

# STATE OF NEBRASKA SERVICE CONTRACT AWARD

State Purchasing Bureau  
1526 K Street, Suite 130  
Lincoln, Nebraska 68508

Telephone: (402) 471-6500  
Fax: (402) 471-2089

**CONTRACT NUMBER**  
**71659 04**

PAGE 1 of 6	ORDER DATE 05/26/16
BUSINESS UNIT 33130463	BUYER NANCY STORANT (AS)
VENDOR NUMBER: 2257997	
VENDOR ADDRESS:  ATHLACTON HOLDINGS LLC DBA ACTIVE NETWORK LLC 717 N HARWOOD ST STE 2500 DALLAS TX 75201-6527	

AN AWARD HAS BEEN MADE TO THE VENDOR/CONTRACTOR NAMED ABOVE FOR THE SERVICES AS LISTED BELOW FOR THE PERIOD:

**JUNE 01, 2016 THROUGH MAY 31, 2021**

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 5093 Z1

Contract to supply and deliver State Park Reservation/Registration, Event Planning, Sales, and Revenue Management System to the State of Nebraska as per the attached specifications for a five (5) year period from date of award. The contract may be renewed for three (3) additional one (1) year periods when mutually agreeable to the vendor and the State of Nebraska.

Vendor Contact: Dave Green  
Phone: 416-476-6118  
Fax: 905-286-0371  
E-Mail: David.Green@ACTIVEnetwork.com

(05/26/16 djo)

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	RESERVATIONS MADE AT THE CALL CENTER INITIAL CONTRACT PERIOD	17,515.0000	EA	3.7500	65,681.25
2	MAKE A RESERVATION ON THE INTERNET INITIAL CONTRACT PERIOD	162,625.0000	EA	8.5000	1,382,312.50
3	MAKE A RESERVATION AT THE PARK OFFICE INITIAL CONTRACT PERIOD	66,820.0000	EA	5.5000	367,510.00
4	MAKE A CHANGE TO A RESERVATION* INITIAL CONTRACT PERIOD *FIRST RESERVATION CHANGE WILL BE FREE	24,390.0000	EA	3.7500	91,462.50

5/31/16  
PK  
  
BUYER  
MATERIEL ADMINISTRATOR

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PAGE 2 of 6	ORDER DATE 05/26/16
BUSINESS UNIT 33130463	BUYER NANCY STORANT (AS)
VENDOR NUMBER: 2257997	

**CONTRACT NUMBER**  
**71659 04**

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
5	CANCEL A RESERVATION INITIAL CONTRACT PERIOD	19,730.0000	EA	3.7500	73,987.50
6	REGISTRATION MADE AT PARK OFFICE INITIAL CONTRACT PERIOD	280,110.0000	EA	0.0000	0.00
7	THERMAL RECEIPT PRINTER INITIAL CONTRACT PERIOD	5.0000	EA	350.0000	1,750.00
8	CASH DRAWER INITIAL CONTRACT PERIOD	5.0000	EA	150.0000	750.00
9	CREDIT CARD SWIPE INITIAL CONTRACT PERIOD	5.0000	EA	350.0000	1,750.00
10	BAR CODE SCANNER INITIAL CONTRACT PERIOD	5.0000	EA	227.8200	1,139.10
11	TABLET INITIAL CONTRACT PERIOD	5.0000	EA	995.4500	4,977.25
12	PROJECT MANAGER INITIAL CONTRACT PERIOD	10.0000	HR	125.0000	1,250.00
13	TRAINER INITIAL CONTRACT PERIOD	10.0000	HR	165.0000	1,650.00
14	BUSINESS ANALYST INITIAL CONTRACT PERIOD	10.0000	HR	150.0000	1,500.00
15	PRODUCT MANAGER INITIAL CONTRACT PERIOD	10.0000	HR	200.0000	2,000.00
16	DEVELOPER INITIAL CONTRACT PERIOD	10.0000	HR	350.0000	3,500.00
17	RESERVATIONS MADE AT THE CALL CENTER OPTIONAL RENEWAL PERIOD ONE	3,503.0000	EA	3.7500	13,136.25
18	MAKE A RESERVATION ON THE INTERNET OPTIONAL RENEWAL PERIOD ONE	32,525.0000	EA	8.5000	276,462.50
19	MAKE A RESERVATION AT THE PARK OFFICE OPTIONAL RENEWAL PERIOD ONE	13,364.0000	EA	5.5000	73,502.00



BUYER INITIALS

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PAGE 3 of 6	ORDER DATE 05/26/16
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VENDOR NUMBER: 2257997	

**CONTRACT NUMBER**  
**71659 04**

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
20	MAKE A CHANGE TO A RESERVATION* OPTIONAL RENEWAL PERIOD ONE *FIRST RESERVATION CHANGE WILL BE FREE	4,878.0000	EA	3.7500	18,292.50
21	CANCEL A RESERVATION OPTIONAL RENEWAL PERIOD ONE	3,946.0000	EA	3.7500	14,797.50
22	REGISTRATION MADE AT PARK OFFICE OPTIONAL RENEWAL PERIOD ONE	56,022.0000	EA	0.0000	0.00
23	THERMAL RECEIPT PRINTER OPTIONAL RENEWAL PERIOD ONE	5.0000	EA	350.0000	1,750.00
24	CASH DRAWER OPTIONAL RENEWAL PERIOD ONE	5.0000	EA	150.0000	750.00
25	CREDIT CARD SWIPE OPTIONAL RENEWAL PERIOD ONE	5.0000	EA	350.0000	1,750.00
26	BAR CODE SCANNER OPTIONAL RENEWAL PERIOD ONE	5.0000	EA	227.8200	1,139.10
27	TABLET OPTIONAL RENEWAL PERIOD ONE	5.0000	EA	995.4500	4,977.25
28	PROJECT MANAGER OPTIONAL RENEWAL PERIOD ONE	10.0000	HR	128.0000	1,280.00
29	TRAINER OPTIONAL RENEWAL PERIOD ONE	10.0000	HR	168.0000	1,680.00
30	BUSINESS ANALYST OPTIONAL RENEWAL PERIOD ONE	10.0000	HR	152.0000	1,520.00
31	PRODUCT MANAGER OPTIONAL RENEWAL PERIOD ONE	10.0000	HR	204.0000	2,040.00
32	DEVELOPER OPTIONAL RENEWAL PERIOD ONE	10.0000	HR	357.0000	3,570.00
33	RESERVATIONS MADE AT THE CALL CENTER OPTIONAL RENEWAL PERIOD TWO	3,503.0000	EA	3.7500	13,136.25
34	MAKE A RESERVATION ON THE	32,525.0000	EA	8.5000	276,462.50

  
BUYER INITIALS

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PAGE 4 of 6	ORDER DATE 05/26/16
BUSINESS UNIT 33130463	BUYER NANCY STORANT (AS)
VENDOR NUMBER: 2257997	

**CONTRACT NUMBER**  
**71659 O4**

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
	INTERNET OPTIONAL RENEWAL PERIOD TWO				
35	MAKE A RESERVATION AT THE PARK OFFICE OPTIONAL RENEWAL PERIOD TWO	13,364.0000	EA	5.5000	73,502.00
36	MAKE A CHANGE TO A RESERVATION* OPTIONAL RENEWAL PERIOD TWO *FIRST RESERVATION CHANGE WILL BE FREE	4,878.0000	EA	3.7500	18,292.50
37	CANCEL A RESERVATION OPTIONAL RENEWAL PERIOD TWO	3,946.0000	EA	3.7500	14,797.50
38	REGISTRATION MADE AT PARK OFFICE OPTIONAL RENEWAL PERIOD TWO	56,022.0000	EA	0.0000	0.00
39	THERMAL RECEIPT PRINTER OPTIONAL RENEWAL PERIOD TWO	5.0000	EA	350.0000	1,750.00
40	CASH DRAWER OPTIONAL RENEWAL PERIOD TWO	5.0000	EA	150.0000	750.00
41	CREDIT CARD SWIPE OPTIONAL RENEWAL PERIOD TWO	5.0000	EA	350.0000	1,750.00
42	BAR CODE SCANNER OPTIONAL RENEWAL PERIOD TWO	5.0000	EA	227.8200	1,139.10
43	TABLET OPTIONAL RENEWAL PERIOD TWO	5.0000	EA	995.4500	4,977.25
44	PROJECT MANAGER OPTIONAL RENEWAL PERIOD TWO	10.0000	HR	130.0000	1,300.00
45	TRAINER OPTIONAL RENEWAL PERIOD TWO	10.0000	HR	172.0000	1,720.00
46	BUSINESS ANALYST OPTIONAL RENEWAL PERIOD TWO	10.0000	HR	156.0000	1,560.00
47	PRODUCT MANAGER OPTIONAL RENEWAL PERIOD TWO	10.0000	HR	208.0000	2,080.00
48	DEVELOPER OPTIONAL RENEWAL PERIOD TWO	10.0000	HR	364.0000	3,640.00



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VENDOR NUMBER: 2257997	

**CONTRACT NUMBER**  
**71659 O4**

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
49	RESERVATIONS MADE AT THE CALL CENTER OPTIONAL RENEWAL PERIOD THREE	3,503.0000	EA	3.7500	13,136.25
50	MAKE A RESERVATION ON THE INTERNET OPTIONAL RENEWAL PERIOD THREE	32,525.0000	EA	8.5000	276,462.50
51	MAKE A RESERVATION AT THE PARK OFFICE OPTIONAL RENEWAL PERIOD THREE	13,364.0000	EA	5.5000	73,502.00
52	MAKE A CHANGE TO A RESERVATION* OPTIONAL RENEWAL PERIOD THREE *FIRST RESERVATION CHANGE WILL BE FREE	4,878.0000	EA	3.7500	18,292.50
53	CANCEL A RESERVATION OPTIONAL RENEWAL PERIOD THREE	3,946.0000	EA	3.7500	14,797.50
54	REGISTRATION MADE AT PARK OFFICE OPTIONAL RENEWAL PERIOD THREE	56,022.0000	EA	0.0000	0.00
55	THERMAL RECEIPT PRINTER OPTIONAL RENEWAL PERIOD THREE	5.0000	EA	350.0000	1,750.00
56	CASH DRAWER OPTIONAL RENEWAL PERIOD THREE	5.0000	EA	150.0000	750.00
57	CREDIT CARD SWIPE OPTIONAL RENEWAL PERIOD THREE	5.0000	EA	350.0000	1,750.00
58	BAR CODE SCANNER OPTIONAL RENEWAL PERIOD THREE	5.0000	EA	227.8200	1,139.10
59	TABLET OPTIONAL RENEWAL PERIOD THREE	5.0000	EA	995.4500	4,977.25
60	PROJECT MANAGER OPTIONAL RENEWAL PERIOD THREE	10.0000	HR	133.0000	1,330.00
61	TRAINER OPTIONAL RENEWAL PERIOD THREE	10.0000	HR	175.0000	1,750.00
62	BUSINESS ANALYST OPTIONAL RENEWAL PERIOD THREE	10.0000	HR	159.0000	1,590.00



BUYER INITIALS

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VENDOR NUMBER: 2257997			

**CONTRACT NUMBER**  
**71659 04**

Line	Description	Quantity	Unit of Measure	Unit Price	Extended Price
63	PRODUCT MANAGER OPTIONAL RENEWAL PERIOD THREE	10.0000	HR	212.0000	2,120.00
64	DEVELOPER OPTIONAL RENEWAL PERIOD THREE	10.0000	HR	372.0000	3,720.00
<b>Total Order</b>					<b>3,251,791.40</b>



**BUYER INITIALS**

Addendum One to Contract Award  
Terms and Conditions  
Contract 71659 O4  
State Park Reservation/Registration, Group Event Planning, Sales and Revenue Management  
System  
Between

The State of Nebraska and Active Network, LLC

The following Terms and Conditions, Addendum One of Contract 71659 O4 have been reviewed and agreed upon between Active Network, LLC "Contractor" and the State of Nebraska "State". This addendum will become part of the contract for State Park Reservation/Registration, Group Event Planning, Sales and Revenue Management System. The terms and conditions of this Addendum shall supersede, prevail and govern in the case of any inconsistencies with the Terms and Conditions indicated in Section III of the Request for Proposal, except that any section herein marked "Reserved" shall have no effect on the Terms and Conditions indicated in Section III of the Request for Proposal.

By signing this Addendum the Contractor guarantees compliance with the provisions stated herein, agrees to the terms and conditions and certifies Contractor maintains a drug free work place environment.

### **III. TERMS AND CONDITIONS**

#### **A. GENERAL**

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

1. Amendment to Contract Award with the most recent dated amendment having the highest priority;
2. Contract Award and any attached Addenda;
3. The Request for Proposal form and the Contractor's Proposal, signed in ink
4. Amendments to RFP and any Questions and Answers; and
5. The original RFP document and any Addenda.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a 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 to Contract Award with the most recent dated amendment having the highest priority, 2) Contract Award and any attached Addenda, 3) the signed Request for Proposal form and the Contractor's Proposal, 4) Amendments to RFP and any Questions and Answers, 5) the original RFP document and any Addenda.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

**B. AWARD - RESERVED**

**C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION**

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 Sub-Contractors, 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 sub-contracts for services to be covered by any contract resulting from this Request for Proposal.

**D. PERMITS, REGULATIONS, LAWS**

The Contractor shall procure and pay for all permits, licenses, and approvals necessary for the execution of the contract. The Contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders, and regulations.

**E. OWNERSHIP OF INFORMATION AND DATA**

The State of Nebraska shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or derived by the Contractor pursuant to this contract. Notwithstanding the foregoing, Contractor may utilize non-personal, aggregated data without the consent of the State of Nebraska.

The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks, and copyrights that are in any way involved in the contract. It shall be the responsibility of the Contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

**F. INSURANCE REQUIREMENTS**

The Contractor shall not commence work under this contract until all the insurance required hereunder has been obtained and such insurance has been approved by the State. The Contractor shall maintain all required insurance for the life of this contract and shall ensure that the State Purchasing Bureau has the most current certificate of insurance throughout the life of this contract. If Contractor will be utilizing any Sub-Contractors, the Contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all Sub-Contractor(s). The Contractor is also responsible for ensuring Sub-Contractor(s) maintain the insurance required until completion of the contract requirements. The Contractor shall not allow any Sub-Contractor to commence work on any Sub-Contract until all similar insurance required of the Sub-Contractor has been obtained and approved by the Contractor. Approval of the insurance by the State shall not limit, relieve, or decrease the liability of the Contractor hereunder.



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.

**1. WORKERS' COMPENSATION INSURANCE**

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Sub-Contractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Sub-Contractor'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. This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

**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 Sub-Contractor 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 Sub-Contractor 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 excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

**3. INSURANCE COVERAGE AMOUNTS REQUIRED**

**a. WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY**

Coverage A	Statutory
Coverage B	
Bodily Injury by Accident	\$100,000 each accident
Bodily Injury by Disease	\$500,000 policy limit
Bodily Injury by Disease	\$100,000 each employee

**b. COMMERCIAL GENERAL LIABILITY**

General Aggregate	\$1,000,000 per occurrence \$2,000,000 aggregate
Products/Completed Operations Aggregate	\$1,000,000 per occurrence \$2,000,000 aggregate
Personal/Advertising Injury	\$1,000,000 any one person
Bodily Injury/Property Damage	\$1,000,000 per occurrence

Fire Damage \$50,000 any one fire  
Medical Payments \$5,000 any one person

**c. COMMERCIAL AUTOMOBILE LIABILITY**

Bodily Injury/Property Damage \$1,000,000 combined single limit

**d. UMBRELLA/EXCESS LIABILITY**

Over Primary Insurance \$1,000,000 per occurrence

**e. SUBROGRATION WAIVER**

“Waiver of Subrogation on the Worker’s Compensation in favor of the State of Nebraska.”

**f. LIABILITY WAIVER**

“The State of Nebraska, Certificate holder, is an additionally insured, primary & noncontributory on the General Liability.”

**4. EVIDENCE OF COVERAGE**

The Contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer at 402-471-2089 (fax)

Administrative Services  
State Purchasing Bureau  
1526 K Street, Suite 130  
Lincoln, NE 68508

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.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

**G. COOPERATION WITH OTHER CONTRACTORS**

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

The State reserves the right to award the contract jointly between two or more potential Contractors, if such an arrangement is in the best interest of the State. The Contractor shall agree to cooperate with such other Contractors, and shall not commit or permit any act which may interfere with the performance of work by any other Contractor.

**H. INDEPENDENT CONTRACTOR**

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The Contractor represents that it has, or will secure at its own expense, all personnel required to

perform the services under the contract. The Contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the Contractor, its officers, or its agents) shall in no way be the responsibility of the State. The Contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights, or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

**I. CONTRACTOR RESPONSIBILITY**

The Contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the Contractor's proposal, and the resulting contract. The Contractor shall be the sole point of contact regarding all contractual matters.

If the Contractor intends to utilize any Sub-Contractor's services, the Sub-Contractor's level of effort, tasks, and time allocation must be clearly defined in the Contractor's proposal. The Contractor shall agree that it will not utilize any Sub-Contractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State. Following execution of the contract, the Contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

**J. CONTRACTOR RESPONSIBILITY**

The Contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the Contractor's proposal, and the resulting contract. The Contractor shall be the sole point of contact regarding all contractual matters.

If the Contractor intends to utilize any Sub-Contractor's services, the Sub-Contractor's level of effort, tasks, and time allocation must be clearly defined in the Contractor's proposal. The Contractor shall agree that it will not utilize any Sub-Contractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State. Following execution of the contract, the Contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

**K. CONTRACTOR PERSONNEL**

The Contractor warrants that all persons assigned to the project shall be employees of the Contractor or specified Sub-Contractors, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor. The Contractor shall include a similar provision in any contract with any Sub-Contractor selected to perform work on the project.

Personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

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

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

1. any and all 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 and submitting any reports on such insurance to the extent required by governing State law; and
5. determining the hours to be worked and the duties to be performed by the Contractor's employees.

**L. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION**

The Contractor shall not, for one year after contract signing, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

**M. CONFLICT OF INTEREST**

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

**N. PROPOSAL PREPARATION COSTS – RESERVED**

**O. ERRORS AND OMISSIONS**

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

**P. BEGINNING OF WORK**

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.

**Q. ASSIGNMENT BY THE STATE**

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska to the extent

that any assignee agrees to be bound by the terms and conditions of the contract. There shall be no charge to the State for any assignment hereunder.

**R. ASSIGNMENT BY THE CONTRACTOR**

The Contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.

**S. DEVIATIONS FROM THE REQUEST FOR PROPOSAL**

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal, mandatory requirements, or applicable state or federal laws or statutes. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

**T. GOVERNING LAW**

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The Contractor must be in compliance with all Nebraska statutory and regulatory law.

**U. ATTORNEY'S FEES**

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

**V. ADVERTISING**

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 services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

**W. STATE PROPERTY**

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.

## **X. SITE RULES AND REGULATIONS**

The Contractor shall use its best efforts to ensure that its employees, agents, and Sub-Contractors 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 between the State and the Contractor.

## **Y. NOTIFICATION**

During the bid process, all communication between the State and a bidder shall be between the bidder's representative clearly noted in its proposal and the buyer noted in Section II.A. Procuring Office and Contact Person, of this RFP.

1. Except as otherwise expressly specified herein, all notices, requests, or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) calendar days following deposit in the mail.
2. Whenever the Contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the Contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

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.

For the duration of the contract, all communication between Contractor and the State regarding the contract shall take place between the Contractor and individuals specified by the State in writing. Communication about the contract between Contractor and individuals not designated as points of contact by the State is strictly forbidden.

## **Z. EARLY TERMINATION**

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
2. The State, in its sole discretion, may terminate the contract for any reason upon ninety (90) 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 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;
- i. second or subsequent documented "vendor performance report" form deemed unacceptable by the State Purchasing Bureau; or
- j. Contractor engaged in collusion or actions which could have provided Contractor an unfair advantage in obtaining this contract.

**AA. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS**

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal years 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 any termination, and advise the Contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. 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.

**BB. BREACH BY CONTRACTOR**

The State may terminate the contract, in whole or in part, if the Contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the Contractor, allow the Contractor to cure a failure or breach of contract within a period of thirty (30) calendar days (or longer at State's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing the Contractor time to cure a failure or breach of contract does not waive the State's 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.

**CC. PENALTY**

The determination of loss of functionality shall be made by the State and such determination shall be final.

In the event that the State Park Reservation System allows a reservation double-booking of any facility, the contractor will refund all fees and charges to the guests affected, and return three (3) times this amount to Nebraska Game and Parks Commission (NGPC). Reservation double-booking means accepting more than one reservation for a specific facility with overlapping stays, no matter which channel or where the reservations were made.

In the event that the State Park Reservation System loses a reservation, the contractor will refund all fees and charges to the guests affected, and return an equal amount to NGPC. A reservation is lost or missing when it could not be found in the State Park Reservation System at least by arrival day and can be substantiated by evidence, such as a confirmation notice or reservation number, and reviewed by NGPC Project Manager and Contractor.

Failure by the State Park Reservation System to enforce the Reservation System Business Rules, as outlined in Appendix B within this RFP, will result in a fine of \$100 per occurrence, but not to exceed \$100 per day.

If any of the performance standards were not attained, based on review of the required monthly performance standard reports, the contractor will be assessed penalties as outlined above. The NGPC Project Manager will meet with the contractor's Project Manager, if necessary, to determine whether those standards were met and if any corrective action is needed when they were not met. Any penalty is assessed against that month's contractor's invoice.

**DD. FORCE MAJEURE**

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the Contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the Contractor. To obtain release based on a Force Majeure Event, the Contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party's own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

**EE. PROHIBITION AGAINST ADVANCE PAYMENT**

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.



**FF. PAYMENT**

State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the Contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). 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 services provided by the Contractor prior to the Effective Date, and the Contractor hereby waives any claim or cause of action for any such services.

**GG. INVOICES**

Invoices for payments should be submitted by the contractor to the Nebraska Game and Parks Commission via mail and email in a sortable Excel Spreadsheet (2200 N. 33<sup>rd</sup> Street, Lincoln, NE 68503 and to an email address to be determined) 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 (USD)

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.

**HH. RIGHT TO AUDIT**

Contractor shall establish and maintain a reasonable accounting system that enables the State to readily audit contract. The State and its authorized representatives shall have the right to audit, to examine, and to make copies of or extracts from all financial and related records (in whatever form they may be kept, whether written, electronic, or other) relating to or pertaining to this contract kept by or under the control of the Contractor, including, but not limited to those kept by the Contractor, its employees, agents, assigns, successors, and Sub-Contractors. Such records shall include, but not be limited to, accounting records, written policies and procedures; all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices; ledgers; cancelled checks; deposit slips; bank statements; journals; original estimates; estimating work sheets; contract amendments and

change order files; back charge logs and supporting documentation; insurance documents; payroll documents; timesheets; memoranda; and correspondence.

Contractor shall, at all times during the term of this contract and for a period of seven (7) years from the inception of a financial record or three (3) years from the inception of any other record, maintain such records, together with such supporting or underlying documents and materials. The Contractor shall at any time requested by the State, whether during or after completion of this contract and at Contractor's own expense make such records available for inspection and audit (including copies and extracts of records as required) by the State. Such records shall be made available to the State during normal business hours at the Contractor's office or place of business. In the event that no such location is available, then the financial records, together with the supporting or underlying documents and records, shall be made available for audit at a time and location that is convenient for the State. Contractor shall ensure the State has these rights with Contractor's assigns, successors, and Sub-Contractors, and the obligations of these rights shall be explicitly included in any subcontracts or agreements formed between the Contractor and any Sub-Contractors to the extent that those sub-contracts or agreements relate to fulfillment of the Contractor's obligations to the State.

Costs of any audits conducted under the authority of this right to audit and not addressed elsewhere will be borne by the State unless certain exemption criteria are met. If the audit identifies overpricing or overcharges (of any nature) by the Contractor to the State in excess of one-half of one percent (.5%) of the total contract billings, the Contractor shall reimburse the State for the total costs of the audit. If the audit discovers substantive findings related to fraud, misrepresentation, or non-performance, the Contractor shall reimburse the State for total costs of audit. Any adjustments and/or payments that must be made as a result of any such audit or inspection of the Contractor's invoices and/or records shall be made within a reasonable amount of time (not to exceed 90 days) from presentation of the State's findings to Contractor.

## **II. TAXES**

The State is not required to pay taxes of any kind and assumes no such liability as a result of this solicitation. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor.

## **JJ. INSPECTION AND APPROVAL**

The State shall have 30 days to test the software for compliance with the RFP. The test shall be performed by the designated State officials.

## **KK. CHANGES IN SCOPE/CHANGE ORDERS**

This contract may not be modified or altered except by written instrument duly executed by both parties.

Corrections of any deliverable, service or performance of work required pursuant to the contract shall not be deemed a modification. Changes or additions to the contract beyond the scope of the RFP are not permitted.

## **LL. SEVERABILITY**

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 particular provision held to be invalid.

**MM. CONFIDENTIALITY**

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

It is incumbent upon the Contractor to inform its 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 to Contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a Contractor, 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.

**NN. PROPRIETARY INFORMATION - RESERVED**

**OO. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING - RESERVED**

**PP. STATEMENT OF NON-COLLUSION**

The proposal shall be arrived at by the bidder independently and be submitted without collusion with, and without any direct or indirect agreement, understanding or planned common course of action with, any person; firm; corporation; bidder; Contractor of materials, supplies, equipment or services described in this RFP. Bidder shall not collude with, or attempt to collude with, any state officials, employees or agents; or evaluators or any person involved in this RFP. The bidder shall not take any action in the restraint of free competition or designed to limit independent bidding or to create an unfair advantage.

Should it be determined that collusion occurred, the State reserves the right to reject a bid or terminate the contract and impose further administrative sanctions.

**QQ. PRICES**

All prices, costs, and terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made (and for bidder receiving award, prices shall remain as bid for the duration of the contract unless otherwise so stated in the contract) or the Request for Proposal is cancelled.

Contractor represents and warrants that all prices for services, now or subsequently specified, are as low as and no higher than prices which the Contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If,

during the term of the contract, the Contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, the Contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the Contractor may charge under the terms of the contract, do not and will not violate any existing federal, state, or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

**RR. BEST AND FINAL OFFER - RESERVED**

**SS. ETHICS IN PUBLIC CONTRACTING - RESERVED**

**TT. INDEMNIFICATION**

**1. GENERAL**

The Contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all 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, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Sub-Contractors, consultants, representatives, and agents, 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 third party 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, Sub-Contractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. If any Claim that Contractor is obligated to defend, settle, and pay damages to State under this subsection 2 has occurred or, in Contractor's opinion, is likely to occur, Contractor may, at its option and expense either (1) obtain for State the right to continue to use the applicable intellectual property, (2) replace or modify the intellectual property so it becomes non-infringing, without materially adversely affecting the intellectual property specified functionality, or (3) if (1) or (2) are not readily available after using reasonable commercial efforts or, if neither of the foregoing options is commercially reasonable, refund a pro-rata portion of the fees paid by State based on its lost use and terminate this contract. Contractor shall not be obligated to defend, settle, or pay damages for any Claims to the extent based on: (x) any State or third party intellectual property or software incorporated in or combined with the intellectual property where in the absence of such incorporated or combined item, there would not have been infringement, but excluding any third party software or intellectual property incorporated into the intellectual property at Contractor's discretion; (y) intellectual property that has

been altered or modified by State, by any third party or by Contractor at the request of State (where Contractor had no discretion as to the implementation of modifications to the intellectual property or documentation directed by State), where in the absence of such alteration or modification the intellectual property would not be infringing; or (z) use of any version of the Software with respect to which Contractor has made available a non-infringing updated, revised or repaired subsequent version or other applicable update, patch or fix. 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.

Indemnification Claims Procedure. Contractors obligations under this Section are conditioned upon (1) prompt written notice of the existence of a Claim, provided that a failure of prompt notification shall not relieve the Indemnifying Party of liability hereunder except to the extent that defenses to such Claim are materially impaired by such failure of prompt notification; (2) sole control over the defense or settlement of such Claim by the Indemnifying Party, to the extent permitted by law; and (3) the provision of assistance by the Indemnified Party at the Indemnifying Party's request to the extent reasonably necessary for the defense of such Claim.

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 RFP.

Notwithstanding the foregoing, State shall not be bound by the terms of this Section SS to the extent precluded by applicable law (e.g., sovereign immunity of a governmental entity).

In no event will contractor be liable to State or to any other party for indirect damages or losses (in contract or tort or otherwise), including but not limited to damages for actual cost of lost reservations, lost savings, lost data, loss of use of information or services, or incidental, consequential, or special damages. The State may collect for lost revenue due to missed reservations. State and Contractor will take commercially reasonable steps to mitigate missed reservations in the event of a reservation system failure.

The total aggregate liability of contractor to the State and all other parties in connection with this agreement will be limited to the amount of fees actually paid by state to contractor as consideration for the products and services giving rise to such claim during the twelve (12) month period preceeding the date on which the cause of action arose. Excluding Insurance, Indemnity clauses, and other liability expressly accepted by Contractor. (Limit on system operation not property damage/personal injury/copyright/etc.)

### 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 provided by the Contractor.

**UU. NEBRASKA TECHNOLOGY ACCESS STANDARDS**

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

**VV. ANTITRUST**

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.

**WW. DISASTER RECOVERY/BACK UP PLAN**

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

**XX. TIME IS OF THE ESSENCE**

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the Contractor remaining to be performed.

**YY. RECYCLING**

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per Neb. Rev. Stat. §81-15,159.

**ZZ. DRUG POLICY**

Contractor certifies it maintains a drug free work place 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.

**AAA. EMPLOYEE WORK ELIGIBILITY STATUS**

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 <http://das.nebraska.gov/materiel/purchasing.html>

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

2. 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.
3. 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.

**BBB. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY - RESERVED**

**CCC. POLITICAL SUB-DIVISIONS**

The Contractor may extend the contract to political sub-divisions conditioned upon the honoring of the prices charged to the State. Terms and conditions of the Contract must be met by political sub-divisions. Under no circumstances shall the State be contractually obligated or liable for any purchases by political sub-divisions or other public entities not authorized by Neb. Rev. Stat. §81-145, listed as "all officers of the state, departments, bureaus, boards, commissions, councils, and institutions receiving legislative appropriations." A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

**DDD. OFFICE OF PUBLIC COUNSEL**

If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract and shall not apply if Contractor is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq.

**EEE. LONG-TERM CARE OMBUDSMAN**

If it is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq., Contractor shall comply with the Act. This section shall survive the termination of this contract.

**FFF. LICENSE/SERVICE OR OTHER AGREEMENTS**


Any License/Service or other such agreements which the bidder may want the State to consider must be submitted with the bid. Any License/Service or other such agreements submitted to the State post bid opening may result in the bid being rejected in its entirety. Any such agreement, if agreed to by the State, will be considered an addendum to the contract. Any terms and conditions contained in any such accepted agreement (addendum) must not conflict with or alter the State's Terms and Conditions (Terms and Conditions) as contained in the RFP and finalized in the contract. In the event of any conflict between the Terms and Conditions and any addendum the Terms and Conditions will prevail.

The State reserves the right to reject any submitted addendum and considers the submission of any such addendum to be a proposed alteration of the Terms and Conditions.

This clause does not apply to any third party license or service agreements.

This Addendum and any attachments hereto will become part of the Contract. Except as set forth in this Addendum, the Contract is unaffected and shall continue in full force and effect in accordance with its terms. If there is conflict between this Addendum and the Contract or any earlier Addendum, the terms of this Addendum will prevail.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the date of execution by both parties below.

State of Nebraska  
By: 

Name: Bo Botelho

Title: Materiel Administrator

Date: 6/1/16

Contractor: Active Network, LLC

By: 

Name: Mark Trivette

Title: CFO

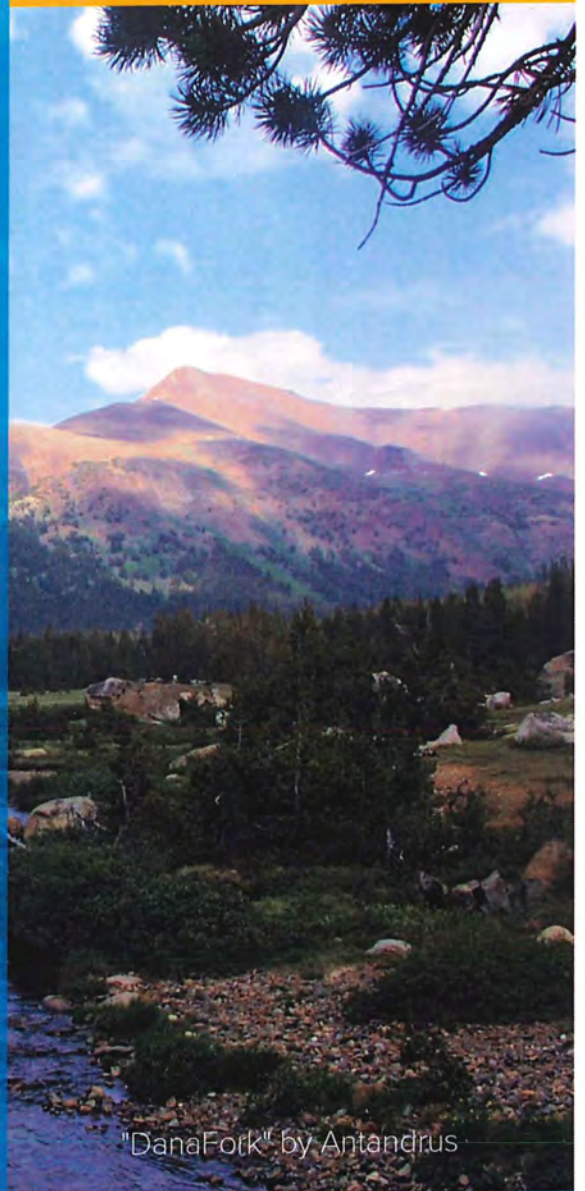
Date: May 24, 2016



# STATE OF NEBRASKA

REQUEST FOR PROPOSAL

RFP 5093Z1



"DanaFork" by Antandrus

**ACTIVE Network, LLC**

717 N. Harwood Street | Suite

Dallas, TX 75201

T: 888.543.7223

[www.ACTIVENetwork.com](http://www.ACTIVENetwork.com)

**ACTIVE**  
network



717 N. Harwood Street | Suite 2500  
Dallas, TX | 75201  
T: 888.543.7223  
[www.ACTIVEnetwork.com](http://www.ACTIVEnetwork.com)

October 1, 2015

Attn: Nancy Storant/Connie Heinrichs  
State Purchasing Bureau  
1526 K Street, Suite 130  
Lincoln, NE 68508

**RE: RFP 5093Z1 for a State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System for the Nebraska Game and Parks Commission**

Dear Ms. Storant, Ms. Heinrichs, and Members of the Evaluation Team:

On behalf of ACTIVE Network, LLC, (ACTIVE), I want to first extend my thank you to you for being a long-term customer. Since 2007, the State of Nebraska and ACTIVE have forged a solid foundation to provide a trusted, high quality service to the public. While we are proud of what we have accomplished, we are making new investments into our platform to move the industry to the next level.

We have invested a vast number of resources to cultivate partnerships with state, local, and Federal agencies to forecast where the industry is heading. A renewed partnership allows you to continue to take advantage of the full power of our products and upcoming innovations. We are designing and building groundbreaking ways to engage customers throughout the lifecycle of their activity. More engagement allows you to have more contact with customers than ever before, which will result in opportunities for increasing revenue per night, as well as per customer (through consumer good upsells).

ACTIVE has the proven ability to provide the elements you seek in a vendor for the life of the contract. We know that a shortened process makes it difficult to vet the deep layers of functionality that you require today, but we will attempt to outline this in our proposal.

The attached proposal details the combined capabilities, experience, resources, and solution that ACTIVE – and no other provider in the industry – can offer as you transition to a new contract resulting from this RFP. ACTIVE acknowledges receipt of Addendum 1, 2, and 3.

For questions and further communications regarding our response, please contact Senior Account Executive Dave Green at 416-476-6118 or [David.Green@ACTIVEnetwork.com](mailto:David.Green@ACTIVEnetwork.com).

It is our privilege to have worked with NGPC since 2007, and we look forward to continuing and expanding our relationship if awarded this opportunity.

Sincerely,

A handwritten signature in blue ink, appearing to read "Gary Evans".

Gary Evans, General Manager, Outdoors  
Email: [Gary.Evans@ACTIVEnetwork.com](mailto:Gary.Evans@ACTIVEnetwork.com)  
Phone: (518) 577-4822

WHAT'S YOUR ACTIVE?

## TABLE OF CONTENTS

<b>1. Request for Proposal Form.....</b>	<b>2</b>
Form A – Bidder Contact Sheet .....	3
<b>Executive Summary.....</b>	<b>4</b>
Innovation and Robust Functionality.....	4
Security and Auditability.....	5
Industry Optimized Infrastructure.....	5
World-Class Operations.....	5
Successful Partnership with NGPC.....	6
Approach to Enhancements .....	7
Risk .....	7
Summary .....	7
<b>2. Corporate Overview.....</b>	<b>9</b>
a. Bidder Identification and Information .....	9
b. Financial Statements .....	10
c. Change of Ownership .....	13
d. Office Location .....	13
e. Relationships with the State .....	13
f. ACTIVE's Employee Relations to State .....	13
g. Contract Performance.....	13
h. Summary of ACTIVE's Corporate Experience .....	13
i. Summary of ACTIVE's Proposed Personnel/Management Approach.....	19
j. Sub-Contractors.....	27
<b>3. Technical Approach.....</b>	<b>28</b>
<b>4. Appendix A – Existing Reports.....</b>	<b>282</b>
<b>5. Appendix B – Draft Project Plan .....</b>	<b>284</b>
<b>6. Appendix C – Terms and Conditions .....</b>	<b>285</b>
<b>7. Appendix D – Certificate of Insurance .....</b>	<b>286</b>

# 1. REQUEST FOR PROPOSAL FORM

## BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions unless otherwise agreed to (see Section III) and certifies that bidder maintains a drug free work place environment.

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.

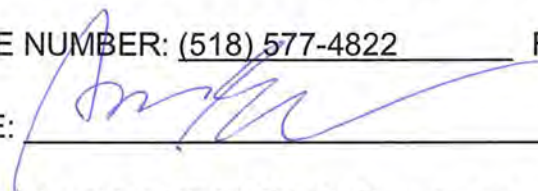
\_\_\_\_\_ **NEBRASKA CONTRACTOR AFFIDAVIT:** Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the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

\_\_\_\_\_ 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.

FIRM: ACTIVE Network, LLC

COMPLETE ADDRESS: 717 N. Harwood Street, Suite 2500, Dallas, TX 75201

TELEPHONE NUMBER: (518) 577-4822 FAX NUMBER: 905-286-0371

SIGNATURE:  DATE: September 24, 2015

TYPED NAME & TITLE OF SIGNER: Gary Evans, General Manager, Outdoors

## Form A – Bidder Contact Sheet

Request for Proposal Number 5093Z1

Preparation of Response Contact Information	
Bidder Name	ACTIVE Network, LLC
Bidder Address	717 N. Harwood Street, Suite 2500 Dallas, TX 75201
Contact Person and Title	Alex Green, Proposal Writer
E-mail Address	<a href="mailto:Alex.Green@ACTIVEnetwork.com">Alex.Green@ACTIVEnetwork.com</a>
Telephone Number (Office)	469-729-3090
Telephone Number (Cellular)	214-405-3369
Fax Number	905-286-0371

Communication with the State Contact Information	
Bidder Name	ACTIVE Network, LLC
Bidder Address	717 N. Harwood Street, Suite 2500 Dallas, TX 75201
Contact Person and Title	Dave Green
E-mail Address	<a href="mailto:David.Green@ACTIVEnetwork.com">David.Green@ACTIVEnetwork.com</a>
Telephone Number (Office)	416-476-6118
Telephone Number (Cellular)	416-476-6118
Fax Number	905-286-0371

## EXECUTIVE SUMMARY

ACTIVE has established itself as the leader in the outdoor recreation market through continuous investment in **robust functionality, secure and reliable infrastructure, innovation, and world-class operations**. Our ongoing investments guarantee that the Nebraska Game and Parks Commission (NGPC) has the most feature-rich and innovative solution possible today, enabling ACTIVE to immediately commence building the advances that will revolutionize the industry.

ACTIVE continues to exceed on the fundamentals of service, eliminating the burden of worry for you and your staff. We are building beyond the basics and focusing on the future and what matters most to the industry, your field staff, and most importantly engaging past, present and future visitors.

You will not have to train ACTIVE on the complexities of this industry. ACTIVE provides the strongest combination of technology, people, resources, web expertise, and outdoor industry knowledge on the planet. Not only are we passionate about this industry, we crave new challenges, find new ways to move the industry forward, and celebrate our results.

ACTIVE Network, LLC, is pleased to submit our response for Nebraska Game and Parks Commission's request for proposal. As your current provider, we are excited for the opportunity to continue to collaborate in providing innovative and industry leading solutions that support your ongoing goals including self-sufficiency.

As part of this bid, we will continue to use our ACTIVE Works Outdoors solution. With 43 state, federal, and local customers currently using this package, we are presenting you with the most advanced and capable platform in the history of the industry. ACTIVE Works Outdoors is a web-based, multi-tenant Software-as-a-Service (SaaS), configurable-off-the-shelf (COTS) solution. These are three important characteristics which we believe greatly differentiate us from other providers.

---

### Innovation and Robust Functionality

- **Functionality** – With 43 agency customers using our solution, ACTIVE's system has exponentially more modules, functions, features, and supports more business rules than any other vendor in the outdoor industry. Each innovation is accessible by all clients, continually improving upon our depth of functionality. This enables our clients to improve public satisfaction, grow occupancy, and increase revenues. Our broad functionality set is the result of a continually evolving system which has taken many years to build and would take years for those outside our industry to replicate.
- **Unmatched Ability to Innovate** – Because ACTIVE has already built NGPC's required functionality; we are able to focus on rolling out new functions and features pushing the industry forward for the next decade and beyond – delivering amazing user experiences, automated customer insights, and data insights. We are focused on creating systems to inspire outdoor enthusiasts, grow visitation, and achieve new levels of customer satisfaction.

