed to investigate, contain exploitation, eradicate the threat, recover system and services, remediate vulnerabilities, and document a post-mortem report including the lessons learned from the incident.

Summary

- Event reported
- Triage and analysis
- Investigation
- Containment & neutralization (short term/triage)
- Recovery & vulnerability remediation
- Hardening & Detection improvements (lessons learned, long term response)

Detailed

- IT Manager or VP of Support will manage the incident response effort
- If necessary, a central "War Room" will be designated, which may be a physical or virtual location (i.e Slack channel)
- A recurring Incident Response Meeting will occur at regular intervals until the incident is resolved
- Legal and executive staff will be informed as required

Incident **Response** Meeting Agenda

- Update Incident Ticket and timelines
- Document new Indicators of Compromise (IOCs)
- Perform investigative Q&A
- Apply emergency mitigations
- External Reporting / Breach Reporting
- Plan long term mitigations
- Document Root Cause Analysis (RCA)
- Additional items as needed

Special Considerations

Internal Issues

Issues where the malicious actor is an internal employee, contractor, vendor, or partner requires sensitive handling. The incident manager shall contact Nikhil Reddy, the CEO directly at nikhil@kaizenlabs.co, and will not discuss with other employees. These are critical issues where follow-up must occur.

Compromised Communications

Incident responders must have slack messaging arranged before listing themselves as incident members. If there are IT communication risks, an out of band solution will be chosen, and communicated to incident responders via cell-phone.

Root Account Compromise

If an AWS root account compromise is known or expected, refer to the playbook in Appendix D.

Additional Requirements

- Suspected and reported events and incidents shall be documented
- Suspected incidents shall be assessed and classified as either an event or an incident
- Incident response shall be performed according to this plan and any associated procedures.
- All incidents shall be formally documented, and a documented root cause analysis shall be performed
- Incident responders shall collect, store, and preserve incident-related evidence in accordance with industry guidance and best practices such as NIST SP 800-86 ‘Guide to Integrating Forensic Techniques into Incident Response'
- Suspected and confirmed unauthorized access events shall be reviewed by the Incident Response Team. Breach determinations shall only be made by the CEO, Nikhil Reddy.
- Kaizen Laboratories Inc. shall promptly and properly notify customers, partners, users, affected parties, and regulatory agencies of relevant incidents or breaches in accordance with Kaizen Laboratories Inc. policies, contractual commitments, and regulatory requirements, as determined by the CEO, Nikhil Reddy and relevant legal counsel.
- This Incident Response Plan shall be reviewed and formally tested at least once a year. Results of IR plan testing activities including findings and lessons learned will be formally

documented and maintained to support security, compliance and audit requirements

External Communications and Breach Reporting

Legal and executive staff shall confer with technical teams in the event of unauthorized access to company or customer systems, networks, and/or data. Legal staff along with the CEO shall determine if breach reporting or external communications are required. Breaches shall be reported to customers, consumers, data subjects and regulators without undue delay and in accordance with all contractual commitments and applicable legislation.

No personnel may disclose information regarding incident or potential breaches to any third party or unauthorized person without the approval of legal and/or executive management.

Mitigation and Remediation

Legal and executive staff shall determine any immediate or long term mitigations or remedial actions that need to be taken as a result of an incident or breach. In the event that mitigations or remedial actions are needed, executive staff shall direct personnel with respect to planning, communicating and executing those activities.

Cooperation with Customers, Data Controller and Authorities

As needed and determined by legal and executive staff, the company shall cooperate with customers, Data Controllers and regulators to fulfill all of its obligations in the event of an incident or data breach.

Roles & Responsibilities

Every employee and user of any Kaizen Laboratories Inc. information resources has responsibilities toward the protection of the information assets. The table below establishes the specific responsibilities of the incident responder roles.

Response Team Members

Role	Responsibility
Incident Manager	The Incident Manager is the primary and ultimate decision maker during the response period. The Incident Manager is ultimately responsible for resolving the incident and formally closing incident response actions. See Appendix A for Incident Manager contact information. These responsibilities include: • Ensuring the right people from all functions are actively involved as appropriate • Communicating status updates to the appropriate person or teams at regular intervals • Resolving incidents in the immediate term • Determining necessary follow-up actions • Assigning follow-up activities to the appropriate people • Promptly reporting incident details which may trigger breach reporting, in writing to the CEO, Nikhil Reddy.
Incident Response Team (IRT)	The individuals who have been engaged and are actively working on the incident. All members of the IRT will remain engaged in incident response until the incident is formally resolved, or they are formally dismissed by the Incident Manager.
Engineers (Support and Development)	Qualified engineers will be placed into the on-call rotation and may act as the Incident Manager (if primary resources are not available) or a member of the IRT when engaged to respond to an incident. Engineers are responsible for understanding the technologies and components of the information systems, the security controls in place including logging, monitoring, and alerting tools, appropriate communications channels, incident response protocols, escalation procedures, and documentation requirements. When Engineers are engaged in incident response, they become members of the IRT.
Users	Employees and contractors of Kaizen Laboratories Inc.. Users are responsible for following policies, reporting problems, suspected problems, weaknesses, suspicious activity, and security incidents and events.
Customers	Customers are responsible for reporting problems with their use of Kaizen Laboratories Inc. services. Customers are responsible for verifying that reported problems are resolved.
Legal Counsel	Responsible, in conjunction with the CEO and executive management, for determining if an incident presents legal or regulatory exposure as well as whether an incident shall be considered a reportable breach. Counsel shall review and approve in writing all external breach notices before they are sent to any external party.
Executive Management	Responsible, in conjunction with the CEO and Legal Counsel, for determining if an incident shall be considered a reportable breach. An appropriate company officer shall review and approve in writing all external breach notices before they are sent to any external party. Kaizen Laboratories Inc. shall seek stakeholder consensus when determining whether a breach has occurred. The Kaizen Laboratories Inc. CEO shall make a final breach determination in the event that consensus cannot be reached.

Management Commitment

Kaizen Laboratories Inc. management has approved this policy and commits to providing the resources, tools and training needed to reasonably respond to identified security events and incidents with the potential to adversely affect the company or its customers.

Exceptions

Requests for an exception to this Policy must be submitted to and authorized by the CEO, Nikhil Reddy for approval. Exceptions shall be documented.

Violations & Enforcement

Any known violations of this policy should be reported to the CEO, Nikhil Redy. Violations of this policy may result in immediate withdrawal or suspension of system and network privileges and/or disciplinary action in accordance with company procedures up to and including termination of employment.

Version	**Date**	**Description**	**Author**	**Approved by**
1.0	11/01/1997	First version	Nikhil Reddy	Nikhil Reddy

Appendix A - Contact Information

All requests, support issues, and incidences will be reported through the CEO, Nikhil Reddy, reachable at nikhil@kaizenlabs.co

Appendix B - Incident Collection Form

General Information				
Incident Detector's Information				
Name:			**Date and Time Detected:**	
Title:				
Phone:			**Location Incident Detected From:**	
E-mail:				
			Additional Information:	

Incident Summary				
Type of Incident Detected:				
Denial of Service	Unauthorized Use	Espionage	Probe	Hoax
Malicious Code	Unauthorized Access	Other:		
Incident Location:			`	
Site:				
Site Point of Contact:				
Phone:				
Email:				
How was the Incident Detected:				
Additional Information:				

Location(s) of affected systems:				
Date and time incident handlers arrived at site:				
Describe affected information system(s) (one form per system is recommended):				
Hardware Manufacturer:				
Serial Number:				
Corporate Property Number (if applicable):				
Is the affected system connected to a network?	Yes	No		
Describe the physical security of the location of affected information systems (locks, security alarms, building access, etc.):				
Isolate affected systems:				
Approval to removal from network?	Yes	No		
If YES, Name of Approver:				
Date and Time Removed:				
If NO, state the reason:				
Backup of Affected System(s):				
Last System backup successful?	Yes	No		
Name of persons who did backup:				
Date and time last backups started:				
Date and time last backups completed:				
Backup Storage Location:				
Incident Eradication:				
Name of persons performing forensics:				
Was the vulnerability (root cause) identified:	Yes	No		
Describe:				
How was eradication validated:				

Appendix C - HIPAA Breach Procedures for Protected Health Information (PHI)

Procedures

In the event that the customer identifies a potential breach of PHI occurs, the following procedures shall be followed.

Step 1: Identification (Discovery)

A breach of PHI will be deemed "discovered" as of the first day the customer knows of the breach or, by exercising reasonable diligence, would or should have known about the breach.

If a potential breach is discovered, it is very time sensitive and must be immediately reported.

The following is full description of what constitutes PHI

- PHI is any health information that can be tied to an individual to include the following:

1. Names (Full or last name and initial)
2. All geographical identifiers smaller than a state, except for the initial three digits of a zip code if, according to the current publicly available data from the U.S. Bureau of the Census: the geographic unit formed by combining all zip codes with the same three initial digits contains more than 20,000 people; and the initial three digits of a zip code for all such geographic units containing 20,000 or fewer people is changed to 000
3. Dates (other than year) directly related to an individual including birth date, admission date, discharge date, date of death; and all ages over 89 and all elements of dates (including year) indicative of such age, except that such ages and elements may be aggregated into a single category of age 90 or older.
4. Phone numbers
5. Fax numbers
6. Email addresses
7. Social Security numbers
8. Medical record numbers
9. Health insurance beneficiary numbers
10. Account numbers
11. Certificate/license numbers
12. Vehicle identifiers (including serial numbers and license plate numbers)
13. Device identifiers and serial numbers
14. Web Uniform Resource Locators (URLs)
15. Internet Protocol (IP) address numbers
16. Biometric identifiers, including finger, retinal and voice prints
17. Full face photographic images and any comparable images
18. Any other unique identifying number, characteristic, or code except the unique code assigned by the investigator to code the data

There are also additional standards and criteria to protect individual's privacy from reidentification. Any code used to replace the identifiers in datasets cannot be derived from any information related to the individual and the master codes, nor can the method to derive the codes be disclosed. For example, a subject's initials cannot be used to code their data because the initials are derived from their name. Additionally, the researcher must not have actual knowledge that the research subject could be re-identified from the remaining identifiers in the PHI used in the research study. In other words, the information would still be considered identifiable if there was a way to identify the individual even though all of the 18 identifiers were removed.

Step 2: Initial Reporting / Escalation

If there is belief that a potential breach of PHI has occurred, the designated Security and/or Privacy Officer, or their designated representative, must be immediately notified.

Please provide all of the information available at the time of the initial regarding the potential breach, to include the following:

- Names
- Dates

- The nature of the PHI potentially breached
- The manner of the disclosure (fax, email, mail, verbal)
- All employees involved
- The recipient
- All other persons with knowledge
- Any associated written or electronic documentation that may exist.

Notification and associated documentation may itself contain PHI and should only be given to the designated Security and/or Privacy Officer, or their designated representative.

Do not discuss the potential breach with anyone else, and do not attempt to conduct an investigation as these tasks will be performed by the designated Security and/or Privacy Officer, or their designated representative.

Step 3: Investigation

Upon receipt of notification of a potential breach the designated Security and/or Privacy Officer, or their designated representative shall promptly conduct an investigation.

The investigation shall include the following activities:

- Interviewing employees involved
- Collecting written documentation
- Completing all appropriate documentation
- Forensic investigation (optional depending on incident)

The designated Security and/or Privacy Officer, or their designated representative, shall retain all documentation related to potential breach investigations, in accordance with established record retention requirements, or for a minimum of six years, whichever is greater.

Step 4: Risk Assessment and Recommendation

Upon completion of the investigation, the designated Security and/or Privacy Officer, or their designated representative, shall perform a Risk Assessment to determine if the use or disclosure of PHI constitutes a breach and requires further notification to the Covered Entity.

The designated Security and/or Privacy Officer, or their designated representative, shall appropriately document the Risk Assessment and make a recommendation to executive management and/or legal counsel regarding whether notification to the Covered Entity of the potential breach would be prudent.

When executing the risk assessment, a "reasoned judgment" standard will be applied to the which shall be fact specific, and shall include consideration of the following factors:

- Did the disclosure involve Unsecured PHI in the first place?
- Who impermissibly used or disclosed the Unsecured PHI?
- To whom was the information impermissibly disclosed?
- Was it returned before it could have been accessed for an improper purpose?
- What type of Unsecured PHI is involved and in what quantity?
- Was the disclosure made for any improper purpose?
- Is there the potential for significant risk of financial, reputational, or other harm to the individual whose PHI was disclosed?
- Was immediate action taken to mitigate any potential harm?
- Do any of the specific breach exceptions apply?

Step 5: Final Determination

The customer's executive management in collaboration with legal counsel shall, after review of the evidence and risk assessment, have final authority to determine whether a breach of PHI occurred and what, if any, further action is warranted.

Step 6: Notification

In the event that the customer's executive management and/or legal counsel determines that notice to the Covered Entity is warranted, the customer's executive management and/or legal counsel or the designated representative shall promptly prepare and transmit a notice to the Covered Entity.

Timing of Notification

The customer shall notify the Covered Entity "without unreasonable delay" but no later than 60 days after discovery and/or notification of the breach, as required by law.

The customer Service and Business Associate Agreements provides that the customer is an independent contractor; therefore, the Covered Entity's time to provide the requisite notice begins to run on the date that the customer notifies the Covered Entity of the breach.

Delay of Notification

Unjustified Delay

If it appears to the designated Security and/or Privacy Officer, or their designated representative, that their investigation will not be completed within a reasonable time, executive management and/or legal counsel shall be informed to ensure that the Covered Entity will be notified before completion of the investigation.

Law Enforcement Delay

A delay in notification is permissible if a law enforcement official states that a breach notification would impede a criminal investigation or cause damage to national security

1. If a law enforcement request is received, the law enforcement statement must be in writing and must specify the length of the delay required.
2. If the request for a delay in notification is oral, the customer must document the statement and request written confirmation within 30 days. If no written request for a delay is received within that time, the customer must send notification of the breach to the Covered Entity.

