

Questions and Answers – Batch 1

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1. Your RFP speaks to a hybrid system in two places within the document. Our solution is a cloud based SaaS solution, but does not qualify under the specific requirement in the solicitation.

My question is, would a cloud-based SaaS solution be acceptable or would this disqualify us?

A - I do not believe a fully cloud solution would disqualify, the reasoning behind a hybrid system was to ensure that a local copy of the data or database was available for local back up purposes. If the vendor can provide a detailed plan for backup of data and that their SLA provides a 99.9% uptime.

2. Could tell us what will be needed to be stored on your servers? Would the ability to export any/all data from our cloud based solution whenever you would like for your own record allow for a non-Hybrid solution to be considered?

A - The reasoning behind a hybrid system was to ensure that a local copy of the data or database was available for local back up purposes. If the vendor can provide a detailed plan for backup of data and that their SLA provides a 99.9% uptime we should be ok.

3. “The proposed solution must be a Hybrid, meaning it would be both local and cloud based. Ideally, data would be stored in a single database at the IT Department.” Please define what data is anticipated to be stored.

A - We are assuming some form of database application will be the backend of the system. Originally the request was for a locally deployed on premise system that was non-cloud based. After discussion on availability we said cloud or SAAS was fine, but to calm concerns we met half way with hybrid, but are finding no such system exists.

4. Will the County entertain a complete comprehensive system solution that entirely ‘Cloud based’ rather than a “hybrid” solution?

A - See above # 3 .

5. “Are data conversion services available from our existing system: Campground Master?” What is the format of this system’s database and how many years would need to be converted?

A - Database maybe proprietary but we may be able to export a CSV.

6. From the questions posed in the “General Ledger/Chart of Accounts” section of “Appendix A” it appears that the County would want the vendor to have its proposed system interface with an existing GL / financial system. If that is true, what System does the County wish the vendor to interface with? If this is not correct, is the County asking the vendor to include a GL / financial sub-system solution for this engagement?

A - There is no existing GL/financial system other than the one included with Campground Master. What we want to accomplish with the new system is the capability to perform all of the tasks the current system performs, plus additional tasks such as; keeping track of various Lessee accounts, rental of facilities, etc. Superion/OneSolution – SQL platform.

7. The RFP makes reference to “software support for repair tickets”. Is this a reference to software maintenance/repair or is this a reference to physical repairs that are to be tracked on each of the RV pads, cabanas or tent-site areas?

A - It is in reference to physical repairs to RV pads, cabanas, etc.

8. During the conversion process would we have access to the County’s existing system in order to perform some verification of the historical data?

A – I don’t see why not.

9. The County indicates that they would like data to be stored in a single database at the IT department. However, if the data in the software solution was easily exportable to a CSV format by authorized County staff, would this meet the County’s need?

A - This is tied to the idea of having a hybrid system where if our internet went down we still had access to open reservations locally. It also allowed us to backup our system with our normal backups. However, we are seeing that most of these systems are SAAS only which is fine.

10. The County indicates that the ASP solution must be inclusive of all software support cost. However, the Company’s software solution does not handle the payment processing. Rather, the software solution would pass payment information to the County’s preferred payment processor. Therefore, the County would be required to work out payment and contractual terms with the payment processor. With that being said, would the County consider an option like this?

A - The County understands that payment processing is likely to be third party, but wants to make sure that the software and/or vendor does not restricted interface from any one of the number of portals available for payment processing. The County also does not want to have to

become PCI compliant. I mention the software/portal interface because the software we have now is restricted to only one other third party vendor for online credit card services, and do not want to be caught up in the same type of scenario with the new system.

11. What is the County currently using for their Live Customer Call Service Desk? Could this service be migrated to an alternative facility booking application?

A - Presently, the County's only Live Customer Call service is what we (our clerks) provide in each of our three park offices. The County is not looking for a third party Live Customer Call Service Desk. The County wants to be able to take Live Customer Calls in each of our offices, as we do now, and also provide the capability of making real-time online reservations.

12. The Company's implementation is more comprehensive than installation and training. Taking that into consideration, what's the county's expectations for length of time taken from contract signing to go-live? Also, is the County willing to receive a recommended schedule plan?

A - The County's anticipated timeline for selecting a vendor and going live are shown in the RFP. In this same section it is also stated that vendors are welcomed to present a recommend or preferred time schedule.

13. Currently, who's responsible for processing the County's payments?

A - I think either Hamer Solutions or Tyler Tech. Hammer currently conducts all the Parks credit card transaction services.

14. Could you explain each tier: Premium, Deluxe, and Standard?

A - This will differentiate the different sites available and their amenities. Each tier will have different pricing.