---

## Security and Auditability

- **Public Sector Experience** - Working with both private and public sector clients, ACTIVE understands the significant difference between the needs of each market. We recognized the public sector's need for financial accountability and auditability in a reservation system, and spent significant resources to build the most robust financial engine available in the market today.
- **Security** – NGPC receives the highest levels of security available in the marketplace. ACTIVE systems manage all information from the moment the consumer provides their card number until funds are deposited in your treasury account. ACTIVE performs regular penetration testing on their infrastructure looking for potential vulnerabilities and addressing them before they become an issue.
- **Auditability** - We understand the operational need for staff to drill into financial transactions to address customer questions and have a solid interface to enable NGPC staff to do so in an easy and efficient manner.

---

## Industry Optimized Infrastructure

- **Scalability** – In an environment where other vendors have received negative press related to failed onsales, ACTIVE's solution is architected to exceed even the highest spikes in consumer demand, allowing us to be the only vendor with the ability to handle your transaction volumes flawlessly.
- **Proven Reliability** – The outdoor industry is a high-volume, specialized market where system issues and outages can cause major headaches for agencies. ACTIVE has invested millions of dollars in multiple, geographically dispersed, fully redundant data centers to provide levels of resiliency that match those of major financial institutions. We use only industry leading solutions from highly recognized hardware providers that include Cisco, EMC, Palo Alto, and F5. All data is replicated in near real-time utilizing the most advanced replication algorithms and methods to ensure unparalleled levels of data integrity in the industry. These efforts have resulted in a system that maintains industry-leading uptime in excess of 99.99%.

---

## World-Class Operations

- **Knowledgeable Support Services** – ACTIVE is proud to have built a knowledgeable team to provide world-class support to NGPC field users and agency staff. Our skilled help desk staff are available 24x7x365 to address any emergencies that arise.
- **ACTIVE Employees** - Key to our success is that our operational support consists of only ACTIVE employees. We do not rely on contractors or third parties to provide this service. As a central team, we analyze, learn, and iterate new approaches to improve our service.

## Successful Partnership with NGPC

Nebraska and ACTIVE have an existing relationship that encompasses 8 years of specific hands-on knowledge of the Nebraska State Park system and its needs, business rules, and operating methods. Our staff knows your staff, policies, and procedures, enabling our focus as the successful bidder to be one of continual improvement rather than of initial learning.

Throughout our existing partnership, we have demonstrated focus, dedication, and a real depth of understanding of the needs of your recreation customers, field staff, and agency management alike. Day in and day out, we deliver quality service, and we are committed to improving the system while enhancing value to the state.

With our significant public sector client base, we are in the best position to identify trends across the industry as well as regional trends that may have a greater impact on the Midwest for example. ACTIVE understands the power of data in developing key strategies to achieve 100% self-sufficiency and the need to continue to evolve our technical solution in support of that goal. Through client visits and attendance at conferences, we are committed to gathering and sharing best practices to facilitate a greater sense of community among our clients as well as furthering ideas for future enhancements.

We have enhanced consumer exposure via the ReserveAmerica.com portal coupled with a mirrored private label website echoing the look and feel of the Nebraska State Parks website provide customers with a unified experience. Nebraska has utilized the promotional avenues available through portal features such as the homepage carousel where the Winterfest at Platte River, Ponca, and Eugene T. Mahoney parks was featured.



Winterfest at Nebraska State Parks



Winterfest at Nebraska State Parks





NGPC has experienced the benefits of this increased exposure through the ReserveAmerica.com portal. **91.1% of NGPC central reservations were made through the Internet sales channel in FY 2015.** This exceeds other states using ACTIVE Works Outdoors who average 75.9% via the Internet

Both websites are using industry-leading web analytics tools, providing the insight for the state and ACTIVE to understand and optimize for consumer trends. In addition to gathering and analyzing transactional data, ACTIVE provides NGPC the opportunity to gather additional information through customer satisfaction and post-stay surveys both of which we offer to NGPC at no additional charge. This information is key to ensuring that business decisions are made based on what customers want rather than on hypothetical needs.

---

## Approach to Enhancements

No other company has had more touch-points from field, consumer or agency users in the history of reservation service providers. Our mission is to measure and continually improve on the data and feedback that we get from these interactions. We remain committed to continual improvement in order to satisfy those with new ideas and demands to move the business forward.

ACTIVE has a proven unmatched ability to increase revenue through continual enhancement and response to changing consumer behavior. As an industry leader always seeking innovation, NGPC can take advantage of many of these opportunities including Camping This Weekend for last minute bookings and Donations in support of your stewardship mission. These options are provided at no cost to the state.

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## Risk

Based on our industry experience, ACTIVE is convinced that there are massive risks associated with developing and migrating to a new platform, which is only exacerbated by the limited timeframe to implement. NGPC exists in a market where vendors can make large promises, yet few can deliver. In fact, of the last six large state parks customers who switched from ACTIVE's platforms; two have returned to us in less than one year, and three are most likely coming out to bid before the end of the allowable extensions of their contract – because of the vendor's inability to deliver on promises made.

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## Summary

As a provider of recreation reservation software service since 1989, we have defined the industry in conjunction with our clients and the public. With ACTIVE, you are working with the industry technology and service leader reducing your risks throughout the life of the contract. While we have demonstrated excellence within our foundational capabilities, ACTIVE is passionate about driving the program to the next level year after year. We believe that next generation of innovation focuses on the lifecycle of the customer experience. From initial discovery of an NGPC property, to engaging and preparing for a trip, to experiencing and reflecting on a customer's visit, we envision changes to continually improve consumer and field tools and service to create a world-class memorable experience.

We believe your continued partnership with ACTIVE represents the greatest opportunity for the ongoing success of the Nebraska State Parks reservation service as you seek ways to address the hurdles that face parks agencies in the current economic climate.

In our response, we have detailed how our proven capabilities, industry-leading systems and services, and existing strong relationship with your Nebraska State Parks management and operational teams make us the best choice for your organization.

## 2. CORPORATE OVERVIEW

### a. Bidder Identification and Information

Item	Response
Bidder name	ACTIVE Network, LLC
Corporate headquarters address	717 N. Harwood Street, Suite 2500 Dallas, Texas 75201
Legal status of business (partnership, corporation, etc.)	ACTIVE Network is a limited liability company (LLC)
State of incorporation	Delaware
Date incorporated	12/28/1999 as The ACTIVE Network, Inc.
Length of time in business	We have existed more than 15 years as ACTIVE Network, with 30 years of experience gained by acquisition of companies providing the top solutions in the business.
Changes in form of organization	ACTIVE Network, Inc. was founded in 1999 and began public trading on the NYSE in May 2011. In November 2013, Vista Equity Partners completed a take private and Active Network, LLC, is now a wholly owned portfolio company of Vista Equity Partners.

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## b. Financial Statements

ACTIVE Network was founded in 1999 and began public trading on the NYSE in May 2011. In November 2013, Vista Equity Partners completed a take private and Active Network, LLC, which is now a wholly owned portfolio company of Vista Equity Partners. Vista, a U.S. based private equity firm, currently invests over \$14 billion in capital committed to dynamic, successful technology-based organizations led by world-class management teams with long term perspective.

ACTIVE Network is the leading provider of cloud-based Activity and Participant Management solutions, serving a wide range of customer groups including the public sector, outdoors, community activities, and sports. ACTIVE has over 45,000 clients worldwide. We serve a broad range of activities including reserving a campsite, signing up for a marathon or sports league, purchasing a hunting or fishing license, or participating in a community event processing over 93 million registrations in 2014.

We are the largest vendor with the most comprehensive suite of solutions in the industry with an \$8 billion total addressable market. Our Outdoors market is the leading provider of camping services and hunting and fishing license systems in North America. Our technology powers one or both of these services in 37 US states and 3 Canadian provinces. These states include California, Kansas, and Louisiana. In 2014, ACTIVE processed approximately 4 million reservations for our camping clients.

Please see the attached bank reference letter provided by Bank of America as further proof of our financial stability.

Vista Equity Partners is registered with the Securities and Exchange Commission (SEC) as a Registered Investment Advisor and information concerning ownership and holdings is publicly viewable on the SEC website at <http://www.sec.gov/edgar/searchedgar/companysearch.html>. For additional information, please visit [www.vistaequitypartners.com](http://www.vistaequitypartners.com). A list of the Vista companies found at <http://www.vistaequitypartners.com/companies> shows a strong portfolio of software and technology-enabled businesses.

August 28<sup>th</sup>, 2015

Nancy Storant & Connie Heinrichs  
Nebraska Game and Park Commission  
State Purchasing Bureau  
1526 K Street, Suite 130  
Lincoln, NE 68508

Dear Ms. Storant and Ms. Heinrichs,


We understand that you require a bank reference for Active Network, LLC (the "Company").

Bank of America, N.A. is the administrative agent for a secured revolving credit facility in the eight-figure range provided to the Company's parent by a group of lenders (the "Credit Facility"). The amount available under the Credit Facility that can be borrowed or used to issue letters of credit is currently in the eight-figure range. The availability of funds for borrowings and letter of credit issuance under the Credit Facility is subject to conditions that (a) the Company and its affiliates not be in default under the terms of the Credit Facility and (b) the Company's and its affiliates' representations and warranties contained in the agreement governing the Credit Facility be true and correct in all material respects as of the date of the borrowing or issuance.

Please note that the information set forth in this letter is subject to change without notice, and is provided in strict confidence, without any responsibility or liability on part of Bank of America, N.A., its affiliates or any of its or its affiliates' directors, officers or employees. Bank of America, N.A. undertakes no responsibility to update the information set forth in this letter.

Very truly yours,

BANK OF AMERICA, N.A.

By:   
Name: Gregory Roetting  
Title: Vice President

Address: Bank of America Corporate Center  
100 N Tryon St  
NC1-007-17-15  
Charlotte NC 28255-0001

Phone: 1.980.387.9390  
Fax: 1.980.683.6343  
Email: [Gregory.roetting@baml.com](mailto:Gregory.roetting@baml.com)

Neither ACTIVE Network, LLC, nor our parent company Vista Equity Partners, has filed for bankruptcy protection or is in the process of, or planning to, file for bankruptcy protection or financial restructuring or refinancing.

We are not presently aware of any litigation involving bidder that would have a material adverse effect on ACTIVE's ability to perform the proposed contract. Due to privacy and confidentiality obligations we are not at liberty to discuss terms of past disputes or settled/completed litigation nor can we disclose the names of the other parties. The State, however, may conduct a search through publicly-available state and federal judicial databases to locate information if needed.

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### c. Change of Ownership

ACTIVE does not anticipate any change of ownership.

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### d. Office Location

Performance for this contract will be managed out of our corporate headquarters located in Dallas, Texas.

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### e. Relationships with the State

ACTIVE Outdoors currently works with the State to provide a statewide, web-based State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System.

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### f. ACTIVE's Employee Relations to State

No parties involved in the preparation of, or named within, the proposal has been an employee of the State within the past sixty months.

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### g. Contract Performance

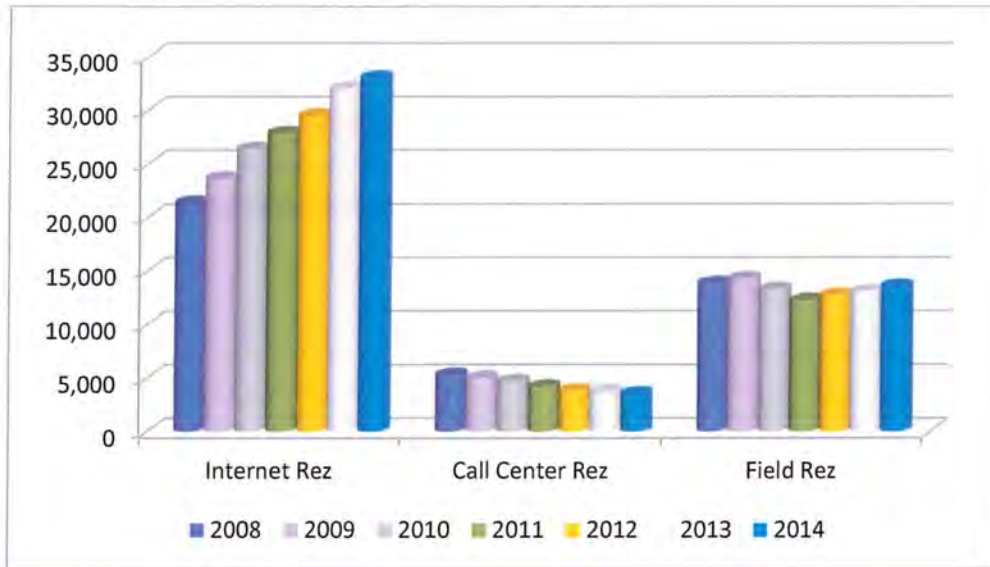
ACTIVE has not had a contract terminated during the past 5 years. No subcontractors are proposed.

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### h. Summary of ACTIVE's Corporate Experience

The ACTIVE Outdoors unit brings the broadest and the most specific experience, resources, and capabilities available in the industry to support recreation agencies and their requirement for centralized reservation systems. ACTIVE provides a complete, integrated infrastructure of hardware, software, facilities, and other elements that make up our SaaS solution: ACTIVE Works.

ACTIVE is uniquely positioned as a provider of preeminent solutions that satisfy and exceed the requirements of our clients. We have specifically enhanced the packages we offer to state government agencies to help them face the unique challenges of more effectively automating customer interaction and revenue generation. Our tools and services are designed to drive meaningful, transparent self-service options for customers while driving down your cost of doing business by freeing over-burdened personnel to focus directly on your agency mission. The success of those activities is shown below in the continual increase in Internet reservations processing throughout the life of the current contract.



No subcontractor is proposed.

We list the public sector clients in the following table, including NGPC, that have chosen ACTIVE to provide their reservation service and recreation management systems.

Public Sector Clients	Original Contract Date
Arkansas State Parks	2013 (implementation underway)
California Dept. of Parks & Recreation	1997
Catalina Island (CA)	2014
Colorado Parks & Wildlife	1993
Connecticut Dept. of Environmental Protection, State Parks	1999
Delaware Division of Parks & Recreation	2000
East Bay Regional Parks District, (CA)	1991
Florida Dept. Environmental Protection, Recreation & Parks	2001
Georgia Dept. of Natural Resources, State Parks & Historic Sites	1995
Idaho Dept. of Parks & Recreation	2008
Illinois Dept. of Natural Resources, Parks & Recreation	2010
Indiana Dept. of Natural Resources	2002
Iowa Dept. of Natural Resources, State Parks	2010
Kansas Dept. of Wildlife and Parks	2010
Kentucky Dept. of Parks	2005



Public Sector Clients	Original Contract Date
Larimer County (CO)	2004
Louisiana Dept. of Culture, Recreation & Tourism, Office of State Parks	1999
Lower Colorado River Authority (TX)	2012
Maryland Dept. of Natural Resources, State Park Service	2000
Massachusetts Dept. of Conservation & Recreation	2004
Mississippi Dept. of Wildlife, Fisheries & Parks	2006
Missouri Dept. of Conservation	2004
Montana State Parks	2011
Nebraska Game & Parks Commission	2008
New Hampshire Division of Parks & Recreation	2007
New Jersey Dept. of Environmental Protection, Bureau of Parks	2012
New Mexico Energy, Minerals & Natural Resources Division	2007
New York Dept. of Environmental Conservation, Campgrounds	1996
New York Office of Parks, Recreation & Historic Preservation	1996
North Carolina Dept. of Environment & Natural Resources, Parks Div.	2008
Oconee County Parks, (SC)	2013
Ohio Dept. of Natural Resources, State Parks	2003
Orange County Parks, (CA)	2004
Oregon Parks & Recreation Department	1995
Pennsylvania Dept. of Conservation & Natural Resources	2005
Recreation.gov (National Recreation Reservation Service)	1997
Rhode Island Dept. of Environmental Management, Division of Parks	2007
Snohomish County, Parks & Recreation (WA)	2010
South Carolina Department of Parks, Recreation & Tourism	2004
Texas Parks & Wildlife Department	2008
Utah Dept. of Natural Resources, State Parks	1991
Virginia Dept. of Conservation & Recreation	1994
Wisconsin Dept. of Natural Resources, Bureau of State Parks	1999

i. Narrative Project Descriptions

Agency Name	Louisiana Office of State Parks
Project Time Period	April 1999 – June 30, 2013 July 1, 2014 – 06/30/2014 New contract awarded starting 07/01/2015.
Scheduled Completion Date, Actual Completion Date	This project was launched on the agreed upon go-live dates.
Original Budget, Actual Budget on Completion	Since our contracts are transaction fee based there is no budget or direct cost billable to the state for the implementation costs associated with the project.
Contact Person	Mr. Reginald Dumas, Reservation System Director 1051 North 3 <sup>rd</sup> Street #314 Baton Rouge LA 70804 Phone: 225-342-8106; Email: rdumas@crt.la.gov
Contractor Status	Prime
Project Description	<p>ACTIVE provides a complete turnkey centralized reservation solution (ACTIVE Works) including:</p> <ul style="list-style-type: none"> <li>▪ Centrally hosted, real-time data and transaction processing</li> <li>▪ Reservation Call Management (software, reservation agents and customer service personnel)</li> <li>▪ Internet consumer portal ReserveAmerica.com</li> <li>▪ Field application for processing registration/walk-ins</li> <li>▪ Point-of-Sale with integrated inventory tracking</li> <li>▪ Help Desk and remote monitoring</li> <li>▪ Training</li> <li>▪ Reporting <ul style="list-style-type: none"> <li>▪ Agency Management tools</li> </ul> </li> </ul> <p>ACTIVE was awarded the contract resulting from Louisiana State Parks recent competitive RFP process.</p>

Agency Name	New York State Parks
Project Time Period	Cumulative performance period 1997 to December 31, 2017
Scheduled Completion Date, Actual Completion Date	This project was launched on the agreed upon go-live date.
Original Budget, Actual Budget on Completion	Since our contracts are transaction fee based there is no budget or direct cost billable to the state for the implementation costs associated with the project.
Contact Person	Ms. Debra Keville, Director of Regional Programs & Services 625 Broadway Albany, NY 12238 Phone: 518.474.8081; Email: Debra.Keville@parks.ny.gov
Contractor Status	Prime
Project Description	<p>ACTIVE provides a complete turnkey centralized reservation solution (ACTIVE Works) including:</p> <ul style="list-style-type: none"> <li>▪ Centrally hosted, real-time data and transaction processing</li> <li>▪ Reservation Call Management (software, reservation agents and customer service personnel)</li> <li>▪ Internet consumer websites (ReserveAmerica.com and newyorkstatepark.reserveamerica.com)</li> <li>▪ Field application for processing registration/walk-ins</li> <li>▪ Marina application for managing transient boat slips</li> <li>▪ Point-of-Sale solutions</li> <li>▪ Help Desk and remote monitoring</li> <li>▪ Hardware and connectivity</li> <li>▪ Training</li> <li>▪ Reporting</li> <li>▪ Agency Management tools</li> <li>▪ Marketing Services</li> </ul>

Agency Name	North Carolina Department of Environment and Natural Resources, Division of Parks and Recreation
Project Time Period	Cumulative performance period 2008 - 08/10/2017
Scheduled Completion Date, Actual Completion Date	This project was launched on the agreed upon go-live date.
Original Budget, Actual Budget on Completion	Since our contracts are transaction fee based there is no budget or direct cost billable to the state for the implementation costs associated with the project.
Contact Person	Mr. Don Reuter, Assistant Director 1615 Mail Service Center Raleigh, NC 27699-1615 Phone: 919-715-7582; Email: Don.reuter@ncparks.gov
Contractor Status	Prime
Project Description	<p>ACTIVE provides a complete turnkey centralized reservation solution (ACTIVE Works) including:</p> <ul style="list-style-type: none"> <li>▪ Centrally hosted, real-time data and transaction processing</li> <li>▪ Reservation Call Management (software, reservation agents and customer service personnel)</li> <li>▪ Internet consumer websites (ReserveAmerica.com and northcarolinastatepark.reserveamerica.com)</li> <li>▪ Field application for processing registration/walk-ins</li> <li>▪ Marina application for managing Carolina Beach</li> <li>▪ Point-of-Sale solutions including Store Manager and Field Manager integrated sales</li> <li>▪ Help Desk and remote monitoring</li> <li>▪ Training</li> <li>▪ Reporting <ul style="list-style-type: none"> <li>▪ Agency Management tools</li> </ul> </li> </ul> <p>ACTIVE Network also provides the hardware for each of North Carolina's locations included in the contract.</p>

ii., iii. Subcontractors

ACTIVE performed the contracts listed above as the prime contractor.

---

## i. Summary of ACTIVE's Proposed Personnel/Management Approach

ACTIVE's project management methodology is based upon the proven framework of the Project Management Body of Knowledge (PMBOK) advocated by the Project Management Institute (PMI). This methodology provides the foundation for successful management and execution of key deliverables including communication, artifacts and project documents as well as established and tested project control processes.

This provides for a repeatable and reliable approach to implementing and operating technology projects that meet expectations for quality, system functionality, performance, and ease of use by NGPC staff and the public.

Since most of the key elements of this project are already in production and operational today, it is vital to ensure all critical operational stakeholders are involved in the planning phase for additional rollout. ACTIVE's approach to risk mitigation is one of early identification and the quick formulation of resolution strategies. This approach is essential when introducing new solutions to field and consumer audiences. No other vendor has the level of experience that ACTIVE's team provides.

ACTIVE's approach for project resource management is a team-based taskforce methodology where key resource stakeholders are involved throughout the entire project while various other resources are engaged at specific junctures of the project. This helps to reduce the burden on NGPC resources focusing their attention during periods of time relevant to their specific function. Key teams include the following:

- Central Operations
- Regional Management
- IT/Hardware and Connectivity
- Finance and Accounting
- Field Staff from Different Business Operations (i.e. overnight camping and cabin, point-of-sale, and events, etc.)
- Marketing

ACTIVE teams include the following, whose roles and responsibilities have been described throughout our response:

- Professional Services (Project Management)
- Client Services
- Product Management
- Development/Web Development
- Quality Assurance
- Help Desk/Inventory
- Technical Operations
- Database Administration
- Product Support
- Marketing
- Finance

The ongoing operational teams most involved with NGPC post implementation include the following:

- Client Services
- Help Desk/Inventory
- Finance
- Database Administration
- Technical Operations (Tech Ops)
- Product Support
- Marketing

Upon successful completion of the implementation phase of the project, ACTIVE will conduct additional sessions with key stakeholders from both of our organizations to ensure a smooth and seamless transition to normalized operations.

### Program Management Tools

As your current provider, you have experienced ACTIVE's strategy for successful implementations and program management tools. However, the addition of new features requires tight, organized management of deliverables and timelines.

ACTIVE's implementation methodology is based upon widely accepted project management principles. Specifically, our implementations operate within the proven framework of the Project Management Body of Knowledge (PMBOK) advocated by the Project Management Institute (PMI) that supports a successful launch by rigorously adhering to proven techniques in planning, communication, documentation, task management, quality control and other vital management and control processes. This provides for a repeatable and reliable approach to implementing and launching technology projects that meet expectations for quality, system functionality, performance, and ease of use by client staff and the public.

#### **SharePoint Document Repository:**

ACTIVE currently collaborates with client using a variety of tools, including Microsoft SharePoint. As your selected provider, we will launch this platform for NGPC on day one.

As part of this repository, we provide weekly status reports, dashboards, conference call notes, and follow up items. Examples of the program management dashboard are included in Figures 1 and 2 on the following page.

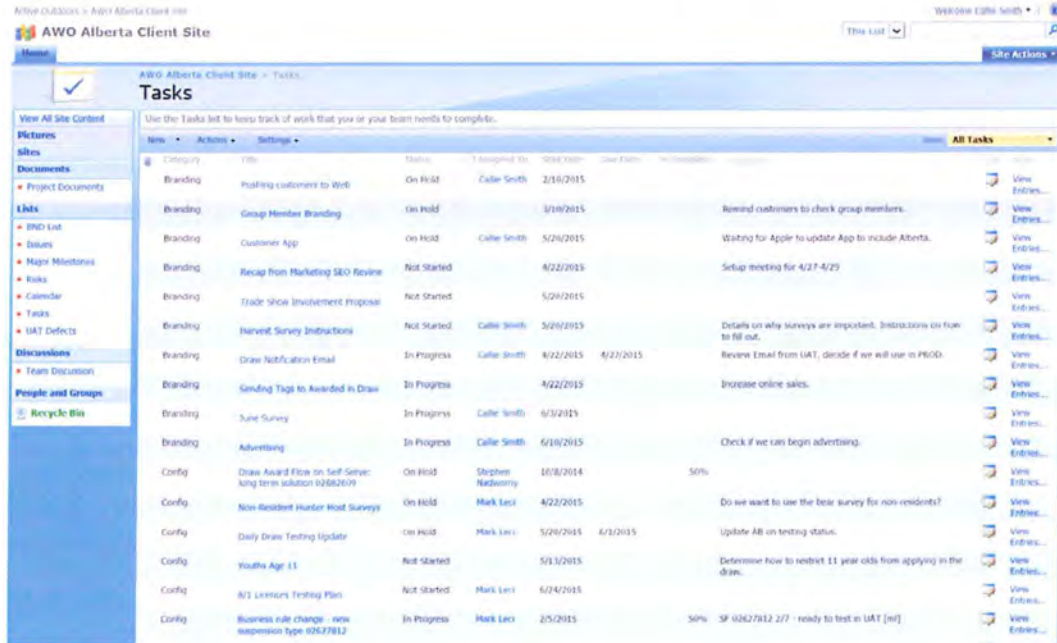


Figure 1: Sample SharePoint Project Management Dashboard for Project Management.

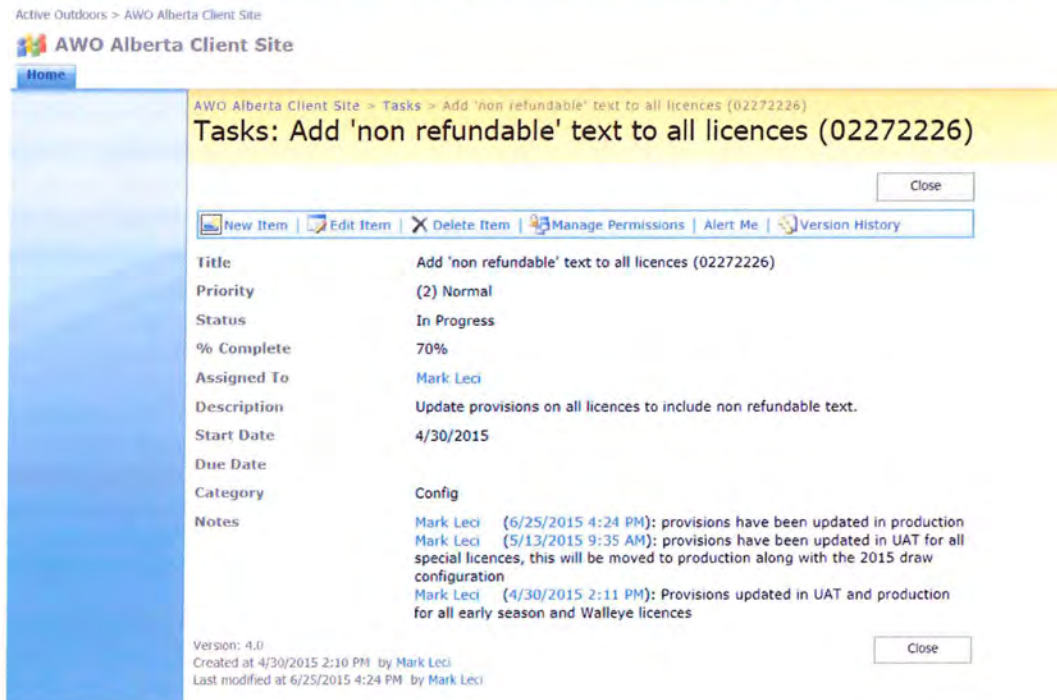


Figure 2: Sample SharePoint Project Management Dashboard for Project Management.

While patches and release notes are documented and provided via email, these will also be added in the document repository.

ACTIVE and NGPC will have regular project management discussion regarding the high level timelines of the program. As far as Earned value Management – we provide a unique differentiator – a greater value for your time. One of the unheralded values that we bring, as your current provider, is the lower time investment on build out and implementation of your project. As an experienced vendor with more than 35 system conversions, we have a firm appreciation of the time that it takes on the Agency level to support a conversion. With us, you will spend less time reviewing newly built software and more time helping us improve our offerings so you can get the best value for your time.

### Basecamp

ACTIVE also uses Basecamp support marketing efforts. Basecamp allows for online to do lists, file sharing, and email communication amongst a host of users. The log in process is easy and may be more applicable to a broader range of less frequent users. We look forward to the possibility to discuss these tools in the future.



## Organization

The following graphic, Figure 3, depicts ACTIVE's Network Organization.

### ACTIVE Organizational Chart

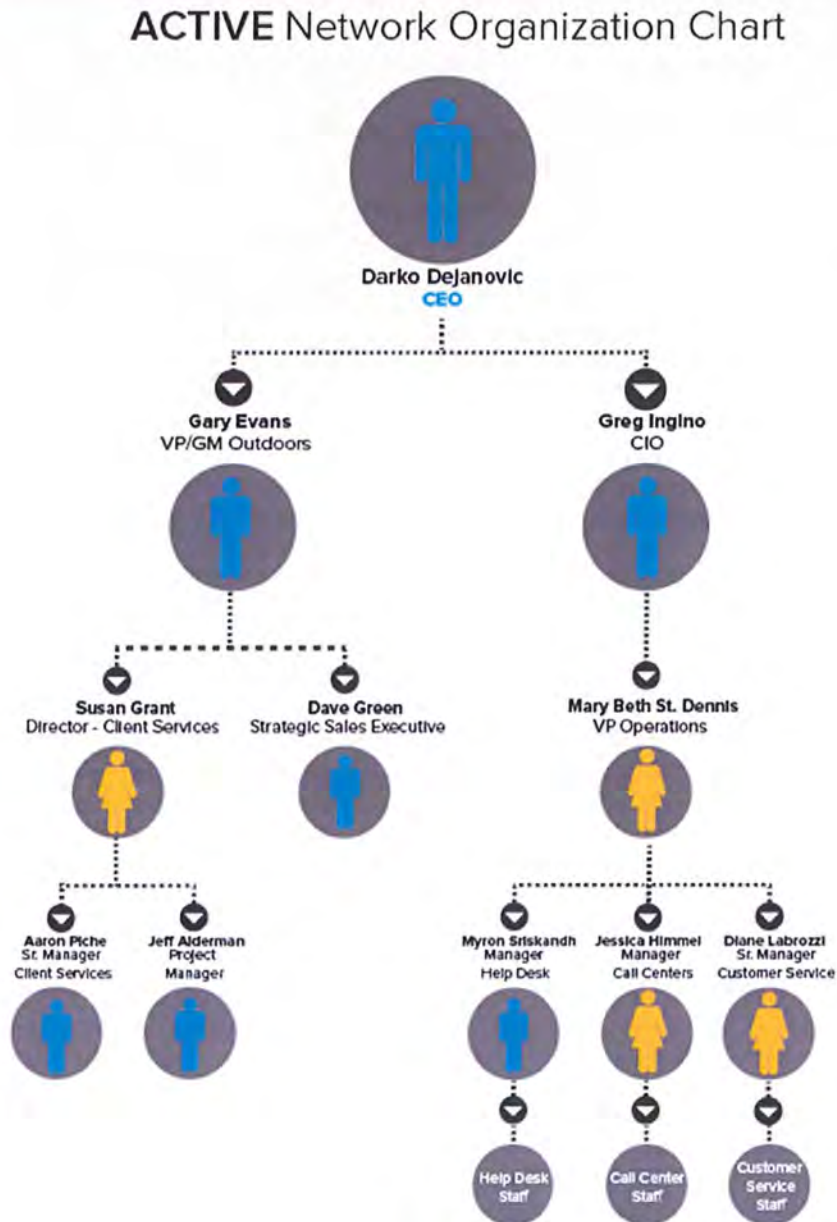


Figure 3: ACTIVE Organizational Chart

## ACTIVE Key Personnel

Jeff Alderman, Manager, Professional Services (PMP) oversees the day-to-day activities of your implementation. As project manager, Jeff is the primary point of contact with your team for all aspects of the implementation effort including:

- Lead the implementation project team
- Develop plans and schedules
- Manage day-to-day plan execution of project deliverables toward system acceptance
- Monitor progress, manage and mitigate risk
- Report on project status both internally and to NGPC
- Collaborate with functional managers to oversee assigned project resources in our matrix management organization
- Manage approved change requests through implementation

Jeff's resume provided below elaborates on his 15 years at ACTIVE with extensive experience leading projects such as the one contemplated for NGPC.

Jeff Alderman, PMP	
<b>Job Title</b>	<b>Implementation Project Manager</b>
<b>Project Role</b>	Implementation Project Manager
<b>Summary</b>	Jeff has almost 14 years of experience specific to implementing state parks reservation projects and has been responsible for numerous successful implementations of clients onto the ACTIVE Works Outdoors system. In addition to Jeff's experience leading implementations, he has managed the successful addition of services, changes, and enhancements to existing reservation contracts for numerous partner organizations.
<b>Education</b>	<i>Toronto School of Business / Hamilton, Ontario</i> Computer Support Specialist (Diploma October 1999) Information Systems Programmer (Diploma July 1999)
<b>Experience</b>	<p><b>Implementation Manager, October 2010 – 2012</b></p> <p>ACTIVE Network</p> <ul style="list-style-type: none"> <li>▪ Manage all Central Reservations System projects implementing ACTIVE Works</li> <li>▪ Oversee and mentor staff on the Professional Services Team</li> <li>▪ Develop and implement new project management processes and procedures within the team structure</li> <li>▪ Hire Professional Services Team</li> <li>▪ Same duties as previous Project Manager position</li> </ul>

Jeff Alderman, PMP	
	<p><b>Project Manager, June 2002 – October 2010</b></p> <p>ACTIVE Network (formerly ReserveAmerica)</p> <ul style="list-style-type: none"> <li>▪ Handled multiple clients for Central Reservations System Service/AWO</li> <li>▪ Handled all incoming mail and delegating to the appropriate</li> <li>▪ Deploy/Implement Web and client servers systems and applications to clients and ReserveAmerica Call Centers across the US and Canada</li> <li>▪ Project manage new contracts from implementation through to end of normalization period</li> <li>▪ Act as main client contact/liason for ReserveAmerica until implementation normalized</li> <li>▪ Coordinate hardware/software deployments to client and/or ReserveAmerica site(s)</li> <li>▪ Provide initial pre-contract support to clients</li> <li>▪ Provide on-site training of all software applications where required (throughout North America)</li> <li>▪ Provide in-house training on applications</li> <li>▪ Provide corporate training for new hires (policies, procedures, etc.)</li> <li>▪ Provide training for call center training staff and assist on-site for new contract start-ups</li> <li>▪ Assist in preparation of upgrades and installations for clients</li> <li>▪ Work with development staff to provide feedback on new systems and perform quality assurance checks</li> </ul> <p><b>Product Support Specialist, December 2001 – June 2002</b></p> <p>ACTIVE Network (formerly ReserveAmerica)</p> <ul style="list-style-type: none"> <li>▪ Diagnose system and application issues, providing timely resolution or escalation to appropriate departments within ReserveAmerica as required</li> <li>▪ Ensure Paradigm cases contain complete information on the issue, including the steps taken to research the issue and definition of the next step(s) to be taken.</li> <li>▪ Ensure clients are kept informed of problem status and resolution</li> <li>▪ Support all ReserveAmerica contracts and remain current on the rules and regulations of each contract</li> <li>▪ Provide a resolution to issues in accordance with service level agreements</li> </ul>
<b>Skills and Credentials</b>	<ul style="list-style-type: none"> <li>▪ Project Management Professional (PMP) designation from Project Management Institute (PMI)</li> <li>▪ Project Management Professional (PMP) designation from Project Management Institute (PMI)</li> </ul>
<b>Similar Projects</b>	<ul style="list-style-type: none"> <li>▪ City of Pikeville</li> <li>▪ Delaware</li> <li>▪ Equity Lifestyles Properties</li> <li>▪ Florida</li> <li>▪ Idaho</li> <li>▪ Illinois</li> <li>▪ Indiana</li> <li>▪ Kansas</li> <li>▪ Mississippi</li> <li>▪ Morgan RV Resorts</li> <li>▪ Nebraska</li> <li>▪ Wisconsin</li> <li>▪ National Recreation Reservation Service (NRRS)</li> </ul>

Aaron Piche, your existing client services manager participates in the rollout portion of the project, and continues as your primary point of contact throughout the life of the contract.

Aaron Piche	
<b>Job Title</b>	<b>Client Services Manager</b>
<b>Project Role</b>	Client Services Manager
<b>Summary</b>	Aaron started at ReserveAmerica (now The ACTIVE Network) in 2008 as a client support representative. He progressed into new roles in Product Support and Quality Assurance, before joining the Client Services team in April 2012. Aaron brings practical knowledge about the ACTIVE Works system and back-end to his client-facing role.
<b>Education</b>	Diploma in Business (E-Commerce) and Graduate Diploma in Enterprise Database Management.
<b>Experience</b>	<p><b>Client Services Manager, April 2012 – Present</b></p> <p><b>ACTIVE Network</b></p> <ul style="list-style-type: none"> <li>▪ Build strong client relationships to best manage expectations and ensure deadlines are consistently met and quality deliverables are provided</li> <li>▪ Act as the voice of the client within the organization to ensure new products and functionality take into account the day-to-day needs of our clients</li> <li>▪ Understand, analyze and recommend business rules and practices that encourage positive results</li> <li>▪ Escalate time sensitive requests that need immediate attention</li> <li>▪ Identify industry/market trends and find creative ways to capitalize on opportunities for growth</li> <li>▪ Work hand in hand with all facets of the company to coordinate various projects and marketing promotions</li> </ul> <p><b>Quality Assurance Analyst, October 2010 – April 2012</b></p> <ul style="list-style-type: none"> <li>▪ Perform functional and regression testing</li> <li>▪ Work closely with Product Management and Development</li> <li>▪ Developed a deeper understanding of ORMS, and how it works</li> <li>▪ Gained insight into the development process and methodology</li> </ul> <p><b>Product Support Specialist, April 2010 – October 2010</b></p> <ul style="list-style-type: none"> <li>▪ Provided Level 3 hardware, software, and application support</li> <li>▪ Worked closely with Development, Professional Services, and Client Support to resolve issues</li> <li>▪ Worked directly with clients to resolve escalated issues</li> </ul> <p><b>Client Support Representative, May 2008 – April 2010</b></p> <ul style="list-style-type: none"> <li>▪ Provided Level 2 hardware, software, and application support for U.S. State and Federal Parks</li> <li>▪ Learned and maintained expert level of knowledge of ORMS – including basic transactions, business rules, roles and permissions</li> <li>▪ Specialized in fees, taxes and hardware issues</li> <li>▪ Acted as “Weekend Lead”</li> </ul>
<b>Projects</b>	<ul style="list-style-type: none"> <li>▪ Kansas Department of Wildlife, Parks &amp; Tourism</li> <li>▪ Illinois Department of Natural Resources</li> <li>▪ Iowa Department of Natural Resources</li> </ul>

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## j. Sub-Contractors

ACTIVE does not propose any sub-contractors will be required to meet the requirements of this contract.

### 3. TECHNICAL APPROACH

General Statement of Requirements					
<p>NGPC intends to award to a single contractor to provide, operate, and support a customized website and State Park Reservation System that accepts and processes reservations and registrations in real-time and provides cutting edge technology that is easy to understand and provides guest reservation history. The system should provide an integrated event planning module, an integrated Accounts Receivable/Accounts Payable module which generates transaction files, and an integrated Sales) module, which allows for offline cash and check sales. The system should be able to create various reports and to provide features that allow easy promotion of park use and activities.</p>					
RTM #	System Architecture	Yes	Customization Required	No	Alternate
RTM-1	Bidder should provide a high-level description (and optional diagram) of their proposed system to provide a centralized web-based reservation/registration, group event planning, sales, and revenue management system (State Park Reservation System) as described in Section IV. D. Scope of Work of the RFP.	✓			
<p><b>Bidder Response:</b></p> <p>ACTIVE is proposing our ACTIVE Works Outdoors (AWO) solution to meet NGPC's requirements. AWO is the industry-leading software solution for camping reservations/registrations, group event planning, sales, and revenue management. Our software enables real time data and transaction processing through our fully integrated system across all sales channels.</p> <p>ACTIVE was the first to market with 24x7 Internet reservation services in 1997. We have provided these services to NGPC and the customers you serve since 2007.</p>					

Because we firmly believe the convenience and instant gratification customers experience through mobile technology represented a change in how government and businesses interact with customers, we began embracing all possible uses of mobile technology in connection with outdoor recreation activities by launching our mobile responsive web design in 2013 as shown in Figure 4.

ACTIVE continued our industry-leading approach by improving the community aspect of *ReserveAmerica.com* and private-label sites that same year by adding user-generated photos, enhanced social media links, and an improved look and feel for consumers.



Figure 4: ReserveAmerica.com is built using responsive design to allow customers to easily conduct transactions from any PC, tablet, or smartphone

AWO's single, central database design ensures that all transactions are processed through our system. All users access the same central database in real-time, which prevents duplicate reservation issues.