Content of Notification

Any notification to the Covered Entity (CE) provided by the customer shall include all information as required by law, but at a minimum, will contain the following content:

- Identification of each individual whose PHI is believed to have been breached
- The date of the incident discovery
- The date of disclosure
- The facts and circumstances surrounding the disclosure
- All associated documentation
- All other available information known to the customer that the Covered Entity will be required to include in its own Notice to the individual(s).

Any additional information regarding the breach that the customer discovers after the initial notice to the Covered Entity be promptly provided to the Covered Entity as required by law.

Any notice to the Covered Entity shall be sent via first class mail with a return receipt requested and the return receipt as well as a copy of the Covered Entity Notice shall be kept with related documentation and retained in accordance with established record retention requirements or for a minimum of six years, whichever is greater.

Step 7: Documentation

All phases of the process must be documented in detail on a case-specific basis, in a manner sufficient to demonstrate that all appropriate steps were completed. All supporting documentation associated with the potential breach shall be kept on file in accordance with established record retention requirements or for a minimum of six years, whichever is greater.

HIPAA Breach Check List

- Following any actual or suspected breach of unsecured electronic protected health information (ePHI), the customer must notify the affected Covered Entity (CE).
- Notify the Security Officer and/or Privacy Officer and Legal of a suspected ePHI breach, within four (4) hours.
- Incident Response Team investigates suspected breach and execute risk assessment to verify if ePHI data has been compromised.
- Incident Response Team shall complete a Breach Notification Report
- Incident Response Team provides the completed Breach Notification Report to the Security Officer and/or Privacy Officer for review and approval
- Security and/or Privacy Officer review and approve the submitted Breach Notification Report
- Security and/or Privacy Officer provide a copy of the final Breach Notification Report to the customer Legal department within one (1) business day after approval
- Legal reviews Breach Notification Report and submits the report to the Covered Entity through approved communication channels
- Legal will ensure that notification to the Covered Entity occurs no later than sixty (60) calendar days following the initial discovery of a breach or suspected breach, unless delayed by an appropriate law enforcement agency.

HIPAA Breach Notification Content and Template

The Breach Notification Report to the Covered Entity (CE) notification must include the following information.

- Identification of each individual associated with the affected Covered Entity (CE) whose ePHI was suspected to have been accessed, acquired, used, or disclosed (to the extent possible).
- Any other information that the covered entity is required to include in notification to the affected individual under CFR 164.404(c) which includes:
  - A brief description of what happened, including the date of the breach and the date of the discovery of the breach, if known.
  - A description of the types of unsecured protected health information that were involved in the breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved).
  - Any steps individuals should take to protect themselves from potential harm resulting from the breach.

HIPAA Breach Notification Template

Information Security: HIPAA / ePHI Breach Notification Report	
Incident Number:	Ticket number

Other Incidents Related to this Incident:	
Breach Incident Status	(i.e., New, In progress, Forwarded for investigation, Resolved)
Incident Summary	Description of what happened and is known to date
Incident Description	Date and Time Incident Discovered:
Date and Time Incident Reported:	
Date and Time Incident Occurred:	
Place of Incident:	
Personnel Involved in Incident:	
Type and Volume of Information Involved:	
Accessibility/Vulnerability of ePHI / Protective Controls in Place: (e.g. Encryption, etc.):	
Indicators of Compromise Related to the Incident:	
Root Cause of Incident:	
Awareness of Incident (who knows about it now):	
Initial Risk Assessment	Number of Individuals Potentially Affected:
Potential Privacy Breach (Yes/No):	
Risk to Individuals (Types and Extents):	
Financial Risk to Organization:	
Legal/Contractual Risk to Organization:	
Regulatory Risk to Organization:	
Public Relations Risk to Organization:	
ePHI Accessed or Modified in an Unauthorized Manner (Yes / No):	
Steps Taken	Current Actions Taken:
Evidence Gathered / Chain of Custody:	
People Contacted: (e.g., system owners, system administrators, Law enforcement, outside counsel, forensics investigators):	
Data Breach Services Provider Contacted:	
Agencies Notified:	
Close or Move to Investigation Phase and Why:	
Notification	Covered Entity(s) (CE) Affected:
Date Covered Entity(s) (CE) Notified:	
Method(s) used to Notify Covered Entity(s) (CE):	
Notification Record (Ticket # Documenting Notification):	
System Generated List of Individuals Affected Attached (Required):	
Supporting Details:	
Recommendations	Immediate Notification Requirements: Affected Covered Entities MUST be notified within sixty (60) days of a suspected breach.
Priorities and Considerations for Further Investigation	
Next Steps to be Taken (e.g., Rebuild the host, upgrade an application, implement additional controls, etc.).	
Recommendations for Affected Individuals:	

Appendix D - AWS Root Account Compromise Playbook

Incident Response Runbook - Root Usage

Objective

The objective of this runbook is to provide specific guidance on how to manage Root AWS account usage. This runbook is not a substitute for an in-depth Incident Response strategy. This runbook focuses on the IR lifecycle:

- Establish control.
- Determine impact.
- Recover as needed.
- Investigate the root cause.
- Improve.

The Indicators of Compromise (IOC), initial steps (stop the bleeding), and the detailed CLI commands needed to execute those steps are listed below.

Assumptions

- CLI configured and installed.
- Reporting process is already in place.
- Trusted Advisor is active.
- Security Hub is active.

Indicators of Compromise

- Activity that is abnormal for the account.
    - Creation of IAM users.
    - CloudTrail turned off.
    - Cloudwatch turned off.
    - SNS paused.
    - Step Functions paused.
- Launching of new or unexpected AMIs.
- Changes to the contacts on the account.

Steps to Remediate - Establish Control

AWS documentation for a possible compromised account calls out the specific tasks listed below. The documentation for a possible compromised account can be found at: What do I do if I notice unauthorized activity in my AWS account?

1. Contact AWS Support and TAM as soon as possible.
2. Change and rotate Root password and add an MFA device associated with Root.
3. Rotate passwords, access/secret keys, and CLI commands relevant to remediation steps.
4. Review actions taken by the root user.
5. Open the runbooks for those actions.
6. Close incident.
7. Review the incident and understand what happened.
8. Fix the underlying issues, implement improvements, and update the runbook as needed.

Further Action Items - Determine Impact

Review created items and mutating calls. There are may be items that have been created to allow access in the future. Some things to look at:

- IAM Cross account roles.
- IAM Users.
- S3 buckets.
- EC2 instances.
- Google cloud instances
- Render.com instances and web services
- Vercel.com instances and web services

Batch Summary #4287

	06/24/2024 09:53AM
	All Users
Location:	SCSC The Centre (20880 Centre Pointe Parkway)
Workstation:	All Workstations
Report Date:	06/17/2024 12:00AM - 06/23/2024 1l 59PM
Notes:	

GLSummny

GLCode	GL Desc		Debit	Credit
100-100101	Cash		36,838.50	12.647.00
100-200501	Deferred Revenue (RCIA)		8,083.00	32.280.50
100-201002	Recreation Deposits		2,209.50	2,251.50
I00-201003	Facility Booking Deposits		1,500.00	4.250.00
100-201139	Porters - Reservations		0.00	280.00
I005100-518504	Todd Longshore Expenditure Account		1.50	14.25
100-201062	Dodger Day		0.00	420.00
100-431104	Facilities Rental		72.00	0.00
100-456604	Contract Classes		5,399.75	836.00
100-456609	Day Camps		423.00	1.070.00
100-456614	Recreation Admin. Fee		0.00	294.00
100-46210 I	Misc Revenue		0.00	55.99
102-201076	Fingerprinting-DOJ		0.00	128.01
		Total	54,527.25	54,527.25

Total (Cash & Equivalent) Receipts By Payment Type

PaY.ment TY.P£	PaY.ment Count	Total
City Hall (23920 Valencia Blvd.		
Credit/Debit		420.00
SCSC The Centre (20880 Centre Pointe Parkway)		
Check		17,320.00
Credit/Debit	20	18,444.50
User Account Credit	45	506.00
Credit/Debit Total:	21	18,864.50
Check Total:	1	17,320.00
User Account Credit Total:	45	506.00
Total Receipts Total	67	36,690.50

Cash Receipts By Payment Type

PaY.ment JY.p£	PaY.ment Count	Total
SCSC The Centre (20880 Centre Pointe Parkway)		
Check		I7,320.00
Check Total:		17,320.00
Cash Receipts Total		17,320.00

Cash Equivalent Receipts By Payment Type

Payment 1):p!:	fa;yruent Count	Total
City Hall (23920 Valencia Blvd.		
Credit/Debit		420.00
SCSC The Centre (20880 Centre Pointe Parkway)		
Credit/Debit	20	18,444.50
User Account Credit	45	506.00
Credil/Debit Total:	21	18,864.50
User Account Credit Total:	45	506.00
Cash Equivalent Total	66	19,370.50

Refunds By Payment Type

PaY.ment IY.P£	Payment Count	Total
SCSC The Centre (20880 Centre Pointe Parkway)		
Credit/Debit	134	(11,243.00)
Refund Check Request	I	(750.00)
Todd Longshore	2	(1275)
Credit/Debit Total:	134	(11.243.00)
Refund Check Request Total:	I	(750.00)
Todd Longshore Total:	2	(12.75)
Refunds Total	137	(12,005.75)

Credits By Payment Type

PaY.ment IY.P£	PaY.ment Count	Total
SCSC The Centre (20880 Centre Pointe Parkway)		
User Account Credit	19	(548.00)
User Account Credit Total:	19	(548.00)
Refunds Total	19	(548.00)

Superior (888) 590-[illegible]

DEPOSIT TICKET

[illegible]

DATE 9/27/24

DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL

INCLUDE ADDING MACHINE TAPE LISTING.

4771122
DS1 4-D-BK

CURRENCY COUNT		
	X 100	
	X 50	
	X 20	
	X 10	
	X 5	
	X 2	
	X 1	
TOTAL CURRENCY		

	DOLLARS	CENTS
TOTAL CURRENCY		
TOTAL COIN		
TOTAL FROM OTHER SIDE		
1	17,320	—
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
TOTAL $	17,320	—