15. How many different web portals will be necessary? For example: One portal for the campers, one portal for the Park/ County, and one portal for the concessionaires.

A - From my understanding, we only need the one portal for the online credit card transactions.

16. When would the County need this solution to go live?

A - The project timeline is on the RFP.

17. Will map photos be provided?

A - We may be able to provide some, but ultimately the responsibility will be on the vendor.

18. What software is needed for integration? Will this need to integrate with a Point of Sale system?

A - I think we mentioned that it needed to tie into OneSolution for money in and out. I am not sure again how does parks current system send moneys into our existing financial system - Refer to answer for Question #34

19. What information will the concessionary services need to view? What information does the city need to be able to view pertaining to the concessionary services?

A - Concessionaire will not need to have access. The county wants to be able to establish accounts for them, take payments and maintain the account.

20. Will this software need offline capabilities? If so, the "real-time" capabilities will be unavailable.

A – This ties to the idea of a hybrid system where if internet services are down that we could still operate, but based on this question it does not appear that is possible.

21. Is a vendor disqualified for not being able to meet the business requirement on pg#13 "Due to the recognized risks associated with E-Commerce fraud, the proposing vendor must be able to show proof that it has held a PCI-DSS certification level 1 for at least 5 years continuous years of demonstrated experience."

A – Refer to answer on question #10

22. What metrics need to be provided by the reports?

A – This is clearly described in the RFP.

23. Does the County want to be to accept checks?

A – Yes.

24. What is the allocated budget for the project?

A – to be determined

25. Will the concession stands be able to do in-person reservations? What all transactions will they be able to do?

A – See answer to question #6.

26. Could you please clarify the following statement? "The city will need a hybrid system. Meaning local/ cloud capabilities."

A – This is tied to the idea of having a hybrid system where if our internet went down we still had access to open reservations locally. It also allowed us to backup our system with our normal backups. However, we are seeing that most of these systems are SAAS only which is fine.

27. Would the County like vendors to include an electronic copy of the response as part of the submission?

A - we are not approved to accept electronic copies

28. In an effort to be more environmentally conscious, is the County opposed to double-sided responses?

A - double sided responses are acceptable

29. Can the County please provide a more specific format for the response? Page 13 indicates four categories for evaluation, but 9 – 11 dictate a different response format. Which would the County prefer?

A - pg 13 is not the format but explains the factors to be considered

30. Instead of up-front payment, installation, and maintenance, will the country accept a proposal funded by transaction fees (either consumer-facing or paid by the County?). These fees are all inclusive and do to require any up from investment by the County. It is an acceptable practice for more than 60% of the public U.S. market.

A - This would be something the County could consider, but would need to be thoroughly evaluated first, to ensure the transaction fees being passed on to the consumer are not beyond what the County is willing to permit. The County doesn't is seeking a "no cost to County" solution for credit card transaction fees, but doesn't want the consumer to front the cost through outrageously high transaction fees. The fees proposed must be competitive with what the market currently offers.

31. *Please describe your experience with migrating TMP data to your system and the extent of involvement that will be provided by your staff in preparing existing data for migration. Please describe TMP data. Is this referring to a flat file of customer and reservation data?*

A –It is referring to customer and reservation data. Vendor will have to determine what is needed in order to migrate the information from the current system.

32. *Does the software have the ability to email invoices/statements directly to customers? Please provide use case for this. Does a customer not pay in full at the time of the reservation? Would the county prefer this to happen if you had the ability?*

A – We do not currently have this ability. If we did, customers who are staying on a monthly basis could pay their rent via credit cart, and we could email them their statement. This would decrease traffic in our office during times of peak activity such as; first of the month and end of the month. We would also be able to email customers who make reservations months ahead of time a detailed receipt with site specific information. I assume a credit card receipt will be provided when conducting a transaction online, but assume it would not be as informational as a receipt from our campground system.

33. Are online reservations the only type of reservations allowed (no in person or call center needed)? Does the county anticipate a consumer reservation or support line for this project?

A – The County wants the ability to take "live person" reservations in each of our offices, and to also have the online capability. The County does not need a third party call center.

34. When it states the system “will manage all reservations, registrations, and various financial needs of the department,” does that include any onsite POS transactions or other transactions not related to reservations and registrations?

A – Yes. There will be other point of sale transactions other than reservations and registrations. The County manages a number of lessee agreements and rental facilities. We want to be able to keep track of these funds through the system by having the ability to create and remove accounts as needed.

35. For the three sites (Isla Blanca, Andy Bowie, and Adolph Thomae Jr.)

- a. What is the annual gross volume \$’s transacted through each site?
- b. What is the annual number of transactions/reservations for each site?

A – see attachment (Book2)