Project Requirements					
The awarded contractor must, at a minimum, continue to provide the current services to customers and NGPC staff as detailed in Appendix A - Current Features and Processes and improve on the current system to enhance productivity and efficiency.					
RTM #	Reservation and Registration Processing	Yes	Customization Required	No	Alternate
RTM-2	Bidder should describe, and provide screen shots to show, the structure, functions, and processes of their Reservation module (including current features as outlined in Appendix A, items 1 through 4), to allow:	✓			
	<ul style="list-style-type: none"> <li>search for, description and availability of, reservable units,</li> <li>display information about each park and its activities,</li> </ul>	✓			

Project Requirements					
	<ul style="list-style-type: none"> <li>reservation of available units, while enforcing business rules (as described in Appendix B),</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>registration of walk-in guests for available units,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>creation and/or updating of a guest or group profile, including red flag alerts,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>planning of a group event, to include making the associated reservations and tracking of individual occupants,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>changes to, or cancellation of, a reservation, including separation of a unit from a Group Event and transfer to an individual reservation,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>handling of payments or invoicing for reservations,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>updating units as reserved when reservations are made,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>generation of a confirmation for a new, modified, or cancelled reservation, or a financial transaction,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>generation of a guest registration form, and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>retention and display of historical reservation and profile information.</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>Bidder should describe how their system improves on the current system to enhance productivity and efficiency.</li> </ul>	✓			
<p><b>Bidder Response:</b></p> <p>ACTIVE proposes the continued use of ACTIVE Works Outdoors (AWO) solution, our enduring Software as a Service (SaaS) solution, and the latest in a line of enterprise solutions that we have developed for state, federal, and local clients including NGPC. The size of our development team for AWO alone rivals the entire size of other companies in the industry. With numerous state, federal, and local customers currently using this package, we are presenting you with the most advanced and capable platform in the history of the industry. AWO is a web-based “multi-tenant” configurable off-the-shelf (COTS) solution. These are three important characteristics which we believe greatly differentiate us from other providers.</p>					



### Project Requirements

As AWO is a web-based platform, you are not dependent on downloading proprietary contractor software. This is most convenient during new installations or equipment replacements. As we are able to provide services in the cloud on a central platform, we are able to continually improve the infrastructure on which AWO resides—providing customers the most secure, reliable, and best performing system in the business.

ACTIVE's solution for NGPC includes the following modules.

#### Call Manager

Call Manager provides a real-time connection to the central database, and provides customers with the ability to research, reserve, pay for, change/transfer, and cancel sites through use of Call Manager's integrated tools. Nebraska's in-house call center operation uses Call Manager today to process transactions for your camping customers.

#### Field Manager and Field Manager Mobile

Field Manager enables users to manage all aspects of their visitors' stays, including the registration of all walk-in patrons as well as checking-in customers with an existing reservation. Field Manager is the most comprehensive Park Management System available today. All NGPC activity is conducted and updated in real time and the system requires no coded or other non-standard text entry. ACTIVE enhanced the Field Manager application in 2013 after recognizing the need to update the look and feel and streamline workflows. The upgraded interface provided a cleaner look, reduced page content through the introduction of tabs and more/less windows type functions. In addition, the introduction of a new drag-and-drop Stay View function enabled field staff to perform standard functions, check-in, check-out, walk-in, change sites, extend, or shorten stay from a single page.

As an alternative or supplement to Field Manager interface, Field Manager Mobile provides field staff the flexibility to interact with customers outside the normal park office or gatehouse environment. Field Manager Mobile allows site staff with a tablet or smartphone and Internet connection to perform standard daily processes during park walk or drive-arounds, or at the gate during peak check-in times. Field Manager Mobile is an ideal solution for locations without a physical office or gatehouse.

#### ReserveAmerica and Private Label Website

ACTIVE Network, formerly ReserveAmerica, led the industry to the Internet, processing the first online camping reservation in 1997. Our volume-handling abilities remain unmatched allowing us to more than keep pace with the ever increasing demand for online transaction processing from your customers. ACTIVE provides Internet reservation services to NGPC through your state-specific website [nebraskastateparks.reserveamerica.com](http://nebraskastateparks.reserveamerica.com) and [ReserveAmerica.com](http://ReserveAmerica.com), ACTIVE's portal to additional exposure that is not available through any other vendor.

**Project Requirements**

Since 2013, significant revenue has been received by NGPC as a result of internet transactions through these two sources.

	<b>RA.com Transactions</b>	<b>RA.com Revenue</b>	<b>Private Label Transactions</b>	<b>Private Label Revenue</b>
2013	8,553	\$ 1,100,000	19,745	\$ 3,300,000
2014	9,329	\$ 1,040,000	20,833	\$ 3,700,000
1/1 – 8/31 2015	7,965	\$ 1,090,000	19,655	\$ 3,200,000

**Inventory Manager**

Authorized NGPC and ACTIVE staff have access to the AWO Inventory Manager product, which enables users to add new reservable inventory, modify existing inventory, and/or remove reservable inventory either temporarily or permanently. Modifications of reservable inventory can be configured to require adherence to a built-in request/approval/validation process, ensuring full system tracking and auditability of all changes to reservable inventory.

**Finance Manager**

Finance Manager is the system tool that meets all financial requirements of the contract. It provides complete transparency to the core financial data. This provides NGPC with full and instant transaction auditability and the overriding confidence of financial data integrity.

In addition, authorized staff can configure and activate Promotional Code Discounts using the Finance Manager interface.

**Resource Manager**

The easy-to-use Resource Manager interface allows for scheduled “standard” or on-demand statistics, activity, general system utilization, and detailed financial reports. Reports can be previewed prior to printing and can be previewed to identify particular strings of information.

Resource Manager allows users to enter various report parameters. Specific parameters available vary from report to report, but typically include date and location selection options, as well as other variables relevant to the data fields included in the respective report. Information can be viewed, stored, emailed, or printed at the user’s discretion.

**Point of Sale/Retail Sales**

In use today at NGPC facilities, ACTIVE Network’s full retail management solution provides the benefit of full integration into AWO for consolidated revenue and sales reporting and credit card reconciliation.

**Project Requirements**

ACTIVE's POS offers flexibility combined with full integration to AWO for ease of reporting and management. Whether used to sell items such as daily park entrance, or firewood at the time of check-in, or to manage full-scale, stand-alone, retail operations, our POS solutions are easy to use, efficient, and provide for consolidated financial reporting, inventory management, and facility money management.

**Workflows/Functionality**

For ease of review in the following 61 screenshot, we have organized the workflows by sales channel rather than providing a screenshot for all sales channel for each requirement. The captions associated with each screenshot provide a concise description of what each figure depicts. Please note that not all functions are applicable to all sales channels, for example, consumer web does not provide the ability to view customer or reservation alerts, registering a walk-in guest is only available in the field etc.

Figure 5 through Figure 22 demonstrates the workflows and functionality available to internet consumers.

Figure 23 through Figure 34 show the call center workflows.

Figure 35 through Figure 65 show field transaction processes.

**Internet Sales**

Project Requirements

The screenshot shows the Nebraska Game and Parks Commission website. At the top, there is a navigation bar with links for Reservations Home, Find Your Spot, Campgrounds by Map, My Reservations & Account, and Reservation Policies. Below this is a search section titled "Find Campgrounds" with various filters. A red box highlights the search filters, and a red arrow points to an amenity dropdown menu on the left. The search results table shows several campgrounds with their details and photos.

Online Availability	Campground	State	Has Sites With	Photo
available <a href="#">See Details</a>	<a href="#">Branched Oak SRA</a>	NE <a href="#">Map</a>	50 Dog Horse	
available <a href="#">See Details</a>	<a href="#">Chadron SP</a>	NE <a href="#">Map</a>	50 Dog	
available <a href="#">See Details</a>	<a href="#">Eugene T. Mahoney SP</a>	NE <a href="#">Map</a>	50 Dog Horse	
available <a href="#">See Details</a>	<a href="#">Fort Kearny SRA</a>	NE <a href="#">Map</a>	50 Dog Horse	
available <a href="#">See Details</a>	<a href="#">Fort Robinson SP</a>	NE <a href="#">Map</a>	50 Dog	
available <a href="#">See Details</a>	<a href="#">Fremont SRA</a>	NE <a href="#">Map</a>	50 Dog	
available <a href="#">See Details</a>	<a href="#">Indian Cave SP</a>	NE <a href="#">Map</a>	50 Dog	
available <a href="#">See Details</a>	<a href="#">Johnson Lake SRA</a>	NE <a href="#">Map</a>	50 Dog Horse	

Figure 5 - Call out box of available amenities that consumers can add to their search criteria.

Figure 6 - The reservation website allows customers to search for availability through a combination number of various search filters. Customers can customize their search to be as broad or specific as they would like.

Project Requirements

**NEBRASKA**  
- GAME PARKS -

Reservations Home | Find Your Spot | Campgrounds by Map | My Reservations & Account | Reservation Policies

Welcome - already a member? [Sign In](#) Not a member yet? [Sign Up](#) [Help](#)

[Find other campgrounds](#)

City:

State:

County:

City: Lincoln

State:

County:

**Find Campsites**

Looking for:

Site #:

spot with...

Length (ft):

Occupants:

Electric Hookup:

Water Hook-up

Sewer Hook-up

Pull-through driveway

Accessible

Pets Allowed

Waterfront

Dates (optional):  Specific  Range

Arrival date:

Length of stay:

**Branched Oak SRA, NE**

Status: Open year round.  
Max reservation window: Sun Aug 28 2016

174 site(s) available out of 206 site(s)  
ALL (174) [STANDARD \(174\)](#) [TENT \(0\)](#) [TENT WITH-ELECT](#)

[Campground Details](#) | [Campground Map](#) | [Campsite List](#) | [Date Range Availability](#)

**Description**

Branched Oak, 2 1/2 miles N of Malcolm via 9-55N, is the largest of the Salt Valley Lakes near Lincoln, encompassing 5,595 acres with 1,800 acres of water. The campgrounds have restrooms, showers, drinking water, and 4 dump stations. There are 338 pad sites and ample space for primitive camping.

**Attractions**

The area has 4 boat ramps, fish cleaning stations, private marina and concession, several miles of hiking, biking and horse trails, including an area where camping is allowed with horses.

**Campground Notes**

Camping is permitted in nine public use areas around the lake. Facilities and opportunities range from modern to primitive. Middle Oak Creek Campground (Area #4) offers hard surfaced campsites with 30-amp and 50-amp electrical hookups, non-electrical camper pads and tent sites. Middle Oak Creek campers have access to two modern shower buildings and will also find such other facilities as a dump station, playground, pay phone and boat ramp with limited overnight docks. South Shore Campground (Area #1) offers paved campsites with 30-amp and 50 amp electrical hookups, 11 full hook up sites, tent sites. Access to 2 coin-operated shower buildings, 2 dump stations, playground, shelter you can rent, air office (seats 60).

**Services & Amenities:**  
Within Facility

[Book Now](#)

**General Rules**

Figure 7 - Each park page lists a description of the park and details of attractions and amenities available at the facility. Each facility can also have up to 6 facility photos posted on their page as well as up to 6 photos per site.

**Project Requirements**

**Services & Amenities:**

Within Facility

- Archery
- Bicycling
- Bird Watching
- Boat Ramp
- Boating
- Boating, Jon (Paddle)
- Boating, Kayaking
- Boating, Power
- Campground Host
- Camping, Equestrian
- Camping, Equestrian Group
- Camping, Improved Site
- Camping, Primitive
- Canoeing
- Comfort Station
- Dock, Boat
- Dump Station
- Fire Rings
- Fish Cleaning Station
- Fishing
- Fishing, PARK LAKE
- Fuel, Boats
- Grills
- Handicap Access
- Hiking
- Hiking Trail
- Hitching Post
- Horse Corral
- Horseback Riding (Guest must bring their horses)
- Kiosk
- Marina
- Mounting Blocks
- Office/Ranger Station
- PARK LAKE
- Parking
- Pay Telephone
- Photography
- Picnic Area
- Picnic Pavilion
- Picnic Shelter
- Picnic Tables
- Picnicing
- Pier, Fishing
- Playground
- Rentals, Boat, Motorized
- Restrooms
- Retail, Bait & Tackle
- Retail, Drinks/Ice/Snack
- Retail, Seasonal Concessions
- Retail, Supplies
- Sail Boarding
- Sail Boating
- Showers
- Skiing - Water
- Sunbathing
- Swimming - Park Lake
- TRAILS - MOUNTAIN BIKE
- Trails - Hiking/Walking, Easy
- Trails, Equestrian
- Walking



Figure 8 - The park page shows specific amenities available at or near the facility

### Project Requirements

**Alerts and Important Information**

**Office Details**

Office Hours are Memorial Day Weekend - Labor Day 8 a.m. - 4:30 p.m. Monday - Friday

Rest of the year hours are 8 - 4:30 Monday - Friday

**Getting There:**

**Going west on I-80:**

Take the North 27th street exit, at the stop sign turn right, go 1/2 mile to Arbor Rd., turn left go 1 mile to North 14th, turn right on North 14th, go to yellow flashing light which is Raymond Rd., Turn left, stay on Raymond Rd. for 8 miles, there will be a curve in the road. If you turn right you will go to areas 14,13,12,11,10 and 9 if you stay on Raymond Rd. you will go to areas 1 (Southshore Campground), 2,3,4 (Middle Oak Creek Campground), 5,6,7 and 8.

**Going east on I-80:**

From I-80 take the Seward/HWY 15 exit, which is North to Seward. At the stop light in Seward turn right which will be HWY 34, stay on this HWY for 12 miles you will see a sign that says Branched Oak. There is only one way to turn, which is north and puts you on NW 112th. It takes you through the town of Malcolm. Stay on this road for 5 miles and you are at the lake. If you turn right you will go to areas 14,13,12,11,10 and 9. If you turn left you will go to Areas 1(Southshore Campground),2,3,4 ( Middle Oak Creek Campground),5,6,7 and 8.

**Going South on HWY 79:**

At the yellow flashing turn right on Raymond Rd. go 4 miles and same as above.

**Going North on HWY 77:**

stay on 10th St., in Lincoln, take HWY 34 West. Stay on Hwy 34 until you come to the HWY 79 exit, turn right-on HWY 79 stay on this for 5 miles. You will come to a yellow flashing light turn left on Raymond Rd. for 4 miles and at the curve, same as above.

**Contact Information:**

**Mailing Address:**  
 Branched Oak SRA  
 12000 West Branched Oak Rd.  
 Raymond NE 68428-9728  
**Phone Number:**  
 Project Office: (402)783-3400



Figure 9 - Important information can be listed as well as directions to the location, address, and phone number.

### Project Requirements

Reservations Home
Find Your Spot
Campgrounds by Map
My Reservations & Account
Reservation Policies

Welcome - already a member? [Sign In](#) Not a member yet? [Sign Up](#) [Help...](#)

Find other campsites

#### Branched Oak SRA, NE

Status: Open year round.  
Max reservation window: Sat Sep 03 2016

Site, Loop: **037EQC, AREA 2 (Homestead Campground)**  
Type: **STANDARD**  
Amenities: <sup>50</sup>

**Please enter arrival date**

Arrival Date:	Length of stay:	Departure Date:	
<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Nights"/>	<input type="text" value="MM/DD/YYYY"/>	Check-out: 2:00 pm
Check-in: 4:00 pm			

[Check Availability](#)

**Site Details:**

- Site Type: STANDARD
- Site Reserve Type: Site-Specific
- ADA Accessible: Y
- Site Access: Drive-In
- Checkin Time: 4:00 pm
- Checkout Time: 2:00 pm
- Type of Use: Overnight
- Electricity Hookup: 50
- Max Num of People: 8
- Pets Allowed: Horse
- Max Num of Vehicles: 2
- Driveway Surface: Gravel
- Slideout usable: Y
- Site Length: 70
- Horse Stall/Corral: Y
- Looking For Category: Horse Site
- Table/Grill: Y

**Notes**

**Site**

A valid Nebraska State Park entry permit is required to enter any State Park, State Recreation Area and State Historical Park in addition to your overnight or day use reservation being made. You may purchase your park entry permit online at [www.outdoornebraska.org](http://www.outdoornebraska.org) or at any Game and Parks Commission Office.

There are NO water Hookups on the camping sites. Drinking water and water for Horses are near by. Electric Amp hookup is 30/50. Horse Corral 1 Horse is allowed per site. Slide outs are useable. Extra tent for dependent children only.





Figure 10 - Each site lists comprehensive details about the site and can also show customers a picture of the site



**Project Requirements**

Sign In or Sign Up

[PLAN YOUR TRIP](#)   [CAMPING GUIDE](#)   [HUNTING & FISHING LICENSES](#)   [CAMPING GEAR](#)   [HELP](#)   [LIST YOUR CAMPGROUND](#)   [MY ACCOUNT](#)

### Find an adventure

Where?

Interested in

Looking for

Arrival date

Length of stay:

[Search](#)

### Search Results

[view as LIST](#)   [view as MAP](#)

Search Results: 1-10 of 86   Page 1 | [Previous](#) | [Next](#)

**Branches Oak SRA, Nebraska**  
State Parks Division

Branches Oak, 2 1/2 miles N of Malcolm via S-55M, is the largest of the Salt Valley ... [\[more\]](#)

**172 matching sites available**  
*Has sites with: Electric Hook-up(50), Water Hook-up, Sewer Hook-up, Pets Allowed, Driveway Entry (Back-In), Waterfront.*

STANDARD(172)

**Earliest available date: Oct 26, 2015**

[Book Sites](#)




Figure 11 - Inclusion of your facility on the Reserve America provides more exposure for your facilities. Approximately 30% of Internet transactions for NGPC are conducted through the ReserveAmerica.com portal.

### Project Requirements

The screenshot displays the website's reservation interface. At the top, the 'NEBRASKA - GAME PARKS -' logo is visible. Below it, navigation links include 'Reservations Home', 'Find Your Spot', 'Campsgrounds by Map', 'My Reservations & Account', and 'Reservation Policies'. A welcome message offers options for existing members ('Sign In') and new users ('Sign Up'). The main heading is 'Branched Oak SRA, NE', with a status of 'Open year round' and a 'Max reservation window' ending on 'Sep 03 2016'. A map shows the location near Lincoln, Nebraska. A prominent message asks the user to 'Please specify Date Preference' and to 'Enter dates to get availability information'. The 'Find Campsites' section includes a search for 'Any camping spot' and a 'spot with...' checkbox. A date selection calendar for 'Sep 2016' is open, with the 2nd highlighted. Below the calendar, there are fields for 'Arrival date' and 'Length of stay', and a 'Search Campsites' button. The footer contains copyright information for 2015 and links to 'Reservations Home', 'Contact Us', and 'Privacy Policy'.

Figure 12 - Customers can select their arrival date from a pop up calendar and search based on arrival date and/or length of stay.

### Project Requirements

Campground DetailsCampground MapCampsite ListDate Range Availability

Campsite Search Results: 1-206 of 206

Matching CampsitesZoom to: Full Campground | All Matching CampsitesSwitch to Basic Map

001

002

003

004

005

006

007

008

009

010

011

012

013

014

015

016

017

018

019

020

Available online  Unavailable online

Campsite Search Results: 1-206 of 206

Footnotes: (applicable only where specifically marked above)  
\* Basic daily price. Rate may vary across dates. Displayed rates do not reflect other fees, discounts or taxes.  
\*\* Arrival dates earlier than the online-reservation-window may also be available at the campground.  
\*\*\* Some sites may be available only from the campground on a first-come-first-served basis.

Figure 13 - Customers can also search for sites and complete a reservation through the campground map.

Page | 41

### Project Requirements

Campground Details    Campground Map    Campsite List    Date Range Availability

Campsite Search Results: 1-25 of 206 | [Next](#) ▼

Online availability	Site#	Loop	Site type	Max # of people	Equip length/ Driveway	Amenities
available <a href="#">See Details</a> Book Now From \$13.00*	<a href="#">001</a> 	MIDDLE OAK	STANDARD	8	50 Back-In	
available <a href="#">See Details</a> Book Now From \$13.00*	<a href="#">002</a> 	MIDDLE OAK	STANDARD	8	51 Back-In	
available <a href="#">See Details</a> Book Now From \$13.00*	<a href="#">003</a> 	MIDDLE OAK	STANDARD	8	48 Back-In	
available <a href="#">See Details</a> Book Now From \$13.00*	<a href="#">004</a> 	MIDDLE OAK	STANDARD	8	47 Back-In	
available <a href="#">See Details</a> Book Now From \$13.00*	<a href="#">005</a> 	MIDDLE OAK	STANDARD	8	50 Back-In	
available <a href="#">See Details</a> Book Now From \$13.00*	<a href="#">006</a> 	MIDDLE OAK	STANDARD	8	49 Back-In	

Figure 14 - Another search option is the campsite list. Customers can select available sites from the list, view additional details for the site, or start the booking flow.

### Project Requirements

Campground Details | Campground Map | Campsite List | **Date Range Availability**

Campsite Search Results: 1-25 of 206 [Next](#)

Click preferred A to book an arrival date for a Site

[< Previous 2 weeks](#) | **Sep-Oct 2015** | [Next 2 weeks >](#)

Site #	Loop	24 Th	25 F	26 Sa	27 Su	28 M	29 Tu	30 W	1 Th	2 F	3 Sa	4 Su	5 M	6 Tu	7 W
001	MIDDLE OAK	A	A	A	A	R	R	R	R	A	A	A	A	A	A
002	MIDDLE OAK	A	A	A	A	R	R	R	R	R	R	A	A	A	A
003	MIDDLE OAK	A	A	A	A	A	A	A	A	A	A	A	A	A	A
004	MIDDLE OAK	A	A	A	A	A	A	A	R	R	R	A	A	A	A
005	MIDDLE OAK	A	A	A	A	A	A	A	A	A	A	A	A	A	A
006	MIDDLE OAK	A	A	A	A	A	A	A	A	A	A	A	A	A	A
007	MIDDLE OAK	A	A	A	A	A	A	A	A	A	A	A	A	A	A
008	MIDDLE OAK	A	A	A	A	A	A	A	A	A	A	A	A	A	A

Figure 15 - The Date Range search option shows available sites in blocks with an 'A' indicating the site is available. Sites that have been reserved are listed with an 'R' in this view.

Project Requirements

**!** Minimum length of stay at this site is 2 night(s) for the dates selected. Please extend the length of your stay.

**Branched Oak SRA, NE**

Status: Open year round. [Season Dates](#)

Max reservation window: Sun Aug 28 2016 [Later Dates](#)

Site, Loop: **001, MIDDLE OAK**

Type: **STANDARD**

Amenities: 

[< Previous 2 weeks](#)

Sep-Oct 2015

[Next 2 weeks >](#)

25 F	26 Sa	27 Su	28 M	29 Tu	30 W	1 Th	2 F	3 Sa	4 Su	5 M	6 Tu	7 W	8 Th
A	A	A	R	R	R	R	A	A	A	A	A	A	A

Arrival date:

Length of stay:

Departure date:

Check-in: 4:00 pm

Nights

Check-out: 2:00 pm

**Price Rate:\*** \$13.00 Per Night, \$91.00 Per Week

Figure 16 - The system enforces business rules and provides users with natural language error messages when their choice selection is not within acceptable parameters.

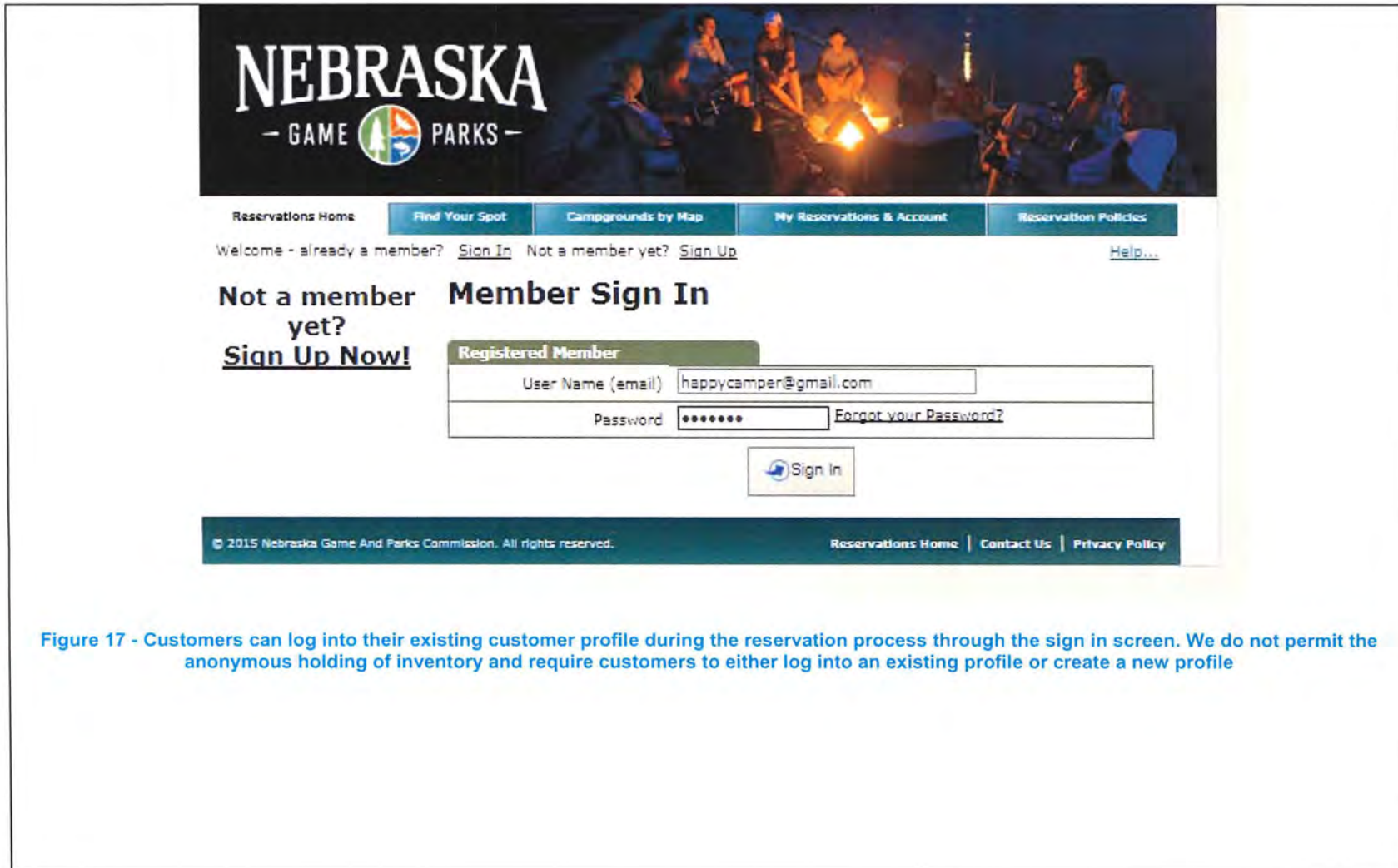


Figure 17 - Customers can log into their existing customer profile during the reservation process through the sign in screen. We do not permit the anonymous holding of inventory and require customers to either log into an existing profile or create a new profile

Project Requirements

**NEBRASKA**  
- GAME PARKS -

Reservations Home | Find Your Spot | Campgrounds by Map | My Reservations & Account | Reservation Policies

Welcome - already a member? [Sign In](#) Not a member yet? [Sign Up](#) [Help](#)

**Your Privacy:**

**What information we collect from you**  
We only collect personal information that you voluntarily provide.

**How we use your information**  
We use your information for the purposes of responding to and processing your requests.

**Who we share information with**  
We only share information with authorized service providers that perform services on our behalf. We do not sell or rent your information to anyone.

**How can you decide what marketing communications you'll receive**  
We provide you with the opportunity to specifically choose the promotional communications you wish to receive.

[Privacy Statement](#)

**Create Account**  
Keep this profile accurate to receive confirmations, reminders and other important reservation communications.

Email Address\* (User Name for sign in)

Password\*

Retype Password\*

Title

Name

Home Phone #

Work Phone #  ext.

Cell Phone #

Name of Organization

Mailing Address\*  
Address\*   
City\*   
State/Province\*  Zip/Postal Code\*   
Country\*

Keep me informed of newsletters, promotions, sweepstakes, and surveys.



© 2015 Nebraska Game and Parks Commission. All rights reserved. Reservations Home | Contact Us | Privacy Policy

Figure 18 - If a customer does not have a profile, they can create a new account. This account will be in the system when they make future online reservations and accessible to call center and field staff for reservations made through other sales channels.



### Project Requirements

Items In Cart: 1 Check Out Now



#### Order Details

**Park:** Branched Oak SRA, NE  
**Site Loop:** 001, MIDDLE OAK  
**Type:** STANDARD

Arrival: Mon Oct 05 2015    Departure: Wed Oct 07 2015  
Length of stay: 2 (nights)

[Make More Reservations](#)  
[Remove This Reservation](#)  
[Change Dates](#)

**Equipment**


Primary Equipment	Tent
-------------------	------

**Site Occupants**

Number of Occupants	2	(min: 1, max: 8)
Number of Vehicles	1	(max: 2)

Primary Occupant:  Happy Camper  Other

**Special offer for NEBRASKALand Sub**



NEBRASKALand is filled with breathtaking photographs of the landscapes and wildlife that make our state unique. You'll find informative, entertaining articles about Nebraska's outdoor activities, history, parklands, people and wildlife. Plus, each of the 10+ issues a year includes a wealth of outdoor news and details on events happening across the state. Subscribe today!

Yes, I want to subscribe to NEBRASKALand for \$12.00

**Alerts and Important Information**

**Park Office Details**  
Office Hours are Memorial Day Weekend - Labor Day 8 a.m. - 4:30 p.m. Monday - Friday  
Rest of the year hours are 8 - 4:30 Monday - Friday

**Site**  
No carpets, rugs or mats allowed on grass.

**Camp Site Numbers 001 - 009 DO NOT have Electricity.**  
These are pad no service sites.

Pets are allowed, however, must be kept on a leash at all times. Leash may not exceed 6' in length.  
Extra tent allowed for dependent children

Yes, I have read and understood this important information.

[Continue to Shopping Cart](#)

Figure 19 - The customer updates the order details with the equipment they will bring, number of occupants, and number of vehicles. Any alerts and Important Information can also be communicated.

Page | 47

### Project Requirements

**Checkout Shopping Cart**  
 Items In Cart: 2  
 Reservation is held for: 13 min 37 sec.

1. Nebraska Game And Parks Commission -- Items: 2	
Subtotal:	\$38.00
Reservation Fee:	7.00
Taxes:	0.74
<b>Total:</b>	<b>\$45.74</b>
Balance:	\$45.74

Payment Information	
Amount:	-- Select card type --
Card Type:	MasterCard
Card Number:	4111111111111111
Expiry Date:	10 / 2016
Card Holder:	Happy Camper

This payment will appear on your statement as:  
Nebraska State Parks

**Please Read Rules and Restrictions**

**Nebraska Game And Parks Commission Customers**  
**Cancellations and Refunds**  
 All cancellation requests must be submitted by mail, fax or e-mail to the park where the reservation is held.

**Partial Cancellations**  
 On year-to-date reservations, canceling dates from the beginning dates of a reservation is not allowed and is non-refundable at any time during peak season. Reservations that encompass both non-peak and peak season dates are governed by the peak season partial Cancellation Guideline. Guests are not allowed to transfer their arrival date to a later date within the same existing reservation dates.

**Cabins, Lodge Rooms, Cabovers, Overnight & Day Use Group Lodges (\*except Comanche Hall at Fort Robinson, see below)**  
 Reservation fees per unit are not refundable: < 30 days prior to arrival date = refund, minus a 2 nights rental per unit being canceled and cancellation fee of \$5 per unit; 30 days or greater prior to arrival date = refund minus a cancellation fee of \$5 per unit.

**Camping, Teepees, Horse Stalls, Boat Docks and Picnic Shelters**  
 Reservation fees per unit are not refundable: < 7 days prior to arrival date = refund, minus a 2 nights rental per site/unit being canceled and cancellation fee of \$5 per site/unit; 7 days or greater prior to arrival date = refund minus a cancellation fee of \$5 per site/unit.

**\*Comanche Hall (Fort Robinson State Park)**  
 < 90 days prior to arrival date = refund, minus a 2 nights rental and \$5 cancellation fee; 90 days or greater prior to arrival date = refund minus a cancellation fee of \$5.

**Acknowledgement**  
 I acknowledge and have verified that the reservations I am making are correct. I have read and understood all the warnings, information, policies, and general rules that are relevant to the reservations I am making. I am responsible for any misunderstanding or mistakes that are made including, but not limited to, incorrect sites, dates and unintentional reservations. I agree to pay all associated fees and penalties.

**Yes, I have read and accept the above acknowledgement.**

Figure 20 - The shopping cart will list acceptable forms of payment. Rules and Restrictions are also listed and the customer must click on an acknowledgement to process their payment and complete the reservation.

### Project Requirements

Reservations Home
Find Your Spot
Campgrounds by Map
My Reservations & Account
Reservation Policies

Welcome, Happy [Sign Out](#) [Help...](#)

[View My Current Reservations](#)

**All Completed!**

Thank you for using ReserveAmerica

Nebraska Game And Parks Commission			
#2-23882546 Confirmed	Branched Oak SRA, NE STANDARD 001, MIDDLE OAK	Arriving: Mon Oct 05 2015 Leaving: Wed Oct 07 2015 Length of Stay: 2 (nights) Primary Happy Camper	Camping Fee: \$26.00 Reservation Fee: 7.00 Taxes: 0.74
#3-1789468 Confirmed	NebraskaLand Guest Subscription Branched Oak SRA	Quantity: 1	Amount: 12.00
<b>Nebraska Game And Parks Commission Total:</b>		<b>Subtotal: \$38.00</b>	
Payment Method: Visa ****00000000001111		Mailing/Reservation Fee: \$7.00	
This payment will appear on your statement as: Nebraska State Parks		Taxes: 0.74	
		Total: \$45.74	
		Amount Paid: \$(45.74)	
		Balance: \$0.00	

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Reservations Home | Contact Us | Privacy Policy

Figure 21 - Once the payment has processed, the system assigns a reservation number and sends the customer a confirmation.

Project Requirements

From: ReserveAmerica <reserveamerica@reserveamerica.com>  
 Sent: Thursday, September 03, 2015 9:57 AM  
 To: ActiveOutdoors UAT Reports  
 Subject: Confirmation Letter Email

Importance: Low



**Nebraska  
Game and Parks  
Commission**



Reservation # 2-23882546

**HAPPY CAMPER**

Access your reservations online at [ReserveAmerica.com](http://ReserveAmerica.com)

SIGN-IN: happycamper6011@gmail.com

**CUSTOMER INFO**

PHONE: 317-703-0869  
 NAME: HAPPY CAMPER  
 ADDRESS: 123 TEST RD  
 DUBLIN OH 43016

**RESERVATION DETAILS**

Campground: Branched Oak SR4  
 Site: 001  
 Site Type: STANDARD  
 Loop: MIDDLE OAK  
 State: Nebraska  
 Region: SE  
 Arrival Date: Mon Oct 5 2015  
 Departure Date: Wed Oct 7 2015  
 Length of Stay: 2  
 Primary Occupant: HAPPY CAMPER  
 # of Occupants: 2  
 Equipment: 1 Tent  
 # of Vehicles: 1  
 # OF PETS: 0  
 Check-In Time: 4:00 PM  
 Check-Out Time: 2:00 PM

**PAYMENT INFORMATION**

**\*IMPORTANT BILLING INFORMATION:**

USE FEE:	\$	26.00
TRANSACTION FEE:	\$	7.00
LA SHERIDAN COUNTY LODGING TAX:	\$	0.35

1

SALES TAX - TRANSACTION FEE:	\$	0.39
<b>TOTAL:</b>	<b>\$</b>	<b>33.74</b>
PAYED PAID:	\$	0.00
PAYMENT TENDERED:	\$	33.74
<b>NEW AMOUNT OWING:</b>	<b>\$</b>	<b>0.00</b>
VISA:	\$	33.74
CREDIT CARD NUMBER:	XXXXXXXXXXXX1111	
CREDIT CARD EXPIRY DATE:		10/2016
CREDIT CARD HOLDER NAME:		Happy Camper

**POLICIES**

**Making Reservations**

**For Reservations:**  
 Call (402) 471-1414 (9 a.m. - 6 p.m. (CT) Monday through Friday) or go online at [www.OutdoorNebraska.org](http://www.OutdoorNebraska.org) to Reserve Your Fun Today! Web reservations are available 24 hours, 7 days a week. Year-to-date reservations begin at 9 a.m. CT. The call center observes all state holidays and will be closed. To make reservations to camp at Smith Falls, please call the park number at (402)376-1306. Camping at all other areas is available on a first-come, first-served basis. Camping sites must be vacated by the time posted unless you re-register.

**Cancellations and Refunds**

All cancellation requests must be submitted by mail, fax or e-mail to the park where the reservation is held.

**Partial Cancellations**

On year-to-date reservations, canceling dates from the beginning dates of a reservation is not allowed and is non-refundable at any time during peak season. Reservations that encompass both non-peak and peak season dates are governed by the peak season partial Cancellation Guideline. Guests are not allowed to transfer their arrival date to a later date within the same existing reservation dates.

**Cabins, Lodge Rooms, Caboozes, Overnight and Day Use Group Lodges (\*except Comanche Hall at Fort Robinson, see below)**

Reservation fees per unit are not refundable.

Less Than 30 days prior to arrival date = refund, minus a 1 night's rental per unit being cancelled and cancellation fee of \$5 per unit. 30 days or greater prior to arrival date = refund minus a cancellation fee of \$5 per unit.

**Camping, Ypees, Horse Stalls, Boat Docks and Picnic Shelters**

Reservation fees per unit are not refundable.

Less than 7 days prior to arrival date = refund, minus a 1 night's rental per site/unit being cancelled and cancellation fee of \$5 per site/unit.

7 days or greater prior to arrival date = refund minus a cancellation fee of \$5 per site/unit.

**\*Comanche Hall (Fort Robinson State Park)**

Less than 90 days prior to arrival date = refund, minus a 1 night's rental and \$5 cancellation fee.

90 days or greater prior to arrival date = refund minus a cancellation fee of \$5.

**NOTES**

**Office Details**

Office hours are Memorial Day Weekend - Labor Day 9 a.m. - 4:30 p.m.

Monday - Friday

Rest of the year hours are 9 - 4:30 Monday - Friday

**DIRECTIONS**

**Going west on I-80:**

Take the North 27th street exit, at the stop sign turn right, go 1/2 mile to Jason Rd., turn left go 1 mile to North 14th, turn right on North 14th, go to yellow flashing light which is Raymond Rd., turn left, stay on Raymond Rd. for

2

**Project Requirements**

8 miles, there will be a curve in the road. If you turn right you will go to areas 14, 13, 12, 11, 10 and 9 if you stay on Raymond Rd. you will go to areas 1 (Southshore Campground), 2, 3, 4 (Middle Oak Creek Campground), 5, 6, 7 and 8.

**Going east on I-80:**  
From I-80 take the Seward/HWY 15 exit, which is North to Seward. At the stop light in Seward turn right which will be HWY 34, stay on this HWY for 12 miles you will see a sign that says Branched Oak. There is only one way to turn, which is north and puts you on NW 113th. It takes you through the town of Malcolm. Stay on this road for 5 miles and you are at the lake. If you turn right you will go to areas 14, 13, 12, 11, 10 and 9. If you turn left you will go to areas 1 (Southshore Campground), 2, 3, 4 (Middle Oak Creek Campground), 5, 6, 7 and 8.

**Going South on HWY 79:**  
At the yellow flashing turn right on Raymond Rd, go 4 miles and same as above.

**Going North on HWY 77:**  
stay on 10th St., in Lincoln, take HWY 34 West. Stay on Hwy 34 until you come to the HWY 79 exit. Turn right on HWY 79 stay on this for 5 miles. You will come to a yellow flashing light turn left on Raymond Rd. for 4 miles and at the curve, same as above.

**OTHER ALERTS**

Campground: Dec 17 2007 - Dec 31 2050 : If you are mailing in a payment for your reservation please send your payment to:

12000 West Branched Oak Rd.  
Raymond, Nebraska  
68429-9728

Campground: May 3 2013 - Dec 31 2050 : ATTENTION - Firewood Alert:  
Voluntary Firewood Restriction

If you have brought firewood from another state, please burn it immediately and do not transport it to another location. Many invasive pests are being transported across our country in firewood. The Emerald Ash Borer (EAB) is a serious pest that is near Nebraska's border. Your cooperation to help prevent EAB from invading Nebraska woodlands and landscapes is vital to protecting our valuable natural resources.

If you need additional firewood, your options are:

- 1) Purchase firewood at parks that sell it.
- 2) Purchase firewood at vendors near many parks.
- 3) Gather dead firewood laying on the ground within park boundaries.

Learn more about invasive pests and the risk of transporting firewood at:

[www.emeraldashborer.info](http://www.emeraldashborer.info)  
[www.dontmovefirewood.org](http://www.dontmovefirewood.org)

Site: Jun 20 2012 - Dec 31 2022 : A valid Nebraska State Park entry permit is required to enter any State Park, State Recreation Area and State Historical Park in addition to your overnight or day use reservation being made. You may purchase your park entry permit online at [www.outdoorsnebraska.org](http://www.outdoorsnebraska.org) or at any Game and Parks Commission Office.

3

Figure 22 - Samples of reservation confirmation letter. A confirmation is sent for new reservations, but also any time a reservation is modified, an accounts receivable transaction is made, or when a reservation is cancelled.

Project Requirements

Call Center

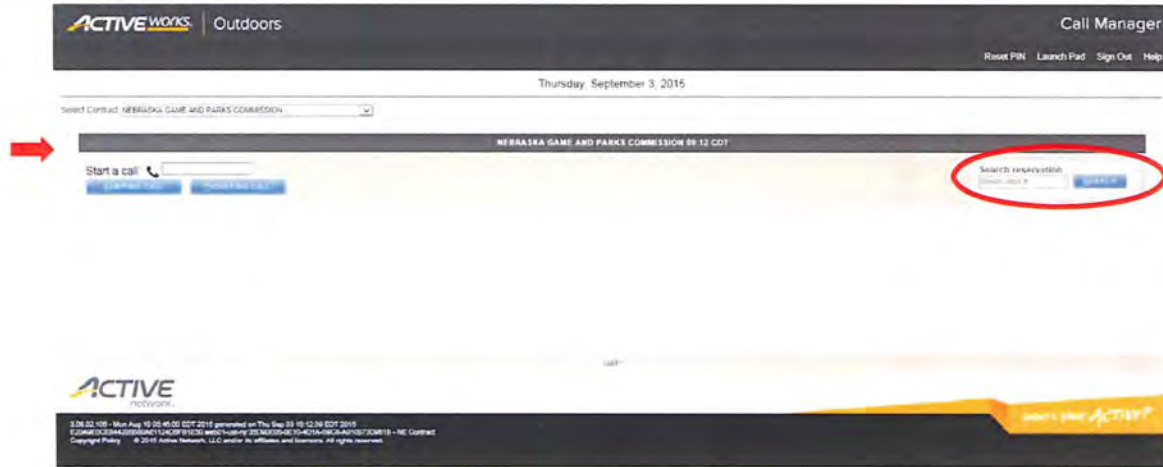


Figure 23 - A call center agent can create a new reservation or assist customers who have existing reservations through a reservation number lookup search.