FOR ACH/DIRECT DEPOSIT ONLY, USE A VOIDED CHECK

TOTAL DEPOSIT

17320 —

PLEASE ENTER TOTAL HERE

accounting_p	open_accour	currency	transaction_	debit	credit	booked_date	amount	debit_gl_cod	credit_gl_coc	invoice_id	line_item_id	invoice_item	subscription_	price_id	product_id	customer_id	subscription_	charge_id	refund_id	dispute_id	platform_fee	platform_fee	transfer_id	transfer_refu	split_transac	split_transac	split_transac	split_transac	external_trar	external_trar	external_trar	external_trar	price_interva	price_interva	recognition_s	recognition_e	has_associat	presentment	presentment	customer_en	customer_na	customer_de
2/1/24		usd	ii_1OjknaEW	AccountsRec	DeferredRev	2/14/24	62.1			in_1Ojkm5EV	il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiM		price_1Ojkna	prod_PYsYcM	cus_PYrsXIUvT2Ueyj		py_3OjksfEWgfOSenFv06C56l0d																	##########	##########	FALSE	usd	62.1	jax61080@ya	jax61080@yahoo.com	
2/1/24		usd	ii_1OjknaEW	Cash	AccountsRec	2/14/24	62.1			in_1Ojkm5EV	il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiM		price_1Ojkna	prod_PYsYcM	cus_PYrsXIUvT2Ueyj		py_3OjksfEWgfOSenFv06C56l0d																	##########	##########	FALSE	usd	62.1	jax61080@ya	jax61080@yahoo.com	
2/1/24		usd	ii_1OjknaEW	DeferredRev	Revenue	2/14/24	62.1			in_1Ojkm5EV	il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiM		price_1Ojkna	prod_PYsYcM	cus_PYrsXIUvT2Ueyj		py_3OjksfEWgfOSenFv06C56l0d																	##########	##########	FALSE	usd	62.1	jax61080@ya	jax61080@yahoo.com	
4/1/24		usd	ch_3P3xtREV	Cash	AccountsRec	4/10/24	62.1			in_1Ojkm5EV	il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PZEiSd8vv8xT7j		ch_3P3xtREWgfOSenFv1hw00KFF																	##########	##########	FALSE	usd	62.1	menghuaitan	menghuaitan@gmail.com	
4/1/24		usd	ch_3P3xtREV	DeferredRev	Revenue	4/10/24	62.1				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PZEiSd8vv8xT7j		ch_3P3xtREWgfOSenFv1hw00KFF																	##########	##########	FALSE	usd	62.1	menghuaitan	menghuaitan@gmail.com	
2/1/24		usd	ch_3Ojk1TEV	AccountsRec	DeferredRev	2/14/24	62.1				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PYrhbHjrcZIWAl		ch_3Ojk1TEWgfOSenFv0CygmNKV																	##########	##########	FALSE	usd	62.1	lynnie330@y	lynnie330@yahoo.com	
2/1/24		usd	ch_3Ojk1TEV	Cash	AccountsRec	2/14/24	62.1				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PYrhbHjrcZIWAl		ch_3Ojk1TEWgfOSenFv0CygmNKV																	##########	##########	FALSE	usd	62.1	lynnie330@y	lynnie330@yahoo.com	
2/1/24		usd	ch_3Ojk1TEV	DeferredRev	Revenue	2/14/24	62.1				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PYrhbHjrcZIWAl		ch_3Ojk1TEWgfOSenFv0CygmNKV																	##########	##########	FALSE	usd	62.1	lynnie330@y	lynnie330@yahoo.com	
3/1/24		usd	ch_3OyERdE	AccountsRec	DeferredRev	3/25/24	25.03				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PVsxCz9UKGO6hR		ch_3OyERdEWgfOSenFv1ChgSNx1																	##########	##########	FALSE	usd	25.03	mariepizzifer	mariepizziferri@msn.com	
3/1/24		usd	ch_3OyERdE	Cash	AccountsRec	3/25/24	25.03				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PVsxCz9UKGO6hR		ch_3OyERdEWgfOSenFv1ChgSNx1																	##########	##########	FALSE	usd	25.03	mariepizzifer	mariepizziferri@msn.com	
3/1/24		usd	ch_3OyERdE	DeferredRev	Revenue	3/25/24	25.03				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PVsxCz9UKGO6hR		ch_3OyERdEWgfOSenFv1ChgSNx1																	##########	##########	FALSE	usd	25.03	mariepizzifer	mariepizziferri@msn.com	
6/1/24		usd	ch_3PVCNMI	AccountsRec	DeferredRev	6/24/24	25.03				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PVsxCz9UKGO6hR		ch_3PVCNMEWgfOSenFv17WEqILF																	##########	##########	FALSE	usd	25.03	mariepizzifer	mariepizziferri@msn.com	
6/1/24		usd	ch_3PVCNMI	Cash	AccountsRec	6/24/24	25.03				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PVsxCz9UKGO6hR		ch_3PVCNMEWgfOSenFv17WEqILF																	##########	##########	FALSE	usd	25.03	mariepizzifer	mariepizziferri@msn.com	
6/1/24		usd	ch_3PVCNMI	DeferredRev	Revenue	6/24/24	25.03				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PVsxCz9UKGO6hR		ch_3PVCNMEWgfOSenFv17WEqILF																	##########	##########	FALSE	usd	25.03	mariepizzifer	mariepizziferri@msn.com	
4/1/24		usd	ch_3P4jNGE	AccountsRec	DeferredRev	4/12/24	62.1				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PYrhbHjrcZIWAl		ch_3P4jNGEWgfOSenFv1beJ0LGB																	##########	##########	FALSE	usd	62.1	lynnie330@y	lynnie330@yahoo.com	
4/1/24		usd	ch_3P4jNGE	Cash	AccountsRec	4/12/24	62.1				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PYrhbHjrcZIWAl		ch_3P4jNGEWgfOSenFv1beJ0LGB																	##########	##########	FALSE	usd	62.1	lynnie330@y	lynnie330@yahoo.com	
4/1/24		usd	ch_3P4jNGE	DeferredRev	Revenue	4/12/24	62.1				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PYrhbHjrcZIWAl		ch_3P4jNGEWgfOSenFv1beJ0LGB																	##########	##########	FALSE	usd	62.1	lynnie330@y	lynnie330@yahoo.com	
8/1/24		usd	ch_3Ps1DSE	AccountsRec	DeferredRev	8/26/24	33.26				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PVsxCz9UKGO6hR		ch_3Ps1DSEWgfOSenFv0u2l4VoB																	##########	##########	FALSE	usd	33.26	mariepizzifer	mariepizziferri@msn.com	
8/1/24		usd	ch_3Ps1DSE	Cash	AccountsRec	8/26/24	33.26				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PVsxCz9UKGO6hR		ch_3Ps1DSEWgfOSenFv0u2l4VoB																	##########	##########	FALSE	usd	33.26	mariepizzifer	mariepizziferri@msn.com	
8/1/24		usd	ch_3Ps1DSE	DeferredRev	Revenue	8/26/24	33.26				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_PVsxCz9UKGO6hR		ch_3Ps1DSEWgfOSenFv0u2l4VoB																	##########	##########	FALSE	usd	33.26	mariepizzifer	mariepizziferri@msn.com	
8/1/24		usd	ch_3Ps12vEV	AccountsRec	DeferredRev	8/26/24	33.26				il_1OjknaEW	ii_1OjknaEWgfOSenFvBhiMzRol				cus_QjTzsY2IZwPhzT		ch_3Ps12vEWgfOSenFv0zXCUa6S																	##########	##########	FALSE	usd	33.26	conneely17@	conneely17@comcast.net	
8/1/24		usd	ch_3Ps12vEV	Cash	AccountsRec	8/26/24	33.26									cus_QjTzsY2IZwPhzT		ch_3Ps12vEWgfOSenFv0zXCUa6S																	##########	##########	FALSE	usd	33.26	conneely17@	conneely17@comcast.net	
8/1/24		usd	ch_3Ps12vEV	DeferredRev	Revenue	8/26/24	33.26									cus_QjTzsY2IZwPhzT		ch_3Ps12vEWgfOSenFv0zXCUa6S																	##########	##########	FALSE	usd	33.26	conneely17@	conneely17@comcast.net	
4/1/24		usd	ch_3P3x8iEW	AccountsRec	DeferredRev	4/10/24	62.1									cus_PXvNbC0QirI3KT		ch_3P3x8iEWgfOSenFv0UjKk5Fr																	##########	##########	FALSE	usd	62.1	leosmithjr41	Leo Smith	
4/1/24		usd	ch_3P3x8iEW	Cash	AccountsRec	4/10/24	62.1									cus_PXvNbC0QirI3KT		ch_3P3x8iEWgfOSenFv0UjKk5Fr																	##########	##########	FALSE	usd	62.1	leosmithjr41	Leo Smith	
4/1/24		usd	ch_3P3x8iEW	DeferredRev	Revenue	4/10/24	62.1									cus_PXvNbC0QirI3KT		ch_3P3x8iEWgfOSenFv0UjKk5Fr																	##########	##########	FALSE	usd	62.1	leosmithjr41	Leo Smith	
6/1/24		usd	ch_3PQssfEW	AccountsRec	DeferredRev	6/12/24	62.1									cus_QHRkWe7ogBF5TD		ch_3PQssfEWgfOSenFv17hih9Lz																	##########	##########	FALSE	usd	62.1	ashwin.devo	ashwin.devops1@gmail.co	
6/1/24		usd	ch_3PQssfEW	Cash	AccountsRec	6/12/24	62.1									cus_QHRkWe7ogBF5TD		ch_3PQssfEWgfOSenFv17hih9Lz																	##########	##########	FALSE	usd	62.1	ashwin.devo	ashwin.devops1@gmail.co	
6/1/24		usd	ch_3PQssfEW	DeferredRev	Revenue	6/12/24	62.1									cus_QHRkWe7ogBF5TD		ch_3PQssfEWgfOSenFv17hih9Lz																	##########	##########	FALSE	usd	62.1	ashwin.devo	ashwin.devops1@gmail.co	
8/1/24		usd	ch_3PQssfEW	Refunds	Cash	8/2/24	20.7									cus_QHRkWe7ogBF5TD		ch_3PQssfEW	re_3PQssfEWgfOSenFv1v5hQhoL																##########	##########	FALSE	usd	20.7	ashwin.devo	ashwin.devops1@gmail.co	
6/1/24		usd	ch_3PQp5fEV	AccountsRec	DeferredRev	6/12/24	62.1									cus_PYrp5v02JtuXAR		ch_3PQp5fEWgfOSenFv1mCru6IG																	##########	##########	FALSE	usd	62.1	sandeepkode	sandeep Kode	
6/1/24		usd	ch_3PQp5fEV	Cash	AccountsRec	6/12/24	62.1									cus_PYrp5v02JtuXAR		ch_3PQp5fEWgfOSenFv1mCru6IG																	##########	##########	FALSE	usd	62.1	sandeepkode	sandeep Kode	
6/1/24		usd	ch_3PQp5fEV	DeferredRev	Revenue	6/12/24	62.1									cus_PYrp5v02JtuXAR		ch_3PQp5fEWgfOSenFv1mCru6IG																	##########	##########	FALSE	usd	62.1	sandeepkode	sandeep Kode	
6/1/24		usd	ch_3PQqWcE	AccountsRec	DeferredRev	6/12/24	62.1									cus_QHPKvluhA8COiX		ch_3PQqWcEWgfOSenFv15QNSTRC																	##########	##########	FALSE	usd	62.1	merritthaswe	merritthaswell@gmail.com	
6/1/24		usd	ch_3PQqWcE	Cash	AccountsRec	6/12/24	62.1									cus_QHPKvluhA8COiX		ch_3PQqWcEWgfOSenFv15QNSTRC																	##########	##########	FALSE	usd	62.1	merritthaswe	merritthaswell@gmail.com	
6/1/24		usd	ch_3PQqWcE	DeferredRev	Revenue	6/12/24	62.1									cus_QHPKvluhA8COiX		ch_3PQqWcEWgfOSenFv15QNSTRC																	##########	##########	FALSE	usd	62.1	merritthaswe	merritthaswell@gmail.com	
4/1/24		usd	ch_3P3x6jEW	AccountsRec	DeferredRev	4/10/24	62.1									cus_PtkZBpHiXCtIo7		ch_3P3x6jEWgfOSenFv1ILHy5ey																	##########	##########	FALSE	usd	62.1	rlee5920@gn	Rachael Roche	
4/1/24		usd	ch_3P3x6jEW	Cash	AccountsRec	4/10/24	62.1									cus_PtkZBpHiXCtIo7		ch_3P3x6jEWgfOSenFv1ILHy5ey																	##########	##########	FALSE	usd	62.1	rlee5920@gn	Rachael Roche	
4/1/24		usd	ch_3P3x6jEW	DeferredRev	Revenue	4/10/24	62.1									cus_PtkZBpHiXCtIo7		ch_3P3x6jEWgfOSenFv1ILHy5ey																	##########	##########	FALSE	usd	62.1	rlee5920@gn	Rachael Roche	
4/1/24		usd	ch_3P3z7WE	AccountsRec	DeferredRev	4/10/24	62.1									cus_PZ0IRrSQwWQc58		ch_3P3z7WEWgfOSenFv1xGqpnVe																	##########	##########	FALSE	usd	62.1	mchughdanie	mchughdaniel@hotmail.co	
4/1/24		usd	ch_3P3z7WE	Cash	AccountsRec	4/10/24	62.1									cus_PZ0IRrSQwWQc58		ch_3P3z7WEWgfOSenFv1xGqpnVe																	##########	##########	FALSE	usd	62.1	mchughdanie	mchughdaniel@hotmail.co	
4/1/24		usd	ch_3P3z7WE	DeferredRev	Revenue	4/10/24	62.1									cus_PZ0IRrSQwWQc58		ch_3P3z7WEWgfOSenFv1xGqpnVe																	##########	##########	FALSE	usd	62.1	mchughdanie	mchughdaniel@hotmail.co	
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State of Nebraska

Kaizen Resumes

Nikhil Reddy

(408)-623-7000 · reddnikhil@gmail.com · https://www.linkedin.com/in/bignikhilreddy/

EXPERIENCE

KAIZEN LABS

Co-Founder & CEO *January 2021 - Present*

- Executive Leadership and Management: Directed all aspects of company operations, including strategic planning, personnel management, and operational oversight.
- Fundraising and Investor Relations: Orchestrated successful fundraising initiatives and cultivated robust relationships with investors, ensuring the company's financial stability and growth trajectory.
- Product Development and Implementation: Led the development and implementation of cutting-edge parks and recreation software, overseeing the entire product lifecycle from conception to deployment.
- Team Recruitment and Development: Recruited, hired, and developed a high-caliber team, fostering a collaborative and performance-driven work environment.
- Strategic Partnerships and Alliances: Established and maintained strategic partnerships to enhance product offerings, drive innovation, and expand market presence.
- Business Development and Growth: Spearheaded business development strategies, resulting in substantial company growth and increased market penetration.

ANDURIL INDUSTRIES

Software Engineering *July 2019- December 2021*

- User Interface Design and Implementation: Designed, prototyped, and implemented user interfaces across the company, ensuring they were functional and aesthetically pleasing.
- User Engagement and Prototyping: Engaged directly with end-users to gather insights and create prototypes tailored to their workflows.
- Deployment and Integration: Deployed web applications that seamlessly integrated with Anduril's software and hardware ecosystems, ensuring operational consistency and enhanced functionality.

Tesla Motors

Software Engineering *May 2018 - August 2018*

- Data Analysis and Machine Learning: Conducted data analysis on vehicle signals and alerts, developing machine learning solutions to enhance existing diagnostic platforms.
- Back-end Development: Developed back-end features and built APIs to support various software functionalities and integrations.
- Proprietary Diagnostics: Worked on Tesla's proprietary auto-diagnostics machine, contributing to the improvement and efficiency of diagnostic processes.

Recology

Technical Product Management *August 2017 - December 2017*

- Waste Scanner Development: Spearheaded the development of a new waste scanner, focusing on creating a robust storage server and an accurate image classifier.
- Image Classification: Developed an image classifier capable of identifying metal, plastic, trash, compost, recyclables, paper, and cardboard with high accuracy.
- Hardware/IoT Prototyping: Prototyped a hardware/IoT camera device that integrated with the classifier to recognize objects in real-time as they fall into bins.

Tesla Motors

Software Engineering **May 2017***- August 2017*

- Auto-Diagnostics Development: Developed software for Tesla’s auto-diagnostics machine, which uses machine learning algorithms and node-based networks to diagnose vehicle issues.
- Diagnostics Platform: Created a platform for service technicians to input vehicle VIN and session date, instantly generating a comprehensive diagnostics report.
- Machine Learning Integration: Integrated machine learning solutions to enhance the accuracy and efficiency of vehicle issue diagnosis.
- Toolbox Desktop App Optimization: Optimized and improved builds for the Toolbox Desktop app used by service technicians.

EDUCATION

University of California, Berkeley Berkeley, CA

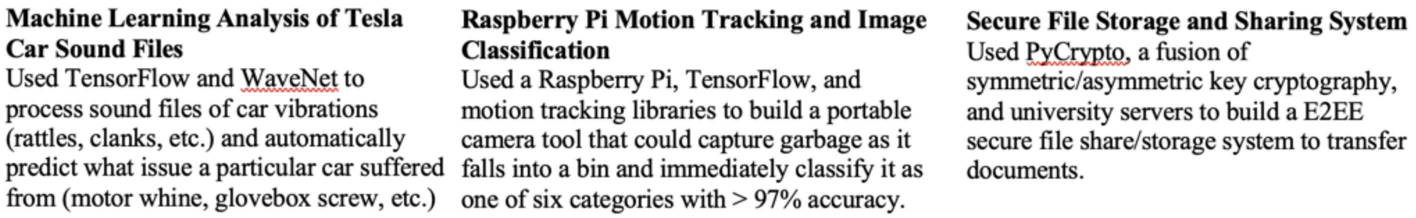
B.S. Electrical Engineering and Computer Science

- Relevant Coursework: AI, Data Science, Algorithms, Data Structures, Security, UI Design, Probability Theory, Computer Architecture, Natural Language Processing, Machine Learning, Physics
- Accel Scholar, selected by Accel venture capital firm for achievement in technology and entrepreneurship

Software Skills

Back-end development in Python, Java, and C. Python/SQL Data Analysis & Visualization. Experience with TensorFlow and Keras. Fluent in database & messaging queue technologies. Extensive experience in building backend APIs for high-usage applications.