**FIND SITE: Site Search**

Park Search   Site Search   District Search

Park   State: Nebraska   Park name: Branched Oak SRA

Date Specific   Arrival: Thu Sep 3 2015   Departure: Sat Sep 05 2015   Nights: 2

Site   Site Numbers:   Area or Loop:   Looking For:   OR   Site Type: STANDARD, TENT, TENT HIKE-IN, GROUP AREA, PRIMITIVE, CABIN, GROUP LODGE, LODGE ROOM, MEETING ROOM, HORSE STALL, BOAT DOCK, TEEPEE, CABOOSE, SHELTER, COMSUITE, PAVILION

Equipment   Valid Camping Unit: Trailer

Search Options    Show Reservable Only   **ADVANCED**

Figure 24 - Call center staff can perform site searches based on a number of search filters including arrival/departure dates, Area or Loop, by camping unit, electric hookup, site type, # of occupants, and vehicle length.

### Project Requirements

**PARK RESERVABILITY**

Reservability for Sep 3, 2016 as of Sep 3, 2016 at 09:20:27 CDT Park Search Timeframe

● reservable 
 ● not reservable 
 ● not applicable

Campgrounds: 1 - 25 of 27 | Next >

All  A  B  C  D  E  F  G  H  I  J  K  L  M  N  O  P  Q  R  S  T  U  V  W  X  Y  Z

CAMPGROUNDS	RV SITES	TEENT	CABIN	REFERRAL PARKS	NEARBY PARKS
Balswood Oak SRA, NE <a href="#">SHOW RESERVABLE SITES</a>	RESERVABLE RESERVABLE SITES	RESERVABLE RESERVABLE SITES	NOT APPLICABLE		Show Parks Nearby
Dakota SRA, NE <a href="#">SHOW RESERVABLE SITES</a>	RESERVABLE RESERVABLE SITES	RESERVABLE RESERVABLE SITES	NOT APPLICABLE		Show Parks Nearby
Ogish SP, NE <a href="#">SHOW RESERVABLE SITES</a>	RESERVABLE RESERVABLE SITES	RESERVABLE RESERVABLE SITES	NOT RESERVABLE NEARBY PARKS	Show Referral Parks	Show Parks Nearby
Elsbeth T. Mandrey SP, NE <a href="#">SHOW RESERVABLE SITES</a>	RESERVABLE RESERVABLE SITES	RESERVABLE RESERVABLE SITES	RESERVABLE RESERVABLE SITES	Show Referral Parks	Show Parks Nearby
Fort Kearny SRA, NE <a href="#">SHOW RESERVABLE SITES</a>	RESERVABLE RESERVABLE SITES	RESERVABLE RESERVABLE SITES	NOT APPLICABLE	Show Referral Parks	Show Parks Nearby
Fort Robinson SP, NE <a href="#">SHOW RESERVABLE SITES</a>	RESERVABLE RESERVABLE SITES	RESERVABLE RESERVABLE SITES	RESERVABLE RESERVABLE SITES	Show Referral Parks	Show Parks Nearby

Figure 25 - Available sites can also be searched for by park. The quick overview shows green if the facility has reservable sites or red if there are no sites available. If a facility does not have availability, nearby parks can be selected to check for availability



**Project Requirements**

Events:

Alerts:

Notes:

Summary:

**! Park Alerts**

05/03/2013 - 12/31/2050 | ATTENTION - Firewood Alert:

Voluntary Firewood Restriction

If you have brought firewood from another state, please burn it immediately and do not transport it to another location. Many invasive pests are being transported across our country.

**! Park Notes**

10/11/2007 - 12/31/2017 | 402-763-3400 Office

Extra tent allowed for dependent children only (Areas 1, 2 and 4)

Carpets, rugs and mats are not allowed on the grass in Areas 1, 2, and 4

No parking on roadways Area 1, 2, and 4

Non Licensed motorized vehicles are not allowed in the areas

Only one camping unit is allowed per campsite (Areas 1, 2 and 4). An extra tent may be used for dependent children only. Quiet hours are from 10 p.m. to 6 a.m. Generators may not be used.

When a reservation is made one year to the date in advance, the arrival date must remain the same within that reservation. No cancellation of that arrival date is allowed.

**Description**
Geography
Recreation
Facilities
Nearby Attractions
Key Amenities
Important Information
Directions


Branched Oak, 2 1/2 miles N of Malcolm via S-55M, is the largest of the Salt Valley Lakes near Lincoln, encompassing 5,595 acres with 1,800 acres of water. The campgrounds have restrooms, showers, drinking water, and 4 dump stations. There are 338 pad sites and ample space for primitive camping.

**Attractions**  
The area has 4 boat ramps, fish cleaning stations, private marina and concession, several miles of hiking, biking and horse trails, including an area where camping is allowed with horses.

**Campground Notes**  
Camping is permitted in nine public use areas around the lake. Facilities and opportunities range from modern to primitive. Middle Oak Creek Campground (Area #4) offers hard surfaced campsites with 30-amp and 50-amp electrical hookups, non-electrical camper pads and tent sites. Middle Oak Creek campers have access to two modern shower buildings and will also find such other facilities as a dump station, playground, pay phone and boat ramp with limited overnight docks. South Shore Campground (Area #1) offers paved campsites with, 30-amp and 50 amp electrical hookups, 11 full hook up sites, tent sites. Access to 2 coin-operated shower buildings, 2 dump stations, playground, shelter you can rent, at office (seats 80).

Figure 26 - Park notes, alerts, and descriptions are available as well as sections for geography, recreation, facilities, nearby attractions, key amenities, important information, and directions.

### Project Requirements

 **Outdoors**  
Cart Search:  Parks Sites Tickets POS Cancel Call Help

**FIND PARK:** Park Search • Site Detail

[VIEW MAP](#) [VIEW RESERVATIONS](#) [VALIDATE RULES](#)

Location	Site# 001-001 MO	Type STANDARD	Area MIDDLE OAK	Park <b>BRANCHED OAK SPA</b>	State NE
----------	---------------------	------------------	--------------------	---------------------------------	-------------

Restriction: Site Reserve Type Site Access Type of Use Minimum Number of People Maximum Number of People Pets Allowed Minimum Number of Vehicles Maximum Number of Vehicles Maximum Vehicle Length  
Site-Specific Drive-In Overnight 1 3 Domestic 0 2 50

Info: Map X Coordinate Placed on Map Map Y Coordinate Checkin Time Checkout Time Distance from Shoreline Looking For Category  
754.410278320313 Yes 695.61865234375 04:00 PM 02:00 PM 950 RV Site,Trailer Site,Tent Site

Physical: PRTigger Electricity Hookup Driveway Surface Driveway Entry Tent Pad Length  
2336 None Paved Back-In 50

Alerts: 01-01-2007 - 12-31-2080 Extra tent allowed for dependent children  
12-11-2007 - 12-31-2080 Pets are allowed, however, must be kept on a leash at all times. Leash may not exceed 6 ft in length  
06-11-2009 - 12-31-2080 Camp Site Number 001-005 00 NOT have Electricity

Rates Start From:  
Daily Weekly Monthly Mon Tue Wed Thu Fri Sat Sun \* assumes a 7 day night stay  
13.00 91.00 390.00 13.00 13.00 13.00 13.00 13.00 13.00 \* assumes a 30 day night stay

NOTE: Rates displayed here may vary from the final presented rate based on such things as the customer's state of residence and overall length of stay. Rates do not include potential discounts and taxes. Special Rates for non standard length of stay time (e.g. 6 days or 3 month) are also not reflected in the above rates.

Availability Dates: From Date:  [UPDATE DISPLAY](#)

Availability Display: 

	3	4	5	6	T	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	1	2	3
	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	

Reservation Dates: Arrival:  Departure:  Nights:

[OK](#) [Cancel](#)

Figure 27 - Site details shows information for specific sites, such as minimum and maximum number of people, vehicles, and vehicle length. Electric hookup, driveway entry, important alerts are also available. The availability display shows dates the site is reservable

### Project Requirements

ACTIVEWORKS | Outdoors

Cart Search:  Parks Sites Tickets POS Cancel Call Help

**FIND PARK:** [Park Search](#) > [Site List](#)

Location:  Facility:  State:  Agency:  Current Season:

Arrival:  Departure:  Nights:  Site Numbers:  Area Loop:  Show Reservable Only:

										Sep 2016																				
SITE# (NAME)	ELEC	W	S	LGTH	DAILY	WEEKLY (7N)	AREA	ARRIVAL	NIGHTS	27 S	28 S	29 M	30 T	31 W	1 T	2 F	3 S	4 S	5 M	6 T	7 W	8 T	9 F	10 S	11 S	12 M	13 T	14 W	15 T	16 F
<input checked="" type="checkbox"/> 001				50 ft	\$13.00	\$91.00	MIDDLE OAK	Sat Sep 03 2	5																					
<input type="checkbox"/> 005				51 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 005				43 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 004				47 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 002				50 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 006				49 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 007				45 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 008				50 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 006				53 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 010			30amp	52 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 011			30amp	49 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 012			30amp	51 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 013			30amp	51 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 014			30amp	50 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 015			30amp	50 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 016			30amp	49 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 017			30amp	48 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 018			30amp	48 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 019			30amp	48 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					
<input type="checkbox"/> 020			30amp	50 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1																					

Figure 28 - The site list allows call center staff to select site(s) from an availability grid and add them to a shopping cart.


Project Requirements

**FIND SITE:** [Site Search](#) > [Park Results](#) > [Park Details](#) > [Site List](#)

Location: Facility: **BRANCHED OAK SPA** State: **NE** Region: **SE** Agency: **SP** Current Season: **Open Year Round** [VIEW MAP](#)

Arrival:  Departure:  Nights:  Site Numbers:  Area Loop:  Show:  Reservable Only

[SEARCH](#) Advanced Search

 **MinimumStay rule failed (rule cond. id=1304117, product.cd=001): Reservations at your selected facility, which include Friday October 23, 2015 must be for at least 2 nights starting from the Friday October 23, 2015. Please extend the length of your stay.**

SITE# (NAME)	EL	ELCD	W	50 ft	\$20.00	\$140.00	MIDDLE OAK	10-19-2015	1	14 W	15 T	16 F	17 S	18 S	19 M	20 T	21 W	22 T	23 F	24 S	25 S	26 M	27 T	28 W	29 T	30 F	31 S
<input type="checkbox"/> TENT RESTRICTIVE																											
<input checked="" type="checkbox"/> 201																											
<input type="checkbox"/> 202																											
<input type="checkbox"/> 203																											
<input type="checkbox"/> 204																											
<input type="checkbox"/> 205																											
<input type="checkbox"/> 206																											
<input type="checkbox"/> 207																											
<input type="checkbox"/> 208																											
<input type="checkbox"/> 209																											
<input type="checkbox"/> 210																											
<input type="checkbox"/> 211																											
<input type="checkbox"/> 212																											
<input type="checkbox"/> 213																											
<input type="checkbox"/> 214																											
<input type="checkbox"/> 215																											

Enter Pin # -- Webpage Dialog

One or more items have failed reservation rules:  
Minimum Stay

Please enter a PIN and click 'Ok' to override the rules or click 'Cancel' to return.

Please ask your supervisor to submit his/her PIN if you don't have the permission to override the rules.

User:  PIN:

All Overrides are tracked and reported in the system.

[OK](#) [CANCEL](#)

Figure 29 - An error message appears if a business rule has failed to validate.

### Project Requirements

**ACTIVE**works | OutdoorsCall Manager ^

Cart Search:  Parks Sites Tickets POS Cancel Call Help

Your Cart

**FIND PARK:** [Park Search](#) | [Customer Search/View](#)

Phone:   Include Area Code | Last Name:  First Name:  Zip:  Email:

Advanced Search

[Find Existing Customers](#) | [Add New Customer](#)

LAST NAME	FIRST NAME	MIDDLE	ORGANIZATION NAME	PHONE	ADDRESS	EMAIL	CUSTOMER TYPE	CUSTOMER PASS
<a href="#">SELECT</a>	Casey			3125551111	123 456 BEVERLY HILLS CA USA 90210			

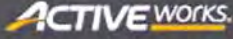
Page 1 of 1 Records per page:

3/28/10 10:16 AM Aug 10 05:48:20 EDT 2015 generated on Thu Sep 03 10:43:33 EDT 2015  
E2596B2C3A42282826112422F81255 web21.safeway.com/2015-09-03/10-43-33/00000015-142 Contact  
Copyright © 2015 Active Network, LLC and/or its affiliates and licensors. All rights reserved.


Years Your ACTIVE?

Figure 30 - The CC agent can choose an existing profile or they can add a new customer profile. A customer's profile can also be updated/edited during the reservation workflow.

### Project Requirements

 **Outdoors**

Cart Search: Reservations Parks Sites Tickets POS Cancel Call Help

 [Your Cart](#)

FIND PARK: [Park Search](#) [Add Customer](#)

<b>Phone/Email</b>	Home Phone <sup>*</sup> <input type="text" value="5175551111"/>	Email Address <input type="text"/>	Cell Phone <input type="text"/>	Work Phone <input type="text"/>	Fax <input type="text"/>
<b>Name</b>	Salutation <input type="text"/>	First Name <sup>*</sup> <input type="text"/>	Middle <input type="text"/>	Last Name <sup>*</sup> <input type="text"/>	Letters <input type="text"/>
<b>Organization</b>	Organization Name <input type="text"/>	Organization Type <input type="text"/>	Org. License # <input type="text"/>	Org. License State <input type="text"/>	
<b>Address</b>	Zip <sup>*</sup> <input type="text"/>	<a href="#">ZIP CODE LOOKUP</a>			
	Address <sup>*</sup> <input type="text"/>	City/Town <sup>*</sup> <input type="text"/>	State <sup>*</sup> <input type="text"/>	Country <sup>*</sup> <input type="text" value="United States"/>	
<b>Phone Contact Preference</b>	Preference <input type="text" value="Home Phone"/>	Contact Time <input type="text" value="No preference"/>			
<b>Last Credit Card Use Preference</b>	Offer Last CC Used <input type="text" value="Yes"/>				
<b>Customer Type</b>	Customer Type <a href="#">ADD CUSTOMER TYPE</a>				
<b>Other occupants</b>	First Name <a href="#">ADD OTHER OCCUPANT</a>	Last Name <input type="text"/>			
<b>Pets</b>	# Dog <input type="text" value="0"/>	# Cat <input type="text" value="0"/>	# Horses <input type="text" value="0"/>	# Other <input type="text" value="0"/>	Pet Notes <input type="text"/>
<b>Vehicles</b>	Plate <input type="text"/>	State <input type="text"/>	Make <input type="text"/>	Model <input type="text"/>	Color <input type="text"/>
<b>Camping Unit/Equipment</b>	<a href="#">ADD</a>				

Figure 31 - Example of the add customer new profile screen.

**Project Requirements**

**ACTIVE**works
Outdoors
Call Manager

Cart Search: 
Parks Sites Tickets POS Cancel Call Help

**Your Cart**

Customer: Name:  Phone:  Zip:

Actions:

ORDER	ITEM	QTY.	FEE TYPE	PRICE
<input type="checkbox"/>	<a href="#">View Item Details</a> Park Reservation - 1 Night Park Reservation - 1 Night	Area: MOORE GAP <a href="#">View Item Details</a> Site: 2010-09-03 Check-out Time: 9:00 PM Check-in Time: 2:00 PM Occupant: Sammie Hazy # of Occupants: 1 Arrive: 2010-09-03 Depart: 2010-09-04 Nights: 2 (Th, Sep 3, 2011)		Use Fee: \$39.00 Transaction Fee: \$7.00 Tax: \$5.74 <hr/> Subtotal: \$48.74

Totals: Total Price: \$48.74  
Total Paid Paid: \$0.00

Voucher Redeemed:

Outstanding: Amount Owng: \$48.74  
Minimum Payment Due: \$48.74

Payment: Total:  Amount:  USD

Figure 32 - The call center agent can then take payment in the shopping cart using one of the applicable payment methods accepted through the call center.

Order Summary

---

**Receipt Details** Receipt # 16630162 Receipt Date & Time Thu Sep 3 2015 9:49 AM CDT Sales Location YDPO Sales Person Missie Davis

**Customer** Name Camper/Maddy Phone 3175551111 Email Organization Name

**Transaction(s)** Reservation, Make Payment  
 Reservation # 2-23882547  
 Rank: Branched Oak SRA, NE

**Receipt Item**

**Receipt Fees Summary**

**Totals**

**Payments & Change**

**Outstanding**

**Payment Details** Type: Credit Card Number: 4111 102016 Credit Card Expiry Date: 10/2016 Credit Card Holder Name: maddy camper Amount: 42.74 Currency: USD

Area: MIDDLE OAK  
 Site: 001-001 MO  
 Check-in Time: 4:00 PM  
 Check-out Time: 2:00 PM  
 Occupant: Camper/Maddy  
 # of Occupants: 1  
 Arrive: 2015-09-03  
 Depart: 2015-09-05  
 Nights: 2

N/A

Use Fee	\$39.00
Transaction Fee	\$7.00
Tax	\$0.74
<b>Subtotal</b>	<b>\$46.74</b>

Use Fee	\$39.00
Transaction Fee	\$7.00
Tax	\$0.74
<b>Total Price</b>	<b>\$46.74</b>
Total Past Paid	\$0.00
<b>Payment Tendered</b>	<b>\$46.74</b>
Change Tendered	\$0.00
<b>New Amount Owed</b>	<b>\$0.00</b>

UAT

Figure 33 - The system processes the payment and assigns a reservation number. The customer will also receive a confirmation.



**Project Requirements**

**ACTIVE WORKS.** | Outdoors

Cart Search: #158193078 Parks Sites Tickets POS Cancel Call Help

FIND PARK: Park Search • Site List

**Location** Facility: BRANCHED OAK SKA 2016 Region Agency Current Season  
NE SE SW Open Year Round VIEW MAP

Arrival: 09-03-2016 Departure: 09-04-2016 Nights: 1 Site Numbers: Area Loop: MIDDLE OAK Show Reservations Only

**SEARCH** Advanced Search

SITE# (NAME)	ELEC	W	S	LGTH	DAILY	WEEKLY (5)*	AREA	ARRIVAL	NIGHTS	27 S	28 S	29 M	30 T	31 W	1 T	2 F	3 S	4 S	5 M	6 T	7 W	8 T	9 F	10 S	11 S	12 M	13 T	14 W	15 T	16 F
<input type="checkbox"/> 001				50 ft	\$13.00	\$91.00	MIDDLE OAK		2																					
<input type="checkbox"/> 002				51 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 003				49 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 004				47 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 005				50 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 006				49 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 007				45 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 008				50 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 009				53 ft	\$13.00	\$91.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 010			30amp	52 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 011			30amp	49 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1								R													
<input type="checkbox"/> 012			30amp	51 ft	\$20.00	\$140.00	MIDDLE OAK	09-03-2016	1								R													

Figure 34 - When a site has been reserved, the availability grid shows 'R' for reserved for the applicable dates.

Field Manager

The screenshot displays the ACTIVE WORKS Outdoors Field Manager interface. At the top, there is a navigation bar with the logo and the text 'Outdoors'. Below this, a search bar is set to 'Site Reservations'. The main content area is titled 'Branched Oak SRA' and shows a search interface with fields for 'Arrival' (Fri Aug 28 2015), '# of nights/days', 'Site #', 'Area/Loop', 'Site Type', and 'Status' (All). A 'SEARCH' button is present. Below the search is a calendar view for August and September 2015. A grid below the calendar shows reservation status for various sites. Site 007 is highlighted with a red box, and an 'Actions' menu is open over it, showing options: 'Make a Reservation', 'Mark as Closed (Aug 27-Aug 31)', and 'Add to Work List'. A 'Work List' button is visible on the right side of the grid.


Figure 35 - Field Staff can use an interactive site view grid to create new walk in reservations and advanced reservations. The site view uses drag and drop features for quick reservation processing. To initiate a new walk in the user drags across a date range. Using the "add to wish list" function field staff can work with multiple sites and transactions simultaneously.


### Project Requirements


Make a Reservation: AREA 2 (Homestead Campground) 002 | 08/27/15 to 09/01/15 |

Step1: Customer Info      Step2: Reservation Details

**Alerts** ▼

  
Search Customer

  
View Customer

  
Add New Customer

---

Selutation  First Name \*  MI  Last Name \*  Suffix

Zip \*  Address \*

City \*  State \*  Country \*

Offer last credit card used  
 Organization affiliation

Loyalty Program PROGRAM NAME PENDING POINTS EARN POINTS CARD NUMBER

Email

Phone \*

Home Phone  (Preferred) Contact Time

Work Phone  [set as preferred no.](#) | [Delete No.](#)

Fax  | [Delete No.](#)

Cell Phone  [set as preferred no.](#) | [Delete No.](#)

– Add Phone No.

Save and Continue Cancel

**Project Requirements**

Step1: Customer Info    Step2: Reservation Details

Reservation #	Arrival	Departure	Nights	Site#/Name	Type Of Use	Customer Name	Check-In
New - 1	08/27/2015	09/01/2015	5	002 - 002	OverNight	Happy Camper	<input checked="" type="checkbox"/>

1	0	0	0	0	0
Occupants	Pets	Vehicles	Camping Units	Eligible Discounts	Notes/Alerts

TYPE	TEXT
+ Add Note/Alert	

Shopping Cart    Cancel    Other Actions

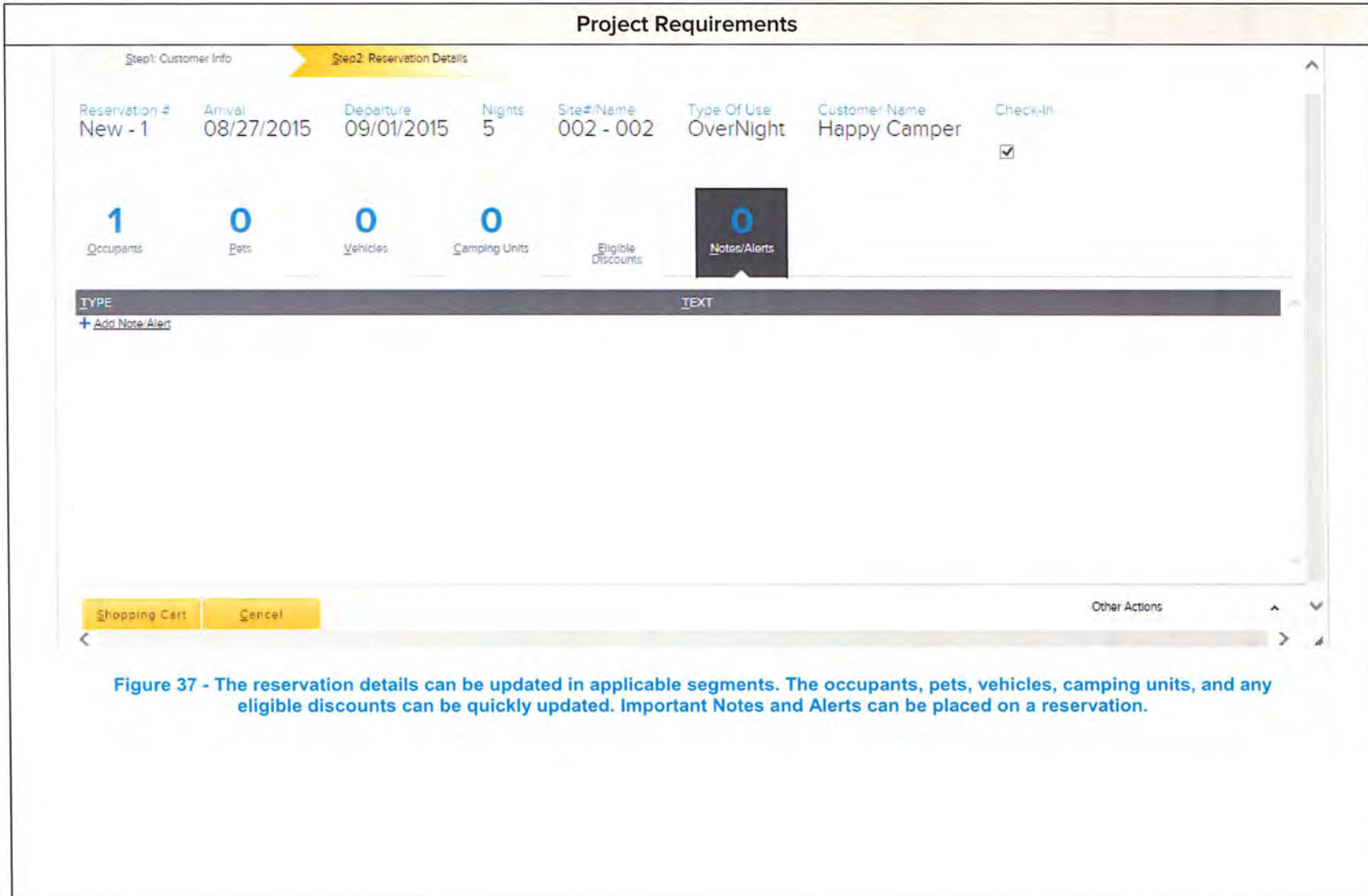


Figure 37 - The reservation details can be updated in applicable segments. The occupants, pets, vehicles, camping units, and any eligible discounts can be quickly updated. Important Notes and Alerts can be placed on a reservation.

**Project Requirements**

### Add Note/Alert

**Add**  Note  Alert

**Text**

Include in Confirmation Letter


Hide Applicable Applications

**Call Center:**  Call Manager  Operations Manager

**Field:**  Field Manager  Marina Manager  Communities

Figure 38 - Users can create notes/alerts and designate which applications it will be visible within. These alerts can be added to a customer or to a specific reservation. Customer alerts could include information such as "do not accept personal checks from this

### Project Requirements

 | Outdoors

Home Map Site View Availability Open Cash Drawer Search: Site Reservations

#### Branched Oak SRA

---

#### Alerts

Reservation Information	Reservation #	Arrival	Departure	Nights	Park	Area	Site# (Name)
	2-23681544	Sep 28 2015	Oct 3 2015	5	Branched Oak SRA	AREA 2 (Homestead Campground)	001-001

Customer Information	Name	Phone	Zip
	Camper,Happy	3175551212	54101

! **Reservation Alerts**

09/04/2015 - 10/31/2015 | Riddle, Steve | The customer will have an extra tent.

OK




Figure 39 - An alert creates a separate alert screen anytime the reservation details are opened. The system also will not allow a reservation to be checked in until the alert has been viewed. Notes/alerts can be applicable to specific reservations or applied to

The screenshot displays the ACTIVEworks Outdoors Field Manager interface. At the top, there is a navigation bar with 'ACTIVEworks Outdoors' on the left and 'Field Manager' on the right. Below this, a search bar and various menu options like 'Home', 'Map', 'Site View', 'Availability', 'Open Cash Drawer', 'Reports', 'POS', 'Admin', 'Financials', 'Help', 'Launch Pad', and 'Sign Out' are visible. The main content area is titled 'Branched Oak SRA' and shows a breadcrumb trail: 'FIND RESERVATION: Reservation Search/List > Reservation Detail > Notes & Alerts'. Below this, there is a section for 'Reservation Notes & Alerts' with a table listing reservation details. A specific note/alert is highlighted, showing its ID, start and end dates, type, and the user who created it. The note/alert is currently active and can be deactivated or re-activated.

RESERVATION	RESERVATION #	ARRIVAL	DEPARTURE	NIGHTS	FEE	AREA	RESERVATION NAME
Reservation	20160859	Sep 2 2016	Sep 3 2016	1		Branched Oak SRA	AREA-10

NOTE/ALERT ID	START DATE	END DATE	TYPE	NOTE/ALERT	STATUS	CREATED BY
<input type="checkbox"/> <a href="#">VIEW</a>	09-04-2016	09-30-2016	Alert	Customer has service animal.	Active	Steve Riddle

Figure 40 - Anytime a note/alert is placed on a reservation or customer profile, the system shows who created the note/alert. The note/alert can also be deactivated so it is no longer visible. An alert that has been deactivated can also be re-activated so it is visible

The screenshot shows the 'Your Cart' section of the ActiveWorks Field Manager. The cart contains one item: 'Advanced reservation (New - 1) Park: Branched Oak SRA'. The item details include Area: AREA 2 (Homestead Campground), Site: 002-002, Occupant: Camper Happy, # of Occupants: 1, Arrive: 2015-09-05, Depart: 2015-09-10, and Nights: 5. The price breakdown shows a Subtotal of \$47.74, with a Total Price of \$47.74 and Total Past Paid of \$0.00. The Amount Owing is \$47.74. The payment section shows a dropdown menu with options: Cash, MasterCard, Visa, Personal Check, Travellers Check, Money Order, Certified Check, Park Bucks, and IET. The amount field is set to 47.74 USD. The currency is USD. The system status bar at the bottom shows 99% battery, signal strength, and the date/time: 9:38 AM 9/4/2015.

Figure 41 - Staff can then process payment for the applicable payment in the shopping cart. A balance can be left on the account for later invoicing by not selecting a payment type and entering the amount as '0.'



### Project Requirements

ACTIVE works. | Outdoors

Home Map Site View Availability Open Cash Drawer Search: Site Reservations

#### Branched Oak SRA

Site Search  
  
Find Reservation

Arrival: Wed Sep 02 2015 # of nights/ days:  Site #:  Area/Loop:  Site Type:  Status:

1 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 27 28 29 30 31

Today: Fri Sep 4 2015

9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Wed Thu Fri Sat Sun Mon Tue Wed Thu Fri Sat Sun Mon Tue Wed Thu Fri Sat Sun Mon Tue Wed Thu Fri Sat Sun

OCT

1 2 3

Thu Fri Sat

Branched Oak SRA

- 032
- 033
- CROWNSE SHELTER
- LIEBERS POINT S...
- SOUTH SHORE SHE...

Figure 42 - To process reservations for prior dates, the grid can be backdated by selecting a past date from the pop-up calendar in the arrival field.

**Project Requirements**

**ACTIVEworks** | Outdoors

Home Map Site View Availability Open Cash Drawer Search: Site Reservations

**Branched Oak SRA**

Site Search

Arrival:  # of nights/days:  Site #:  Area Loop:  Site Type:  Status:

Find Reservation  Advanced Search

SEP Today OCT

1	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	27	28	29	30	1
Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu

**Branched Oak SRA**

- ▲ 032
- ▲ 033
- ♿ CROWNSH SHELTER
- ♿ LIEBERS POINT S...
- ♿ SOUTH SHORE SHE...
- AREA 2 (Homestead Campgroun
- ▲ 001

**Actions**

032

Arrival: Thu Sep 3 2015

Departure: Sun Sep 6 2015

**Figure 43 - The dates that were backdated now appear on the grid and the user can create a backdated reservation by dragging across the applicable site and dates.**

### Project Requirements

ACTIVE works | Outdoors  
[Home](#) [Map](#) [Site View](#) [Availability](#) [Open Cash Drawer](#) Search: Site Reservations

**Branched Oak SRA**

Site Search  # of nights/days:  Site #  Area Loop  Site Type  Status

Find Reservation SEARCH Advanced Search

- ▲ 002
- ▲ 003
- ▲ 004
- ▲ 005
- ▲ 006
- ▲ 007
- ▲ 008
- ▲ 009
- ▲ 010

**Figure 44 - Staff can quickly transfer a customer from one site to another on the grid by simply clicking on their reservation and dragging the reservation to the new site.**

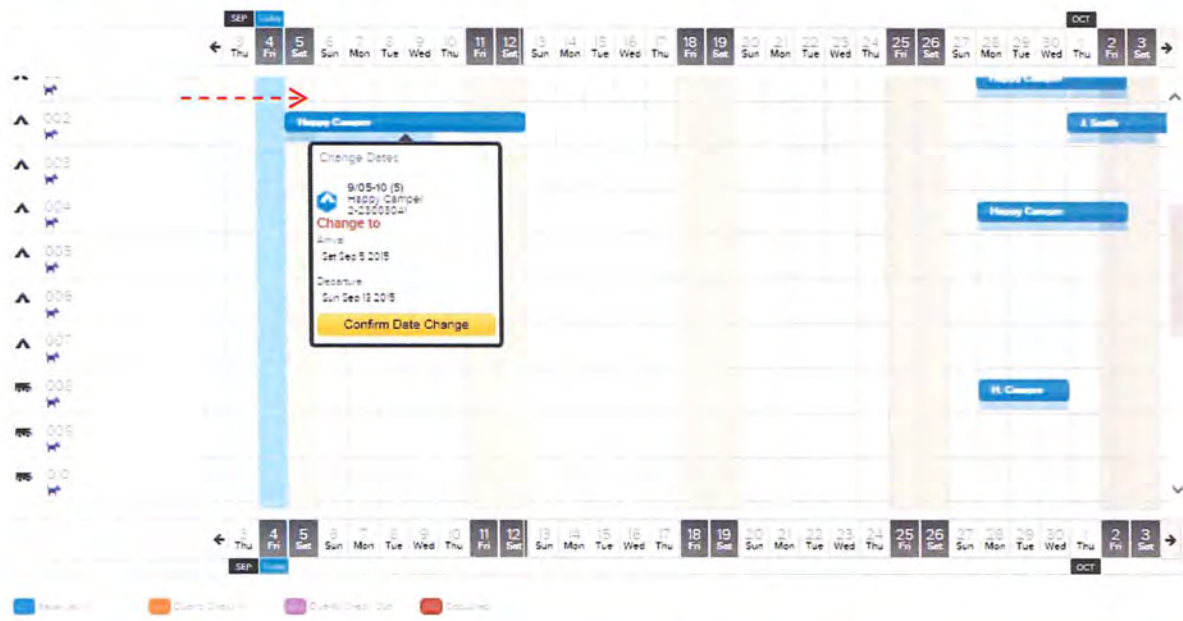
### Project Requirements

ACTIVE works. | Outdoors  
Home Map Site View Availability Open Cash Drawer Search: Site Reservations

**Branched Oak SRA**

Site Search Arrive:  # of nights:  Site #:  Area:  Site Type:  Status:

Find Reservation SEARCH Advanced Search



**Figure 45 - Staff can easily extend or shorten a customer's stay by clicking on the end of the reservation and dragging to the right to include additional nights, or dragging to the left to shorten the stay.**

### Project Requirements

Outdoors

Field Manager

Home Map Site View Availability Open Cash Drawer Search: 
Reports POS Admin Financials Help Launch Pad Sign Out

**Branched Oak SRA** Steve Riddle - NE Contact  
NE - Park Manager - Branched Oak SRA - Nebraska Game and Parks Commission

**CURRENT PARK STATUS - 2015-09-04 09:13 CDT**

SITE TYPE	AVAILABLE	TYPE OF USE	MAKE BOOKING
SHELTER	3	Day <input type="button" value="CHECK-IN"/>	<input type="button" value="CHECK-IN"/>
TENT HIKE-IN	134	Overnight <input type="button" value="CHECK-IN"/>	<input type="button" value="CHECK-IN"/>
TENT	167	Overnight <input type="button" value="CHECK-IN"/>	<input type="button" value="CHECK-IN"/>
STANDARD	540	Overnight <input type="button" value="CHECK-IN"/>	<input type="button" value="CHECK-IN"/>

**ACTIVITY**

ACTIVITY	TOTAL	MAKE BOOKINGS
Check-ins	0	
Check-outs	0	
No-Shows	0	
Walk-ins	0	
Reservations	0	<input type="button" value="RESERVATION"/> <input type="button" value="CHARGE POS"/>
POS Sales	0	<input type="button" value="PURCHASE"/> <input type="button" value="RETURN"/>
Events	0	<input type="button" value="ADD NEW"/> <input type="button" value="CHARGE POS"/>

**TOTALS FOR TODAY**

ACTIVITY	TOTAL
Quick List for: <input type="text" value="Check-ins"/>	<input type="button" value="RESERVATIONS"/> <input type="button" value="PARTY CHECK-IN"/>

CUSTOMER	SITE NUMBER	LOOP	RESERVATION NUMBER	DATE	OCCUPANT
Camper, happy	001	AREA 2 (homestead Campground)	2-0300040	09-04-2015	Camper, happy
Camper, happy	005	AREA 2 (homestead Campground)	2-0300040	09-04-2015	Camper, happy
Johnson, Teresa	TENT00	AREA 10	2-0300044	09-04-2015	Camper, happy
Johnson, Teresa	010	AREA 2 (homestead Campground)	2-0300040	09-04-2015	Johnson, Teresa

**QUICK POS SALE**

NAME	QTY	PRICE
<input type="button" value="A"/> Park Entry Annual - 2010	<input type="text" value=""/> <input type="button" value=""/>	\$25.00
<input type="button" value="A"/> Park Entry Dup - 2010	<input type="text" value=""/> <input type="button" value=""/>	\$12.50
<input type="button" value="A"/> Daily Entry Daily - 2010	<input type="text" value=""/> <input type="button" value=""/>	\$4.00

Figure 46 - Customers due to arrive appear in a check-in list on the home screen. The field staff can process check-ins individually or multiple check-ins at the same time in a batch.

### Project Requirements

**ACTIVEworks** | Outdoors

Home | Map | Site View | Availability | Open Cash Drawer | Search: Site Reservations |

Branched Oak SRA

Site Search: Fri Sep 4 2016 | # of nights: | Site # | Area: | Site Type | Status: All

Find Reservation: [SEARCH] [Advanced Search]

**Actions**

- 8:04:48 (5)
- Teresa Johnson
- 2-23003048
- Add To Wishlist
- Change Status
- View Edit Reservation
- Charge POC
- Check in

Legend: [Blue] Reserved, [Orange] Current/Check-in, [Purple] Checked/Check Out, [Red] Occupied

### Project Requirements

**ACTIVE**works | OutdoorsReservation 2-23893045 for Teresa Johnson Checked In Successfully!

Home Map Site View Availability Open Cash Drawer Search:

**Branched Oak SRA**

Site Search  # of nights:  Site #  Area Loop  Site Type  Status   
SEARCH Advanced Search

Find Reservation

The calendar displays a grid for the month of September 2016. A reservation for 'Teresa Johnson' is shown as a red bar spanning from Friday, September 4th to Saturday, September 5th. Other dates are highlighted in orange, indicating they are available for reservation. The legend at the bottom identifies the colors: blue for 'None', orange for 'Available', purple for 'Current Check Out', and red for 'Occupied'.

**Figure 48 - Once a reservation is checked in the color changes from orange to the occupied color.**

### Project Requirements

ACTIVEworks. | Outdoors  
[Home](#) [Map](#) [Site View](#) [Availability](#) [Open Cash Drawer](#) [Search](#)

**Branched Oak SRA**

Reservation #  Last Name  First Name  Phone

AREA 2 (Homestead Campground)

**Actions**  
\$240 to Happy Camper 2-23883046 \$87.74  
Add To Cart  
Add To Wishlist  

---

#### View/Edit Reservation of Happy Camper

Due to Check in (Reservation # 2-23883046)

Site	Area	Site Name	Type Of Use	Check-in
Branched Oak SRA	AREA 2 (Homestead Campground)	008 - 008	OverNight	<input checked="" type="checkbox"/>

4  
Fri

8  
Tue

4  
Thu

\$87.74

\$87.74

Customer: Happy CamperSite Occupant: Happy CamperAddress: 123 testContact: 3175551212

1  
Accounts

0  
Bills

0  
Deposits

0  
Pending units

0  
Signs

0  
Guests

Figure 49 - The reservation details can also be updated/changed during the check-in process.  
The system also clearly shows whether a reservation has a balance.



### Project Requirements

ACTIVEworks | Outdoors
Field Manager

Home | Map | Site View | Availability | Open Cash Drawer | Search: 818 888818076
Reports | POS | Admin | Financials | Help | Launch Pad | Sign Out

Branched Oak SRA Steve Riddle - NE Contract  
NE - Park Manager - Branched Oak SRA - Nebraska Game and Parks Commission

**CURRENT PARK STATUS - 2015-09-04 09:26 CDT**

SITE TYPE	AVAILABLE	TYPE OF USE	MAKE BOOKING
SHELTER	3	Use	BOOKING
TENT RESTRICTED	124	CHANGPT	BOOKING
TENT	157	CHANGPT	BOOKING
STANDARD	245	CHANGPT	BOOKING

**ACTIVITY**

ACTIVITY	TOTAL	MAKE BOOKING
Checkouts	3	
Cryptocoin	0	
No Show	0	
Yield	0	
Reservations	0	BOOKING
POS Sales	0	BOOKING

**TOTALS FOR TODAY**

Enter Date:  TOTAL: 2

Quick List for:  RESERVATIONS

CUSTOMER	SITE NUMBER	LOOP	RESERVATION NUMBER	DATE	OCCUPANT
CAMP: HAPPY	TENT RESTRICTEDS	AREA 1C	2-22552232	09-04-2015	CAMP: HAPPY
CAMP: HAPPY	TENT RESTRICTEDS	AREA 1C	2-22552232	09-04-2015	CAMP: HAPPY

Figure 50 - Customers who are due to leave appear in a check-out list. They can be processed individually or multiple can check out at the same time in a batch process.

### Project Requirements

**ACTIVEWORKS** | Outdoors

Home Map Site View Availability Open Cash Drawer Search: Site Reservations

Branched Oak SRA

Site Search: Fri Sep 4 2015 # of Nights/Days: Site #: Area Loop: Site Type: Status: Due to Checkout

Find Reservation: SEARCH Advanced Search

SEP Today OCT

← 3 Thu 4 Fri 5 Sat 6 Sun 7 Mon 8 Tue 9 Wed 10 Thu 11 Fri 12 Sat 13 Sun 14 Mon 15 Tue 16 Wed 17 Thu 18 Fri 19 Sat 20 Sun 21 Mon 22 Tue 23 Wed 24 Thu 25 Fri 26 Sat 27 Sun 28 Mon 29 Tue 30 Wed 1 Thu 2 Fri 3 Sat →

TENT HIKE-IN: Tent25 Due to Check-in (0) | Sites Available for Walk-In (24)

AREA 10

▲ TENT RESTRICTIV... H.C.

TENT HIKE-IN: Te... Sites Available for Walk-In (48)

▲ TENT RESTR... H.C.

Actions

- 8:02-4 (0)
- Happy Camper
- 0-037000000
- Add To Worklist
- Change Status
- View Site Reservation
- Charge POC
- Check Out

← 3 Thu 4 Fri 5 Sat 6 Sun 7 Mon 8 Tue 9 Wed 10 Thu 11 Fri 12 Sat 13 Sun 14 Mon 15 Tue 16 Wed 17 Thu 18 Fri 19 Sat 20 Sun 21 Mon 22 Tue 23 Wed 24 Thu 25 Fri 26 Sat 27 Sun 28 Mon 29 Tue 30 Wed 1 Thu 2 Fri 3 Sat →

Booked Cancelled Due to Check-in Disposed

Work List

Figure 51 - Checkouts can also be processed on the interactive site view grid.

### Project Requirements

Outdoors

Field Manager

---

[Home](#) | [Map](#) | [Site View](#) | [Availability](#) | [Open Cash Drawer](#) | Search:

[Reports](#) | [POS](#) | [Admin](#) | [Financials](#) | [Help](#) | [Launch Pad](#) | [Sign Out](#)

---

Branded Oak SRA

Steve Riddle - NE Contract  
NE - Park Manager - Branded Oak SRA - Nebraska Game and Parks Commission

---

**FIND RESERVATION:** [Reservation Search/List](#)

Include Area Code

Include Later Arrivals
  Include Earlier Departures

[SEARCH](#)

BES #	INVOICE #	BES STATUS	CUSTOMER	PHONE	EMAIL	# OCC.	PARK	AREA/LOOP	SITE# (NAME)	ARRIVAL	DEPARTURE	BALANCE
<a href="#">10229827</a>	<a href="#">10852142</a>	Pix Arrival	Campan, Happy	5788881111		1	Branded Oak SRA	MIDDLE OAK	001-001 MD	Sep 3, 2018	Sep 8, 2018	\$0.00

Page 1 of 1

[Go this per page](#)

3:06:02 PM - Mon Aug 10 05:46:00 EDT 2015 generated on Fri Sep 04 10:43:27 EDT 2015  
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 Copyright Policy

Figure 52 - Several search fields are available to locate customer profiles, reservations, POS invoices, and events.

Page | 81

Project Requirements

**ACTIVEworks** | Outdoors Field Manager

Home Map Site View Availability Open Cash Drawer Search:  Reports POS Admin Financials Help Launch Pad Sign Out

Branched Oak SRA Steve Riddle - NE Contact  
NE - Park Manager - Branched Oak SRA - Nebraska Game and Parks Commission

**FIND RESERVATION:** [Reservation Search/List](#) • [Reservation Detail](#) • [Reservation History](#)

Reservation:    1 Branched Oak SRA AREA 10 TENT RESTRICTIVES-Tent Restrictive (S)

DATE/TIME	TRANSACTION TYPE	TRANS OCC.	INFORMATION AT TIME OF TRANSACTION	TRANSACTION LOCATION	USER
Sep 4, 2015 9:25 AM CDT	Registration/Walk-in	After Day of Arrival on or before Departure Date	Branched Oak SRA Tent RESTRICTIVES, Arr Sep 2, 2015, Dep Sep 4, 2015	Branched Oak SRA	Riddle, Steve
Sep 4, 2015 9:50 AM CDT	Make Payment		\$18.00 of \$33.00 CASH payment	Branched Oak SRA	Riddle, Steve
Sep 4, 2015 9:50 AM CDT	Charge POS To Reservation		Order(s): <a href="#">11732421</a>	Branched Oak SRA	Riddle, Steve
Sep 4, 2015 9:51 AM CDT	Mid Stay Transfer Out	After Day of Arrival on or before Departure Date	New reservation <a href="#">223383547</a> transferred to	Branched Oak SRA	Riddle, Steve
	Reverse Fee	After Departure Date			
	Reallocate Payment	After Departure Date	\$8.00 of \$33.00 CASH payment		

[Return To Reservation Detail](#)

**ACTIVE network**

3:56:02 PM - Mon Aug 10 2015 10:01:40:00 CDT 2015 generated on Fri Sep 04 10:51:44 EDT 2015  
323641832C263A3797929F271F88E460114448A9A081076E46A379E240A3C015A1 - NE Contact  
Copyright Policy © 2015 Active Network, LLC and/or its affiliates and licensors. All rights reserved.

Figure 53 - The history audit trail shows the date, time, and user who processed any transactions on a reservation.

**Project Requirements**

### Eugene T. Mahoney SP

**ADD EVENT:** [Customer Search/List](#) » [Event Details](#)

**Event Actions**

**Event**

ID	Name	Location	Status
	Camper Reunion	Eugene T. Mahoney SP	

**Dates**

Start Date	End Date
Mon Sep 28 2015	Wed Sep 30 2015

**Customer**

Name	Phone	Email Address	Organization Name
Camper,Happy	3175551212	happyc@gmail.com	

**Reservations / Charges**

# of Active Site Reservations	# of Active Event Charges
0	0

**Notes/Alerts**

Figure 54 - Staff can create an event for activities organized by a customer that utilizes Facilities.

Project Requirements

**FIND SITE:** [Site List](#)

Location: Eugene T. Mahoney SP    Facility: SE    Region Agency: SP

Arrival: 09-28-2015    Departure: 09-30-2015    Nights: 2    Site Numbers:    Area/Loop: ▼

Advanced Search

		Oct 2015																								
		21	22	23	24	25	26	27	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
		M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T
<input checked="" type="checkbox"/>	<a href="#">002_SGL</a>																									
<input checked="" type="checkbox"/>	<a href="#">010_SGL</a>																									
<input checked="" type="checkbox"/>	<a href="#">011_SGL</a>																									
<input checked="" type="checkbox"/>	<a href="#">012_SGL</a>																									
<input checked="" type="checkbox"/>	<a href="#">013_SGL</a>																									
<input checked="" type="checkbox"/>	<a href="#">014_SGL</a>																									
<input checked="" type="checkbox"/>	<a href="#">041_4OLX</a>																									
<input type="checkbox"/>	<a href="#">101_SPV</a>																									
<input type="checkbox"/>	<a href="#">102_SRYD</a>																									
<input type="checkbox"/>	<a href="#">103_SRFL</a>																									

Figure 55 - When an event is created, sites can be selected that will be associated with the event. Additional sites can be added or removed from the event. Sites can also be designated in a held status so that they can be released should the event organizer no longer require them.

### Project Requirements

Reservation #	Area	Site	Occupant	# of Occupants	Arrive	Depart	Nights	Use Fee	Transaction Fee	Tax	Subtotal	
<input type="checkbox"/> Reservation # 2-03281587 Park: Eugene T. Mahoney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41)	Site: 003 SGL-003 SGL	Occupant: Happy Camper	# of Occupants: 1	Arrive: 2015-09-28	Depart: 2015-09-30	Nights: 2		\$200.00	\$7.00	\$31.10	\$308.10
<input type="checkbox"/> Reservation # 2-03281458 Park: Eugene T. Mahoney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41)	Site: 004 TREE-004 TREE	Occupant: Happy Camper	# of Occupants: 1	Arrive: 2015-09-28	Depart: 2015-09-30	Nights: 2		\$320.00	\$7.00	\$34.34	\$361.34
<input type="checkbox"/> Reservation # 2-03281449 Park: Eugene T. Mahoney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41)	Site: 005 SF-005 SF	Occupant: Happy Camper	# of Occupants: 1	Arrive: 2015-09-28	Depart: 2015-09-30	Nights: 2		\$240.00	\$7.00	\$26.04	\$272.94
<input type="checkbox"/> Reservation # 2-03281405 Park: Eugene T. Mahoney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41)	Site: 006 SGL-006 SGL	Occupant: Happy Camper	# of Occupants: 1	Arrive: 2015-09-28	Depart: 2015-09-30	Nights: 2		\$290.00	\$7.00	\$31.10	\$328.10
<input type="checkbox"/> Reservation # 2-03281441 Park: Eugene T. Mahoney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41)	Site: 007 TREE-007 TREE	Occupant: Happy Camper	# of Occupants: 1	Arrive: 2015-09-28	Depart: 2015-09-30	Nights: 2		\$320.00	\$7.00	\$34.34	\$361.34
<input type="checkbox"/> Reservation # 2-03281440 Park: Eugene T. Mahoney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41)	Site: 003 TREE-003 TREE	Occupant: Happy Camper	# of Occupants: 1	Arrive: 2015-09-28	Depart: 2015-09-30	Nights: 2		\$320.00	\$7.00	\$34.34	\$361.34

**Totals** Total Price: \$2,814.47  
 Total Paid: \$272.94

**Voucher Redeemed**

**Outstanding** Amount Owning: \$2,541.53  
 Minimum Payment Due: \$2,141.53

**Payment** Type: [Dropdown] Amount: \$241.53 Currency: USD

Figure 56 - A payment can be taken when the event is set up or the balance can be left unpaid for later invoicing.

### Project Requirements

Outdoors

Field Manager

Home Map Cancel Cart Open Cash Drawer Help Search:

Your Cart

EVENT: Negotiable Price

Event	ID	Name	Location	Status
	115502082	3300 7th St. Kearney	3300 7th St. Kearney NE	None

Dates	Start Date	End Date
	Mon Sep 21 2015	Thu Sep 23 2015

Customer	Name	Phone	Email Address	Organization Name
	Company Name	3175551212	name@photon.com	

Reservations / Charges	# of Active Site Reservations	# of Active Event Charges
	5	5

RESERVATION #	SITESLIP # (NAME)	SITESLIP TYPE	# OF DAYS/NIGHTS	USE FEE SCHEDULE	RATE TYPE	BASE RATE	DAY OF WEEK AND HOLIDAY RATES AVAILABLE	WEEKLY/MONTHLY/CUSTOM RATES AVAILABLE	NEGOTIATED	USE FEE RATE	CHANGE TO NEGOTIATED USE FEE RATE	
2-23882838	001 STO	CABIN	2	115504275	Family	\$120.00 per Day/Night	No	No	No	As per Schedule	<input type="text" value="\$110"/> (Per Day/Night) ▼	<input type="checkbox"/>
2-23882839	002 EGL	CABIN	2	115504274	Family	\$145.00 per Day/Night	No	No	No	As per Schedule	<input type="text" value="\$130"/> (Per Day/Night) ▼	<input type="checkbox"/>
2-23882840	003 EGL	CABIN	1	115504274	Family	\$145.00 per Day/Night	No	No	No	As per Schedule	<input type="text" value="\$130"/> (Per Day/Night) ▼	<input type="checkbox"/>
2-23882841	004 TREE	CABIN	1	115504274	Family	\$145.00 per Day/Night	No	No	No	As per Schedule	<input type="text" value="\$130"/> (Per Day/Night) ▼	<input type="checkbox"/>
2-23882842	005 BFC	CABIN	2	115504504	Family	\$120.00 per Day/Night	No	No	No	As per Schedule	<input type="text" value="\$110"/> (Per Day/Night) ▼	<input type="checkbox"/>
2-23882843	006 EGL	CABIN	2	115504274	Family	\$145.00 per Day/Night	No	No	No	As per Schedule	<input type="text" value="\$130"/> (Per Day/Night) ▼	<input type="checkbox"/>

Negotiation Notes:

Back
Cancel

Figure 57 - Events allows negotiated rates to be applied in lieu of the normal rate that is charged for the site.



### Project Requirements

Eugene T. Mahoney SP Steve Riddle - NE Contract  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

**FIND EVENTS:** [Event Search List](#) > [Event Details](#)

Event Actions: [RESERVE EVENT](#) [MODIFY PRICE](#) [CHANGE POS](#) [ADD CHARGE](#) [CANCEL](#) [CORPORATE BILLING](#) [CLOSE](#) [BOOK CLOSED](#) [PMS](#) [ISTORY](#) [BOOKS & ALIBIS](#) [BOOKING](#)

Event: ID: 16921421 Name:  Location: Eugene T. Mahoney SP Status: Active

Dates: Start Date: Mon Sep 23 2015 End Date: Wed Sep 30 2015

Customer: Name: [Casper Region](#) Phone: 11773311212 Email Address: rick@cgpmo.com Organization Name:

Reservations / Charges: # of Active Site Reservations: 7 # of Active Event Charges: 0

Notes/Alerts: [ADD NOTE/ALERT](#)

236 Reservations [Event Charges](#) [Distribution Charges](#) [Paid Bill](#)

RESERVATION #	INVOICE #	# OF ACTIVE CHARGES	DATE (NAME)	PRIMARY OCCUPANT	ARRIVAL DATE	DEPARTURE DATE	# OF NIGHTS	STATUS	ORDER STATUS	CONFIRMATION STATUS	PRICE	PAID	BALANCE
<input type="checkbox"/> 2-23281550	<a href="#">13807002</a>	0	<a href="#">001 STD</a>	<a href="#">Casper Region</a>	Mon Sep 28 2015	Wed Sep 30 2015	2	Pre Arrival	Active	UnConfirmed	\$272.94	\$0.00	\$272.94
<input type="checkbox"/> 2-23281550	<a href="#">13807003</a>	0	<a href="#">002 SOL</a>	<a href="#">Casper Region</a>	Mon Sep 28 2015	Wed Sep 30 2015	2	Pre Arrival	Active	UnConfirmed	\$328.19	\$0.00	\$328.19
<input type="checkbox"/> 2-23281550	<a href="#">13807007</a>	0	<a href="#">003 SOL</a>	<a href="#">Casper Region</a>	Mon Sep 28 2015	Wed Sep 30 2015	2	Pre Arrival	Active	UnConfirmed	\$328.19	\$0.00	\$328.19
<input type="checkbox"/> 2-23281550	<a href="#">13807029</a>	0	<a href="#">004 TRSE</a>	<a href="#">Casper Region</a>	Mon Sep 28 2015	Wed Sep 30 2015	2	Pre Arrival	Active	UnConfirmed	\$361.34	\$0.00	\$361.34
<input type="checkbox"/> 2-23281550	<a href="#">13807037</a>	0	<a href="#">005 STD</a>	<a href="#">Casper Region</a>	Mon Sep 28 2015	Wed Sep 30 2015	2	Pre Arrival	Active	UnConfirmed	\$272.94	\$0.00	\$272.94
<input type="checkbox"/> 2-23281550	<a href="#">13807038</a>	0	<a href="#">006 SOL</a>	<a href="#">Casper Region</a>	Mon Sep 28 2015	Wed Sep 30 2015	2	Pre Arrival	Active	UnConfirmed	\$328.19	\$0.00	\$328.19
<input type="checkbox"/> 2-23281550	<a href="#">13807041</a>	0	<a href="#">007 TRSE</a>	<a href="#">Casper Region</a>	Mon Sep 28 2015	Wed Sep 30 2015	2	Pre Arrival	Active	UnConfirmed	\$361.34	\$0.00	\$361.34
<input type="checkbox"/> 2-23281550	<a href="#">13807048</a>	0	<a href="#">008 TRSE</a>	<a href="#">Casper Region</a>	Mon Sep 28 2015	Wed Sep 30 2015	2	Pre Arrival	Active	UnConfirmed	\$361.34	\$0.00	\$361.34

[CHANGE POS](#) [ADD TO CART](#) [PRINT BILL](#)

Figure 58 - POS items can be charged to the event.

### Project Requirements

Outdoors

Field Manager

Home Map Site View Availability Open Cash Drawer Search:

Eugene T. Mahoney SP
Steve Riddle - NE Contact  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

FINISH EVENTS Event Search List Event Details

Event Actions
RESERVE SITES MODIFY/DELETE INVOICE ISSUE CHANGE POS DATE CHANGE CANCEL CORPORATE BILLING CLOSE GOOD CLOSURE ADD EDIT/DELETE NOTES & ALERTS RECEIPTS

Event	ID: 159520058	Name: <input type="text" value="DATE OF FC RAUNGER"/>	Location: Eugene T. Mahoney SP	State: IA-014
Dates	Start Date: Mon Aug 21 2016	End Date: Wed Sep 23 2016		
Customer	Name: <input type="text" value="CHAMBERLAIN"/>	Phone: (478) 929-1210	Ship Address: <input type="text" value="Mahoney@gmail.com"/>	Organization Name:
Reservations / Charges	# of Active Site Reservations: 4    # of Active Event Charges: 4			
Notes/Alerts	<input type="button" value="ADD NOTE/ALERT"/>			

Site Reservations Event Charges Reservation Charges Gift Certs

Invoice	Invoice #:	# of Active Event Charges: 4			
	<input type="button" value="RECEIPTS"/>				

POS SALE#	ORDER STATUS	SALE DATE	SALES LOCATION	PRICE	PAID	BALANCE	INCURRED BY
<input type="checkbox"/>	Active	Mon Aug 31 2016	Eugene T. Mahoney SP	\$100.00	\$100.00	\$0.00	

**Figure 59 - POS items charged to the event appear in a separate tab for Event Charges. POS sales can also be moved from the event to individual reservations and vice versa.**

Outdoors

Field Manager

Home Map Site View Availability Open Cash Drawer Search: 
Reports POS Admin Financials Help Launch Pad Sign Out

Eugene T. Mahoney SP
Steve Riddle - NE Contract  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

FIND EVENTS: [Event Search List](#) • [Event Details](#)

RESERVE SITE
DUPLICATE PRICE
CHECK
CHANGE POS
DATE CHANGE
CANCEL
COMPLICATE BILLING
CLOSE
VOID
VOID CLOSED
VOID
HISTORY
NOTES & ALERTS
ACCESSORY

**Event** ID: 14322055    NAME: CAMP OF 55 Reunion    LOCATION: Eugene T. Mahoney SP    STATUS: Active

**Dates**    Start Date: Mon Sep 21 2015    End Date: Wed Sep 23 2015

**Customer**    Name: Campers Activity    Phone: 3175511212    Email Address: katie@campers.com    Organization Name:

**Reservations / Charges**    # of Active Site Reservations: 6    # of Active Site Charges: 6

**Notes/Alerts**    [ADD NOTES/ALERTS](#)

20 Reservations
Event Charges
Reservation Charges
Site Sites

RESERVATION #	INVOICE #	# OF ACTIVE CHARGES	SITE #(NAME)	PRIMARY OCCUPANT	ARRIVAL DATE	DEPARTURE DATE	# OF DAYS/NIGHTS	STATUS	ORDER STATUS	CONFIRMATION STATUS	PRICE	PAID	BALANCE
<input type="checkbox"/> 2-2087238	11887471	0	<a href="#">ONE SITE</a>	Campers/History	Mon Sep 21 2015	Wed Sep 23 2015	2	Pri Arrval	Active	Full	\$272.94	\$272.94	\$0.00
<input type="checkbox"/> 2-2087239	11887472	0	<a href="#">ONE SITE</a>	Campers/History	Mon Sep 21 2015	Wed Sep 23 2015	2	Pri Arrval	Active	Full	\$328.19	\$328.19	\$0.00
<input type="checkbox"/> 2-2087240	11887473	0	<a href="#">ONE SITE</a>	Campers/History	Mon Sep 21 2015	Wed Sep 23 2015	2	Pri Arrval	Active	Full	\$328.19	\$328.19	\$0.00
<input type="checkbox"/> 2-2087241	11887474	0	<a href="#">ONE TREE</a>	Campers/History	Mon Sep 21 2015	Wed Sep 23 2015	2	Pri Arrval	Active	Full	\$381.34	\$381.34	\$0.00
<input type="checkbox"/> 2-2087242	11887475	0	<a href="#">ONE SITE</a>	Campers/History	Mon Sep 21 2015	Wed Sep 23 2015	2	Pri Arrval	Active	Full	\$272.94	\$272.94	\$0.00
<input type="checkbox"/> 2-2087243	11887476	0	<a href="#">ONE SITE</a>	Campers/History	Mon Sep 21 2015	Wed Sep 23 2015	2	Pri Arrval	Active	Full	\$328.19	\$328.19	\$0.00

[CHANGE POS](#)
[ADD TO CART](#)
[EMPTY BILL](#)

Figure 60 - Event actions allow users to manage the event. Additional sites can be reserved for the event. The dates for the event can be changed. The event can be cancelled, closed, or voided. The options to view the history of the event, add notes/alerts the event.

Page | 89

Project Requirements

The screenshot displays the ACTIVEworks Outdoors Field Manager interface. At the top, there is a navigation bar with 'ACTIVEworks | Outdoors' on the left and 'Field Manager' on the right. Below this is a search bar and a list of navigation links including Home, Map, Site View, Availability, Open Cash Drawer, Reports, POS, Admin, Financials, Help, Launch Pad, and Sign Out. The main content area is titled 'Eugene T. Mahoney SP' and includes a 'FIND EVENT' dropdown menu with options for 'Event Search List', 'Event Details', and 'Reservation Detail'. A 'Reservation Actions' bar contains numerous buttons such as 'RESERVE', 'CANCEL RES', 'EDIT', 'CHANGE RES', 'ADD TO LIST', 'CHECK IN', 'CHECK OUT', 'CANCEL CHECK IN', 'CANCEL CHECK OUT', 'EDIT', 'EDIT PRIMARY OCCUPANT', 'EDIT PRIMARY OCCUPANT', 'EDIT CUSTOMER TYPE', and 'ADD CUSTOMER TYPE'. Below this, the reservation details are shown in a table format with columns for Reservation #, Arrive, Departure, Nights, Status, Order Status, Created Date, Created By, Price, Rate, Unpaid Rate, Confirmation Status, Balance, and Collector Status. The reservation details for Eugene T. Mahoney SP are listed, including location, invoice, customer information, event details, and notes. The 'Primary Occupant' section includes checkboxes for 'Same as Customer' and 'Complete Res. Details from Primary Occupant's Profile', along with fields for name, address, phone, and email. The 'Rate Type' section includes checkboxes for 'Partly Group' and 'Save to Profile', and a 'Occupant' section with a 'Primary (1)' field and an 'Other Occupant' field.

Figure 61 - The action buttons that are available for individual reservations are accessible for reservations that are tied to an event. This allows a user to transfer the reservation to another site, or extend/shorten a customer's stay outside of the event.

### Project Requirements

| Outdoors

Home Map Site View Availability Open Cash Drawer Search:

Eugene T. Mahoney SP

**FIND EVENT:** [Event Search List](#) » [Event Details](#) » [Corporate Billing](#)

<b>Event</b>	ID 183629066	Name Class of 90 Reunion	Location Eugene T. Mahoney SP	Status Active
<b>Dates</b>	Start Date Mon Sep 21 2015	End Date Wed Sep 23 2015		
<b>Customer</b>	Name Camper Happy	Phone 3178651212	Email Address happyo@gmail.com	Organization Name
<b>Reservations / Charges</b>	# of Active Site Reservations 6	# of Active Event Charges 1		

Bill Summary To Date Previously Printed Bills Print Bill

**Payment Due**      Payment Due  
\$0.00

**Due Date**              Due Date

**Note to be printed on the Bill**      Note

OK CANCEL

Figure 62 - A corporate bill can be generated for all the charges for the event. There is also an option to include a note that will be printed on the bill.

Project Requirements

In account with:  
 HAPPY CAMPER  
 123 TEST RD  
 ABRAMS, WISCONSIN 54101  
 UNITED STATES

Event Corporate Bill  
 Eugene T. Mahoney, CP  
 28500 West Park Hwy  
 Ashland, Nebraska 68003  
 United States  
 Run Date and Time: Aug 28 2015 11:28:43 AM CDT  
 PLEASE REMIT PAYMENT TO:

28500 West Park Hwy  
 Ashland, Nebraska 68003  
 United States

Event ID: 18625433  
 Event Name: Camper Reunion  
 Start Date: Sep 28 2015  
 End Date: Sep 30 2015

Bill ID: 18625687  
 Bill Date: Aug 28 2015  
 Payment Due Date: Sep 11 2015  
 Payment Due: 32,614.47

Reservation and Charges  
 Reservation #: 2-23881555  
 Site #Name: 001 CTD-001 CTD  
 Primary Occupant: Camper.happy  
 Check-in:  
 Check-Out:

Invoice #: 18626558  
 Arrival Date: Sep 28 2015  
 Departure Date: Sep 30 2015  
 # Days/Nights: 2  
 Reservation Status: Pre Arrival  
 Order Status: Active

Transaction Date	Description	Amount
Aug 28 2015	Use Fee	\$240.00
	Transaction Fee, Reservation	\$7.00
	Taxes	\$26.54
Sub-total Reservation Fees For Reservation # 2-23881555		\$272.54
TOTAL for Reservation # 2-23881555		\$272.54

Reservation and Charges  
 Reservation #: 2-23881556  
 Site #Name: 002 GGL-002 GGL  
 Primary Occupant: Camper.happy  
 Check-in:  
 Check-Out:

Invoice #: 18626565  
 Arrival Date: Sep 28 2015  
 Departure Date: Sep 30 2015  
 # Days/Nights: 2  
 Reservation Status: Pre Arrival  
 Order Status: Active

Transaction Date	Description	Amount
Aug 28 2015	Use Fee	\$290.00
	Transaction Fee, Reservation	\$7.00
	Taxes	\$31.19
Sub-total Reservation Fees For Reservation # 2-23881556		\$328.19

TOTAL for Reservation # 2-23881556 \$328.19

Reservation and Charges

Reservation #: 2-23881557  
 Site #Name: 003 GGL-003 GGL  
 Primary Occupant: Camper.happy  
 Check-in:  
 Check-Out:

Invoice #: 18626572  
 Arrival Date: Sep 28 2015  
 Departure Date: Sep 30 2015  
 # Days/Nights: 2  
 Reservation Status: Pre Arrival  
 Order Status: Active

Transaction Date	Description	Amount
Aug 28 2015	Use Fee	\$290.00
	Transaction Fee, Reservation	\$7.00
	Taxes	\$31.19
Sub-total Reservation Fees For Reservation # 2-23881557		\$328.19
TOTAL for Reservation # 2-23881557		\$328.19

Reservation and Charges

Reservation #: 2-23881558  
 Site #Name: 004 TREE-004 TREE  
 Primary Occupant: Camper.happy  
 Check-in:  
 Check-Out:

Invoice #: 18626579  
 Arrival Date: Sep 28 2015  
 Departure Date: Sep 30 2015  
 # Days/Nights: 2  
 Reservation Status: Pre Arrival  
 Order Status: Active

Transaction Date	Description	Amount
Aug 28 2015	Use Fee	\$320.00
	Transaction Fee, Reservation	\$7.00
	Taxes	\$34.34
Sub-total Reservation Fees For Reservation # 2-23881558		\$361.34
TOTAL for Reservation # 2-23881558		\$361.34

Reservation and Charges

Reservation #: 2-23881559  
 Site #Name: 005 BFO-005 BFO  
 Primary Occupant: Camper.happy  
 Check-in:  
 Check-Out:

Invoice #: 18626587  
 Arrival Date: Sep 28 2015  
 Departure Date: Sep 30 2015  
 # Days/Nights: 2  
 Reservation Status: Pre Arrival  
 Order Status: Active

Transaction Date	Description	Amount
Aug 28 2015	Use Fee	\$240.00
	Transaction Fee, Reservation	\$7.00
	Taxes	\$26.54
Sub-total Reservation Fees For Reservation # 2-23881559		\$272.54
TOTAL for Reservation # 2-23881559		\$272.54

Project Requirements

Reservation and Charges		Invoice #:	186626594
Reservation #:	2-23881560	Arrival Date:	Sep 28 2015
Site #/Name):	006 OGL-005 OGL	Departure Date:	Sep 30 2015
Primary Occupant:	Camper.Happy	# Days/Nights:	2
Check-in:		Reservation Status:	Pre Arrival
Check-Out:		Order Status:	Active
RESERVATION FEES			
Transaction Date	Description		Amount
	Use Fee		\$290.00
Aug 28 2015	Transaction Fee, Reservation		\$7.00
	Taxes		\$31.19
Sub-total Reservation Fees For Reservation # 2-23881560			\$328.19
TOTAL for Reservation # 2-23881560			\$328.19
Reservation and Charges		Invoice #:	186626501
Reservation #:	2-23881561	Arrival Date:	Sep 28 2015
Site #/Name):	007 TREE-007 TREE	Departure Date:	Sep 30 2015
Primary Occupant:	Camper.Happy	# Days/Nights:	2
Check-in:		Reservation Status:	Pre Arrival
Check-Out:		Order Status:	Active
RESERVATION FEES			
Transaction Date	Description		Amount
	Use Fee		\$320.00
Aug 28 2015	Transaction Fee, Reservation		\$7.00
	Taxes		\$34.34
Sub-total Reservation Fees For Reservation # 2-23881561			\$361.34
TOTAL for Reservation # 2-23881561			\$361.34
Reservation and Charges		Invoice #:	186626508
Reservation #:	2-23881562	Arrival Date:	Sep 28 2015
Site #/Name):	008 TREE-008 TREE	Departure Date:	Sep 30 2015
Primary Occupant:	Camper.Happy	# Days/Nights:	2
Check-in:		Reservation Status:	Pre Arrival
Check-Out:		Order Status:	Active
RESERVATION FEES			
Transaction Date	Description		Amount
	Use Fee		\$320.00
Aug 28 2015	Transaction Fee, Reservation		\$7.00
	Taxes		\$34.34
Sub-total Reservation Fees For Reservation # 2-23881562			\$361.34
TOTAL for Reservation # 2-23881562			\$361.34

Page 3 of 4

TOTAL PRICE	\$2,614.47
TOTAL PAYMENT	(\$0.00)
AMOUNT OWING	\$2,614.47
MINIMUM PAYMENT DUE	\$2,614.47
DUE DATE	Sep 11 2015

Please indicate "Payment for Event ID: 186626433" with your remittance.

Figure 63 - Example of an even corporate bill.

Project Requirements

**ACTIVEworks** | Outdoors | Field Manager

Home | Map | Site View | Availability | Open Cash Drawer | Search: 8.478

Reports | POS | Admin | Financials | Help | Launch Pad | Sign Out

Eugene T. Mahoney SP | Steve Riddle - NE Contact  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

**FIELD EVENT:** Event Search List | Event Details

Event Actions: RESERVE SITES | NEGOTIATE PRICE | EST. | CHANGE POS | DATE CHANGE | CANCEL | CORPORATE BILLING | GLOBE | UNDO CHECKS | LOG | HISTORY | NOTES & ALERTS | RECEIPTS

Event: ID: 13321026 | Name: State of NE Honor | Location: Eugene T. Mahoney SP | Status: Active

Dates: Start Date: Mon Sep 21 2015 | End Date: Wed Sep 23 2015

Customer: Name: CLARENCE GARDNER | Phone: 3173511212 | Email Address: 1800-499-9999 | Organization Name:

Reservations/Charges: # of Active Site Reservations: 6 | # of Active Sites/Charges: 1

Notes/Alerts: ADD NOTE/ALERT

Site Reservations | Event Charges | Reservation Charges | GPO Sites

RESERVATION #	INVOICE #	# OF ACTIVE CHARGES	SITE #/NAME	PRIMARY OCCUPANT	ARRIVAL DATE	DEPARTURE DATE	# OF DAYS/NIGHTS	STATUS	ORDER STATUS	CONFIRMATION STATUS	PRICE	PAID	BALANCE
<input checked="" type="checkbox"/> 2-03392420	133620021	0	001 SITE	Clarence Gardner	Mon Sep 21 2015	Wed Sep 23 2015	2	Pkg Arrival	Active	Full	\$272.94	\$272.94	\$0.00
<input type="checkbox"/> 2-03392420	133620021	0	002 SOL	Clarence Gardner	Mon Sep 21 2015	Wed Sep 23 2015	2	Pkg Arrival	Active	Full	\$328.19	\$328.19	\$0.00
<input type="checkbox"/> 2-03392420	133620021	0	003 SOL	Clarence Gardner	Mon Sep 21 2015	Wed Sep 23 2015	2	Pkg Arrival	Active	Full	\$328.19	\$328.19	\$0.00
<input type="checkbox"/> 2-03392421	133620020	0	004 TREE	Clarence Gardner	Mon Sep 21 2015	Wed Sep 23 2015	2	Pkg Arrival	Active	Full	\$581.34	\$581.34	\$0.00
<input type="checkbox"/> 2-03392420	133620100	0	005 BFD	Clarence Gardner	Mon Sep 21 2015	Wed Sep 23 2015	2	Pkg Arrival	Active	Full	\$272.94	\$272.94	\$0.00
<input type="checkbox"/> 2-03392421	133620100	0	006 SOL	Clarence Gardner	Mon Sep 21 2015	Wed Sep 23 2015	2	Pkg Arrival	Active	Full	\$328.19	\$328.19	\$0.00

CHANGE POS | ADD TO CART | **PRINT BILL**

UAT

Figure 64 - A bill can also be printed for an individual reservation or reservations.



**Project Requirements**

In account with:  
 HAPPY CAMPER  
 123 TEGT RD.  
 ABRAMO, WICCONGIN 64101  
 UNITED STATES

Reservation and Charges Bill  
 Eugene T. Mahoney CP  
 26502 West Park Hwy  
 Ashland, Nebraska 68003  
 United States  
 Run Date and Time: Sep 04 2015 10:29:35 AM CDT  
 PLEASE REMIT PAYMENT TO:

26502 West Park Hwy  
 Ashland, Nebraska 68003  
 United States

Event ID: 188625066  
 Event Name: Class of 30 Reunion  
 Start Date: Sep 21 2015  
 End Date: Sep 23 2015

Bill ID: 188625036  
 Bill Date: Sep 04 2015  
 Payment Due Date: Sep 16 2015  
 Payment Due: \$0.00

Reservation #: 2-23862535  
 Site # Name: 001 CTD-001 CTD  
 Primary Occupant: Camper-Happy  
 Check-in:  
 Check-out:

Invoice #: 188625071  
 Arrival Date: Sep 21 2015  
 Departure Date: Sep 23 2015  
 # Days/Nights: 2  
 Reservation Status: Pre Arrival  
 Order Status: Active

RESERVATION FEES		
Transaction Date	Description	Amount
Aug 31 2015	Use Fee	\$240.00
	Transaction Fee, Reservation	\$7.00
	Taxes	\$25.94
	<b>TOTAL Reservation Fees</b>	<b>\$272.94</b>

PAYMENTS		
Payment Date	Payment #	Description
Aug 31 2015	188625106	Cash
		<b>TOTAL Payment:</b>

TOTAL PRICE	\$272.94
TOTAL PAYMENT	(\$272.94)
AMOUNT OWING	\$0.00
MINIMUM PAYMENT DUE	\$0.00
DUE DATE	

Please indicate 'Payment for Reservation #: 2-23862535' with your remittance.

Figure 65 - Example of a bill printed for an individual reservation on the event.

Project Requirements					
As your current system provider, ACTIVE Network will continue to introduce enhancements that will improve the productivity and efficiency of staff. The auto check-in and auto-check out function as well as Site View within Field Manager are just two examples of efficiency gains. Additionally, the introduction of the Field Manager Mobile solution enabling field staff to process transactions without being tied to a computer or office is a key factor in improving productivity.					
RTM #	Sales Processing	Yes	Customization Required	No	Alternate
RTM-3	Bidder should describe, and provide screen shots to show, their Sales module's:	✓			
	• features and processes, to include the features of the current system as described in Appendix A, item 5,	✓			
	• display of merchandise items by sales channel,	✓			
	• processing of tips collected from customers,	✓			
	• handling of discounts,	✓			
	• ability to group items to sell as a package,	✓			
	• integration with the Reservation module, and	✓			
	• offline functioning.	✓			
<p><b>Bidder Response:</b></p> <p>In addition to our Camping Reservation System, ACTIVE Network also offers a full retail management solution with the benefit of full integration into AWO for consolidated revenue and sales reporting and credit card reconciliation.</p> <p>In use by NGPC today, ACTIVE's POS offers flexibility combined with full integration to AWO for ease of reporting and management. Whether used to sell items such as daily park entrance, or firewood at the time of check-in, or to manage full-scale, stand-alone, retail</p>					

### Project Requirements

operations, our POS solutions are easy to use, efficient, and provide for consolidated financial reporting, inventory management, and facility money management.

#### Field Manager POS

Field Manager's integrated POS functionality, including Quick POS, can be used in conjunction with our inventory-tracking module. Field Manager POS is intended for use at locations that combine camping transactions such as check-ins and walk-ins with retail purchases.

- Supports general public or customer-specific sales
- Processes standalone POS sales
- Manages combined POS and check-in/walk-in transactions
- Allows charge POS transaction with payment process on checkout
- Supports POS sales from any mobile device using Field Manager Mobile

#### Store Manager

Store Manager supports the sale of POS products at parks and retail locations. Store Manager is optimized for high volume retail POS implementations.

- Processes accelerated sales workflows using a touchscreen or a scanner
- Synchronizes with AWO (on a regularly-scheduled basis or on demand) allowing consolidated cash drawer reconciliation and revenue reporting
- Supports offline sales making it an ideal solution for locations with no connectivity such as lakefront concessions, mountain areas, or marina docks

#### Internet Sales

The sale of merchandise, passes, and other items through the Internet sales channel is in place today for NGPC. Currently, ACTIVE sells subscriptions for the NEBRASKAland magazine during the reservation workflow as shown in Figure 66 and Figure 67 below. The cost of the item can vary by park.

### Order Details

Park: Eugene T. Mahoney SP, NE  
Site, Loop: 000 SGL County/Com: Cabin Loop (Cabin #14 & 41)  
Type: CABIN

Make More Reservations  
Remove This Reservation  
Change Dates

Arrival: Tue Sep 29 2015    Departure: Fri Oct 02 2015  
Length of stay: 3 (nights)

#### Equipment

Primary Equipment:


#### Site Occupants

Number of Occupants:   
(min: 0, max: 7)

Number of Vehicles:   
(max: 2)

Primary Occupant:  Susan Grant     Other

#### Special offer for NEBRASKAland Subscription



NEBRASKAland is filled with breathtaking photographs of the landscapes and wildlife that make our state unique. You'll find informative, entertaining articles about Nebraska's outdoor activities, history, parklands, people and wildlife. Plus, each of the 10-issues a year includes a wealth of outdoor news and details on events happening across the state. Subscribe today!

Yes, I want to subscribe to NEBRASKAland for \$12.00

Figure 66 – NEBRASKAland magazine subscription offered during the reservation workflow.

The screenshot shows a 'Shopping Cart' page with the following details:

- Buttons: Remove marked items, Abandon This Cart
- Section: Nebraska Game And Parks Commission
- Item 1: Eugene T. Mahoney SP, NE CABIN. Details include arrival/leaving dates, length of stay, primary contact, and number of occupants. Fees: Camping Fee: \$432.00, Reservation Fee: \$7.00, Taxes: \$46.10.
- Item 2 (highlighted in red): NebraskaLand Subscription Promo Mahoney Eugene T. Mahoney SP. Change Details: Quantity: 1, Amount: 12.00.
- Summary: Subtotal: \$444.00, Mailing/Reservation Fee: \$7.00, Taxes: \$46.10, Total: \$497.10, Balance: \$497.10.
- Button: Checkout Shopping Cart

Figure 67 - The Subscription Cost Appears in the Shopping Cart

### POS Functions and Features

Quick POS is available from the Field Manager home screen as seen in Figure 68 below. The items displayed as well as the number of items available through the quick sale can be configured in inventory manager. Additionally, the order of items can be defined by location providing flexibility based on each park's needs.

**Project Requirements**

**ACTIVEWORKS** | Outdoors
Field Manager

Home Map Site View Availability Open Cash Drawer Search: Site Reservations
Reports POS Admin Financials Help Launch Pad Sign Out

**Eugene T. Mahoney SP** Steve Riddle - NE Contract  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

**CURRENT PARK STATUS - 2015-08-31 14:10 CDT**

SITE TYPE	AVAILABLE	TYPE OF USE	MAKE BOOKING
SHELTER	11	Day <input type="button" value="v"/>	<input type="button" value="WALK-IN"/>
CABIN	53	Overtight <input type="button" value="v"/>	<input type="button" value="WALK-IN"/>
LODGE ROOM	40	Overtight <input type="button" value="v"/>	<input type="button" value="WALK-IN"/>
STANDARD	148	Overtight <input type="button" value="v"/>	<input type="button" value="WALK-IN"/>
MEETING ROOM	12	Day <input type="button" value="v"/>	<input type="button" value="WALK-IN"/>

**ACTIVITY**

ACTIVITY	TOTAL	MAKE BOOKING
Check-ins	0	
Check-outs	0	
No-Shows	0	
Walk-ins	0	
Reservations	1	<input type="button" value="RESERVATION"/> <input type="button" value="CHARGE POS"/>
POS Sales	0	<input type="button" value="PURCHASE"/> <input type="button" value="RETURN"/>
Events	0	<input type="button" value="ADD NEW"/> <input type="button" value="CHARGE POS"/>

**TOTALS FOR TODAY**

ACTIVITY	TOTAL
Quick List for: no selection <input type="button" value="v"/>	

**QUICK POS SALE**

NAME	QTY	PRICE
<input type="button" value="A"/> T Shirt	<input type="text" value="1"/>	\$10.00
<input type="button" value="A"/> Firewood (bt) 5.5%	<input type="text" value="1"/>	\$5.00
<input type="button" value="A"/> 1st. Adv. 5.5%	<input type="text" value=""/>	\$7.50

Figure 68- Field Manager has a Quick POS Sale window where popular items can be displayed and sold quickly from the home screen.

Additional POS items can be sold from the master list of available items at the location. Figure 69 demonstrates how users can scan the barcode for the item to automatically add them to the shopping cart or they can be selected using the highlight boxes next to each item.

Page | 100

**Project Requirements**

**ACTIVEWORKS.** Outdoors
Field Manager

Home Map Site View Availability Open Cash Drawer Search: Site Reservations
Reports POS Admin Financials Help Launch Pad Sign Out

Eugene T. Mahoney SP Steve Riddle - NE Contract  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

**PURCHASE ITEM:** Add Item

Scan Barcode:

**Search:**     Variable Price Products

PRODUCT ID	PRODUCT NAME	PRODUCT GROUP	QUANTITY	UNIT PRICE
A	26018 T Shirt	CLOTHING	2	\$ 10.00
A	13109 Firewood btx 5.5%	FIREWOOD	<input type="text"/>	\$ 5.00
A	12866 Ice btx 5.5%	ICE	<input type="text"/>	\$ 2.50
A	12199 Winter Child Theatre Adm. btx 5.5%	Theatre	<input type="text"/>	\$ 8.00
A	12198 Winter Adult Theatre Adm. btx 5.5%	Theatre	<input type="text"/>	\$ 10.00
A	11126 Horse Rides btx 5.5%	Activity	<input type="text"/>	\$ 16.00
A	12688 Park Bucks	Administration	<input type="text"/>	\$ 25.00
A	26019 Hat	CLOTHING	2	\$ 8.00

Figure 69 Items can also be sold from the full list of POS items.