Selected Projects and Patents



Machine Learning Analysis of Tesla Car Sound Files
Used TensorFlow and WaveNet to process sound files of car vibrations (rattles, clanks, etc.) and automatically predict what issue a particular car suffered from (motor whine, glovebox screw, etc.)

Raspberry Pi Motion Tracking and Image Classification
Used a Raspberry Pi, TensorFlow, and motion tracking libraries to build a portable camera tool that could capture garbage as it falls into a bin and immediately classify it as one of six categories with > 97% accuracy.

Secure File Storage and Sharing System
Used PyCrypto, a fusion of symmetric/asymmetric key cryptography, and university servers to build a E2EE secure file share/storage system to transfer documents.

REFERENCES

1. Brian Schimpf, CEO of Anduril, brian@anduril.com
2. Matt Grimm, COO of Anduril, matt@anduril.com
3. Brett Malak, Former Engineering Manager, Tesla Motors, bmalak@telsa.com

KJ Shah

(925) 922-3272 | kjpshah1@gmail.com | 234 Skillman Ave., Brooklyn NY, 11211

WORK EXPERIENCE

Kaizen Laboratories Inc., *Co-Founder and COO* New York | July 2020 – (incorporated May 2022)

- Co-founded outdoor recreation technology firm serving 2M+ residents in the United States
- Leading and managing cross-functional teams across business operations and business development to execute against conversion targets; ideating on the company's product roadmap and development
- Speaking at dozens of tradeshows, conferences, educational sessions, and webinars each year to generate qualified leads for the business development teams
- Managing Human Resources function, authoring various corporate documents and managing procedures pertaining to employee resources, well-being, performance reviews, code of conduct, and more
- Built and managed operating model and collaborate with key stakeholders to set monthly targets and drive accountability
- Manage outsourced financial and accounting firm for month-end close, reconciliation, and financial forecasting

Flockjay Inc., *Chief of Staff & Finance Lead* Remote | Feb 2021 – May 2022

- Partnered with CEO as lead partner on business and financial planning, setting quarterly and annual OKRs, investor relations and reporting, employee equity management, grant writing, and financial audits
- Built and managed operating model and collaborated with key stakeholders to set monthly targets and drive accountability
- Constructed 4-year financial model to inform business outlook, plan for fundraising, and guide budgeting process
- Revamped and automated tuition collections process resulting in an increased collection rate by 35%

William Blair, *Investment Banking Senior Analyst, Technology Group* San Francisco | July 2018 – Feb 2021

- Working on live M&A and private placement projects across various software, enterprise IT, and internet subsectors; creating sell-side marketing materials, performing valuation analysis, facilitating due diligence, and coordinating buyer outreach

Select Transaction Experience:

- $60M Series C investment for a direct-to-consumer nutrition platform
- Sale of AVI-SPL to Marlin Equity Partners ($XXXM)
    - Key analyses: SKU database to tracking price/volume trends of key materials, monthly labor spend analysis, trended headcount summary, and overview of potential revenue and cost synergies from Whitlock merger opportunity
    - Managed tracking and responding to ~1k diligence requests, built supplementary decks to address buyer concerns around recessionary impacts and cloud adoption, and maintained data room with ~10k documents and 70 users
- Sale of Insurance Technologies to Thomas H. Lee Partners ($XXXM)
    - Worked directly with CFO to build financial model with product-level revenue forecasts incorporating implementation and maintenance attach rates, pricing adjustments, projected customer churn, and an expense build
    - Managed diligence workflows and served as the go-to liaison between C-suite and 5 highly engaged parties
- Sale of IT service management platform to publicly traded competitor ($XXXM)
    - Developed Fireside Chat deck highlighting market opportunity, platform offerings, detailed tech stack, unique positioning against competitors, go-to-market strategy, and growth opportunities
    - Created 20 pg. financial supplement directly sent to potential buyers showcasing historical/projected financials, key retention metrics, ARR bridges, headcount breakdown, pipeline analysis, and operating expense trends

Visa Inc., *Corporate Finance Analyst, Technology Group* Foster City, CA | May 2017 – Aug 2017

- Streamlined Visa's procurement framework and process across the Global Technology Group – created decision tree used to guide savings identification, proposed metrics to analyze annual savings, and published guide for internal use
- Optimized the allocation of $10M of outsourced labor spend; presented findings to senior director of finance

SV Academy, *Founding Team* San Francisco, CA | May 2016 – Aug 2016

- Worked directly under founders to help create a sales training program for underserved individuals seeking careers in tech
- Built candidate personas based on deep research to understand customer needs, conducted competitive analysis of similar reskilling programs, coordinated and conducted interviews to gather feedback, and tested preliminary marketing strategies

EDUCATION

University of California, Berkeley Berkeley, CA

B.S. Business Administration – ***Walter A. Haas School of Business*** **| Education Minor**

- GPA 3.7/4.0 | 300+ hours of education field work and mentorship
- Activities: Consult Your Community (VP of Projects), Boost@Berkeley-Haas (Youth Mentor), Sage Mentorship (School Head)

SKILLS & INTERESTS

- **Skills, Certifications, & Languages**: SIE, Series 63 & 79, S&P Capital IQ, Gujarati, Hindi (basic)
- **Interests:** photography, NBA (Lakers), hip-hop & alternative R&B, mindfulness meditation, hiking, snowboarding

REFERENCES

- **Adam Dellos**
  - Finance Senior Manager, Vanta
  - 319-331-3137
- **Aaron Wen**
  - Investor, Symphony Technology Group
  - 925-577-3878
- **Shaan Hathiramani**
  - Founder and CEO, Flockjay
  - 201-936-4886

Emeline Wu

emeline@kaizenlabs.co | (808) 639-6174 | Brooklyn, NY

Work Experience

Kaizen Labs | Product Lead

September 2023 - Present

- First product hire and 10th employee, joining between Seed and Series A.
- Built and launched *Programs* and *Memberships* from scratch, two of the three foundational products in the flagship recreation platform. Enabled support of 5+ million residents, increasing customer count from 1 to 9 departments, contracted ARR from $800K to $4M, and live ARR from $100K to $500K.
- Led engineering and design teams throughout the product development lifecycle. Managed hiring and onboarding for the design team, including the lead designer in June 2024.
- Spearheaded product strategy, aligning long- and short-term roadmaps with company objectives.
- Established project management processes that accelerated engineering and design team delivery.
- Partnered with the go-to-market team to craft a compelling sales narrative aligned with the product roadmap.

Palantir Technologies | Product Manager

September 2019 - June 2023

- Led strategic initiatives to drive product-led growth for the Foundry platform, focusing on cross-functional collaboration and execution.
- Launched Foundry Marketplace, an app store for data and modeling products, managing a team of 15 engineers and 1 designer.
- Product lead for Foundry for Builders, expanding the customer base to early-stage startups with usage-based pricing.
- Established and scaled a technical writing team, modernizing and publishing Foundry's documentation, resulting in increased top-of-funnel sales inbound and powering Foundry's LLM-powered support tool.

- Managed a team of 7 developers responsible for the in-house products for help and support, training, documentation, and notifications.

Palantir Technologies | Forward Deployed Engineering Lead

August 2016 - September 2019

- Technical lead of forward deployed teams, working with customers across health insurance, pharmaceuticals, and oil & gas sectors.
- Led teams of 5-15 engineers in customer-facing app development and data engineering projects.
- Drove contract expansion opportunities through close collaboration with customers' IT departments and executive stakeholders.

Fabric Genomics | Software Engineer Intern

May - August 2014

- Developed data pipelines and outlier detection models to assess genome sequencing data quality.

Education

Stanford University

B.S. Computer Science, Minor in Mathematics

2012 - 2016

- **Research assistant**: Yang Lab, Stanford School of Medicine, Department of Orthopedic Surgery
- **Activities**: Girls Teaching Girls to Code, Stanford Women in Computer Science
- **Study Abroad**: Peking University, Beijing, China (Fall 2014)

References

- Vipul Shekhawat, Product Engineer — (706) 589-3268
- Stephen Reilly, Recreation Director at Town of Weymouth Massachusetts — 781-682-6124
- Robert Padilla, Deputy Director of Pima County Natural Resources, Parks & Recreation — (520) 724-5000

JOHN PUMA

(617)-599-4326 · johnjpuma@gmail.com · linkedin.com/in/johnjpuma

EXPERIENCE

KAIZEN LABS *(Empowering municipalities with powerful digital experiences or local communities and citizens)*

Business Operations Lead *February 2024 - Present*

- Lead customer success initiatives, engagement, and long-term satisfaction for Kaizen Labs' clients.
- To ensure operational efficiency, oversee and manage essential back-office functions, including HR, insurance, compliance.
- Coordinate cross-functional teams to align processes with client needs and maintain high service delivery standards.
- Drive continuous improvement in operational workflows, contributing to Kaizen's overall business strategy and growth.

ABSTRACTOPS *(AI-assisted payroll tax compliance for remote teams; funded by Craft Ventures, 8VC, Hustle Fund)*

Head of Operations *September 2022 - February 2024*

- Navigated several strategic shifts as a critical member of the team while the company sought PMF; Supported the successful launch of AI-assisted state compliance product from 0 to 100+ happy customers, and 4X revenue growth in <1 year
- Launched Product Operations function at the company, implementing Heap, LaunchDarkly, Appcues, CommandBar, and Looker, resulting in a data-driven roadmap prioritization and increased operational efficiency.

Fractional Chief Operating Officer / Head of Operations *April 2021 - August 2022*

Embedded with 12 Series A and B rapidly growing startups to handle their operations

- Led four Series A and Series B fundraising rounds, securing over $90M for clients; Collaborated with founders, investors, finance, and legal teams to ensure seamless execution and closing deadlines.
- Successfully onboarded 400+ employees and contractors, facilitated monthly payroll exceeding $2 million through Deel, Gusto, and Remote.com while effectively managing equity through Carta and Pulley, ensuring seamless people operations and payroll compliance.
- Maintained all facets of internal operations; HR and regulatory compliance, 409a valuations, insurance, employee benefits and IT, accounts receivable/payable, and financial reporting to enable team efficiency and set companies up for growth.

PLACES FOR LESS *(VR-based real estate marketplace and on-demand agent model)* Boston, MA

Director of Operations *May 2019 - April 2021*

- Managed company operations for a team of 60, leveraging tools such as Homebase, Docusign, no-code solutions, and 3rd-party route optimization software to fulfill 400+ monthly real estate showings successfully.
- Led sales operations and implementation of a Salesforce solution to automate key processes, resulting in a 40% reduction in manual effort when processing 1,000+ leads per month.
- Established strong relationships with the real estate industry and local media, gaining coverage in dozens of media outlets and publications, increasing company exposure and brand recognition.

WIZIO *(***Acquired by Places For Less***; content provider of virtual reality apartment tours*)* Boston, MA

Co-Founder & COO *May 2017 - May 2019*

- Spearheaded the acquisition of Wizio by Places For Less, negotiating and facilitating a seamless transition, resulting in a mutually beneficial partnership for shareholders and customers.
- Established the company as the largest virtual reality real estate content provider with 20,000+ listings, leading to secured funding, industry partnerships, and market leadership.

VIRTUDENT (telemedicine startup bringing oral healthcare to the workplace) Boston, MA

Operations Lead *January 2017- May 2017*

- Implemented practice management software, resulting in 40% increase in customer satisfaction and reduced provider manual processes by 20 hours per month.

EDUCATION

NORTHEASTERN UNIVERSITY Boston, MA

Bachelor of Science, *Business Administration*: *Entrepreneurship, Management, and Health Sciences* *May 2017*

Two co-ops completed at Ernst & Young (EY) in NYC on the Strategic Growth Markets Team

REFERENCES

1. Pooja Parthasarathy - Product Lead at Stripe
(312)-810-0723
pooja.92@gmail.com

2. Ray Rauch - Head of Customer Success at Northspyre.
(714)-651-2097
rayrauch@mac.com

3. Kristin Bass - CEO at AbstractOps
(336)-978-8865
kristin@abstractops.com

Kelly Flathers

New York, NY | (603) 479-1579 | kelly.e.flathers@gmail.com | linkedin.com/in/kelly-flathers

PROFESSIONAL EXPERIENCE

Kaizen Labs **New York, NY**

Product Design Lead Jun 2024 - Present

- First full-time design hire, joining shortly after Series A.
- Partners with the product team to conduct competitive research and customer interviews to define new functionality, notably support for memberships and check-ins as a core offering in the RMS..
- Creates high-fidelity designs, interactive prototypes, flow diagrams, and spec documentation to support engineering efforts. Established an internal design system.

Code and Theory (formerly Y Media Labs) **New York, NY**

Associate Design Director Oct 2023 - Jun 2024

- Responsible for leading the creative vision, strategy, and delivery of design initiatives, from concept to production, to create robust digital experiences for clients. Builds client relationships to drive account growth and contributes to project scoping and staffing. Guides professional development of two direct reports.
- Notable client projects:
  - **Avis Budget Group:** Led a team of six interaction and visual designers to reimagine the vehicle rental experience for mobile, including reservation management, connected car commands, and a loyalty program.
  - **PwC:** Led interaction and visual design for Sightline, an enterprise tax compliance project management tool for mobile and tablet, including engagement health data visualizations, an action- oriented dashboard, and conversation threads.
  - **Major League Baseball:** Led a team of two designers to build a flexible, scalable system for the MLB.TV streaming subscription paywall for mobile, web, and TV, including a personalized marketing landing page based on user activity and a dynamic plan selection page.

Lead Product Designer Apr 2022 - Oct 2023

- Responsible for leading project teams, collaborating closely with the design director and leveraging expertise on design principles, industry trends, and best practices. Helped plan, delegate, and review the team's work, as well as executing as an individual contributor. Led design thinking workshops and high-visibility presentations to client stakeholders.