ACTIVE's POS solutions support sale to generic customers or if desired the user can select the change customer button to associate the sale with a specific individual as seen in Figure 70.

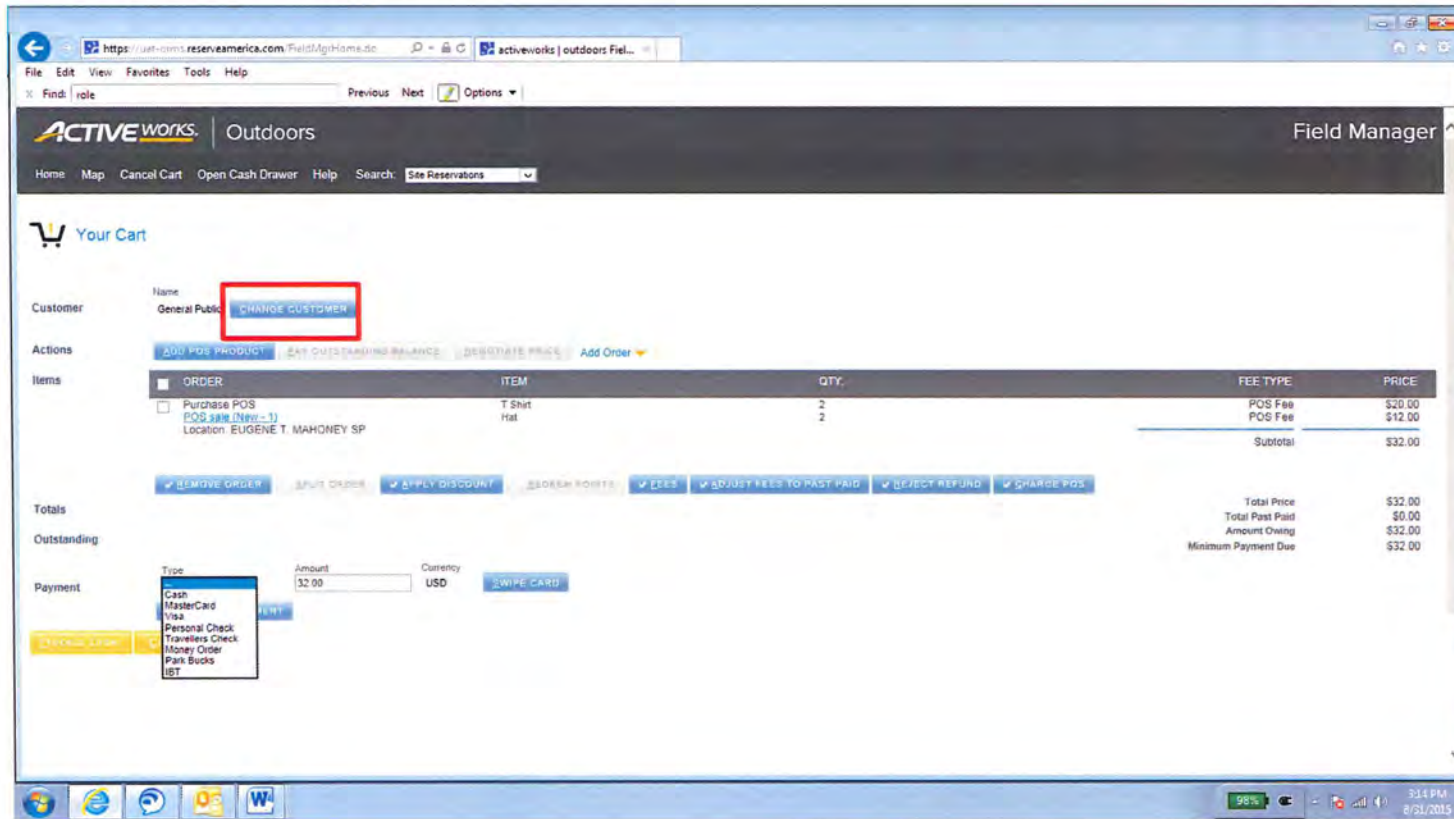


Figure 70 Once the POS items have been added to the shopping cart, the user can select the payment method and process the payment. The sale defaults to a generic customer. Users have the ability to choose *Change Customer* to associate the sale with a specific Customer profile.



The charge POS option enables customers to purchase a POS item to be paid for at a later time, see Figure 71. The charge POS function also associates the item purchased to the customers reservation or to an event, see Figure 72, making it traceable through the reservation history.

**ACTIVEworks** | Outdoors Field Manager

Home Map Site View Availability Open Cash Drawer Search: Site Reservations Reports POS Admin Financials Help Launch Pad Sign Out

Eugene T. Mahoney SP Steve Riddle - NE Contract  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

**FIND RESERVATION:** Reservation Search/List » Reservation Detail

**Reservation Actions:** TRANSFER DATE CHANGE CANCEL CHECKOUT SWAP SITES CANCEL RES VOID NO SHOW **CHARGE POS** ADD TO CART FEES ADJUST FEES TO PART PAID EXPEND PERMIT HISTORY

**Reservation:** Reservation # Arrival Departure Nights Status Order Status Created Date Created By Price Paid Unissued Refund Confirmation Status Balance Collection Status  
2-23882038 Aug 31, 2015 Sep 3, 2015 3 Pre Arrival Active Aug 31, 2015 CDT Riddle, Steve 400028441 \$405.54 \$405.54 \$0.00 Full 50.00 Good Standing

**Location:** Park Area Site (Name) Type of Use  
Eugene T. Mahoney SP County Cork Cabin Loop (cabins 1-14 & 41) 001 STD-001 STD Overnight

**Invoice:** Invoice # # of Active Charges  
188230048 0

**Customer:** Name Phone Email Phone Contact Preference Preference Contact Time  
CAMPER HAPPY 3175551212 happyo@gmail.com Home Phone No preference

**Notes/Alerts:** ADD NOTE/ALERT

**Reservation Details:**

**Primary Occupant:**  Same as customer  Completed Res. Details from Primary Occupant's Profile REPLACE PRIMARY OCCUPANT EDIT PRIMARY OCCUPANT

**Identity/Address:** Last Name First Name Phone Email  
Camper Happy 3175551212 happyo@gmail.com

Street Address City Zip State Province Country  
123 Test Rd ABRAMS 54101 Wisconsin United States

**Customer Type Eligibility:** Customer Type ID Eligibility/Notes Proof Shown  
ADD CUSTOMER TYPE

**Promotional:**

Figure 71 POS items can be associated with specific reservations for inclusion in that reservation's history trail by using a Charge POS option.

Outdoors

Field Manager

Home Map Site View Availability Open Cash Drawer Search: Events
Reports POS Admin Financials Help Launch Pad Sign Out

Eugene T. Mahoney SP Steve Riddle - NE Contract  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

**FIND EVENT:** [Event Search List](#) > [Event Details](#)

Event Actions

RESERVE SITES
NEGOTIATE PRICE
CBES
CHARGE POS
DATE CHANGE
CANCEL
CORPORATE BILLING
CLOSE
UNDO/CLOSE
VOID
HISTORY
NOTES & ALERTS
RECEIPTS

Event	ID 108929065	Name <span style="border: 1px solid #ccc; padding: 1px;">Class of 90 Reunion</span>	Location Eugene T. Mahoney SP	Status Active
Dates	Start Date Mon Sep 21 2015	End Date Wed Sep 23 2015		
Customer	Name <span style="border: 1px solid #ccc; padding: 1px;">CAMPER, HAPPY</span>	Phone 3175551212	Email Address happycc@gmail.com	Organization Name
Reservations / Charges	# of Active Site Reservations 6	# of Active Event Charges 1		
Notes/Alerts	<span style="border: 1px solid #ccc; padding: 2px 5px;">ADD NOTE/ALERT</span>			

UP
CANCEL
DOWN

Site Reservations
Event Charges
Reservation Charges
Held Sites

Invoice	Invoice # <span style="border: 1px solid #ccc; padding: 1px;">199629065</span>	# of Active Event Charges 1		
---------	---	--------------------------------	--	--

	POS SALE#	ORDER STATUS	SALE DATE	SALES LOCATION	PRICE	PAID	BALANCE	INCURRED BY
<input type="checkbox"/>	<a href="#">3-1789465</a>	Active	Mon Aug 31 2015	Eugene T. Mahoney SP	\$100.00	\$100.00	\$0.00	

ADD TO CART
MOVE POS SALE

**Figure 72** POS items can also be charged to an event using the Charge POS option. This will list the POS items in the Event Charges tab for the event. Charges can be moved from the event to an individual and vice versa.

The following screenshot show Store Manager POS, which is designed for use in retail locations with high sales volumes. The use of touch-screens makes the processing of sales intuitive requiring minimal training for staff. Figure 73 below shows the Store Manager Sale page, which allows users to select from specific categories of products down the left side and then displays the products associated with that category in the buttons across the top of the screen.

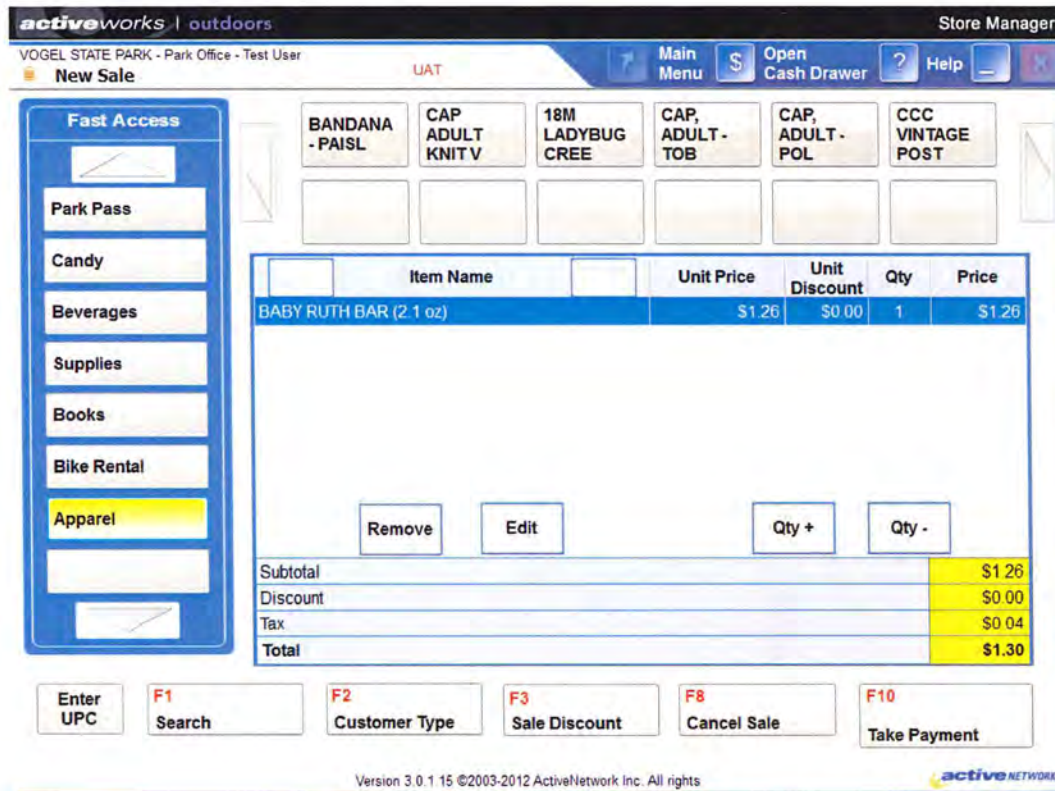


Figure 73 - Store Manager shopping cart

**Project Requirements**

Figure 74 depicts the acceptable payment methods based on NGPC's specific configuration. Store Manager allows for the splitting of payments should it be necessary to do so.

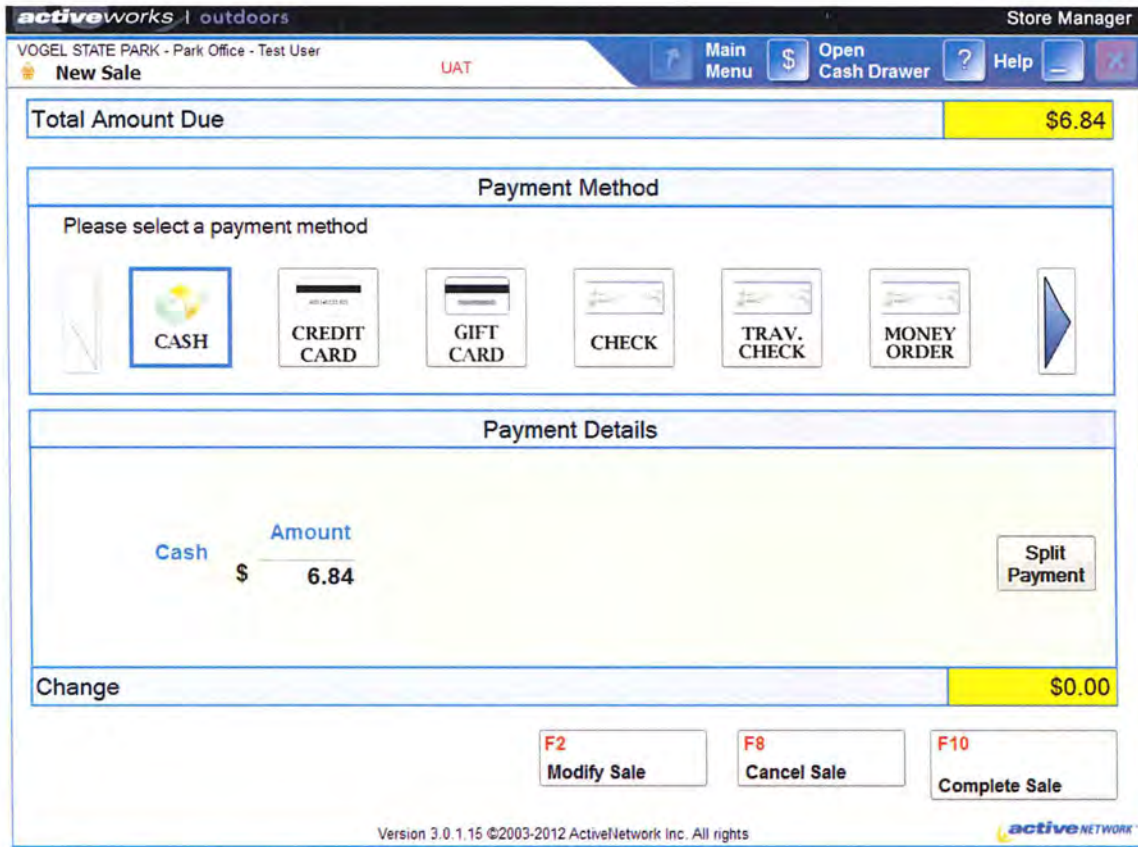


Figure 74 Users can process sales based on payment methods accepted at the location.

### Project Requirements

Store Manager synchronizes with the central database on a regularly scheduled basis when connected or on-demand at the end of the day. The specific schedule is configurable as shown in Figure 75 based on connectivity speeds and the volume of transactions processed at the location. Processing of payments while working in offline (no connection) mode is available for cash and check payment.

Function	Schedule	Last Run Time	Next Run Time	Status	Duration (hh:mm:ss)
Transfer Transactions To AWO	Runs Daily starting at 7:00 AM every 10 minutes ending at 7:00 PM	8/31/2015 3:30:19 PM	8/31/2015 3:40:20 PM	Completed Successfully	00:00:01
Receive Information From AWO	Runs Daily starting at 7:00 AM every 360 minutes ending at 7:00 PM	8/31/2015 2:41:17 PM	9/1/2015 7:00:00 AM	Completed Successfully	00:01:04
Database Cleanup	Runs First Sunday of the month at 10:00 PM	8/9/2015 4:44:23 PM	9/6/2015 10:00:00 PM	Completed Successfully	00:00:05

**Transfer Transactions To AWO**  
Change Schedule Run Now ↑ 4 transactions are available to upload

**Receive Information From AWO**  
Change Schedule Run Now

**Sync Mode** Differential (only the differences since the last synchronization will be downloaded)

**Database Cleanup**  
Change Schedule Run Now

**Detailed Logging**  On  Off

Figure 75 Store Manager can process offline cash and check sales. Sales are then uploaded to field manager on a synchronization schedule or can also be sync'd manually. Store Manager also receives information from AWO for any product updates/changes.

**Project Requirements**

Staff with appropriate permissions can void a transaction if it was made in error. If the transaction has already synchronized to the central database the void must be handled through Field Manager as shown in Figure 76 below. Prior to the initial transaction being sync'd to the central database as seen in Figure 77 the void option is available to be voided within Store Manager.

The screenshot shows the 'Field Manager' interface for Eugene T. Mahoney SP. At the top, there are navigation links for Home, Map, Site View, Availability, Open Cash Drawer, and a search bar. The 'VOID SALE' button in the POS Actions section is highlighted with a red box. Below this, there are sections for Receipt Details, Invoice, Customer, Charged To, and Customer Type Eligibility. At the bottom, there is a table with columns for BARCODE, ITEM NAME, CURRENT QUANTITY, RETURN QUANTITY, UNIT PRICE, and PRICE. The table shows a single row for 'Some Item' with a current quantity of 40 and a unit price of \$2.50, resulting in a total price of \$100.00.

BARCODE	ITEM NAME	CURRENT QUANTITY	RETURN QUANTITY	UNIT PRICE	PRICE
	Some Item	40		\$2.50	\$100.00
Total Price					\$100.00

Figure 76 There is a void option to remove a sale in cases of error. This option can be configured on permission level.

**Project Requirements**

**activeworks** | outdoors
Store Manager

VOGEL STATE PARK - Park Office - Test User
UAT

Main Menu
Open Cash Drawer
Help

**Receipt Details**

Original Receipt #  
216-252

Receipt #  
216-252

Transaction Type  
Purchase

Transaction Date  
08/31/2015 (03:34)

Customer Type

User  
Test User

Item Name	Unit Price	Unit Discount	Qty	Price
COKE, 2 LITER DIET COKE	\$2.99	\$0.00	1	\$2.99
MINUTE MAID OJ 15.2 OZ No Pulp	\$1.50	\$0.00	1	\$1.50
POWERADE FRUIT PUNCH 32 OZ	\$1.94	\$0.00	1	\$1.94
<b>Subtotal</b>				\$6.43
<b>Discount</b>				\$0.00
<b>Tax</b>				\$0.26
<b>Total</b>				\$6.69

**Payment Detail**

<b>CASH</b>	\$6.69
-------------	--------

<b>Tendered</b>	\$6.69
<b>Change</b>	<del>\$0.00</del>

Back
Reprint Receipt
Void Sale

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**Figure 77 - The void option is also available in the Store Manager application.**

**Project Requirements**

The AWO Point of Sale (POS) module is currently supporting more than 10,000 individual items for several clients and features a full Warehouse Management component with full Inventory Tracking capabilities. As shown in Figure 78 the inventory tracking module includes product cost and sale prices with a weighted average cost of goods sold calculation automatically occurring following the receipt of goods or reduction based on damage.

**ACTIVEworks** | Outdoors

Home Map Site View Availability Open Cash Drawer Search: Site Reservations

Eugene T. Mahoney SP

EOS Product Setup | **EOS Inventory Management**

POS Product	Product ID	Product Name	Product Description	Product Group	Inventory Type	Qty On Hand	Barcode
	26016	T SHIRTS	T SHIRT	CLOTHING	Non-Restrictive Inventory	25	155154732410

EOS Product Setup Details

**Unit Cost** \$4.00

**Unit Price** \$5.00

Variable Price Allowed: No

Partial Quantity Allowed: No

Display Order: 1000

Display in Field Manager Mobile: No

Effective Sales Start Date: Mon Aug 31 2015

Effective Sales End Date: Mon Aug 31 2015

Supplier:

OK APPLY CANCEL

**ACTIVE** network

Figure 78 AWO shows the cost of a product as well as the unit price of the product in the product's details.



### Project Requirements

The ACTIVE Works discount engine supports not only reservation but also retail discounts, which can be applied during the sale of a product. The system supports the reduction in price of bulk products to reflect sales at the end of the season for example. Additionally, as shown in Figure 79 through Figure 82 below discounts can be applied during the sale of an item.

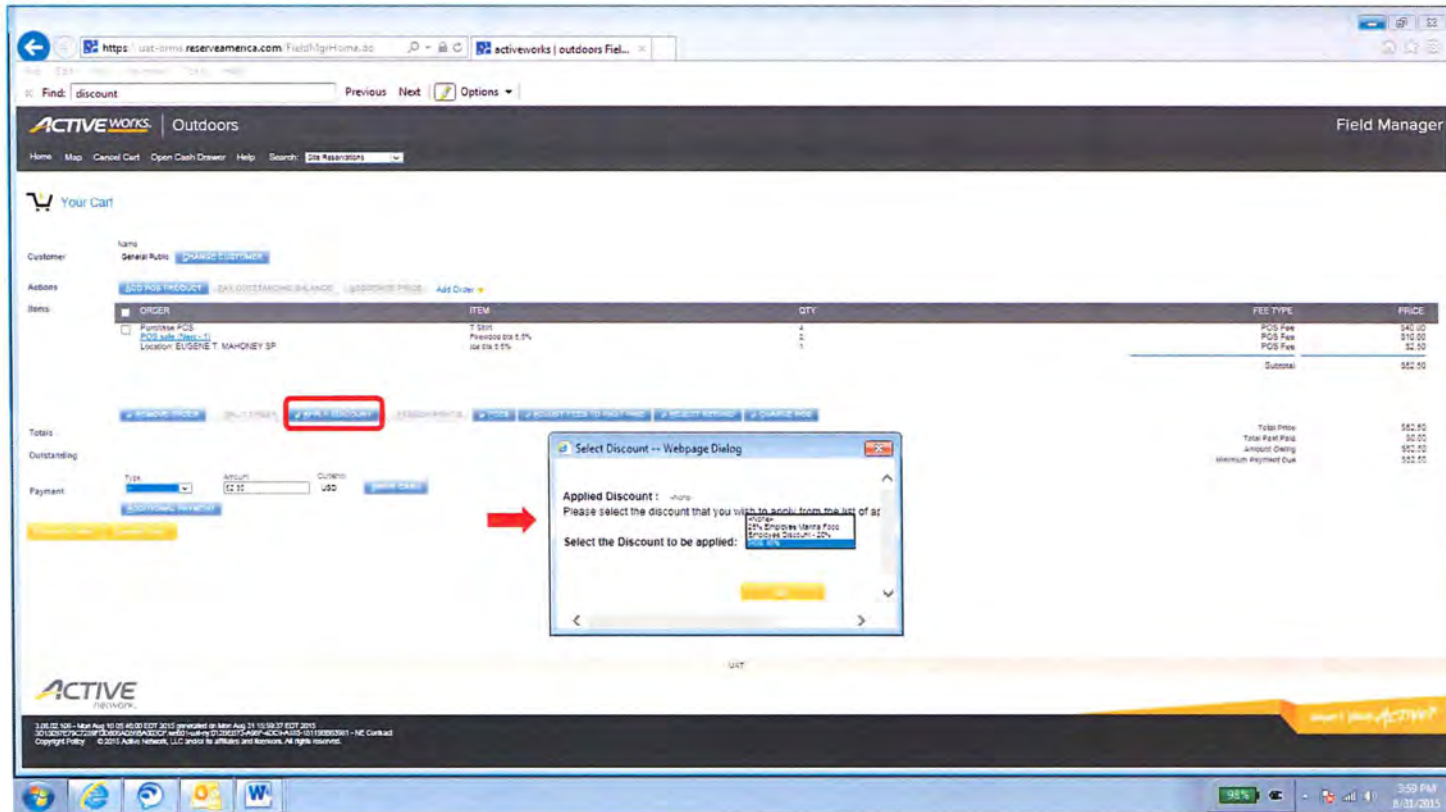


Figure 79- Available discounts can be applied during a POS sale.

**Project Requirements**

**ACTIVEWORKS** | Outdoors
Field Manager

Home Map Cancel Cart Open Cash Drawer Help Search:

**Your Cart**

Customer: Name: **General Public** [CHANGE CUSTOMER](#)

Actions: [ADD POS PRODUCT](#) [PAY OUTSTANDING BALANCE](#) [ASSOCIATE PRICE](#) [Add Order](#)

Item	ITEM	QTY.	FEE TYPE	PRICE
<input type="checkbox"/>	ORDER			
<input type="checkbox"/>	Purchase POS <a href="#">POS mfr (New...)</a> Location: EUGENE T. MAHONEY SP	T-Shirt Pleasood 5.5% 106 sh 5.5%		4 4 1
			POS Fee POS Fee POS Fee FCG 10%	\$40.00 \$10.00 \$2.00 (\$5.25)
			Subtotal	\$47.25

**Totals**

Outstanding

Payment: Type:  Amount:  Currency:  [BYRTE CARD](#)

[ADDITIONAL PAYMENT](#)

[Process Order](#) [Cancel Cart](#)

Figure 80 - The selected discount applied will be listed as a line item within the shopping cart.

**Project Requirements**

**activeworks | outdoors** Store Manager

VOGEL STATE PARK - Park Office - Test User

New Sale UAT

Main Menu Open Cash Drawer Help

**Fast Access**

- Park Pass
- Candy
- Beverages**
- Supplies
- Books
- Bike Rental
- Apparel

20 OZ SOFT DRINK    DIET COKE 2 LTR    MINUTE MAID OJ    FRUIT PUNCH 32OZ    DASANI WATER (1)

BABY R    ALMON    MINUTE    POWER

**Applied Discount:**

Select the Discount to be Applied (only one discount can be applied)

No Discount    **10% OFF RETAIL (\$0.60)**    15% OFF RETAIL (\$0.89)

Total Discount to be applied: (\$0.60)

OK    Cancel

Subtotal	
Discount	
Tax	\$0.22
<b>Total</b>	<b>\$6.18</b>

Enter UPC    F1 Search    F2 Customer Type    **F3 Sale Discount**    F8 Cancel Sale    F10 Take Payment

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Figure 81 - Discounts can also be applied for sales through Store Manager.

**Project Requirements**

**activeworks** | outdoors
Store Manager

VOGEL STATE PARK - Park Office - Test User
UAT
Main Menu
Open Cash Drawer
Help

New Sale

**Fast Access**

Park Pass

Candy

Beverages

Supplies

Books

Bike Rental

Apparel

20 OZ  
SOFT  
DRINK

DIET COKE  
2 LTR

MINUTE  
MAID OJ

FRUIT  
PUNCH  
32OZ

DASANI  
WATER (1

Item Name	Unit Price	Unit Discount	Qty	Price
BABY RUTH BAR (2.1 oz)	\$1.26	(\$0.13)	1	\$1.13
ALMOND JOY (1.61 oz)	\$1.26	(\$0.13)	1	\$1.13
MINUTE MAID OJ 15.2 OZ No Pulp	\$1.50	(\$0.15)	1	\$1.35
POWERADE FRUIT PUNCH 32 OZ	\$1.94	(\$0.19)	1	\$1.75

Remove

Edit

Qty +

Qty -

Subtotal	\$5.96
Discount	(\$0.60)
Tax	\$0.18
<b>Total</b>	<b>\$5.54</b>

Enter UPC

F1 Search

F2 Customer Type

F3 Sale Discount

F8 Cancel Sale

F10 Take Payment

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**Figure 82 - The discount applied is listed on the itemized list of products that are purchased.**

ACTIVE Works Outdoors currently supports the collection and allocation of tips for NGPC staff. Configured as individual POS items the tip amount is added to the initial sale as shown in Figure 83. Running a POS Product Sold Report identifies the amount of tips owed to each individual server.

The screenshot shows a POS system interface for Eugene T. Mahoney SP. At the top, it displays 'PURCHASE ITEM: Table Item'. Below this are search fields for 'Scan Barcode', 'Product ID', 'Product Name', and 'Product Group'. A table lists two products: 'Rodeo Steve Table Tip' (Product ID 2000, Unit Price \$0.00) and 'Rodeo Steve Table Tip' (Product ID 2000, Unit Price \$0.00). Below the table, there is a 'Page 1 of 1' indicator and a 'Show per page' dropdown set to 25. A second table shows a detailed view of the 'Rodeo Steve Table Tip' product, with a 'VARIABLE UNIT PRICE' field highlighted in a red box, containing the value '\$0.00'. The interface also includes a 'UNIT' label at the bottom.

Figure 83-Tips can be setup as a POS option for each user. This has been set as a variable unit priced product, which allows the user to key in the amount to be entered.

**Project Requirements**

ACTIVE's POS solution supports the creation of packages see Figure 84 and Figure 85. As a package is sold, the inventory of each individual item is decremented to reflect the sale. Items can be sold both individually and as part of a package so that for example a hat or a t-shirt is available for individual sale or can be sold as a package with a different price, see Figure 86 below.

**ACTIVEworks** | Outdoors

Home Map Site View Availability Open Cash Drawer Search: Site Reservations

Eugene T. Mahoney SP

POS Product Setup | POS Inventory Management

POS Product Package	Product ID	Product Name	Product Description	Product Group	Inventory Type	Barcode
	26068	Hat and Shirt Package	Hat and Shirt Package	CLOTHING	No Inventory	

POS Product Package Details | POS Product Package Setup

Assignment Status: Assigned Products | Product Barcode: | Product Name: | Product Group: | Inventory Type: | Qty On Hand: | GO

	PRODUCT ID	ASSIGNED	PRODUCT NAME	PRODUCT DESCRIPTION
<input type="checkbox"/>	26019	Yes	Hat	Baseball Cap
<input type="checkbox"/>	26018	Yes	T Shirt	T Shirt

ASSIGN SELECTED POS PRODUCTS | UNASSIGN SELECTED POS PRODUCTS

Figure 84 - The product package setup allows the user to define which products to sell in the package.

**Project Requirements**

**ACTIVEWORKS** Outdoors
Field Manager

Home Map Site View Availability Open Cash Drawer Search: State Reservations
Reports POS Admin Financials Help Launch Pad Sign Out

Eugene T. Mahoney SP
Steve Riddle - NE Contract  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

**CURRENT PARK STATUS - 2015-08-31 15:19 CDT**

SITE TYPE	AVAILABLE	TYPE OF USE	MAKE BOOKING
SHELTER	11	Day	BOOKING
CABIN	51	Overnight	BOOKING
LODGE ROOM	40	Overnight	BOOKING
STANDARD	149	Overnight	BOOKING
MEETING ROOM	12	Day	BOOKING

**ACTIVITY**

ACTIVITY	TOTAL	MAKE BOOKING
Check-ins	2	
Check-outs	2	
No-Shows	2	
Walk-ins	2	
Reservations	7	RESERVATIONS
POS Sales	1	BOOKINGS
Events	2	ADD NEW

**TOTALS FOR TODAY**

ACTIVITY	TOTAL
Quick List for no selection	

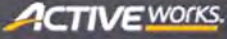
**QUICK POS SALE**

NAME	QTY	PRICE
<b>A</b> Hat and Shirt Package Hat (1) T Shirt (1)	<input type="text" value="1"/>	\$12.00
<b>A</b> T Shirt	<input type="text" value="1"/>	\$10.00
<b>A</b> Sweatshirt 1 1/2	<input type="text" value="1"/>	\$8.00

[PURCHASE POS](#) | [CHARGE POS](#) | [RETURN POS](#)

Figure 85- The products sold as a package are clearly displayed in the POS list of items for sale.

**Project Requirements**

 **Outdoors**  
Home | Map | Site View | Availability | Open Cash Drawer | Search: Site Reservations ▼

Eugene T. Mahoney SP

POS Product Setup | POS Inventory Management

POS Product Package	Product ID	Product Name	Product Description	Product Group	Inventory Type	Barcode
	26059	Hat and Shirt Package	Hat and Shirt Package	CLOTHING	No Inventory	

POS Product Package Details | POS Product Package Setup

Unit Cost: \$ 0.00

Unit Price:

Variable Price Allowed: No ▼

Partial Quantity Allowed: No ▼

Display Order:

Display in Field Manager Mobile: No ▼

Effective Sales Start Date:

Effective Sales End Date:

Supplier: \_\_\_\_\_

OKAPPLYCANCEL

Figure 86 - This example shows a shirt and hat package that are being sold for \$12.00.



RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
RTM-4	Bidder should describe, and provide screen shots to show: <ul style="list-style-type: none"> <li>• the administrative functions and processes of their system, to include allowing the NGPC Project Manager to:                             <ul style="list-style-type: none"> <li>a. define role profiles to designate specific permissions for park staff member access,</li> <li>b. configure:                                     <ul style="list-style-type: none"> <li>i. which screens are visible to staff based on role profile,</li> <li>ii. who can update inventory photos based on role profile,</li> <li>iii. which fields can be modified, based on role profile;</li> </ul> </li> <li>c. set business rules for each of the channels used to make or modify a reservation,</li> <li>d. designate reservable units in each park area, and</li> <li>e. add, modify, and remove merchandise items.</li> </ul> </li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• their system’s application security features and levels, and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• their system’s retention of records of user actions.</li> </ul>	✓			

**Bidder Response:**

AWO contains fully integrated modules that support all NGPC activities. Central to the design of all of these modules is a robust audit trail capability – allowing the agency to track every facet of a transaction and who performed it. From there, our back-end systems are flexible, allowing the authorized user to do a variety of administrative tasks, from changes to cancellations to a variety of informational and fee updates.

The solution establishes individualized, secure logins and passwords for all authorized users (ACTIVE and NGPC) for flexible, role-based security. During our initial project implementation, ACTIVE worked with authorized NGPC staff to determine how much you want staff to be able to do through roles-based permission setup. AWO’s powerful security framework is in use by NGPC today.

Authorized NGPC users will have capability in AWO to create new users and assign roles (job functions) and locations. Each employee/user is assigned a unique identifier tied to all transactions performed when the employee/user is signed in. In addition, the

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
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user is assigned a PIN (Personal Identifier Number) for financial transactions performed when another user is logged on in the case of shared computers.

### Roles and Permissions

This robust security framework enables authorized staff to define specific functions and features applicable to each role. As seen in Figure 87 below a role can be assigned to numerous users and locations. Using the Admin Manager interface in ACTIVE Works Outdoors, a virtually unlimited number of security groups/roles, each with specific authorizations to functionality and information access can be configured as seen in. The software itself incorporates very detailed roles-based access control (RBAC) which is highly customizable and based on the rule of least privilege.

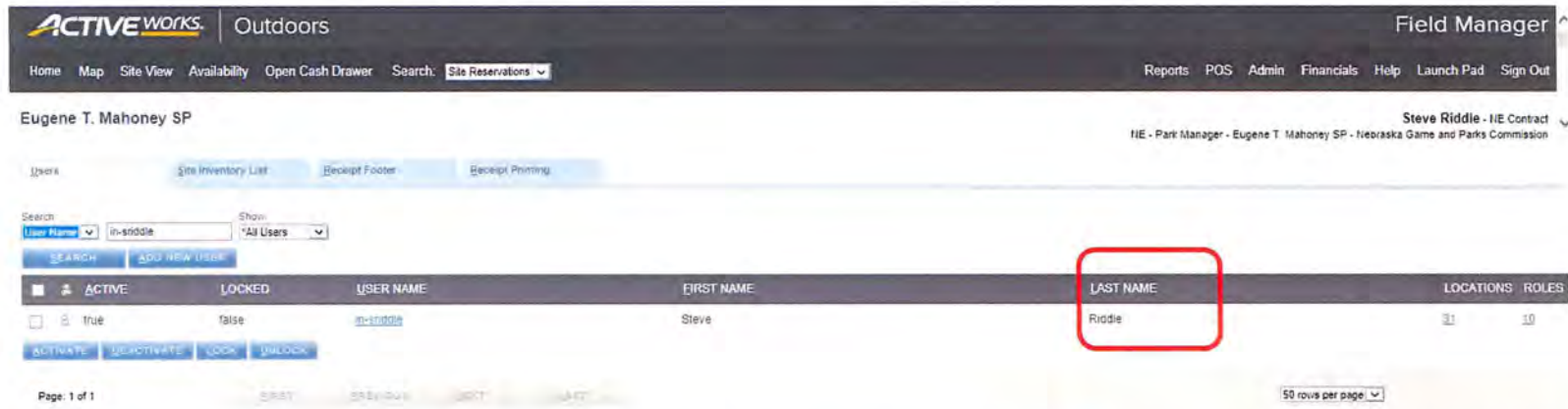


Figure 87- Specific locations and roles can be assigned to an individual user. User's access to applications and ability to perform certain tasks are based on the privileges that have been included to the role

Managers and supervisors can be granted access to create accounts for their employees; however, they cannot assign system permissions at or elevated above their own levels. In addition, as seen in Figure 88 below, user information and access is continually monitored and adjusted to ensure consistency with current role(s) and that employees who leave the agency or ACTIVE are immediately identified and access discontinued.

The screenshot shows a web-based user management interface. At the top right, it displays the user 'Steve Riddle - NE Contract' with the URL 'http://admin/role - NGPC - Nebraska Game and Parks Commission'. Below this is a search bar with 'User Name' and 'Include' dropdowns, and 'SEARCH' and 'SHOW NEW USER' buttons. A table lists users with columns: ACTIVE, LOCKED, USER NAME, FIRST NAME, LAST NAME, LOCATIONS, and ROLES. The first row shows a user with 'ACTIVE' status. A red box highlights the 'ACTIVE' column and its associated buttons: 'ACTIVATE', 'DEACTIVATE', 'LOCK', and 'UNLOCK'. The page footer indicates 'Page 1 of 1' and '25 rows per page'.

Figure 88- An individual's access to the system can be managed. A user's account can be activated or deactivated. A user's account can also be locked or unlocked.

ACTIVE's security engine supports the creation of multiple roles with specific authorization levels associated with each individual function. These roles were established in conjunction with NGPC staff. As shown in Figure 89 below, once roles are established, specific staff are assigned to these roles based upon requests from authorized NGPC staff.

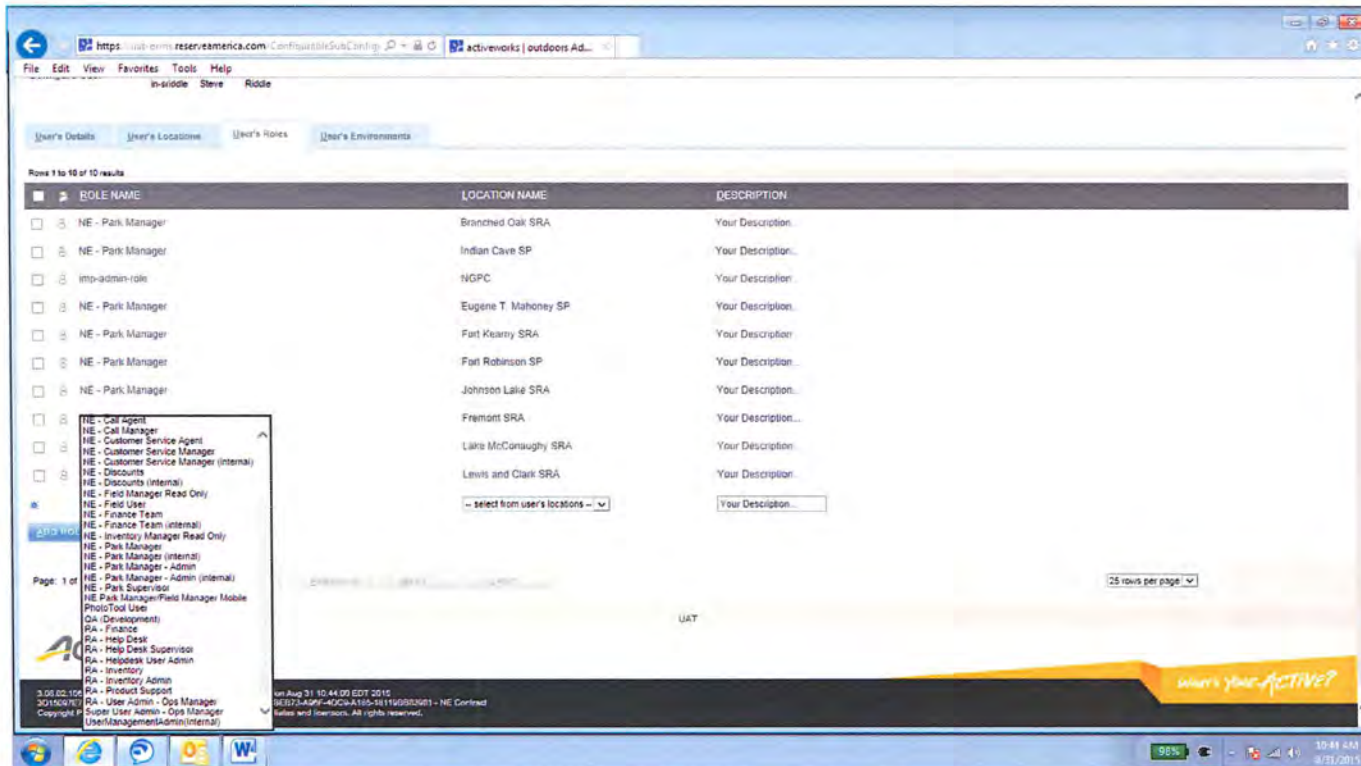


Figure 89 – A user can have multiple locations and roles assigned. An administrator can add or delete a user's role. Modifications to a user's account updates in real time.

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
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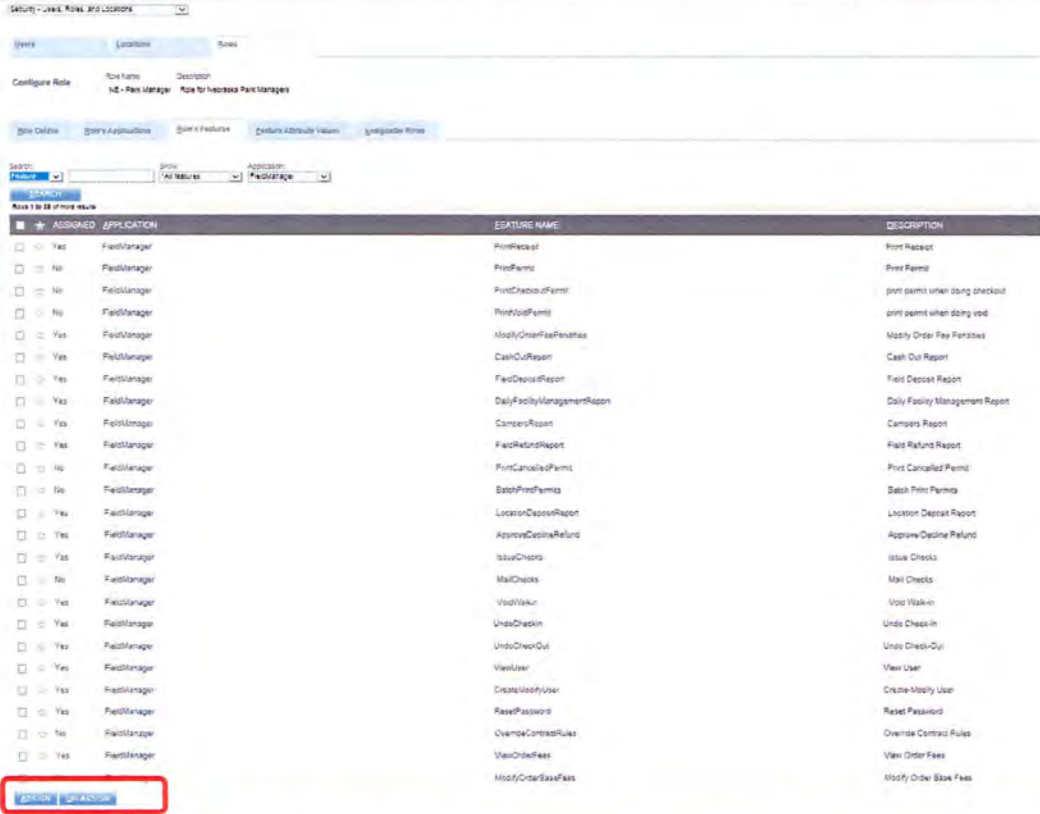
AWO provides a single sign-in functionality. All information can be configured to be accessible only by users with the proper permissions. Using the Admin Manager interface in AWO, we can set up an unlimited amount of security groups/roles, each with specific authorizations to functionality and information access.


### Functions and Features Configuration

ACTIVE's AWO system uses a roles and locations-based permissions to assign access on a need to know basis as shown in Figure 90 and Figure 91 below. The designated levels of authorization in roles-based permissions reflects the hierarchical organizational levels of NGPC (e.g., statewide, district, park unit) as designated by the NGPC Project Manager.

The screenshot displays the 'Security - Users, Roles, and Locations' configuration page. It features a navigation menu with 'Users', 'Locations', and 'Roles' tabs. The 'Roles' tab is active, showing a table with columns for 'Configure Role', 'Role Name', and 'Description'. One role is listed: 'NE - Park Manager' with the description 'Role for Nebraska Park Managers'. Below the table are tabs for 'Role Details', 'Role's Applications', 'Role's Features', 'Feature Attribute Values', and 'Assignnable Roles'. A 'DELETE ROLE' button is visible. The 'Role Details' section is expanded, showing input fields for 'Role Name' (NE - Park Manager), 'Description' (Role for Nebraska Park Managers), and a checkbox for 'Bulletin Role' (Add Role to the Bulletin Role List). 'OK' and 'CANCEL' buttons are at the bottom.

Figure 90 - The applications and features available for a specific role can be defined. In this example we are looking at the Park Manager role. Any user who is assigned this role will have the permissions that have been assigned to this role

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
 <p>The screenshot displays the 'Configure Role' interface for the 'FieldManager' role. It shows a list of features with checkboxes to assign or unassign them. The features listed include various reports (e.g., Front Receipt, Front Permit, Cash Out Report) and administrative functions (e.g., View User, Create/Modify User, Reset Password). The 'ASSIGN' and 'UNASSIGN' buttons at the bottom are highlighted with a red box.</p>					
<p>Figure 91 - Each role's permissions can be determined by selecting the feature from the list and choosing assign or un-assign.</p>					

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
<p>As part of the roles and locations-based permissions, NGPC designated users can create new users or assign existing users new roles one level below their own level and locations equal to their own role. This ensures no one can create a user with more access than they themselves have access. ACTIVE encourages self-management because it provides the most direct and expedient access for users. ACTIVE will accept NGPC Project Manager designated changes to permissions.</p>					
					
<p><b>Figure 92 - The permission for Photo Tool that has been assigned to the PublicWebSuppApp role. Once this role is assigned to a user, they can access Photo Tool to update inventory photos.</b></p>					
<p>Figure 92 show the permission for ACTIVE's Photo Tool assigned to a specific role. The same method is used to assign any and all permissions within the system.</p>					

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
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Figure 93 and Figure 94 shows an example of how the same screen appears to 2 users with different permission levels. Figure 93 is a Field user, whose role has not been defined to add a new POS product. The ADD POS PRODUCT button is not accessible. This role also cannot edit the product details, such as pricing, of existing products. Figure 94 shows the Park Manager role is can add a new product, and can also edit the product setup details by clicking on the hyperlinked Product ID number.

**Eugene T. Mahoney SP** NE - Field User - Eugene T. Mahoney SP - Nebraska

POS Product Setup

[ADD POS PRODUCT](#)

Assignment Status: Assigned Products | Product ID:  | Product Barcode:  | Product Name:  | Product Group:  | Supplier:  | Inventory Type:

Qty On Hand:  | Date:  | From:  | To:  |  Variable Price |  Partial Quantity Allowed |  Show Product Packages Only

[SEARCH](#)

PRODUCT ID	ASSIGNED	PRODUCT NAME	PRODUCT DESCRIPTION	PRODUCT GROUP	INVENTORY TYPE
<input type="checkbox"/> 10254	Yes	2-Person Paddle Boats BTX	2-Person Paddle Boats BTX	Activity	No Inventory
<input type="checkbox"/> 24968	Yes	2014 Park Permit - Annual	2014 Park Permit - Annual	Park Permits	No Inventory

Figure 93- FIELD USER



Eugene T. Mahoney SP NE - Park Manager - Eugene T. Mahoney SP - Nebraska

POS Product Setup

[ADD POS PRODUCT](#)

Assignment Status: Assigned Products | Product ID: | Product Barcode: | Product Name: | Product Group: | Supplier: | Inventory Type:

Qty On Hand <=> | Date: | From: | To: |  Variable Price |  Partial Quantity Allowed |  Show Product Packages Only

[SEARCH](#)

PRODUCT ID	ASSIGNED	PRODUCT NAME	PRODUCT DESCRIPTION	PRODUCT GROUP	INVENTORY TYPE
<input type="checkbox"/> <a href="#">10254</a>	Yes	2-Person Paddle Boats BTX	2-Person Paddle Boats BTX	Activity	No Inventory
<input type="checkbox"/> <a href="#">24958</a>	Yes	2014 Park Permit - Annual	2014 Park Permit - Annual	Park Permits	No Inventory

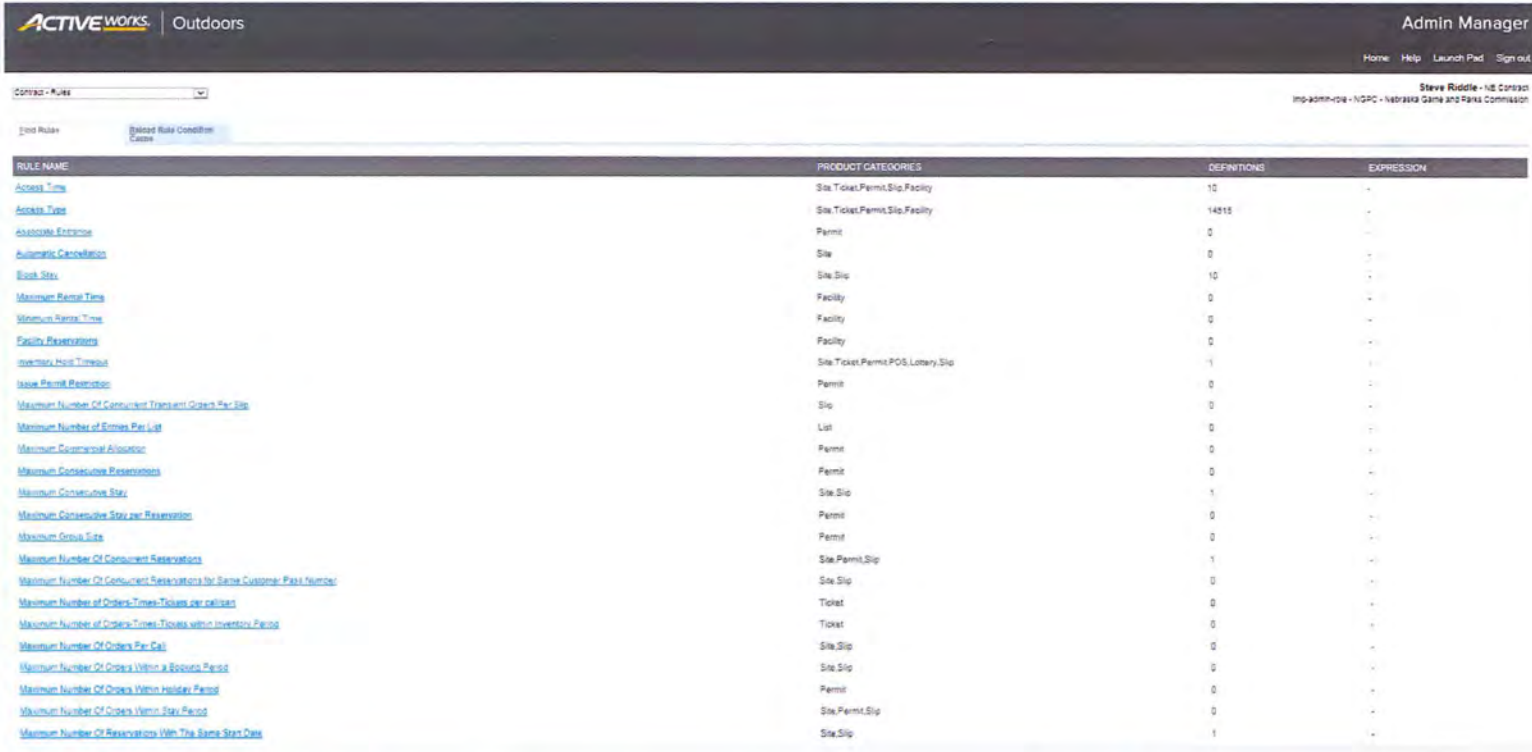
**Figure 94 - Park Manager**

Authorized NGPC staff shall be allowed to run a report on any data collected at or below their level of authorization. For example, a sector superintendent may only have the ability to build and view reports on data captured within a specific sector. In contrast, a district superintendent, with a higher level of authorization, shall have the ability to build and view reports on any data captured within any park or sector in a specific district.

### Business Rules by Sales Channel

ACTIVE recognizes that every parks agency has a unique set of business rules. AWO provides an unmatched platform from which to manage and systematically enforce your business rules, shown in Figure 95 below, across all channels consistently and accurately using our robust rules engine. Our solution supports all of NGPC's current business rules. In addition, because we have built new business rules to accommodate other customers, there are additional options that we can share with you that can easily be turned on at NGPC's discretion.

Furthermore, AWO uses sales-channel-specific procedures and protocols to ensure that the appropriate level of security is applied to access customer information.

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
 <p data-bbox="520 1112 1579 1136">Figure 95 - Business rules can be customized by contract and managed through Admin Manager</p>					

<b>RTM #</b>	<b>Application Security and Administrative Functions</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
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As seen in Figure 96, each business rule can be configured with a different value based on the sales channel. This enables NGPC authorized staff to make inventory available for booking sites on the same day in field locations only while call center and website booking can be required to be completed prior to the day of arrival.

RULE COND. ID	LOCATION	ACTIVE	PRODUCT CATEGORY	MARINA RATE TYPE	TICKET	CATEGORY	PRODUCT GROUP	LOOPBOOK	PRODUCT	SALES CHANNEL	CUSTOMER TYPE	SEASON TYPE	CUSTOMER PASS TYPE	OUT OF STATE	CUSTOMER MEMBER	COMMENTS	START DATE	END DATE
442005	NGPC	Yes	Site	All	All	All	All	All	All	Web	All	All	All	All	All		09-26-2007	12-31-0
442074	NGPC	Yes	Site	All	All	All	All	All	All	Field	All	All	All	All	All		09-26-2007	12-31-0
442082	NGPC	Yes	Site	All	All	All	All	All	All	Call Center	All	All	All	All	All		09-26-2007	12-31-0
510271	NGPC	Yes	Site	All	All	All	All	All	All	Web	All	All	All	All	All		05-12-2008	12-31-0
510279	NGPC	Yes	Site	All	All	All	All	All	All	Field	All	All	All	All	All		05-12-2008	12-31-0
71208740	NGPC	No	Site	All	All	All	All	All	All	Web	All	All	All	All	All		12-05-2008	12-31-0
71208711	NGPC	No	Site	All	All	All	All	All	All	Call Center	All	All	All	All	All		12-05-2008	12-31-0
71208724	NGPC	No	Site	All	All	All	All	All	All	Field	All	All	All	All	All		12-05-2008	12-31-0

Figure 96 - A new rule can be added and defined for each sales channel. A rule can also be activated, deactivated, or deleted. When a reservation is made, the system will enforce active rules that are defined. (Minimum/maximum window, Access Time, etc.)

### Reservable/Non-Reservable Inventory

Authorized NGPC staff has access to the AWO Inventory Manager interface, which enables users to add inventory, modify existing inventory and/or remove reservable inventory either temporarily or permanently as seen in Figure 97 below. Such modifications of inventory and fees are subject to appropriate user permissions as defined by the NGPC Project Manager and can be reflected across all sales channels immediately. Alternatively, changes can be configured to require adherence to a built-in request/approval/validation process, ensuring full system tracking and audit-ability of all changes to reservable inventory.

Any site/facility can be configured to be available for Advance or Same Day sales on a by-sales channel basis, allowing setup of standard park reservability rules, including designation of a site as being reservable, non-reservable, and/or park reservable. The AWO

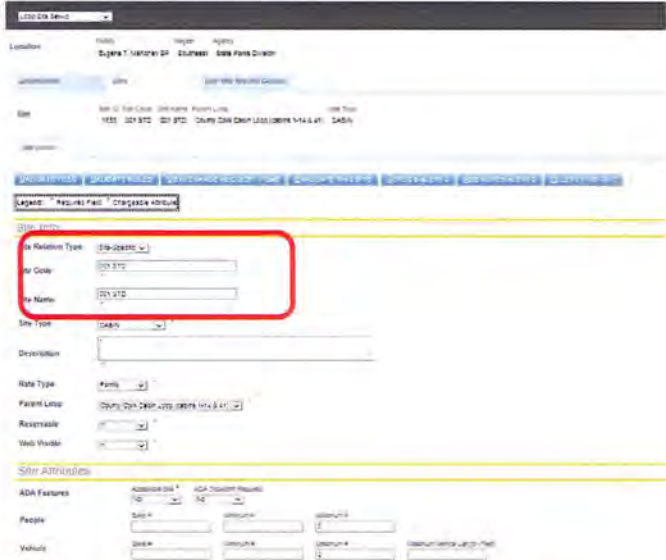
RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
	<p>rules engine allows customized setup based on a number of conditions, which enables varied system behavior on a very granular level if so desired. More importantly, all rules can be set with specific effective dates and for defined booking periods, allowing sites to have changing reservability status (e.g., walk-in-only shoulder seasons) and enabling park staff to, for example, rotate designated non-reservable admin sites and host sites. Reservability can be further configured by applying various types of closures.</p> <p>We offer the ability to maintain facility data and site details for non-revenue generating facilities or non-reservable inventory such as host sites. Setup and maintenance for such data is fundamentally identical to data management for reservable inventory. The system automatically differentiates between the two and enforces/restricts applicable transaction types for each according to configurable reservation/transaction rules. This makes it easy for you to easily move specific facilities or site inventory from one category to another by changing applicable rule setup. AWO can also be configured to optionally hide or display such non-revenue generating facilities from the General Public in all consumer-facing interfaces (e.g., public websites).</p> 				

Figure 97 - Sites can be designated as Reservable and/or Web Visible.

<b>RTM #</b>	<b>Application Security and Administrative Functions</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
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### Merchandise Items

As with reservable inventory, authorized NGPC staff can create or remove items from the master POS list. Staff without access to modify the master POS list may be permitted to add an item from the master POS list to their individual facility. Additionally, staff may establish the price at which products are sold at the individual location or this can be established centrally. These specific actions are shown in Figure 98 through Figure 101 below.

Eugene T. Mahoney SP Steve Riddle - NE Control  
NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

Assignment Date: **AMTPOS Product** Product ID: Product Barcode: Product Name: Product Group: Supplier: Inventory Type:

Qty On Hand: Date: From: To:  Variable Price  Retail Quantity Allowed  Show Product Packages Only

**SEARCH**

PRODUCT ID	ASSIGNED	PRODUCT NAME	PRODUCT DESCRIPTION	PRODUCT GROUP	INVENTORY TYPE	SUPPLIER	QTY ON HAND	DISPLAY ORDER	UNIT COST	UNIT PRICE	VARIABLE PRICE ALLOWED	PARTIAL QUANTITY ALLOWED	DISPLAY IN FIELD MANAGER MOBILE	EFFECTIVE SALES START DATE	EFFECTIVE SALES END DATE
15001	Yes	Bat, Chokan Lyle Magic	Bat, Chokan Lyle Magic	Manna Store	No Inventory				\$0.00	\$5.99	No	No	No	05-25-2012	05-31-2012
15002	Yes	Bat, Crawfish Magic	Bat, Crawfish Magic	Manna Store	No Inventory				\$0.00	\$6.99	No	No	No	05-25-2012	05-31-2012
15003	Yes	Bat, Dops Black Worm	Bat, Dops Black Worm	Manna Store	No Inventory				\$0.00	\$2.49	No	No	No	05-25-2012	05-31-2012
15004	Yes	Bat, Dops Brown Worm	Bat, Dops Brown Worm	Manna Store	No Inventory				\$0.00	\$2.49	No	No	No	05-25-2012	05-31-2012
15005	Yes	Bat, Dops Orange Worm	Bat, Dops Orange Worm	Manna Store	No Inventory				\$0.00	\$2.48	No	No	No	05-25-2012	05-24-2012
15006	Yes	Bat, Dops Yellow Worm	Bat, Dops Yellow Worm	Manna Store	No Inventory				\$0.00	\$2.49	No	No	No	05-25-2012	05-24-2012
15007	Yes	Bat, Fat Head Minnow	Bat, Fat Head Minnow	Manna Store	No Inventory				\$5.00	\$9.99	No	No	No	05-25-2012	05-24-2012
15008	Yes	Bat, JH Orange Dipworm	Bat, JH Orange Dipworm	Manna Store	No Inventory				\$0.00	\$2.29	No	No	No	05-25-2012	05-24-2012
15009	Yes	Bat, JH Red Dipworm	Bat, JH Red Dipworm	Manna Store	No Inventory				\$0.00	\$2.29	No	No	No	05-25-2012	05-24-2012
15010	Yes	Bat, JH Yellow Dipworm	Bat, JH Yellow Dipworm	Manna Store	No Inventory				\$0.00	\$2.29	No	No	No	05-25-2012	05-24-2012
15011	Yes	Bat, Marshmallow Cheese	Bat, Marshmallow Cheese	Manna Store	No Inventory				\$0.00	\$2.29	No	No	No	05-25-2012	05-24-2012
15012	Yes	Bat, Marshmallow Gummy	Bat, Marshmallow Gummy	Manna Store	No Inventory				\$0.00	\$2.29	No	No	No	05-25-2012	05-24-2012
15013	Yes	Bat, Shad Magic	Bat, Shad Magic	Manna Store	No Inventory				\$0.00	\$4.99	No	No	No	05-25-2012	05-24-2012
15014	Yes	Bat, Senny Stinky Blood	Bat, Senny Stinky Blood	Manna Store	No Inventory				\$0.00	\$6.29	No	No	No	05-25-2012	05-24-2012
15015	Yes	Bat, Senny Stinky Regular	Bat, Senny Stinky Regular	Manna Store	No Inventory				\$0.00	\$6.29	No	No	No	05-25-2012	05-24-2012
15016	Yes	Bat, White Grib	Bat, White Grib	Manna Store	No Inventory				\$0.00	\$1.29	No	No	No	05-24-2012	05-24-2012
15017	Yes	Bat, Zapper Dipper Orange	Bat, Zapper Dipper Orange	Manna Store	No Inventory				\$0.00	\$2.29	No	No	No	05-25-2012	05-24-2012
15018	Yes	Bat, Zapper Dipper Red	Bat, Zapper Dipper Red	Manna Store	No Inventory				\$0.00	\$2.29	No	No	No	05-25-2012	05-24-2012

Page 1 of 1 Items per page: 10

Figure 98 - POS products can be assigned to a location. If a product appears on the Master POS list, a location can assign the product for sale at their location. A product can also be unassigned if it will no longer be offered for sale.

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
<p>Eugene T. Mahoney SP</p> <p>POS Product setup</p> <hr/> <p>Product Setup Details</p> <hr/> <p>Order Type * POS Product ID *</p> <p>POS Sale NEW</p> <p>POS Product Code POS Product Name * POS Product Status</p> <p>hat hat Active</p> <p>Product Class Product Sub-Class Product Group * Product Relationship Type * Inventory Type *</p> <p> CLOTHING Individual No Inventory</p> <p>Product Information</p> <p>POS Product Description *</p> <p>hat</p> <p>ADD BARCODE</p> <p>POS Product Unit Price * Effective Start Date * Effective End Date</p> <p>5.00 Mon Aug 31 2015 Mon Aug 31 2065</p> <p>Variable Price Indicator Partial Quantity Indicator Display Order Display in Field Manager Mobile</p> <p>No No No No</p> <p>Location</p> <p>Product Available Location * Revenue Location *</p> <p>SP <input checked="" type="radio"/> Where the Product is sold</p> <p>POS Attributes</p> <p>Acquire Zip Code In Sale Applicable Customer POS Product Order Item Model</p> <p>No No No</p> <p>Account Schedule</p> <p>Split by <input checked="" type="radio"/> Percent</p> <p>Split Into 1 Revenue Accounts</p> <p>Account</p> <p>100.00 %</p> <p>POS Sales Attributes</p> <p>ADD PRODUCT ATTRIBUTE</p> <p>OK CANCEL APPLY</p>					

Figure 99 - If a product does not appear on the Master POS list, it can be added as a new Product. Once a new product is created, the system automatically assigns the product to the location and adds it to the Master list as a potential product other locations can also assign.

Eugene T. Mahoney SP

POS Product Setup

POS Product	Product ID	Product Name	Product Description	Product Group	Inventory Type	Barcode
	19977	Air Freshener	Air Freshener	Marina Store	No Inventory	048155928413

POS Product Setup Details

Unit Cost: \$ 0.00

Unit Price: \$ 1.00

Variable Price Allowed: No

Partial Quantity Allowed: No

Display Order: 0

Display in Field Manager Mobile: No

Effective Sales Start Date: Thu May 24 2012

Effective Sales End Date: Tue May 31 2012

Supplier:

OK APPLY CANCEL

Figure 100 - Product details can be modified. For example, a location can modify the Unit Price as well as the following: Variable Price Allowed, Partial Quantity Allowed, Display Order, Effective Sales Start & End date.

Master POS Setup

POS Product Setup Details

Order Type\* POS Product ID\*  
 POS Sale 10250

POS Product Code POS Product Name\* POS Product Status  
 10250 True West (July Issue-O) Active

Product Class Product Sub-Class Product Group\* Product Relationship Type\* Inventory Type\*  
 BOOKS Individual No Inventory

Product Information  
 POS Product Description\*  
 True West (July Issue-O) Train

Barcode\*  
 1555

Location  
 Product Available Location\* Revenue Location\*  
 All Agencies  Where the Product is sold  A Specific Location

POS Attributes  
 Acquire Zip Code In Sale Applicable Customer\* POS Product Order Item Model\*  
 No

SP Account  
 Split by\* Percent

Account Schedule  
 Split into\* Revenue Accounts  
 Account  
 33.8500.23330.472181.33STOROR; Resale sold in store-ice,lifejackets,shirts, etc - Taxable 100.00 %

POS Sales Attributes

Figure 101 - The Product Setup details can be modified from Inventory Manager contract-wide.



### User Action Audit Trail

Each NGPC user is provided a username and is assigned to a security role. Every time a person logs into the system, AWO checks the ID, password, and assigned security role and enables access only to those locations, functions, and the information associated with that role.

AWO tracks all changes to data records, and records which user is responsible for making the change. The ability to change specific data elements is managed through AWO's security framework such that, for example, only NGPC central office staff could change fees, park managers could place closures, and district/regional managers can change season dates.

A full audit log is maintained for all such changes as seen in Figure 102 and Figure 103 below. There are separate logs for fees, inventory changes, and user security changes.

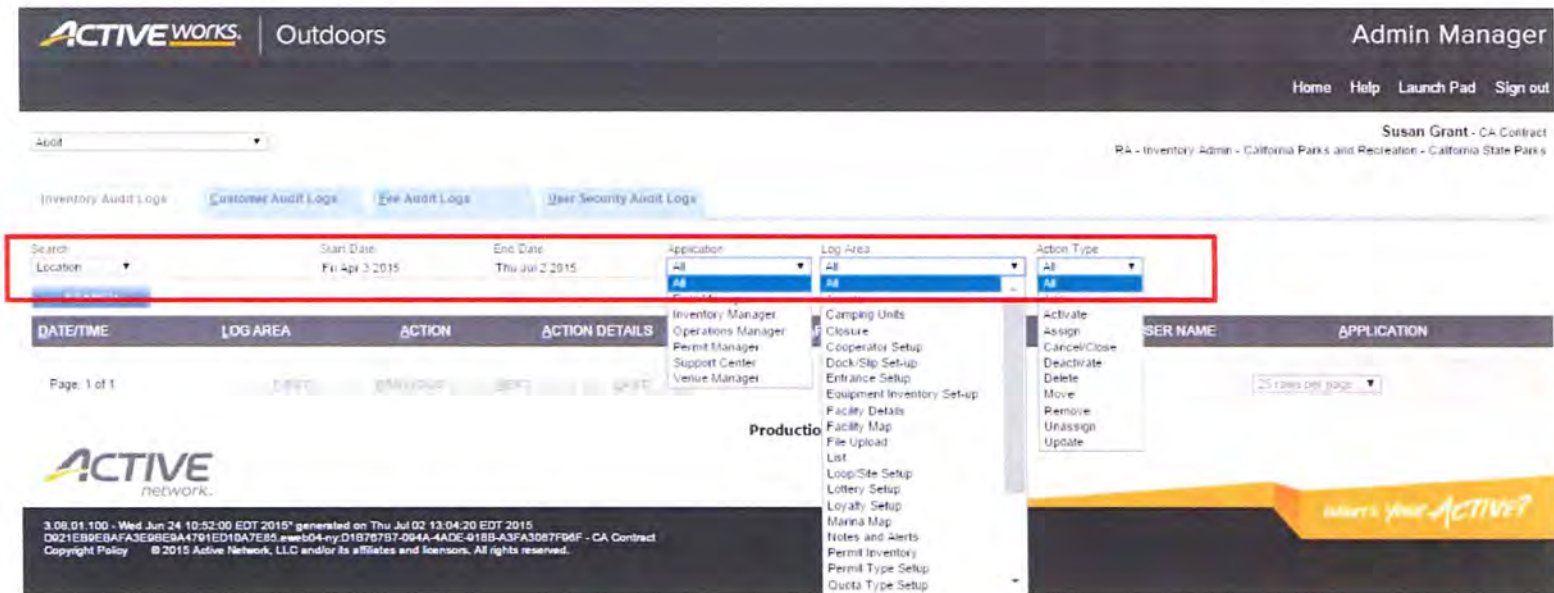


Figure 102 - Filtering options for audit logs

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate																					
<div style="text-align: right; font-size: small;">Steve Riddle - NE Contract imp@activenet.com - NGPC - Nebraska Game and Parks Commission</div> <div style="margin-bottom: 5px;"> <span>Audit</span> </div> <div style="margin-bottom: 5px;"> <span>Inventory Audit Logs</span>   <span>Customer Audit Logs</span>   <span>Fee Audit Logs</span>   <span>User Security Audit Logs</span> </div> <div style="margin-bottom: 5px;"> <span>Search:</span> <span>Action Details</span> <span>Start Date: Sun Jul 1 2014</span> <span>End Date: Sat Aug 23 2014</span> <span>Log Area: All</span> <span>Action Type: All</span> <span>SEARCH</span> </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>DATE/TIME</th> <th>LOG AREA</th> <th>ACTION</th> <th>ACTION DETAILS</th> <th>AFFECTED LOCATION</th> <th>USER NAME</th> <th>APPLICATION</th> </tr> </thead> <tbody> <tr> <td>Jun 19, 2014 00:09 AM CDT</td> <td>Fee Schedule</td> <td>Update Fee Schedule</td> <td>Old Fee Schedule ID: 187000097, New Fee Schedule ID: 187000097, Product Category: Site, Product Group: STANDARD, Product: All, Fee Type: Use Fee Account Code - Code: 33.8100.23330.482113.33CAMP00, Camping - tent, park by site - back sales lodge tax out -&gt; 33.8100.23330.482111.33CAMP00; Camping-tent, park by site - back sales lodge tax out Old Fee Schedule ID: 187000097, New Fee Schedule ID: 187000097, Product Category: Site, Product Group: STANDARD, Product: All, Fee Type: Use Fee Account Code - Code: 33.8100.23330.482111.33CAMP00, Camping-tent, park by site - back sales lodge tax out -&gt; 33.8100.23330.482113.33CAMP00; Camping - tent, park by site - back sales lodge tax out</td> <td>Lake Watahoo State Recreation Area</td> <td>rs-ms/riskan</td> <td>Finance</td> </tr> <tr> <td>Jun 19, 2014 00:08 AM CDT</td> <td>Fee Schedule</td> <td>Update Fee Schedule</td> <td>Old Fee Schedule ID: 187000097, New Fee Schedule ID: 187000097, Product Category: Site, Product Group: STANDARD, Product: All, Fee Type: Use Fee Account Code - Code: 33.8100.23330.482111.33CAMP00, Camping-tent, park by site - back sales lodge tax out -&gt; 33.8100.23330.482113.33CAMP00; Camping - tent, park by site - back sales lodge tax out</td> <td>Lake Watahoo State Recreation Area</td> <td>rs-ms/riskan</td> <td>Finance</td> </tr> </tbody> </table> <div style="margin-top: 10px;"> <span>Page 1 of 1</span> <span style="float: right;">25 rows per page</span> </div>						DATE/TIME	LOG AREA	ACTION	ACTION DETAILS	AFFECTED LOCATION	USER NAME	APPLICATION	Jun 19, 2014 00:09 AM CDT	Fee Schedule	Update Fee Schedule	Old Fee Schedule ID: 187000097, New Fee Schedule ID: 187000097, Product Category: Site, Product Group: STANDARD, Product: All, Fee Type: Use Fee Account Code - Code: 33.8100.23330.482113.33CAMP00, Camping - tent, park by site - back sales lodge tax out -> 33.8100.23330.482111.33CAMP00; Camping-tent, park by site - back sales lodge tax out Old Fee Schedule ID: 187000097, New Fee Schedule ID: 187000097, Product Category: Site, Product Group: STANDARD, Product: All, Fee Type: Use Fee Account Code - Code: 33.8100.23330.482111.33CAMP00, Camping-tent, park by site - back sales lodge tax out -> 33.8100.23330.482113.33CAMP00; Camping - tent, park by site - back sales lodge tax out	Lake Watahoo State Recreation Area	rs-ms/riskan	Finance	Jun 19, 2014 00:08 AM CDT	Fee Schedule	Update Fee Schedule	Old Fee Schedule ID: 187000097, New Fee Schedule ID: 187000097, Product Category: Site, Product Group: STANDARD, Product: All, Fee Type: Use Fee Account Code - Code: 33.8100.23330.482111.33CAMP00, Camping-tent, park by site - back sales lodge tax out -> 33.8100.23330.482113.33CAMP00; Camping - tent, park by site - back sales lodge tax out	Lake Watahoo State Recreation Area	rs-ms/riskan	Finance
DATE/TIME	LOG AREA	ACTION	ACTION DETAILS	AFFECTED LOCATION	USER NAME	APPLICATION																				
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Figure 103 - The audit log shows the date/time, username, and action that was taken. There are separate tabs for Inventory Audit Logs, Customer Audit Logs, Fee Audit Logs, User Security Audit logs

Audit logs are never deleted or removed. They are continually maintained in the system.

RTM #	Financial	Yes	Customization Required	No	Alternate
RTM-5	Bidder should describe how their Revenue Management module				
	<ul style="list-style-type: none"> <li>handles billing a guest for charges incurred during their stay and billing a group for charges incurred during a group event, including merchandise items.</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>can be set up to provide the same accounting breakdown of revenue as the current system and complies with Generally Accepted Accounting Principles (GAAP),</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>provides ad hoc reporting capability,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>provides adequate security, internal controls, and management reporting to assure that revenue transactions and reservation data are processed accurately, consistently, and in a timely manner, and</li> </ul>	✓			
<ul style="list-style-type: none"> <li>provides for maintenance and storage of financial data.</li> </ul>	✓				
<p><b>Bidder Response:</b></p> <p>AWO's robust financial engine supports the calculation of applicable fees based on each and every transaction processed by authorized NGPC staff. Charges can be incurred at any point in time including during the reservation process, at check-in or during the stay. Payment requirements are configured based on NGPC's needs such that for example a reservation must be paid in full before arrival while other charges such as POS items can be incurred during a stay or can be associated with an event with payment occurring in the future.</p>					

RTM #	Financial	Yes	Customization Required	No	Alternate
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### Billing a Guest During Stay and a Group for Charges During an Event

Through the Field Manager module NGPC staff currently sell point-of-sale items in conjunction with a reservation check-in or registration. As well staff can sell items on a stand-alone basis taking payment at the time of the transaction through the PURCHASE POS link or alternatively can charge an item with payment to occur in the future by choosing the CHARGE POS from the Field Manager home screen as seen in Figure 104 below.

The screenshot shows the 'Field Manager' interface. At the top, there's a navigation bar with 'ACTIVEWORKS. Outdoors' and 'Field Manager' on the right. Below this is a search bar and navigation links like 'Home', 'Map', 'Availability', 'Open Cash Drawer', 'Search: Site Reservations', 'Reports', 'Admin', 'Financials', 'Help', 'Launch Pad', and 'Sign Out'. The user is identified as 'Eugene T. Mahoney SP' and 'Susan Grant - NE Contract'. The main content area is divided into 'CURRENT PARK STATUS - 2015-08-30 19:13 CDT' and 'TOTALS FOR TODAY'. The 'CURRENT PARK STATUS' table lists site types and their availability. The 'TOTALS FOR TODAY' section includes a 'QUICK POS SALE' list with items like 'Firewood btr: 5.5%' and 'Ice btr: 5.5%'. At the bottom, there are buttons for 'PURCHASE POS', 'CHARGE POS', and 'RETURN POS', with 'PURCHASE POS' and 'CHARGE POS' highlighted in a red box.

SITE TYPE	AVAILABLE	TYPE OF USE	MAKE BOOKING
SHELTER	11	Day	WALK-IN
CABIN	54	OverNight	WALK-IN
LODGE ROOM	40	OverNight	WALK-IN
STANDARD	149	OverNight	WALK-IN
MEETING ROOM	12	Day	WALK-IN

ACTIVITY	TOTAL	MAKE BOOKING
Check-ins	0	
Check-outs	0	
No-Shows	0	
Wait-ins	0	
Reservations	0	RESERVATION
POS Sales	0	PURCHASE
Events	0	ADD NEW

ACTIVITY	TOTAL
Firewood btr: 5.5%	\$5.00
Ice btr: 5.5%	\$2.50
Winter Child Theatre Adm. btr: 5.5%	\$8.00

Figure 104 - Purchase POS Takes Payment at the Time of the Transaction, Charge POS Allows for Payment in the Future

RTM #	Financial	Yes	Customization Required	No	Alternate
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Alternatively, POS items can be charged to individual reservations through the Reservation Details screen using the CHARGE POS button as shown in Figure 105 .

Eugene T. Mahoney SP

**FIND EVENT:** [Event Search List](#) » [Event Details](#) » [Reservation Detail](#)

Reservation Actions: [TRANSFER](#) [DATE CHANGE](#) [EARLY CHECKOUT](#) [SWAP SITES](#) [CANCEL RES.](#) [VOID](#) [GO SHOW](#) **[CHARGE POS](#)** [ADD TO CART](#) [FEES](#) [ADJUST FEES TO PAST PAID](#)

[NOTES & ALERTS](#)

Reservation #	Arrival	Departure	Nights	Status	Order Status	Created Date	Created By	Price	Paid	Unissued Refund	Confirmation Status	Balance	Collection Status
2-23861536	Oct 9, 2015	Oct 12, 2015	3	Pre Arrival	Active	Aug 27, 2015 CDT	Alderman, Jeff.300000	\$405.54	\$0.00	\$0.00	UnConfirmed	\$405.54	Good Standing

Location: Park: Eugene T. Mahoney SP Area: County Cork Cabin Loop (cabins 1-14 & 41) Site# (Name): [001 STD-001 STD](#) Type of Use: OverNight

Invoice # \_\_\_\_\_ # of Active Charges \_\_\_\_\_

Figure 105 - Charge POS from Reservation Details Screen

RTM #	Financial	Yes	Customization Required	No	Alternate																																																																		
<p>This will bring up a listing of the POS items that are currently assigned to the location for sale. Figure 106 shows how the user can select from the list or scan the item(s) being sold to add them to the order cart.</p>																																																																							
<div style="display: flex; justify-content: space-between;"> <span>Eugene T. Mahoney SP</span> <span>Jeff / NE - Park Manager (internal) - Eugene T. Mahoney SP - Nebraska Gar</span> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p><b>PURCHASE ITEM:</b> <a href="#">Add Item</a></p> </div> <div style="margin-top: 10px;"> <p><b>Reservation:</b> Reservation # <small>Arrival</small> <small>Departure</small> <small>Visits</small> <small>Status</small> <small>Order Status</small> <small>Confirmation Status</small>              2-25681638 Oct 9 2015 Oct 12 2015 3 Pre Arrival Active UnConfirmed</p> <p><b>Location:</b> Park <small>Area</small> <small>Occupied State (Name)</small> <small>Type of Use</small>              Eugene T. Mahoney SP County Cork Cabin Loop (cabins 1-14 &amp; 41) 001 STD-001 STD Overlight</p> <p><b>Primary Occupant:</b> <small>Primary Occupant</small>              Alberman Eli</p> <p><b>Customer Type Eligibility:</b> <small>Customer Type</small> <input type="checkbox"/> <small>Eligibility Notes</small> <small>Proof of Cash</small>  <a href="#">ADD CUSTOMER TYPE</a></p> <p><b>Scan Barcode:</b> <input type="text"/>  <a href="#">SEARCH</a></p> <p><b>Search:</b> <small>Product ID</small> <input type="text"/> <small>Product Name</small> <input type="text"/> <small>Product Group</small> <input type="text"/> <input type="checkbox"/> <small>Variable Price Products</small>  <a href="#">SEARCH</a></p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 15%;">PRODUCT ID</th> <th style="width: 45%;">PRODUCT NAME</th> <th style="width: 15%;">PRODUCT GROUP</th> <th style="width: 10%;">QUANTITY</th> <th style="width: 10%;">UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>13102</td> <td>Firewood cbr 5.5lb</td> <td>FIREWOOD</td> <td><input type="text"/></td> <td>\$ 5.00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>12886</td> <td>Ice cbr 3.5lb</td> <td>ICE</td> <td><input type="text"/></td> <td>\$ 2.50</td> </tr> <tr> <td><input type="checkbox"/></td> <td>12199</td> <td>Winter Child Theatre Adm. cbr 5.5lb</td> <td>Theatre</td> <td><input type="text"/></td> <td>\$ 8.00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>12168</td> <td>Winter Adult Theatre Adm. cbr 5.5lb</td> <td>Theatre</td> <td><input type="text"/></td> <td>\$ 10.00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>11126</td> <td>Horse Rides cbr 5.5lb</td> <td>Activity</td> <td><input type="text"/></td> <td>\$ 18.00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>12688</td> <td>Park Buckle</td> <td>Administration</td> <td><input type="text"/></td> <td>\$ 25.00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>10254</td> <td>2-Person Paddle Boats BTX</td> <td>Activity</td> <td><input type="text"/></td> <td>\$ 5.00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>10255</td> <td>4-Person Paddle Boats BTX</td> <td>Activity</td> <td><input type="text"/></td> <td>\$ 8.00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>10260</td> <td>Activity Ctr Ice Rink, 8-day parties (51) at Act Center - Adm. cbr 5.5lb</td> <td>Activity-Act Center</td> <td><input type="text"/></td> <td>\$ 0.00</td> </tr> <tr> <td><input type="checkbox"/></td> <td>10259</td> <td>Admission fee</td> <td>Activity-Act Center</td> <td><input type="text"/></td> <td>\$ 2.00</td> </tr> </tbody> </table> </div>							PRODUCT ID	PRODUCT NAME	PRODUCT GROUP	QUANTITY	UNIT PRICE	<input type="checkbox"/>	13102	Firewood cbr 5.5lb	FIREWOOD	<input type="text"/>	\$ 5.00	<input type="checkbox"/>	12886	Ice cbr 3.5lb	ICE	<input type="text"/>	\$ 2.50	<input type="checkbox"/>	12199	Winter Child Theatre Adm. cbr 5.5lb	Theatre	<input type="text"/>	\$ 8.00	<input type="checkbox"/>	12168	Winter Adult Theatre Adm. cbr 5.5lb	Theatre	<input type="text"/>	\$ 10.00	<input type="checkbox"/>	11126	Horse Rides cbr 5.5lb	Activity	<input type="text"/>	\$ 18.00	<input type="checkbox"/>	12688	Park Buckle	Administration	<input type="text"/>	\$ 25.00	<input type="checkbox"/>	10254	2-Person Paddle Boats BTX	Activity	<input type="text"/>	\$ 5.00	<input type="checkbox"/>	10255	4-Person Paddle Boats BTX	Activity	<input type="text"/>	\$ 8.00	<input type="checkbox"/>	10260	Activity Ctr Ice Rink, 8-day parties (51) at Act Center - Adm. cbr 5.5lb	Activity-Act Center	<input type="text"/>	\$ 0.00	<input type="checkbox"/>	10259	Admission fee	Activity-Act Center	<input type="text"/>	\$ 2.00
	PRODUCT ID	PRODUCT NAME	PRODUCT GROUP	QUANTITY	UNIT PRICE																																																																		
<input type="checkbox"/>	13102	Firewood cbr 5.5lb	FIREWOOD	<input type="text"/>	\$ 5.00																																																																		
<input type="checkbox"/>	12886	Ice cbr 3.5lb	ICE	<input type="text"/>	\$ 2.50																																																																		
<input type="checkbox"/>	12199	Winter Child Theatre Adm. cbr 5.5lb	Theatre	<input type="text"/>	\$ 8.00																																																																		
<input type="checkbox"/>	12168	Winter Adult Theatre Adm. cbr 5.5lb	Theatre	<input type="text"/>	\$ 10.00																																																																		
<input type="checkbox"/>	11126	Horse Rides cbr 5.5lb	Activity	<input type="text"/>	\$ 18.00																																																																		
<input type="checkbox"/>	12688	Park Buckle	Administration	<input type="text"/>	\$ 25.00																																																																		
<input type="checkbox"/>	10254	2-Person Paddle Boats BTX	Activity	<input type="text"/>	\$ 5.00																																																																		
<input type="checkbox"/>	10255	4-Person Paddle Boats BTX	Activity	<input type="text"/>	\$ 8.00																																																																		
<input type="checkbox"/>	10260	Activity Ctr Ice Rink, 8-day parties (51) at Act Center - Adm. cbr 5.5lb	Activity-Act Center	<input type="text"/>	\$ 0.00																																																																		
<input type="checkbox"/>	10259	Admission fee	Activity-Act Center	<input type="text"/>	\$ 2.00																																																																		

Figure 106 - POS Listing of Available Items

RTM #	Financial	Yes	Customization Required	No	Alternate
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The user can then either take payment for the item(s) at the time of the transaction or leave the balance outstanding to be included in the bill at the end of the reservation.