Senior Product Designer Jun 2021 - Apr 2022

- Responsible for autonomously designing end-to-end product flows and facilitating handoff to development. Advocated for user-centric design backed by research and validated by prototyping and testing. Collaborated closely with product strategy, engineering, and business counterparts.

Accenture Song **Boston, MA**
Product Designer Dec 2017 - Jun 2021

- Responsible for designing end-to-end product flows and facilitating handoff to development. Advocated for user-centric design backed by research and validated by prototyping and testing. Collaborated closely with product strategy, engineering, and business counterparts.
- Notable client projects:
  - **General Mills:** Led a team of two designers, an illustrator, and a copywriter to launch an app for pet parents, now rated 4.9 stars in the App Store with 46k ratings. Features included pet wellness tracking, a community forum, a loyalty program, a live chat service, and an e-commerce experience.
  - **Pfizer:** Led a team of two designers to optimize the vaccine purchasing experience for healthcare providers. Performed moderated usability testing and wrote 60+ user stories with detailed acceptance criteria.
  - **Walmart:** Led design for a web-based enterprise tool to facilitate the rapid curation of the brand database. Performed contextual inquiry and collaborative design with SMEs. Additionally, designed the landing page for a credit card program launch. Defined user flows and communication strategy to transition 10 million existing cardholders.
  - **Bose:** Designed an improved firmware update flow on a mobile app for bluetooth headphones. Performed moderated usability testing and collaborated with a cross-functional team in an agile environment.

Intrepid Pursuits **Cambridge, MA**
Design Apprentice Sep 2017 - Dec 2017

- Completed 12-week design apprenticeship program with a digital products studio, including a client-facing project. Granted a full-time offer based on performance.

TOOLS

Proficient in Figma, Airtable, Jira, Linear, Miro, Mural, Notion, Adobe CC

EDUCATION

Designlab **trydesignlab.com**
UX Academy Oct 2016 - May 2017

Saint Anselm College **Manchester, NH**
B.A. in International Relations Sep 2011 - May 2015
3.88/4.00 GPA

REFERENCES

Caroline Schneider
Director of Design at ReSource Pro
(415) 271-9612

Brittany Boyer
VP of Product at ReSource Pro
(309) 750-0291

Weston Hanners
Senior Software Engineer at CVS Health
(812) 508-4064

State of Nebraska

Terms & Conditions

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:
NR			

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:
NR			Nikhil Reddy Co-Founder & CEO

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
		NR	Section 2 as drafted would allow the State to terminate the contract for convenience. Kaizen does not generally provide a termination for convenience, as it poses a material issue for our revenue recognition. Please see proposed language at the end of this section. Kaizen is open to discussing further.

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:
NR			

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

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

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

X. PERFORMANCE REQUIREMENTS

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

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
		NR	Kaizen's proposed compromise language found at the end of this section distinguishes between deliverables created specifically for the State and Kaizen's proprietary intellectual property, This is to ensure Kaizen can continue to innovate and improve its services, while the State retains full rights to any deliverables specified in the Order Form, without inadvertently claiming ownership of Kaizen's IP. Kaizen is open to discussing further.

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:
NR			

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

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

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

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

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

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

1. WORKERS' COMPENSATION INSURANCE

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contactors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter**. The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE

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

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

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

3. **EVIDENCE OF COVERAGE**

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

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

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

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

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

4. **DEVIATIONS**

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

H. ANTITRUST

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

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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:
NR			

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.

Proposed Language for V. Early Termination

The State, in its sole discretion, may terminate the contract, in whole or in part, if the Contractor materially breaches any of its obligations under this contract and fails to cure such breach within thirty (30) days written notice specifying the nature of the breach. Such termination shall not relieve the Contractor of any warranty or other service obligations incurred under the terms of the contract. In the event of termination for material breach, the Contractor shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided up to the date of termination.

Proposed Language for CONTRACTOR DUTIES F. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

The State shall have the unlimited right to publish, duplicate, use, and disclose any State Deliverable developed or obtained by the Contractor on behalf of the State pursuant to this contract, subject to the Contractor's license terms.

The State shall own and hold exclusive title to any State Deliverable specifically identified in an Order Form signed by the parties and specifically developed for State under this contract, excluding the Services and Contractor IP (“State Deliverable”). Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, any State Deliverable.

Contractor retains all rights, title, and interest in its pre-existing intellectual property, including software, services, methodologies, processes, templates, feedback, and any modifications or enhancements, as well as any usage data generated in the course of providing services, which Contractor may use for legitimate business purposes (“Contractor IP”).

State of Nebraska

Form A

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:	Kaizen Laboratories Inc.
Bidder Address:	17 W 20th St Fl 5 New York NY 10011
Contact Person & Title:	Nikhil Reddy, Co-Founder & CEO
E-mail Address:	nikhil@kaizenlabs.co
Telephone Number (Office):	646-904-4259
Telephone Number (Cellular):	408-623-7000
Fax Number:	

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:	Kaizen Laboratories Inc.
Bidder Address:	17 W 20th St Fl 5 New York NY 10011
Contact Person & Title:	Nikhil Reddy, Co-Founder & CEO
E-mail Address:	nikhil@kaizenlabs.co
Telephone Number (Office):	646-904-4259
Telephone Number (Cellular):	408-623-7000
Fax Number:	

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:	Kaizen Laboratories Inc.
COMPLETE ADDRESS:	17 W 20th St Fl 5 New York NY 10011
TELEPHONE NUMBER:	646-904-4259
FAX NUMBER:	
DATE:	9/23/2024
SIGNATURE:	Signed by: 5B6D9D324B90480...
TYPED NAME & TITLE OF SIGNER:	Nikhil Reddy, Co-Founder & CEO

State of Nebraska

Sample Software Maintenance Agreement

KAIZEN LABORATORIES INC. ORDER FORM

Customer:	**Effective Date:** [date of signing]	
Primary Contact:	**Payment Method:** Transactional Charges	
Primary Contact Phone: 6	**Payment Terms:** Kaizen manages remittance and invoicing	
Primary Contact E-Mail:	**Initial Service Term:** **[]**	**Renewal Term:** []

Summary of Services	Qty	Cost	Total Cost
Software Services: Full-scale build and implementation of a reservations and recreation management solution for {} Parks & Recreation team. ○ Implementation of reservation and registration features for X Modules ○ Implementation of a facility and equipment reservation workflow. ○ Full POS management and payment processing workflows. ○ Newsletter and calendar management.	1		$0
Kickoff staff training			$0
Payment kiosks and all associated hardware equipment	[ ]	[ ]	$0
Design updates and improvements to workflows			$0
Technical support			$0
Recurring staff training			$0
		Total:	**$ 0**

Additional Fees	
Transactional Revenue Fee	This point-of-sale system will allow for: Support of over a dozen card payment methods, as well as Apple Pay and Google Pay ● Issuance of refunds ● Creation of customized reports ● Invoice management ● Fraud detection ● Dynamic payment links for patrons ● Customer insights

	- Handling cash payments
Credit Card Transactions Fees	The Customer will be responsible for all credit card transaction fees, which at present time, is 2.9% + $0.30 per successful transaction. This fee is subject to change per the terms and conditions of our payment processor. This fee can also be integrated as a standardized price increase on all Parks & Recreation paid services.

TERMS AND CONDITIONS

This Order Form is effective as of the Effective Date listed above and is subject to, and hereby incorporates, the Digital Services Terms and Conditions attached hereto (together with this Order Form, the **"Agreement"**). If there is a conflict between this Order Form and the Agreement, the terms in this Order Form will control.

ACCEPTANCE

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this Order Form and the Digital Services Terms and Conditions referenced above.
(Signature block on next page)

IN WITNESS WHEREOF, the parties have caused this Order Form to be executed by their duly authorized representatives as of the Effective date.

XXX	**KAIZEN LABORATORIES INC.**
Signature [ ] Name: Title:	Signature [ ] Name: Nikhil Reddy Title: Co-Founder & CEO

Billing Address: [ ]	Address: 453 S Spring St Ste 400 Los Angeles, CA 90013 United States
Billing Contact: [ ]	Attention: Nikhil Reddy
Billing Phone Number: [ ]	Phone Number: 408-623-7000
Billing Email: [ ]	Email Address: nikhil@kaizenlabs.co

DIGITAL SERVICES TERMS AND CONDITIONS

These Digital Services Terms and Conditions (the "**Terms**") are hereby incorporated into any Order Form (defined below) that references the Terms (the Terms together with the Order Form, the "**Agreement**"), and sets forth the terms and conditions pursuant to which ____________-, (herein referred to as the "**Customer")** receives the services and materials set forth in an Order Form (collectively, the "**Services**") by Kaizen Laboratories Inc. (herein referred to as the "**Company**"). If there is a conflict between the Terms and an Order Form, the terms of the Order Form will control.

1. DEFINITIONS

1.1. "**Authorized User(s)**" means any employee or contractor of Customer that is authorized by Customer to use the Services on its behalf and has created an account in accordance with Section 2.3.

1.2. "**Company Platform**" means Company's proprietary, web-based platform, which provides certain features and functionality relating to administration of municipal spaces.

1.3. "**Customer Data**" means any data, content, or information that is uploaded, transmitted, submitted, provided, or otherwise made available on the Company Platform by or on behalf of Customer.

1.4. "**Documentation**" means any user documentation, in all forms (e.g., user manuals, on-line help files) provided by Company which relate to the Services.

1.5. "**Order Form**" means an order form, quote or other similar document that: (a) sets forth the Services, the pricing therefor, and the Initial Service Term; (b) references these Terms; and (c) is executed by the parties.

1.6. "**Scope Limitations**" means the limitations on Customer's use of the Services specified in the Order Form.

1.7. "**Services**" means the services and materials set forth in an Order Form.

1.8. "**Usage Data**" means any performance, analytical, or usage information relating to Customer's and Users' use of the Services which is generated or otherwise collected by the Services and is in aggregated or de-identified form only.

1.9. "**User(s)**" means any individual who uses the Services.

2. SERVICES

2.1. Use of the Services. Subject to the terms and conditions of this Agreement, Company grants to Customer and its Authorized Users a limited, worldwide, non-exclusive, non-transferable (except as permitted in Section 12.4) right during the Term (defined below) to use the Services solely in connection with Customer's internal business operations. Customer's and its Authorized Users' right to use the Services is subject to the Scope Limitations and contingent upon their compliance with the Scope Limitations.

2.2. Use of the Documentation. Subject to the terms and conditions of this Agreement, Company grants to Customer and its Authorized Users a limited, worldwide, non-exclusive, non-transferable (except as permitted in Section 12.4) license, without right of sublicense, during the Term to reproduce, without modification, and internally use a reasonable number of copies of the Documentation solely in connection with their use of the Services in accordance with this Agreement.

2.3. Authorized Users. To access the Services, Customer and its Authorized Users will be required to register for an account. When registering for an account, Customer and its Authorized Users will be required to provide Company with certain registration information (including, the Customer's name, email address, account password, and other contact information). Customer acknowledges and agrees that the information provided to Company is accurate, complete, and not misleading, and that Company will, and will require that its Authorized Users, keep such information accurate and up to date at all times. Each account created by a Authorized User is personal to that specific individual and may not be transferred, sold or otherwise assigned to or shared with any other individual or entity. Customer is solely responsible for maintaining the confidentiality of its account and password and those of its Authorized Users, and Customer accepts responsibility for all activities that occur under its and its Users' accounts. Customer will immediately notify Company upon becoming aware, or having a reasonable basis to believe, that its or its Users' accounts are no longer secure.

2.4. Use Restrictions. Except as otherwise explicitly provided in this Agreement or as may be expressly permitted by applicable law, Customer will not, and will not permit or authorize third parties or its Users to: (a) rent, lease, or otherwise permit third parties to use the Services or related Documentation; (b) use the Services to provide services to third parties (e.g., as a service bureau); (c) use the Services for any benchmarking activity or in connection with the development of any competitive product; (d) circumvent or disable any security or other technological features or measures of the Services; (e) reverse engineer, decompile, disassemble or otherwise attempt to discover the source code, object code or underlying structure, ideas, know how or algorithms relevant to the Services or any software, Documentation or data related to the Services; or (f) remove any proprietary notices or labels included as part of the Services. Company may immediately suspend access to or use of the Service by Customer and its Authorized Users upon notice to Customer for any breach of this Section 2.4.

2.5. Reservation of Rights. Company grants to Customer a limited right to use the Services and related Documentation under this Agreement. Customer will not have any rights to the Services, related Documentation, or Usage Data except as expressly granted in this Agreement. Customer acknowledges that all right, title and interest in and to all works of authorship, inventions, discoveries, improvements, methods, processes, formulas, designs, techniques, information, and other intellectual property (a) conceived, discovered, developed or otherwise made (as necessary to establish authorship, inventorship, or ownership) by Company, solely or in collaboration with others, in the course of performing the Services; or (b) that form all or part of a deliverable provided as part of the Services, whether developed as part of the Services or separately, but excluding third party materials, and all derivatives thereof as well as the Documentation and Usage Data is and shall remain exclusively with Company. Company reserves to itself all rights to the Services, related Documentation, and Usage Data not expressly granted to Customer in accordance with this Agreement.

2.6. Feedback. If Customer or any of its Authorized Users provides any feedback to Company concerning the functionality and performance of the Services (including identifying potential errors and improvements), Customer hereby grants Company an unrestricted, perpetual, irrevocable, non-exclusive, fully paid-up, royalty-free license to exploit such feedback in any manner and for any purpose, including to improve the Services and create other products and services. Company will have no obligation to provide Customer or its Authorized Users with attribution for any such feedback.

2.7. Customer Data License. Customer hereby grants Company, during the term of this Agreement, a worldwide, non-exclusive, royalty-free, fully paid-up, irrevocable, non-sublicensable, non-transferable (except as permitted in Section 12.4) license to collect, use, store, modify, disclose, publicly display, reproduce, transmit, and otherwise process Customer Data solely: (1) in connection with the Services and Company's related applications; and (2) as otherwise provided for under this Agreement, including to collect, generate, and derive Usage Data. Company will maintain an industry-standard security program that is designed to prevent unauthorized access to or use of Customer Data. For purposes of this Agreement, confidential information of Customer does not include Customer Data.

2.8. Usage Data. Company and the Services collect, generate, and derive Usage Data for Company's business purposes, including to: (a) track usage for billing purposes; (b) monitor the performance, security, integrity, availability, and stability of the Services; (c) prevent or address technical issues with the Services; and (d) improve the Services and develop derivative and new products and services. Customer will not, and will require that its Authorized Users do not, interfere with the collection of Usage Data. As between the parties, Company owns all right, title, and interest, including all intellectual property rights in and to, the Usage Data, the know-how and analytical results generated in the processing and use of Usage Data, and any new products, services, and developments, modifications, customizations, or improvements to the Services made based on the Usage Data. Company will not disclose Usage Data externally, including in benchmarks or reports, unless such Usage Data has been (a) de-identified so that it does not individually identify Customer or any User and (b) aggregated with usage data from other Users of the Service.

2.9. Maintenance. Company will schedule routine maintenance for items such as releasing new functionality, updating existing features, or bringing the website down for maintenance ("Routine Maintenance"), between 1:00 a.m. and 5:00 a.m., US/Eastern time unless extenuating circumstances exist. If maintenance must be conducted during business hours, Kaizen shall give the Customer written notice at least seven (7) days in advance of performing such maintenance. The notice shall include Kaizen's estimate of the amount of permitted downtime. Kaizen warrants that all Routine Maintenance and other maintenance services will be provided with reasonable skill and care confirming to generally accepted industry standards. These maintenance services include database updates, new feature rollouts, design improvements, and other critical bug fixes. If the maintenance services are not performed as warranted, then, upon the Customer's written request, Kaizen shall promptly re-perform, or cause to be re-performed, such maintenance services at no additional charge to the Customer.

3. CUSTOMER RESPONSIBILITIES

3.1. Protection against Unauthorized Use. Customer will, and will require that its Users, use reasonable efforts to prevent any unauthorized use of the Services and related Documentation and will immediately notify Company in writing of any unauthorized use that comes to Customer's attention. If there is unauthorized use by anyone who obtained access to the Services directly or indirectly through Customer or its Users, Customer will take all steps reasonably necessary to terminate the unauthorized use. Customer will cooperate and assist with any actions taken by Company to prevent or terminate unauthorized use of the Services or related Documentation.

3.2. Compliance with Laws. Customer will, and will require that its Authorized Users, use the Services and related Documentation only in compliance with Company's Cookie Policy, Privacy Policy, and all applicable laws and regulations. Although Company has no obligation to monitor Customer's use of the Services, Company may do so and may prohibit any use of the Services it believes may be (or alleged to be) in violation of the foregoing.

3.3. Export Controls. Customer will not remove or export from the United States or allow the export or re-export of the Services, or anything related thereto or any direct product thereof, in violation of any restrictions, laws or regulations of the United States Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control, or any other United States or foreign agency or authority. As defined in FAR section 2.101, the Company Platform and Documentation are "commercial items" and according to DFAR section 252.2277014(a)(1) and (5) are deemed to be "commercial computer software" and "commercial computer software documentation." Consistent with DFAR section 227.7202 and FAR section 12.212, any use modification, reproduction, release, performance, display, or disclosure of such commercial software or commercial software documentation by the U.S. Government will be governed solely by the terms of this Agreement and will be prohibited except to the extent expressly permitted by the terms of this Agreement.

3.4. Related Equipment. Customer is responsible for obtaining and maintaining any equipment and ancillary services needed to connect to, access or otherwise use the Services, including, without limitation, modems, hardware, servers, software, operating systems, networking, web servers and the like (collectively, the "**Equipment**"). Customer is responsible for maintaining the security of the Equipment and related Customer accounts on the Equipment, and for all uses of the Equipment.

4. FEES AND PAYMENT

4.1. Fees and Payment Terms. Customer will pay Company the fees and any other amounts owing under this Agreement, as specified in the applicable Order Form. Any additional services or hardware not set forth in an Order Form may be subject to additional fees. Unless otherwise specified in the Order Form, Customer will pay all amounts due within 30 days of the date of the applicable invoice. Any amount not paid when due will be subject to finance charges equal to 1.5% of the unpaid balance per month or the highest rate permitted by applicable usury law, whichever is less, determined and compounded daily from the date due until the date paid. Amounts due from Customer under this Agreement may not be withheld or offset by Customer against amounts due to Customer for any reason. All amounts payable under this Agreement are denominated in United States dollars, and Customer will pay all such amounts in United States dollars.

4.2. Fee Disputes. If Customer believes that Company has billed Customer incorrectly, Customer must contact Company no later than 60 days after the closing date on the first billing statement in which the error or problem appeared, in order to receive an adjustment or credit. Inquiries should be directed to Company's customer support department.

5. CONFIDENTIALITY

5.1. Definition of Confidential Information. As used herein, "Confidential Information" means all information of a party ("Disclosing Party") which the Disclosing Party designates in writing as being confidential when it discloses such information to the other party ("Receiving Party") or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure including, without limitation, business and marketing plans, technology and technical information, product designs, and business processes (whether in tangible or intangible form, in written or in machine readable form, or disclosed orally or visually). Confidential Information of Company includes the Services, Usage Data, and Documentation. The terms and conditions of this Agreement shall be the Confidential Information of both parties. Confidential Information shall not include any information that (a) is or becomes generally known to the public without the Receiving Party's breach of any obligation owed to the Disclosing Party; (b) was independently developed by the Receiving Party without the Receiving Party's breach of any obligation owed to the Disclosing Party; or (c) is received from a third party who obtained such Confidential Information without any third party's breach of any obligation owed to the Disclosing Party.

5.2. Confidentiality. The Receiving Party shall not disclose or use any Confidential Information of the Disclosing Party except as reasonably necessary to perform its obligations or exercise its rights under this Agreement. Without limiting the foregoing, the Receiving Party shall use the same degree of care that it uses to protect the confidentiality of its own confidential information of like kind, but in no event less than reasonable care. The Receiving Party shall ensure that any employees or any third parties who receive access to the Confidential Information of the Disclosing Party are subject to a written agreement containing terms regarding the use and disclosure of Confidential Information consistent with those herein. Each party agrees to protect the confidentiality of the Confidential Information of the other party in the same manner that it protects the confidentiality of its own proprietary and confidential information of like kind, but in no event shall either party exercise less than reasonable care in protecting such Confidential Information. If the Receiving Party discloses or uses (or threatens to disclose or use) any Confidential Information of the Disclosing Party in breach of this Section 5, the Disclosing Party shall have the right, in addition to any other remedies available to it, to seek injunctive relief to enjoin such acts, it being specifically acknowledged by the parties that any other available remedies are inadequate.

5.3. Required Disclosures. Nothing in this Agreement prohibits either party from making disclosures, including of Confidential Information, if required by law, subpoena or court order, provided (if permitted by law) it notifies the other party in advance and cooperates in any effort to obtain confidential treatment.

6. TERM AND TERMINATION

6.1. Term. This Agreement will commence upon the Effective Date and continue for the Initial Service Term specified in the Order Form unless this Agreement is terminated earlier in accordance with the terms of this Agreement. Upon expiration of the Initial Service Term, this Agreement may be renewed for the Renewal Term defined as three years (the Initial Service Term plus any Renewal Terms, collectively, the "**Term**"), unless either party requests termination or changes to terms at least one hundred and eighty (180) days prior to the end of the then-current term.

6.2. Termination for Material Breach. Either party may terminate this Agreement (including all Order Forms) if the other party does not cure its material breach of this Agreement within 30 days of receiving written notice of the material breach from the non-breaching party. Termination in accordance with this Section 6.2 will take effect when the breaching party receives written notice of termination from the non-breaching party, which notice must not be delivered until the breaching party has failed to cure its material breach during the 30-day cure period. If Customer fails to timely pay any undisputed fees, Company may, without limitation to any of its other rights or remedies, suspend performance of the Services until it receives all amounts due.

6.3. Post-Termination Obligations. If this Agreement is terminated for any reason, (a) Customer will pay to Company any fees or other amounts that have accrued prior to the effective date of the termination, (b) any and all liabilities accrued prior to the effective date of the termination will survive, and (c) Customer will provide Company with a written certification signed by an authorized Customer representative certifying that all use of the Services and related Documentation by Customer and its Users has been discontinued. All definitions and the following provisions shall survive termination or expiration of this Agreement: Sections 1, 2.6, 5, 6.3, 7, 8, 9, 10, and 12.

6.4. Non-Appropriation. Customer reserves the right to withdraw from the Agreement at the end of the then-current Term if its governing body fails to appropriate funds necessary for the extension of the Agreement. It is expressly agreed that Customer shall not activate this non-appropriation provision for its convenience or to circumvent the requirements of this Agreement, but only as an emergency fiscal measure during a substantial fiscal crisis, which affects generally its governmental operations.

7. WARRANTY AND DISCLAIMER

7.1. Warranties. Each party represents and warrants to the other that: (a) this Agreement has been duly executed and delivered and constitutes a valid and binding agreement enforceable against such party in accordance with its terms; and (b) no authorization or approval from any third party is required in connection with such party's execution, delivery, or performance of this Agreement; and (c) it will comply with all applicable laws in its provision or use of the Services, as applicable. Company represents and warrants that the Services will perform materially in accordance with its Documentation, and will be provided in a workmanlike manner consistent with applicable laws. Customer represents and warrants to Company that: (a) it and its Authorized Users will comply with all applicable laws in connection with its obligations under this Agreement and their use of the Services; and (b) it has provided all notices to and obtained all necessary and sufficient rights, permissions, capacity, consents, and authority to fully comply with its obligations under this Agreement without violating applicable laws, infringing, misappropriating, or otherwise diluting any third-party rights (including intellectual property, privacy, or other proprietary rights), or breaching any terms or conditions in any agreement or privacy policies with a third party.

7.2. Disclaimer. EXCEPT FOR THE EXPRESS REPRESENTATIONS AND WARRANTIES STATED IN THIS SECTION 7, COMPANY MAKES NO ADDITIONAL REPRESENTATION OR WARRANTY OF ANY KIND WHETHER EXPRESS, IMPLIED (EITHER IN FACT OR BY OPERATION OF LAW), OR STATUTORY, AS TO ANY MATTER WHATSOEVER. COMPANY EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUALITY, ACCURACY, TITLE, AND NON-INFRINGEMENT. COMPANY DOES NOT WARRANT AGAINST INTERFERENCE WITH THE ENJOYMENT OF THE SERVICES. COMPANY DOES NOT WARRANT THAT THE SERVICES ARE ERROR-FREE OR THAT OPERATION OF THE SERVICES WILL BE SECURE OR UNINTERRUPTED. COMPANY DOES NOT WARRANT THAT ANY INFORMATION PROVIDED THROUGH the SERVICES IS ACCURATE OR COMPLETE OR THAT ANY INFORMATION PROVIDED THROUGH THE SERVICES WILL ALWAYS BE AVAILABLE. COMPANY EXERCISES NO CONTROL OVER AND EXPRESSLY DISCLAIMS ANY LIABILITY ARISING OUT OF OR BASED UPON THE RESULTS OF CUSTOMER'S USE OF THE SERVICES.

8. INTELLECTUAL PROPERTY INFRINGEMENT

8.1. Defense of Infringement Claims. Company will, at its expense, either defend Customer from or settle any claim, proceeding, or suit brought by a third party ("**Claim**") against Customer alleging that Customer's use of the Services infringes or misappropriates any patent, copyright, trade secret, trademark, or other intellectual property right during the term of this Agreement if: (a) Customer gives Company prompt written notice of the Claim; (b) Customer grants Company full and complete control over the defense and settlement of the Claim; (c) Customer provides assistance in connection with the defense and settlement of the Claim as Company may reasonably request; and (d) Customer complies with any settlement or court order made in connection with the Claim (e.g., relating to the future use of any infringing Services). Customer will not defend or settle any Claim without Company's prior written consent. Customer will have the right to participate in the defense of the Claim at its own expense and with counsel of its own choosing, but Company will have sole control over the defense and settlement of the Claim provided that any settlement by Company does not include an admission of liability by Customer.

8.2. Indemnification of Infringement Claims. Company will indemnify Customer from and pay (a) all damages, costs, and attorneys' fees finally awarded against Customer in any Claim under Section 8.1; (b) all out-of-pocket costs (including reasonable attorneys' fees) reasonably incurred by Customer in connection with the defense of a Claim under Section 8.1 (other than attorneys' fees and costs incurred without Company's consent after Company has accepted defense of the Claim); and (c) all amounts that Company agrees to pay to any third party to settle any Claim under Section 8.1.

8.3. Exclusions from Obligations. Company will have no obligation under this Section 8 for any infringement or misappropriation to the extent that it arises out of or is based upon (a) use of the Services in combination with other products or services if such infringement or misappropriation would not have arisen but for such combination; (b) the Services are provided to comply with designs, requirements, or specifications required by or provided by Customer, if the alleged infringement or misappropriation would not have arisen but for the compliance with such designs, requirements, or specifications; (c) use of the Services by Customer or its Authorized Users for purposes not intended or outside the scope of the license granted to Customer; (d) Customer's or its Authorized Users' failure to use the Services in accordance with instructions provided by Company, if the infringement or misappropriation would not have occurred but for such failure; or (e) any modification of the Services not made or authorized in writing by Company where such infringement or misappropriation would not have occurred absent such modification.

8.4. Limited Remedy. This Section 8 states Company's sole and exclusive liability, and Customer's sole and exclusive remedy, for the actual or alleged infringement or misappropriation of any third-party intellectual property right by the Services.

9. CUSTOMER INDEMNIFICATION

9.1. Defense. Customer will defend Company from any third party Claim brought against Company alleging a violation of a third party's rights arising from a negligent or intentional act (or failure to act) in the course of Customer's provision or use of the Customer Data if: (a) Company gives Customer prompt written notice of the Claim; (b) Company grants Customer full and complete control over the defense and settlement of the Claim; (c) Company provides assistance in connection with the defense and settlement of the Claim as Customer may reasonably request; and (d) Company complies with any settlement or court order made in connection with the Claim. Company will not defend or settle any Claim without Customer's prior written consent. Company will have the right to participate in the defense of the Claim at its own expense and with counsel of its own choosing, but Customer will have sole control over the defense and settlement of the Claim provided that any settlement by Customer does not include an admission of liability by Company.

10. LIMITATIONS OF LIABILITY

10.1 . Disclaimer of Indirect Damages. NOTWITHSTANDING ANYTHING TO THE CONTRARY CONTAINED IN THIS AGREEMENT, NEITHER PARTY WILL, UNDER ANY CIRCUMSTANCES, BE LIABLE TO THE OTHER PARTY FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THIS AGREEMENT, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR LOSS OF BUSINESS, EVEN IF SUCH PARTY IS

APPRISED OF THE LIKELIHOOD OF SUCH DAMAGES OCCURRING.

10.2 . Cap on Liability. UNDER NO CIRCUMSTANCES WILL COMPANY'S TOTAL LIABILITY OF ALL KINDS ARISING OUT OF OR RELATED TO THIS AGREEMENT (INCLUDING BUT NOT LIMITED TO WARRANTY CLAIMS), REGARDLESS OF THE FORUM AND REGARDLESS OF WHETHER ANY ACTION OR CLAIM IS BASED ON CONTRACT, TORT, OR OTHERWISE, EXCEED $10,000. THE COMPANY RESERVES THE RIGHT TO REEVALUTE THIS AMOUNT UPON AGREEMENT RENEWAL DATES.

10.3 . Independent Allocations of Risk. EACH PROVISION OF THIS AGREEMENT THAT PROVIDES FOR A LIMITATION OF LIABILITY, DISCLAIMER OF WARRANTIES, OR EXCLUSION OF DAMAGES IS TO ALLOCATE THE RISKS OF THIS AGREEMENT BETWEEN THE PARTIES. THIS ALLOCATION IS REFLECTED IN THE PRICING OFFERED BY COMPANY TO CUSTOMER AND IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES. EACH OF THESE PROVISIONS IS SEVERABLE AND INDEPENDENT OF ALL OTHER PROVISIONS OF THIS AGREEMENT. THE LIMITATIONS IN THIS SECTION 10 WILL APPLY NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY IN THIS AGREEMENT.

11. INSURANCE

11.1 . During performing services under this Agreement, Company agrees to maintain the following levels of insurance: (a) Commercial General Liability of at least $1,000,000; (b) Automobile Liability of at least $1,000,000; (c) Professional Liability of at least $1,000,000; and (d) Workers Compensation complying with applicable statutory requirements. Company will provide Customer with copies of certificates of insurance upon written request.

12. GENERAL

12.1 Independent Contractors.. The parties will be and act as independent contractors (and not as the employer, employee, agent or representative of the other party) in the performance of this Agreement, and nothing herein shall constitute both parties as joint venturers or partners for any purpose.

12.2 . Publicity. Company may include Customer and its trademarks in Company's customer lists and promotional materials but will cease further use at Customer's written request.

12.3 . Assignability. Neither party may assign its right, duties, and obligations under this Agreement without the other party's prior written consent, which consent will not be unreasonably withheld or delayed, except that Company may assign this Agreement without Customer's consent to a successor (including a successor by way of merger, acquisition, sale of assets, or operation of law) if the successor agrees to assume and fulfill all of the Company's obligations under this Agreement.

12.4 . Subcontractors. Company may utilize a subcontractor or other third party to perform its duties under this Agreement so long as Company remains responsible for all of its obligations under this Agreement.

12.5 . Notices. Any notice required or permitted to be given in accordance with this Agreement will be effective if it is in writing and sent by (a) certified or registered mail, or insured courier, return receipt requested, or (b) by email to the appropriate party at the address set forth on the signature page of this Agreement and with the appropriate postage affixed. Either party may change its address for receipt of notice by notice to the other party in accordance with this Section 12.6. Notices are deemed given two business days following the date of mailing or one business day following delivery to a courier.

12.6 . Force Majeure. Neither party will be liable for, or be considered to be in breach of or default under this Agreement on account of, any delay or failure to perform as required by this Agreement as a result of any cause or condition beyond its reasonable control, so long as that party uses all commercially reasonable efforts to avoid or remove the causes of non-performance.

12.7 . Governing Law. This Agreement shall be governed by the laws of the State of Arizona, and any legal action concerning the provisions hereof shall be brought in Arizona.

12.8 . Waiver. The waiver by either party of any breach of any provision of this Agreement does not waive any other breach. The failure of any party to insist on strict performance of any covenant or obligation in accordance with this Agreement will not be a waiver of such party's right to demand strict compliance in the future, nor will the same be construed as a novation of this Agreement.

12.9 Severability; Counterparts. If any part of this Agreement is found to be illegal, unenforceable, or invalid, the remaining portions of this Agreement will remain in full force and effect. If any material limitation or restriction on the use of the Services under this Agreement is found to be illegal, unenforceable, or invalid, Customer's right to use the Services will immediately terminate. This Agreement may be executed in any number of identical counterparts, notwithstanding that the parties have not signed the same counterpart, with the same effect as if the parties had signed the same document. All counterparts will be construed as and constitute the same agreement. This Agreement may also be executed and delivered by facsimile and such execution and delivery will have the same force and effect of an original document with original signatures.

12.10 Entire Agreement. This Agreement, including all applicable exhibits, is the final and complete expression of the agreement between these parties regarding Customer's and its Users' use of the Services. This Agreement supersedes, and the terms of this Agreement govern, all previous oral and written communications regarding these matters, all of which are merged into this Agreement. No employee, agent, or other representative of Company has any authority to bind Company with respect to any statement, representation, warranty, or other expression unless the same is specifically set forth in this Agreement. No usage of trade or other regular practice or method of dealing between the parties will be used to modify, interpret, supplement, or alter the terms of this Agreement. This Agreement may be changed only by a written mutual agreement signed by an authorized agent of both Parties. Company will not be bound by, and specifically objects to, any term, condition, or other provision that is different from or in addition to this Agreement (whether or not it would materially alter this Agreement) that is proffered by Customer in any receipt, acceptance, confirmation, correspondence, or otherwise, unless Company specifically agrees to such provision in writing and signed by an authorized agent of Company.

EXHIBIT A

HARDWARE TERMS

Company will analyze and predetermine Customer need for self-service iPad kiosks and physical card readers to be used for the facilitation of payments, as outlined on the first page of the Agreement. The Company is responsible for all costs associated with the purchasing and shipping of these hardware products. The Company may provide Customer with additional hardware if a need is determined upon a written notice from the Customer.

EXHIBIT B

MAINTENANCE SERVICES

1. **MAINTENANCE GENERALLY**. Kaizen will schedule routine maintenance for items such as releasing new functionality, updating existing features, or bringing the website down for maintenance ("Routine Maintenance"), between 1:00 a.m. and 5:00 a.m., US/Eastern time unless extenuating circumstances exist. If maintenance must be conducted during business hours or if Kaizen will take the Subscription Services offline, Kaizen shall give the Customer written notice at least seven (7) days in advance of performing such maintenance. The notice shall include Kaizen's estimate of the amount of Permitted Downtime.

2. **MAINTENANCE SERVICES WARRANTY**. Kaizen warrants that all Routine Maintenance and other maintenance services will be provided with reasonable skill and care confirming to generally accepted industry standards. These maintenance services include database updates, new feature rollouts, design improvements, and other critical bug fixes. If the maintenance services are not performed as warranted, then, upon the Customer's written request, Kaizen shall promptly re-perform, or cause to be re-performed, such maintenance services at no additional charge to the Customer.

3. **CUSTOMER SUPPORT**. Kaizen will provide technical support to the Customer via telephone, instant messaging, and electronic mail on weekdays during the hours of 9:00 a.m. through 6:00 p.m. US/Eastern time, with the exclusion of Federal Holidays ("Support Hours"). The Customer may initiate a helpdesk ticket during Support Hours by using a pre-established communication channel with Kaizen.

4. **RESPONSE/RESOLUTION TIMES**. Kaizen shall use commercially reasonable efforts to respond to and resolve the Priority Levels set out below in the time periods described below, provided that classification of any problem among Priority Levels shall be reasonably in accordance with the definitions specified below, which shall be determined by Kaizen in its reasonable discretion.

Priority Level	Description
1	The Subscription Services are down and cannot be accessed
2	The Subscription Services are running but substantial errors occur
3	Errors in the Subscription Services affect users' ability to benefit fully from it
4	The Subscription Services display some minor errors

The following response and resolution times are applied.

Priority Level	Initial Response	Temporary Fix or Workaround
1	Within 8 Hours	Within 1 Calendar Day
2	Within 1 Calendar Day	Within 2 Calendar Days
3	Within 1 Calendar Day	Within 3 Calendar Days
4	Within 2 Calendar Days	Within 5 Calendar Days, unless otherwise indicated in response

A "Calendar Day" is a 24-hour span beginning at 12:00 a.m. and ending at 11:59 p.m. An "Hour" is measured as a one-hour span.

5. **REMEDIES**. If Kaizen chronically fails to respond to or resolve problems in accordance with the table set forth above, the remedies set forth in this paragraph shall apply. Upon an initial determination that Kaizen has chronically failed to respond to or resolve problems identified by the Customer in accordance with this paragraph, the Customer shall send Kaizen notice of Kaizen's chronic failure, which notice may be sent electronically. Within two (2) weeks of the Customer sending the notice of chronic failure, the parties shall meet to discuss a resolution. If Kaizen chronically fails to respond to or resolve problems identified by the Customer with a temporary fix or workaround at least four (4) times in any consecutive three (3) month period during the term, the Customer may terminate this Agreement upon written notice to Kaizen. For purposes of this paragraph, "chronically" or "chronic failure" shall mean that Kaizen

is at least three (3) Hours late in response times or at least two (2) Calendar Days late in delivering any temporary fix or workaround for any Priority Level 1 or 2 issue at least two (2) times in any consecutive three (3) month period during the term.

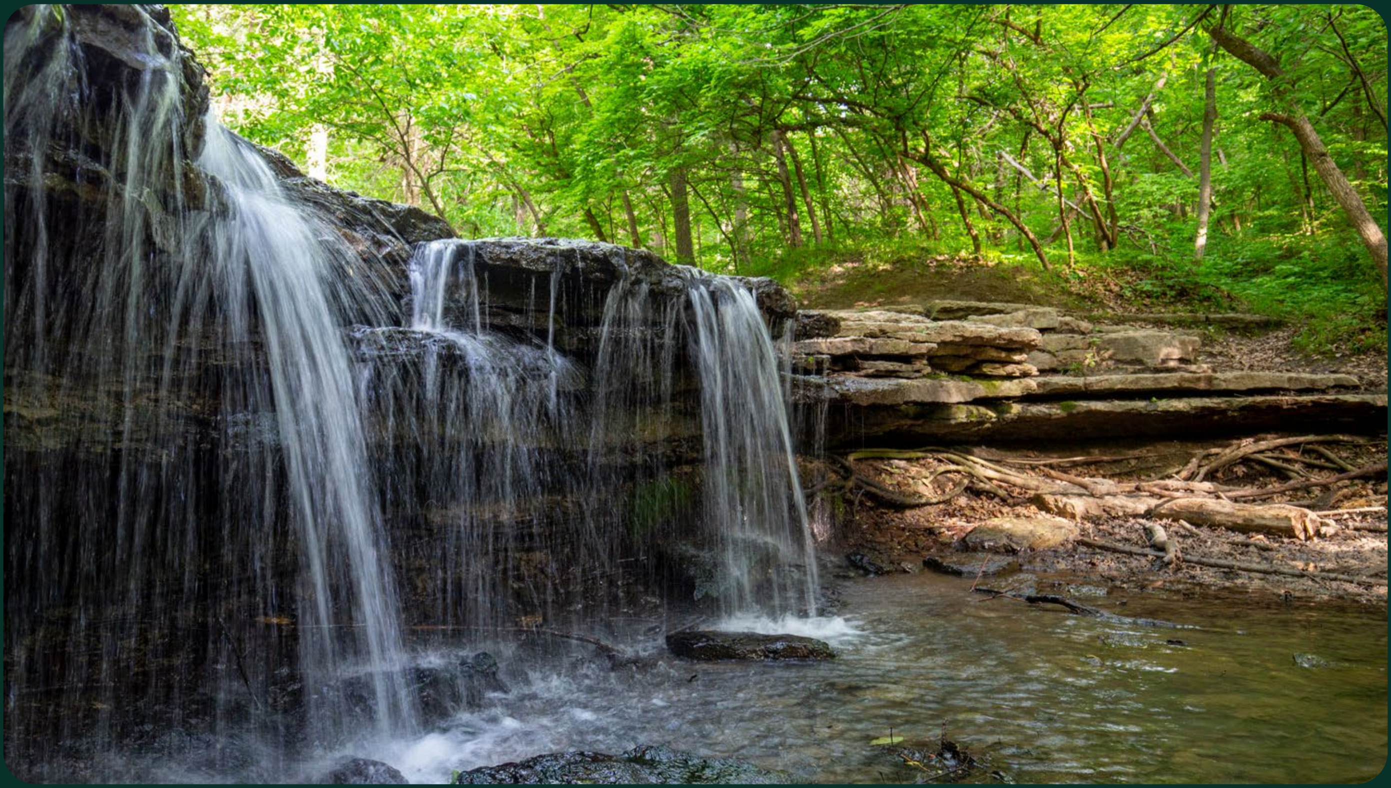
6. **MAINTENANCE**. Updates and Upgrades, as defined below, will be provided to the Customer during a License Term or Subscription Period, upon a request by the Customer. Kaizen reserves the right to address defects in the next release of the Subscription Services (as applicable). Kaizen will not be responsible to provide service or support when the problem is the result of faulty hardware or software that (a) Kaizen did not provide or (b) Kaizen has not contracted with the Customer to support under this Agreement. Kaizen reserves the right to bill the Customer for such non-supported service at Kaizen's standard time and materials charge for services that fulfill these criteria.

7. **UPDATES AND UPGRADES**. "Update(s)" means interim releases of Subscription Services incorporating standard maintenance, improvements, patches, error corrections and enhancements that are provided by Kaizen to customers who are covered by Kaizen's Services. Updates are designated by all digit(s) to the right of the decimal point (e.g., 3.x.x), and the content and timing of all Updates shall be decided upon by Kaizen in its sole discretion. "Upgrades" mean full product releases of the Subscription Services, which contain substantial functional enhancements. Upgrades are also provided by Kaizen to customers who are covered by Kaizen's Maintenance Services. Upgrades are designated by the digit to the left of the decimal point (e.g., x.0), and the content and timing of all Upgrades shall be decided by Kaizen in its sole discretion. Upgrades do not include any products that are marketed and priced separately by Kaizen or which Kaizen does not make available to its customers who are covered by Kaizen's Maintenance Services.

8. **MAINTENANCE SERVICES WARRANTY**. Kaizen warrants that all Maintenance Services will be provided with reasonable skill and care conforming to generally accepted industry standards. If the Maintenance Services are not performed as warranted, then, only upon the Customer's written request within five (5) days from the date of delivery of such Maintenance Services, Kaizen shall promptly re-perform, or cause to be re-performed, such Maintenance Services, at no additional charge to the Customer.

State of Nebraska

Signed Addendums



SOLICITATION ADDENDUM ONE
QUESTIONS AND ANSWERS

Date: August 5, 2024

To: All Bidders

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

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

Questions and Answers

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

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

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

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

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

This addendum will be incorporated into the solicitation.

9/24/2024

SOLICITATION ADDENDUM TWO
QUESTIONS AND ANSWERS
AND REVISED SCHEDULE OF EVENTS

Date:	August 20, 2024
To:	All Bidders
From:	Connie Heinrichs and Craig Palik, Procurement Contracts Officers AS Materiel State Purchasing Bureau (SPB)
RE:	Addendum for 6909 Z1 to be opened September 10, 2024 at 2:00 p.m. CST

Questions and Answers

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

Question Number	RFP/ITB Section Reference	RFP/ITB Page Number	Question	State Response
1.	Scope of Work - 10 Payment and Credit Card Processing	42	Is NGPC open to Vendor to providing Integrated Merchant Credit Card Processing, with their software, to replace the Gateway Elavon, ensuring that NGCP is still the Merchant of Record?	Yes.
2.	Scope of Work - 10 Payment and Credit Card Processing	42	Based on Credit Card transactions, are you able to provide your current Exchange Rates for processing transactions through your gateway and card brands?	Yes. The range is from 0 to 3 percent.
3.	Scope of Work - 10 Payment and Credit Card Processing	29	How many Credit Card / EMV Devices does NGPC require for the proposed solution at the physical location where Card is Present? Can you provide a detial break down of the location and number of devices?	Current POYNT devices equals 146. This number may change due to new/closed locations. See Q&A Attachment A MID-CC device location.xlsx

4.	Scope of Work - 10 Payment and Credit Card Processing	42	How many MIDs / Revenue Centers is required thorugh out NGPC, i.e., Lodging, Resturant, Retail, ect., and can you provide a listing per location of what is required?	See Q&A Attachment A MID-CC device location.xlsx for the locations.
5.	Scope of Work - E General System and Technial Requirements - #8	45	For clarification, NGPC is not asking Vendor to maintain outdoornebraska.gov website, only the Guest Online Reservations Booking Website, connected to outdoornebrask.gov, correct?	Correct.
6.	Round 1 Q&A Response #2 & #12		In your Q&A sheet you provide the Credit Card Transactions and Volume for the past 3 years, and then provide the estimated Merchanise transactions and volume. Is the 900k units / $9m Merchandise amount included in the stated credit card amount provided or is this seperate between Lodging and Merchandise?	The merchandise amount is included in the stated credit card amount.
7.	Self-Service Kiosks	36	NGPC states they are 'exploring' the purchase of self-service Kiosks. What is the time frame of incorporationg this and is NGPC willing to work with the selected Vendor to ensure the right one is obtained and is compatible with the Vendor software?	The timeline for incorporating the kiosks will depend on go live and location practicability. NGPC is committed to selecting the best self-service kiosk solution to meet Nebraska's needs. While NGPC is open to receiving input from the selected vendor, our priority is to ensure compatibility with the kiosk solution that best aligns with the RFP.
8.	Financial	41	Can NGPC provide an example of the current chart of accounts for review, from the JD Edwards EnterpriseOne 9.2, based on the break down of "digits", listed out in this requirement, as used by NGPC?	See attached revenue Charts of Accounts for an example of two park locations. Q&A Attachment B BU for Ft Rob and ETM.xlsx

9.	Cost Proposal Sheet & Call Center overview C	36	NGPC is looking for Call Center Pricing, which based on the RFP and the Round 1 Q&A, NGPC plans to continue its own Call Center, yet wants the Vendor to be able to provide one in the future. For Pricing purposes, should the focus on the Cost Proposal be exclucive to NGPC's Call Center, and not the possiblity of the Vendor providing in the future?	NGPC requires the system to have a module, tool, or Call Center platform for staff to use. Within the duration of the contract, NGPC may transition away from operating the call center in-house, and transition to the vendor to provide a fully operational call center. Any additional cost for the Vendor’s call center should be listed under the Supplemental or Specialized Hardware Pricing Spreadsheet in the Cost Proposal 6909 Z1 State Park Reservation System.
10.	Cost Proposal Sheet		For clarification, NGPC is allowing the Vendor to list out all costs associated with Setup/Installation/Training for the first year. Should those also include all Travel Expenses built in or will NGPC cover Travel, Lodging and Meals seperately?	All travel, lodging, and meal costs are the responsibility of the vendor.
11.	Cost Proposal Sheet		Due to Turn-over at Parks and the requirement for re-training over the course of the agreement, should retraiing be made part of the transaction fee renewals, or should the vendor list out retraining cost seperately under the Supplemental or Specalized Hardware Pricing Sheet?	Retraining should be made part of the transaction fee.
12.	Cost Proposal Sheet		Over time NGPC could expect the Vendor to perform development / enhancments to the software, specific to their needs. Should the vendor detail out a list out the hourly cost for such services and any other additional fees that could be made part of this Agreement?	The expectation is that the vendor will perform specific developments and enhancements tailored to NGPC's needs as part of the fixed price bid. Therefore, these services should be covered under the agreed-upon fixed price. We do not anticipate additional hourly costs or fees for these services within the scope of the contract, as the comprehensive nature of the fixed price is intended to include all necessary developments and enhancements.
13.	Submission of Proposals	4	Do you require DocuSign to be used or would any e-	Approved methods - manually in ink or by DocuSign.

			sign platform be acceptable?	
14.	Current Operating Environment, Call Center	29	Is the call center module also provided by the current contractor/subcontractor? Is this module baked into the reservation platform or does it act as a separate tool?	Yes. The call center module is a component of the reservation platform.
15.	Current Operating Environment, Call Center	29	The current operating environment outlines that the call center is currently staffed by NGPC employees. With a ‘professional call center’ being outlined in the scope of work, are you looking for a new operational call center and staffing, or just the call center tooling/platform for this existing staff to utilize?	Please see question number 9.
16.	Scope of Work	33	How does the existing system manage and sync it's offline cash and check payments once connection is re-established?	The current vendor uses a program that operates locally on the computer, allowing staff to ring up sales even without an internet connection, specifically for cash and check transactions. Once the computer is reconnected to the internet, the program syncs the recorded sales data with the main system, ensuring all transactions are accurately reflected in the central database.
17.	Customer Profile	33	What demographics are you looking to track within a customer profile?	NGPC uses customer demographics to provide understanding of motivations and preferences. Currently, NGPC tracks customers’ location and zip code information. However, there is interest in expanding this data to gain deeper insights into customer behavior and engagement.
18.	Field Location Reservations and Registrations	35	What information do you require from your guests via the registration forms?	Guest name, billing address, amount due, amount paid, reservation number, cabin/room/site number, arrival date and departure date.
19.	Marina and Slip Management	37	Are slip spaces calculated and sold in aggregate (a	Slip spaces are designated size per slip.

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<tr><td></td><td></td><td></td><td>100 foot dock being able to house
that much footage of boat) or in individually sized marina slips (designated size per slip)?</td><td></td></tr>
<tr><td>20.</td><td>Customer Communication Management</td><td>40</td><td>How do you measure recruitment and retention rates?</td><td>NGPC measures recruitment and retention by tracking new and repeat customers, along with their purchasing behaviors.</td></tr>
<tr><td>21.</td><td>POS/Merchandise Processing</td><td>41</td><td>What is the purpose of attributing POS sales to a generic customer profile?</td><td>The purpose of attributing POS sales to a generic customer profile is to streamline the sales process and reduce wait times at kiosks and offices, allowing for the quick issuance of items like park entry permits. This approach also aligns with general customer expectations, as day-use visitors who are not registered campers may not have a profile but still wish to make simple, one-time purchases, such as firewood or sunscreen.</td></tr>
<tr><td>22.</td><td>Nebraska Game and Parks Commission Background and Goals</td><td>32</td><td>When referencing ‘understanding customer motivations’, are there specific data points you’re looking to track or outcomes of this so we can design the solution around the feedback provided by customers?</td><td>NGPC tracks key data points such as purchase history, usage patterns, brand interactions, and engagement with marketing campaigns. By analyzing these behaviors, we can gain insights into what drives customer decisions and tailor the solution to meet their needs.</td></tr>
<tr><td>23.</td><td>V. CURRENT OPERATING ENVIRONMENT</td><td>28</td><td>Regarding your current POS card machines – are they fully integrated with your vendor’s system?</td><td>The POS credit card terminal locations with sufficient bandwidth, are fully integrated with NGPC’s current system.</td></tr>
<tr><td>24.</td><td>CALL CENTER VOLUMES</td><td>28</td><td>Please provide call volumes by month for the call center/help desk for the last three years?</td><td><table><tr><th>Calendar Year 2021</th><th>Calendar Year 2022</th><th>Calendar Year 2023</th></tr><tr><td>30214</td><td>24298</td><td>25186</td></tr></table></td></tr>
<tr><td>25.</td><td>SELF-SERVICE KIOSKS</td><td>35</td><td>Round 1 of questions stated that the State intends to procure six (6) self-service kiosks per year for the first 5 years.
• Are there any specific kiosk features required for these units?
• For the kiosks, are there/will there be agency IT standards that will</td><td>Required kiosk features include but are not limited to the ability to sell day permits, annual permits, and campsites and print corresponding receipts.

The kiosks should meet the general system and technical requirement in Section VI.E.

Procurement of IT hardware must be procured from State Contract.</td></tr>
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<tr><td></td><td></td><td></td><td>define what is to be procured?
Does the agency maintain specific equipment standards that must be adhered to in the procurement of the necessary devices?</td><td>Section III.M. identifies the Nebraska Technology Access Standards.</td></tr>
<tr><td>26.</td><td>ADDITIONAL REVENUE/TRANSACTION VOLUMES</td><td>General Question</td><td>Please provide the last three years of transaction counts for reservations, changes, and cancellations by Call Center, Internet and Park Office.</td><td>
<table>
<tr><th>Transaction Type</th><th>Count (Total Dollar)</th></tr>
<tr><td>Reservation by Call Center 2021</td><td>3,541 Counts ($13,278.75)</td></tr>
<tr><td>Reservation by Internet 2021</td><td>90,107 Counts ($765,909.50)</td></tr>
<tr><td>Reservation by Park Office 2021</td><td>17,807 Counts ($97,938.50)</td></tr>
<tr><td>Cancellations 2021</td><td>14,502 Counts ($54,382.00)</td></tr>
<tr><td>Reservation by Call Center 2022</td><td>1,294 Counts ($4,852.50)</td></tr>
<tr><td>Reservation by Internet 2022</td><td>46,232 Counts ($392,972.00)</td></tr>
<tr><td>Reservation by Park Office 2022</td><td>80,068 Counts ($44,374.00)</td></tr>
<tr><td>Cancellations 2022</td><td>4,882 Counts ($18,307.50)</td></tr>
<tr><td>Reservation by Call Center 2023</td><td>2146 Counts ($8,047.50)</td></tr>
<tr><td>Reservation by Internet 2023</td><td>76,354.79 Counts ($649,015.79)</td></tr>
<tr><td>Reservation by Park Office 2023</td><td>14,495 Counts ($79,722.50)</td></tr>
<tr><td>Cancellations 2023</td><td>10,444 Counts ($39,165.00)</td></tr>
</table>
</td></tr>
</table>

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

Revised Schedule of Events

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

This addendum will be incorporated into the solicitation.

9/24/2024

SOLICITATION ADDENDUM THREE
REVISED COST PROPOSAL SHEET
AND SCHEDULE OF EVENTS UPDATED LINK

Date: September 12, 2024

To: All Bidders

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

RE: Addendum for 6909 Z1
to be opened September 24, 2024 at 2:00 p.m. CST

A Revised Cost Proposal Sheet has been posted as part of this Addendum Three.

Schedule of Events Updated Link below for the opening.

Schedule of Events Updated Link

ACTIVITY		DATE/TIME
6.	Proposal Opening – Online Via Webex: IT IS THE BIDDER'S RESPONSIBILTY TO UPLOAD ELECTRONIC FILES BY OPENING DATE AND TIME. EXCEPTIONS WILL NOT BE MADE FOR TECHNOLOGY ISSUES. ShareFile Electronic Proposal Submission Link: https://nebraska.sharefile.com/r-r5bc0219c65c944f986d7e03d39c9ac48 Webinar topic: 6909 Z1 Reservation System Opening **Join from the webinar link** https://sonvideo.webex.com/sonvideo/j.php?MTID=m24f7a9a322583544353795db7 **Join by the webinar number** Webinar number (access code): 2494 856 3884 Webinar password: MWm7KdKyP26 (69675359 when dialing from a phone or video system) **Join by phone** +1-408-418-9388 United States Toll Global call-in numbers	~~September 10, 2024~~ September 24, 2024 2:00 PM Central Time

This addendum will be incorporated into the solicitation.

9/24/2024