In use today NGPC staff can create events for occurrences such as family reunions, weddings and more. From the Field Manager home screen shown in Figure 107 or within the Event Details Screen Figure 11008, authorized users, have the ability to add POS items to the event by using the CHARGE POS button.

**ACTIVE WORKS** | Outdoors

Home Map Availability Open Cash Drawer Search

Eugene T. Mahoney SP

**CURRENT PARK STATUS - 2015-08-30 19:13 CDT**

SITE TYPE	AVAILABLE	TYPE OF USE	MAKE BOOKING
SHELTER	11	Day	<input type="button" value="MAKE BOOKING"/>
CABIN	54	Overnight	<input type="button" value="MAKE BOOKING"/>
LODGE ROOM	40	Overnight	<input type="button" value="MAKE BOOKING"/>
STANDARD	145	Overnight	<input type="button" value="MAKE BOOKING"/>
MEETING ROOM	12	Day	<input type="button" value="MAKE BOOKING"/>

**ACTIVITY**

ACTIVITY	TOTAL	MAKE BOOKING
Check-ins	0	<input type="button" value="MAKE BOOKING"/>
Check-out	0	<input type="button" value="MAKE BOOKING"/>
No-Shows	0	<input type="button" value="MAKE BOOKING"/>
Activities	0	<input type="button" value="MAKE BOOKING"/>
Reservations	0	<input type="button" value="RE-EVALUATE"/> <input type="button" value="RE-TURN"/>
POS Sales	0	<input type="button" value="PURCHASE"/> <input type="button" value="RE-TURN"/>
Events	0	<input type="button" value="ADD NEW"/> <input type="button" value="CHARGE POS"/>

Figure 107 - Charge POS Item to an Event from the Field Manager Home Page

Eugene T. Mahoney SP

**CHARGE POS**

RESERVATION #	PACKAGE #	# OF ACTIVE CHARGES	SITE NAME	PRIMARY OCCUPANT	ARRIVAL DATE	DEPARTURE DATE	# OF NIGHTS	STATUS	ORDER STATUS	CONFIRMATION STATUS	PRICE	TAX	BALANCE
12345678	1000000	1	1000000	1000000	2015-08-30	2015-09-01	2	OK	OK	CONFIRMED	100.00	10.00	110.00
12345679	1000000	1	1000000	1000000	2015-08-30	2015-09-01	2	OK	OK	CONFIRMED	100.00	10.00	110.00
12345680	1000000	1	1000000	1000000	2015-08-30	2015-09-01	2	OK	OK	CONFIRMED	100.00	10.00	110.00
12345681	1000000	1	1000000	1000000	2015-08-30	2015-09-01	2	OK	OK	CONFIRMED	100.00	10.00	110.00
12345682	1000000	1	1000000	1000000	2015-08-30	2015-09-01	2	OK	OK	CONFIRMED	100.00	10.00	110.00

Figure 108 – CHARGE POS Available on the Event Details Screen

<b>RTM #</b>	<b>Financial</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
--------------	------------------	------------	-------------------------------	-----------	------------------

This will bring up a listing of the POS items that are currently assigned to the location for sale. The user can select from the list or scan the item(s) being sold to add them to the order cart as shown in Figure 109 below.

Eugene T. Mahoney SP Jeff Alderman - NE Cor  
NE - Park Manager (Internal) - Eugene T. Mahoney SP - Nebraska Game and Parks Comm

**PURCHASE ITEM: Add Item**

**Event** ID: 11820004 Name: Family Reunion Location: Eugene T. Mahoney SP Status: Active

**Dates** Start Date: 8/24/2023 End Date: 8/24/2023

**Customer** Name: ALDERMAN, JEFF Phone: 402-378-1234 Email Address: jalderman@commission.org Organization Name:

**Incurred By** Billing Name: Reservation # Primary Account:

**Customer Type Eligibility** Customer Type: ADD CUSTOMER TYPE ID Eligibility Note (If not shown):

**Scan Barcode:** [SEARCH]

**Search:** Product ID: Product Name: Product Group:  Variable Price Products [SEARCH]

	PRODUCT ID	PRODUCT NAME	PRODUCT GROUP	QUANTITY	UNIT PRICE
A	13109	Firewood 0lb 5.5lb	FIREWOOD	[ - ] [ 0 ] [ + ]	\$ 5.00
A	12806	Ice 0lb 5.5lb	ICE	[ - ] [ 0 ] [ + ]	\$ 2.50
A	12192	Winter Child Theatre Adm 0lb 5.5lb	Theatre	[ - ] [ 0 ] [ + ]	\$ 8.00
A	12198	Winter Adult Theatre Adm 0lb 5.5lb	Theatre	[ - ] [ 0 ] [ + ]	\$ 10.00
A	11126	Horse Rides 0lb 5.5lb	Activity	[ - ] [ 0 ] [ + ]	\$ 15.00
A	12888	Park Bucks	Administration	[ - ] [ 0 ] [ + ]	\$ 25.00
A	10254	2-Person Paddle Boats 0lb 5.5lb	Activity	[ - ] [ 0 ] [ + ]	\$ 5.00

**Figure 109 - Select POS Item from the List of Available Products to Charge to the Event**



RTM #	Financial	Yes	Customization Required	No	Alternate
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The user can then either take payment for the item(s) at the time of the transaction or leave the balance outstanding to be included in the bill at the end of the event. Any charges made against the event can be viewed within the Event Details screen under the EVENT CHARGES tab as seen if Figure 110 below.

Eugene T. Mahoney SP NE - Park Manager (internal)

**FIND EVENT:** [Event Search List](#) > [Event Details](#)

Event Actions: [RESERVE SITE](#) [NEGOTIATE PRICE](#) [EDIT](#) [CHANGE POS](#) [DATE CHANGE](#) [CANCEL](#) [CORPORATE BILLING](#) [CLOSE](#) [UNDO/CLOSE](#) [END](#) [HISTORY](#) [NOTES & ALERTS](#) [RECEIPTS](#)

Event: ID: 488025574 Name: Family Reunion Location: Eugene T. Mahoney SP Status: Active

Dates: Start Date: Fri Oct 9, 2015 End Date: Mon Oct 12, 2015

Customer: Name: ALDERMAN, JEFF Phone: 4052158723 Email Address: jeffalders@sympatico.ca Organization Name:

Reservations / Charges: # of Active Site Reservations: 8 # of Active Event Charges: 1

Notes: 09/27/2015 Alderman, Jeff testing [ADD NOTE/ALERT](#)

Site Reservations | **Event Charges** | Reservation Charges | Held Sites

Invoice: Invoice #: 14268874 # of Active Event Charges: 1

	POS SALE#	ORDER STATUS	SALE DATE	SALES LOCATION	PRICE	PAID	BALANCE
<input type="checkbox"/>	<a href="#">3-1709445</a>	Active	Thu Aug 27 2015	Eugene T. Mahoney SP	\$15.00	\$0.00	\$15.00

[ADD TO CART](#) [MOVE POS SALE](#)

Figure 110 - POS Event Charges Tab Shows Items Charged to the Event with a Link to the Sale Transaction

Figure 111– to Figure 113 on the following pages demonstrate the details of corporate billing associated with a specific event. This includes any reservation bookings, point-of-sale purchased as well as any payments made against the event.

RTM #	Financial	Yes	Customization Required	No	Alternate																			
	<p>In account with:  <b>ELLY ALDERMAN</b>                      123 MAIN STREET                      SCHENECTADY, OHIO 12345                      UNITED STATES</p> <p>Event ID: 188625874                      Event Name: Family Reunion                      Start Date: Oct 09 2015                      End Date: Oct 12 2015</p>																							
			<p>Event Corporate Bill                      Eugene T. Mahoney SP                      28500 West Park Hwy                      Ashland, Nebraska 68003                      United States</p> <p>Run Date and Time: Aug 27 2015 1:52:29 PM CDT</p> <p>PLEASE REMIT PAYMENT TO:</p> <p>28500 West Park Hwy                      Ashland, Nebraska 68003                      United States</p> <p>Bill ID: 188625996                      Bill Date: Aug 27 2015                      Payment Due Date: Sep 10 2015                      Payment Due: \$15.00</p>																					
	<p><b>Event Charges</b></p> <table border="1"> <thead> <tr> <th>Sale Date</th> <th>POS Sale #</th> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Aug 27 2015</td> <td>3-1789445</td> <td>1 Firewood btx 5.5%</td> <td>\$5.00</td> </tr> <tr> <td></td> <td></td> <td>1 Winter Adult Theatre Adm. btx 5.5%</td> <td>\$10.00</td> </tr> <tr> <td></td> <td></td> <td><b>TOTAL Event Charges</b></td> <td><b>\$15.00</b></td> </tr> </tbody> </table>	Sale Date	POS Sale #	Description	Amount	Aug 27 2015	3-1789445	1 Firewood btx 5.5%	\$5.00			1 Winter Adult Theatre Adm. btx 5.5%	\$10.00			<b>TOTAL Event Charges</b>	<b>\$15.00</b>	<p>Invoice #: 188625874</p>						
Sale Date	POS Sale #	Description	Amount																					
Aug 27 2015	3-1789445	1 Firewood btx 5.5%	\$5.00																					
		1 Winter Adult Theatre Adm. btx 5.5%	\$10.00																					
		<b>TOTAL Event Charges</b>	<b>\$15.00</b>																					
	<p><b>Reservation and Charges</b></p> <p>Reservation #: 2-23881538                      Site #(Name): 001 STD-001 STD                      Primary Occupant: Alderman, Elly                      Check-In:                      Check-Out:</p> <p><b>RESERVATION FEES</b></p> <table border="1"> <thead> <tr> <th>Transaction Date</th> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Aug 27 2015</td> <td>Use Fee</td> <td>\$360.00</td> </tr> <tr> <td></td> <td>Transaction Fee, Reservation</td> <td>\$7.00</td> </tr> <tr> <td></td> <td>Taxes</td> <td>\$38.54</td> </tr> <tr> <td></td> <td><b>Sub-total Reservation Fees For Reservation # 2-23881538</b></td> <td><b>\$405.54</b></td> </tr> </tbody> </table>	Transaction Date	Description	Amount	Aug 27 2015	Use Fee	\$360.00		Transaction Fee, Reservation	\$7.00		Taxes	\$38.54		<b>Sub-total Reservation Fees For Reservation # 2-23881538</b>	<b>\$405.54</b>	<p>Invoice #: 188625883                      Arrival Date: Oct 09 2015                      Departure Date: Oct 12 2015                      # Days/Nights: 3                      Reservation Status: Pre Arrival                      Order Status: Active</p>							
Transaction Date	Description	Amount																						
Aug 27 2015	Use Fee	\$360.00																						
	Transaction Fee, Reservation	\$7.00																						
	Taxes	\$38.54																						
	<b>Sub-total Reservation Fees For Reservation # 2-23881538</b>	<b>\$405.54</b>																						
	<table border="1"> <thead> <tr> <th>Sale Date</th> <th>POS Sale #</th> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Aug 27 2015</td> <td>3-1789446</td> <td>1 NE State Park Sweatshirt</td> <td>\$13.77</td> </tr> <tr> <td></td> <td></td> <td>Taxes</td> <td>\$0.76</td> </tr> <tr> <td></td> <td></td> <td><b>Sub-total Charges for Reservation # 2-23881538</b></td> <td><b>\$14.53</b></td> </tr> <tr> <td></td> <td></td> <td><b>TOTAL for Reservation # 2-23881538</b></td> <td><b>\$420.07</b></td> </tr> </tbody> </table>	Sale Date	POS Sale #	Description	Amount	Aug 27 2015	3-1789446	1 NE State Park Sweatshirt	\$13.77			Taxes	\$0.76			<b>Sub-total Charges for Reservation # 2-23881538</b>	<b>\$14.53</b>			<b>TOTAL for Reservation # 2-23881538</b>	<b>\$420.07</b>			
Sale Date	POS Sale #	Description	Amount																					
Aug 27 2015	3-1789446	1 NE State Park Sweatshirt	\$13.77																					
		Taxes	\$0.76																					
		<b>Sub-total Charges for Reservation # 2-23881538</b>	<b>\$14.53</b>																					
		<b>TOTAL for Reservation # 2-23881538</b>	<b>\$420.07</b>																					
	<p><b>Reservation and Charges</b></p> <p>Reservation #: 2-23881539</p>	<p>Invoice #: 188625892                      Arrival Date: Oct 09 2015</p>																						

Figure 111 - Page 1 of Corporate Billing Shows POS Items Charged to Event

Site #(Name):	002 SGL-002 SGL	Departure Date:	Oct 12 2015
Primary Occupant:	Alderman,Elly	# Days/Nights:	3
Check-In:		Reservation Status:	Pre Arrival
Check-Out:		Order Status:	Active
<b>RESERVATION FEES</b>			
Transaction Date	Description		Amount
	Use Fee		\$360.00
Aug 27 2015	Transaction Fee, Reservation		\$7.00
	Taxes		\$38.54
	<b>Sub-total Reservation Fees For Reservation # 2-23881539</b>		<b>\$405.54</b>
	<b>TOTAL for Reservation # 2-23881539</b>		<b>\$405.54</b>
<hr/>			
<b>Reservation and Charges</b>		Invoice #:	188625901
Reservation #:	2-23881540	Arrival Date:	Oct 09 2015
Site #(Name):	003 SGL-003 SGL	Departure Date:	Oct 12 2015
Primary Occupant:	Alderman,Elly	# Days/Nights:	3
Check-In:		Reservation Status:	Pre Arrival
Check-Out:		Order Status:	Active
<b>RESERVATION FEES</b>			
Transaction Date	Description		Amount
	Use Fee		\$360.00
Aug 27 2015	Transaction Fee, Reservation		\$7.00
	Taxes		\$38.54
	<b>Sub-total Reservation Fees For Reservation # 2-23881540</b>		<b>\$405.54</b>
	<b>TOTAL for Reservation # 2-23881540</b>		<b>\$405.54</b>
<hr/>			
<b>Reservation and Charges</b>		Invoice #:	188625910
Reservation #:	2-23881541	Arrival Date:	Oct 09 2015
Site #(Name):	004 TREE-004 TREE	Departure Date:	Oct 12 2015
Primary Occupant:	Alderman,Elly	# Days/Nights:	3
Check-In:		Reservation Status:	Pre Arrival
Check-Out:		Order Status:	Active
<b>RESERVATION FEES</b>			
Transaction Date	Description		Amount
	Use Fee		\$360.00
Aug 27 2015	Transaction Fee, Reservation		\$7.00
	Taxes		\$38.54
	<b>Sub-total Reservation Fees For Reservation # 2-23881541</b>		<b>\$405.54</b>
	<b>TOTAL for Reservation # 2-23881541</b>		<b>\$405.54</b>
<hr/>			
<b>Reservation and Charges</b>		Invoice #:	188625920
Reservation #:	2-23881542	Arrival Date:	Oct 09 2015
Site #(Name):	005 BFO-005 BFO	Departure Date:	Oct 12 2015

Figure 112 - Page 2 of Corporate Bill Shows the Total of All Charges Due for Payment

RTM #	Financial		Yes	Customization Required	No	Alternate
	Primary Occupant:	Alderman, Elly	# Days/Nights:	3		
	Check-In:		Reservation Status:	Pre Arrival		
	Check-Out:		Order Status:	Active		
	<b>RESERVATION FEES</b>					
	Transaction Date	Description				Amount
		Use Fee				\$360.00
	Aug 27 2015	Transaction Fee, Reservation				\$7.00
		Taxes				\$38.54
		<b>Sub-total Reservation Fees For Reservation # 2-23881542</b>				<b>\$405.54</b>
		<b>TOTAL for Reservation # 2-23881542</b>				<b>\$405.54</b>
	<b>Reservation and Charges</b>		Invoice #:	188625929		
	Reservation #:	2-23881543	Arrival Date:	Oct 09 2015		
	Site #(Name):	006 SGL-006 SGL	Departure Date:	Oct 12 2015		
	Primary Occupant:	Alderman, Elly	# Days/Nights:	3		
	Check-In:		Reservation Status:	Pre Arrival		
	Check-Out:		Order Status:	Active		
	<b>RESERVATION FEES</b>					
	Transaction Date	Description				Amount
		Use Fee				\$360.00
	Aug 27 2015	Transaction Fee, Reservation				\$7.00
		Taxes				\$38.54
		<b>Sub-total Reservation Fees For Reservation # 2-23881543</b>				<b>\$405.54</b>
		<b>TOTAL for Reservation # 2-23881543</b>				<b>\$405.54</b>
	<b>PAYMENTS</b>					
	Payment Date	Payment #	Description			Amount
	Aug 27 2015	188629665	Cash			(\$14.53)
	Aug 27 2015	188625962	Cash			(\$2,433.24)
			<b>TOTAL Payment</b>			<b>(\$2,447.77)</b>
			<b>TOTAL PRICE</b>			<b>\$2,462.77</b>
			<b>TOTAL PAYMENT</b>			<b>(\$2,447.77)</b>
			<b>AMOUNT OWING</b>			<b>\$15.00</b>
			<b>MINIMUM PAYMENT DUE</b>			<b>\$15.00</b>
			<b>DUE DATE</b>			<b>Sep 10 2015</b>
	Please indicate 'Payment for Event ID: 188625874' with your remittance.					

Figure 113 - Page 3 of Corporate Billing Shows the Total of All Charges and Payment Associated with the Event

RTM #	Financial	Yes	Customization Required	No	Alternate
<p><b>Same Accounting Breakdown of Revenue as Current System</b></p> <p>All revenue collected is broken out by location and can be viewed within the reports contained in the AWO system. The Park Revenue Report seen in Figure 114 provides a breakdown of revenue collected by location providing the details of each account for the transactions that have taken place over the requested time period.</p> <p>Since ACTIVE Works Outdoors is already in use by NGPC today there will be no revenue account mapping or configuration needed to meet this requirement. This eliminates a significant for NGPC as the tasks associated with account code configuration are critical to the successful implementation and on-going operation of the reservation and point of sale solution.</p>					



RTM #	Financial	Yes	Customization Required	No	Alternate
<b>PARK REVENUE REPORT ( FIN-DEP-016)</b>		Run Date and Time: Aug 27 2015 1:46:19 PM CDT			
LOCATION ID: 230273 Location Name: Eugene T. Mahoney SP Collect Location: All Adjustments Included: No Show Payment Types: No Non-Depositables Included: No Include Park Totals: Yes Start Date: 08/27/2015		Include Loops: null Include Alternate Facility ID: No RA Fee Account: Excluded Include Deferred Items: No Include Revenue Type: No Include Station: Yes End Date: 08/27/2015			
					
PARKNO	PARK NAME	Station	ACCOUNT #	ACCOUNT NAME	AMOUNT
230273	Eugene T. Mahoney SP	ETM Activity Centre 1	20.LOTX.23330.215912.33LOTA00	Lodging Tax	\$15.75
230273	Eugene T. Mahoney SP	ETM Activity Centre 1	20.SATX.23330.215911.33SATA00	Sales Tax	\$17.35
230273	Eugene T. Mahoney SP	ETM Activity Centre 1	33.8300.23330.483271.33LODG00	Lodge rooms - taxable	\$280.00
230273	Eugene T. Mahoney SP	ETM Activity Centre 1	33.RESV.23330.474111.33RESV00	rvation Fees btx 5.5% / + county	\$35.00
230273	Eugene T. Mahoney SP	ETM Activity Centre 1	20.LOTX.23330.215912.33LOTA00	Lodging Tax	\$2.10
230273	Eugene T. Mahoney SP	ETM Activity Centre 1	20.SATX.23330.215911.33SATA00	Sales Tax	\$2.34
230273	Eugene T. Mahoney SP	ETM Activity Centre 1	33.8400.23330.483280.33MEET00	Meeting Room te	\$400.00
230273	Eugene T. Mahoney SP	ETM Activity Centre 1	33.RESV.23330.474111.33RESV00	rvation Fees btx 5.5% / + county	\$42.00
<b>230273</b>	<b>Eugene T. Mahoney SP</b>	<b>ETM Activity Centre 1</b>		<b>Total:</b>	<b>\$794.54</b>
230273	Eugene T. Mahoney SP	ETSMP Group Events	20.LOTX.23330.215912.33LOTA00	Lodging Tax	\$110.10
230273	Eugene T. Mahoney SP	ETSMP Group Events	20.SATX.23330.215911.33SATA00	Sales Tax	\$121.14
230273	Eugene T. Mahoney SP	ETSMP Group Events	33.8200.23330.483210.33CABN00	Cabin TE	\$2,160.00
230273	Eugene T. Mahoney SP	ETSMP Group Events	33.RESV.23330.474111.33RESV00	rvation Fees btx 5.5% / + county	\$42.00
230273	Eugene T. Mahoney SP	ETSMP Group Events	20.SATX.23330.215911.33SATA00	Sales Tax	\$0.76
230273	Eugene T. Mahoney SP	ETSMP Group Events	33.8500.23330.472181.33STOR0R	e,lifejackets,shirts, etc - Taxable	\$13.77
<b>230273</b>	<b>Eugene T. Mahoney SP</b>	<b>ETSMP Group Events</b>		<b>Total:</b>	<b>\$2,447.77</b>
				<b>Total</b>	<b>\$3,242.31</b>

Figure 114 - Park Revenue Report Shows the Breakdown of Fees Collected

Figure 115 below shows a portion of the account codes currently configured within AWO.

ACTIVE	ACCOUNT CODE	NAME	TYPE
true	<a href="#">30.8100.23330.482114.33CAMP00</a>	Camp-prim.no amen-back sales, lodge tax out	Revenue
true	<a href="#">30.9200.23330.483211.33CABN00</a>	Cabin - taxable	Revenue
true	<a href="#">33.0000.23330.486400.33OVSH00</a>	Default Overage/Shortage	Revenue
true	<a href="#">33.8100.23330.482110.33CAMP00</a>	Camping TE	Revenue
true	<a href="#">33.8100.23330.482111.33CAMP00</a>	Camping-stan,pad-back sales,lodge tax out	Revenue
true	<a href="#">33.8100.23330.482111.33TEPE00</a>	Tepee Rental	Revenue
true	<a href="#">33.8100.23330.482112.33CAMP00</a>	Camping-Restrictive,hike to- no sales tax but lodge tax	Revenue
true	<a href="#">33.8100.23330.482113.33CAMP00</a>	Camping - tent, park by site - back sales,lodge tax out	Revenue
true	<a href="#">33.8100.23330.482117.33CAMP00</a>	Camping Summons Env.	Revenue

Figure 115 - Account Codes Currently in Place for NGPC Within ACTIVE Works Outdoors

RTM #	Financial	Yes	Customization Required	No	Alternate
<p><b>Ad Hoc Reporting</b></p> <p>In the AWO Hosted Reporting Solution, authorized users will be able to define reports using different layouts, including tables and graphs. Once a user has defined their own ad hoc report, they can save it for future use, print it, or export the data. The export procedure can be direct export, batch downloads, or on-demand reports that can be exported as Microsoft Excel files. Saving a report layout allows the user to generate this report at any time in the future with data for a different time period and/or location hierarchy if desired. Access to each ad hoc Data Services report is based on user permissions.</p>					
<p><b>Provide Adequate Security, Internal Controls, etc.</b></p>					
<p>Access to the AWO application is provided via the public Internet using HTTP switching to SSL for protection when entering sensitive information.</p>		 <p>The screenshot shows a checkout page with a navigation bar at the top containing 'Sign In', 'Order Details', 'Review Cart', 'Checkout', and 'Confirmation'. Below the navigation bar is a 'Checkout Shopping Cart' section. A red box highlights two security certificates: 'TrustWave' and 'TRUSTe'. To the right of the certificates, a table shows 'Total Balance' as '\$46.74' and 'Full Payment' as '\$46.74'.</p>			
<p>Figure 116: TrustWave and TRUSTe certificates are displayed on our payment pages, indicating compliance with both privacy standards and with PCI requirements.</p>		<p><b>Figure 116 - TrustWave and TRUSTe Certificates Confirm Payment Security Compliance</b></p>			
<p>ACTIVE has securely processed more than \$1 billion of government revenue through AWO. All ACTIVE Data Center facilities follow the same strict security and access policies, and meet PCI-DSS compliance standards.</p>		<p>To be PCI compliant, we must ensure stored cardholder data is protected, including creating and following data retention disposal policies, not storing sensitive authentication data such as full contents of track information or three/four digit number printed on the front/back of a credit card, masking credit card information when required, encrypting credit card information. The credit card encryption is complex and requires two independent encryption key custodians to change the keys.</p>			
<p>ACTIVE is committed to AWO's security, and will preserve the PCI and PII data entrusted to us. Credit card information is encrypted as soon as it is entered into the system, and is unreadable by any staff. Only the banking system is able to decrypt the information in order to handle credit card authorization. Credit card transactions are processed in real-time ensuring timely completion of transmission of revenue. All funds are deposited directly into NGPC's bank account further ensuring the timely availability of revenue.</p>		<p>ACTIVE is committed to AWO's security, and will preserve the PCI and PII data entrusted to us. Credit card information is encrypted as soon as it is entered into the system, and is unreadable by any staff. Only the banking system is able to decrypt the information in order to handle credit card authorization. Credit card transactions are processed in real-time ensuring timely completion of transmission of revenue. All funds are deposited directly into NGPC's bank account further ensuring the timely availability of revenue.</p>			



RTM #	Financial	Yes	Customization Required	No	Alternate
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Ensuring data security also includes providing secure facilities for staff, equipment, documents, and data. We approach this from many angles to ensure a safe and secure operation. Our Call and Data Centers are totally self-enclosed, completely secure locations. Access to the production database from both inside our network and physically at the data centers is carefully managed. All sensitive documents are kept under lock and key in secured filing cabinets.

ACTIVE employees handling sensitive data and payment processing, such as those conducting transactions by phone, are subject to background checks at time of hire. Training includes thorough coverage of all aspects of security, and annual compliance training is required thereafter. Team leads closely monitor each newly hired agent after they have completed the initial training process to ensure performance consistently reflects required security measures.

In addition, the user's permission level in AWO establishes the types of data elements that can be viewed and/or changed, and every action is logged to the user who completed it. User information and access is continually monitored and adjusted to ensure consistency with current role(s) and ACTIVE employees who leave the company are immediately identified and access discontinued.

As shown in Figure 117 through Figure 118 below show the roles associated with the NGPC contract. Each role has specific associated permissions to the individual task level providing flexibility in configuring roles to meet the needs of each user group.

ACTIVE	LOCKED	USER NAME	FIRST NAME	LAST NAME	LOCATIONS	ROLES
True	True	admin	System	Administrator	1	1
True	True	sysadmin_RA	System Admin	RA	1	1
True	True	sysadmin_RA	System Admin	RA	1	1
True	True	suppadmin	Support Site	Admin	3	3
True	True	webadmin_RAPP	Web Admin	RAPP	1	1
True	True	webadmin_RGPP	Web Admin	RGPP	1	1
True	True	webadmin_RA	Web Admin	RA	1	1
True	True	webadmin_NE	Web Admin	NE	1	1

Figure 117 - User Roles and Associated Locations Associated with the NGPC Contract

RTM #	Financial	Yes	Customization Required	No	Alternate
<input type="checkbox"/> (a) true	<a href="#">RA - Inventory</a>	5	Nebraska Inventory		
<input type="checkbox"/> (a) true	<a href="#">QA (Development)</a>	4	QA (Development)		
<input type="checkbox"/> (a) true	<a href="#">RA - Help Desk</a>	4	ReserveAmerica Help Desk		
<input type="checkbox"/> (a) true	<a href="#">RA - Product Support</a>	7	Reserve America Product Support		
<input type="checkbox"/> (a) true	<a href="#">RA - Help Desk Supervisor</a>	2	Help Desk Supervisor		
<input type="checkbox"/> (a) true	<a href="#">RA - Finance</a>	3	Finance role for RA Staff for Nebraska		
<input type="checkbox"/> (a) true	<a href="#">RA - User Admin - Ops Manager</a>	2	Roles for setting up users in Operations Manager		
<input type="checkbox"/> (a) true	<a href="#">NE - Finance Team</a>	3	Role for the Nebraska State Finance Team		
<input type="checkbox"/> (a) true	<a href="#">NE - Call Agent</a>	3	Role for the Nebraska Call Center Agents		
<input type="checkbox"/> (a) true	<a href="#">NE - Call Manager</a>	3	Role for the Nebraska Call Center Managers		
<input type="checkbox"/> (a) true	<a href="#">NE - Customer Service Agent</a>	3	Role for Nebraska Customer Service Agents		
<input type="checkbox"/> (a) true	<a href="#">NE - Customer Service Manager</a>	3	Role for Nebraska Customer Service Managers		
<input type="checkbox"/> (a) true	<a href="#">NE - Park Manager</a>	4	Role for Nebraska Park Managers		
<input type="checkbox"/> (a) true	<a href="#">NE - Park Supervisor</a>	4	Role for Nebraska Park Supervisors		
<input type="checkbox"/> (a) true	<a href="#">NE - Field User</a>	4	Role for Nebraska Field Users		
<input type="checkbox"/> (a) true	<a href="#">imp-admin-role</a>	11	Admin role for the Implementation team		

RTM #	Financial		Yes	Customization Required	No	Alternate
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> ASSIGNED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	APPLICATION				
		FEATURE NAME				
		DESCRIPTION				
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	PrintReceipt	Print Receipt	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	ModifyOrderFeePenalties	Modify Order Fee Penalties	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	OperationsManager	ModifyOrderFeePenalties	Modify Order Fee Penalties	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	CashOutReport	Cash Out Report	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	FieldDepositReport	Field Deposit Report	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	DailyFacilityManagementReport	Daily Facility Management Report	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	CampersReport	Campers Report	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	FieldRefundReport	Field Refund Report	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	OperationsManager	SplitOrder	Split Order	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	LocationDepositReport	Location Deposit Report	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	ResourceManager	ParkDepositReport_RM	Park Deposit Report	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	ResourceManager	ParkRevenueReport_RM	Park Revenue Report	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	ApproveDeclineRefund	Approve/Decline Refund	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	IssueChecks	Issue Checks	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	VoidWalkin	Void Walk-In	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	UndoCheckIn	Undo Check-In	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes	FieldManager	UndoCheckOut	Undo Check-Out	

**Figure 118 - Each Role Includes Specific Applications and Tasks That Can be Processed as Seen in This Park Manager Example**

All changes to ACTIVE applications, systems, and infrastructure undergo a full approval process, which includes documentation, tracking, and back-out/contingency planning. Changes are required to be tested and approved by Information Security and a Change Advisory Board prior to production deployment.

RTM #	Financial	Yes	Customization Required	No	Alternate
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**Provide for Maintenance and Storage of Financial Data**

All financial transactions that have taken place can be viewed and reviewed centrally through Operations or Finance Manager. This information includes but is not limited to payments, refunds and the individual Financial Sessions that have been opened from the field locations as shown in Figure 119.

FIN SESSION ID	DEPOSIT ID	STATUS	ADJUSTED	OPEN DATE	CLOSE DATE	DEPOSIT DATE	LOCATION	OPEN USER/STATION	# TRANSACTIONS	TRANSACTION TOTAL	ADJUSTMENT	NET TOTAL	TOTAL INCL. NON-DEPOSIT
00000001	00000001	Open	No	Aug 27, 2018 12:22:56 (CD)			Branson Oak Park	BO Main Office	2	\$120.00	\$0.00	\$120.00	\$120.00
00000002	00000002	Open	No	Aug 27, 2018 13:36:03 (CD)			Fluyen T. Mahoney BP	Receiv. Brnch	2	\$794.54	\$0.00	\$794.54	\$794.54
00000003	00000003	Open	No	Aug 27, 2018 14:00:00 (CD)			Fluyen T. Mahoney BP	Visitor Maker	1	\$489.42	\$0.00	\$489.42	\$489.42
00000004	00000004	Open	No	Mar 23, 2019 14:27:16 (CD)			Fluyen Mahoney BP	PR AC	2	\$3.00	\$0.00	\$3.00	\$21.20
00000005	00000005	Open	No	Nov 13, 2019 09:27:00 (CD)			Fluyen T. Mahoney BP	Admission Left	4	\$0.04 (4)	\$0.00	\$0.04 (4)	\$0.04 (4)

**Figure 119 - Financial Sessions Viewed from Central Office**

ACTIVE’s proposal includes the ongoing maintenance and secure storage of all NGPC data including inventory, transaction and financial information configured and collected throughout the life of the contract.

RTM #	Financial	Yes	Customization Required	No	Alternate
RTM-6	Bidder should describe, and provide examples of, their:	✓			
	• audit trails,	✓			
	• reconciliation reporting,	✓			
	• ability to trace a guest's payment back to the original transaction, and	✓			
	• ability to provide specific details of the transaction.	✓			

**Bidder Response:**

AWO was built to comply with stringent government accounting requirements and audit standards. All aspects of our system are designed to assist with data collection for tracking and reporting purposes. The following are some of the key fields used to provide detailed tracking:

- **Unique Transaction ID** - Each transaction is assigned a unique transaction ID, ensuring full and accurate system auditability
- **User ID** - User identity is a key part of AWO's auditability as well as security. All transactions and changes are time stamped and include the user ID of the person who made the change

Central to the design of all of ACTIVE Works Outdoors modules is a robust audit trail capability – allowing the agency to track every facet of a transaction and who performed it. From there, our back-end systems are flexible, allowing the authorized user to do a variety of administrative tasks, from changes to cancellations to a variety of informational and fee updates.

The fact that our system is in place and working successfully in your parks means that the common and often disruptive risks associated with transitions (data migration problems, software bugs, payment processing errors, training issues, etc.) are avoided. The risks involved with transitioning to an alternative platform are great – including, but not limited to, loss of functionality and impacts to financial reconciliation and auditability. ACTIVE will help you avoid these risks, and continue to provide a stable system for NGPC.

**Audit Trails and Payment Tracking to Original Transaction**

ACTIVE Works Outdoors enforces entry of user specific Personal Identification Numbers (PINs) as an indicator of who is completing a transaction. This allows complete auditability if for example, a user is logged in but is not available and someone else completes a

RTM #	Financial	Yes	Customization Required	No	Alternate
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transaction during some else's logged in session. PIN functionality is also a key tracking feature when using the shared station model for cash drawers rather than individual user cash drawers.

PINs are tracked and logged to provide accountability for actions being performed. A detailed history of a transaction is tracking and as seen in Figure 120 and Figure 121 below each action can be viewed within the HISTORY section of the Reservation Details screen:



Figure 120 - History button Available Within the Reservation Details Screen

RTM #	Financial	Yes	Customization Required	No	Alternate		
<p><b>FIND RESERVATION:</b> <a href="#">Reservation Search List</a>   <a href="#">Reservation Detail</a>   <a href="#">Reservation History</a></p>							
Reservation	Reservation #	Arrive	Departure	Nights	Park Area	Area	Site# (Name)
	2-20581035	Aug 27, 2015	Aug 31, 2015	4	Branched Oak SRA	AREA 2 (Homestead Campground)	001-001
DATE/TIME	TRANSACTION TYPE	TRANS OCC.	INFORMATION AT TIME OF TRANSACTION	TRANSACTION LOCATION	USER		
Aug 27, 2015 12:22 PM CDT	Registration/Walk-in	Day of Arrival on or before 8:00pm Local Time	Branched Oak Sra, Site# 005, Arr:Aug 27, 2015; Dep:Aug 31, 2015	Branched Oak SRA	Alderman, Jeff		
	Make Payment		\$30.00 of \$30.00 CASH payment				
Aug 27, 2015 12:33 PM CDT	Extend Stay Leave Later	Day of Arrival on or before 6:00pm Local Time	Branched Oak Sra; Site# 009, Arr:Aug 27, 2015; Dep:Sep 2, 2015	Branched Oak SRA	Alderman, Jeff		
	Reverse Fee	Day of Arrival on or before 6:00pm Local Time					
	Reallocate Payment	Day of Arrival on or before 6:00pm Local Time	\$30.00 of \$30.00 CASH payment				
	Make Payment		\$40.00 of \$40.00 CASH payment				
Aug 27, 2015 12:33 PM CDT	Shorten Stay Leave Earlier	Day of Arrival on or before 6:00pm Local Time	Branched Oak Sra, Site# 009, Arr:Aug 27, 2015; Dep:Aug 31, 2015	Branched Oak SRA	Alderman, Jeff		
	Reverse Fee	Day of Arrival on or before 6:00pm Local Time					
	Reallocate Payment	Day of Arrival on or before 6:00pm Local Time	\$40.00 of \$40.00 CASH payment				
	Reallocate Payment	Day of Arrival on or before 6:00pm Local Time	\$80.00 of \$80.00 CASH payment				
Aug 27, 2015 12:34 PM CDT	Transfer Same Facility - Diff Value	Day of Arrival on or before 6:00pm Local Time	Branched Oak Sra; Site# 001, Arr:Aug 27, 2015; Dep:Aug 31, 2015	Branched Oak SRA	Alderman, Jeff		
	Reverse Fee	Day of Arrival on or before 6:00pm Local Time					
	Reallocate Payment	Day of Arrival on or before 6:00pm Local Time	\$0.00 of \$40.00 CASH payment; Approved \$40.00 PER CHQ refund				
	Reallocate Payment	Day of Arrival on or before 6:00pm Local Time	\$72.00 of \$90.00 CASH payment; Approved \$18.00 PER CHQ refund				

Figure 121 - Reservation History Shows All Activity on a Transaction

<b>RTM #</b>	<b>Financial</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
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As shows in Figure 122 below, links within the transaction history screen allow authorized staff to drill into payments and view associated details.

Reservation #	Arrival	Departure	Nights	Park	Area	Site# (Name)
2-23881038	Aug 27, 2015	Aug 31, 2015	4	Branched Oak SRA	AREA 2 (Homestead Campground)	001-001

TRANSACTION TYPE	TRANS.OCC.	INFORMATION AT TIME OF TRANSACTION
1 CDT Registration/Walk-in Make Payment	Day of Arrival on or before 6:00pm Local Time	Branched Oak Sra; Site# 008, Arr:Aug 27, 2015; Dep:Aug 31, 2015 <span style="border: 1px solid red; padding: 2px;">\$80.00 of <a href="#">\$80.00</a> CASH payment</span>
1 CDT Extend Stay Leave Later	Day of Arrival on or before 6:00pm Local Time	Branched Oak Sra; Site# 008, Arr:Aug 27, 2015; Dep:Sep 2, 2015

Figure 122 - Reservation History Includes Links to Each Financial Transaction



RTM #	Financial	Yes	Customization Required	No	Alternate
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Selecting the link takes authorized staff to the payment details screen, which provides specific details of each action against that payment. This original \$80.00 payment for example as seen in Figure 123 below was reallocated based on the shorten stay action resulted in a \$72.00 reallocation of payment and an \$8.00 refund. The specific action buttons enabled are dependent on the payment method and status of the payment.

Payment	Payment ID	Payment Status	Payment Type	Payment Group	Collect Location	Collect Station
	158629638	Received	CASH	Cash	Branched Oak DRA	BO Main Office

Payment Details	Payment Distributions														
<p><b>Actions</b></p> <p>VOID PAYMENT    CHARGE BACK    REVERSE CHARGE BACK    RETURN PAYMENT</p>															
<p>Amount    Change Tended    Net Amount</p> <p>\$80.00    \$0.00    \$80.00</p>															
<p><b>Payment Details</b></p> <p>Batch ID    Reconciliation Job ID    Reference #    Financial Division ID</p> <p>158629637</p>															
<p><b>Customer</b></p> <p>Name    Phone #    Email</p> <p>Alderman, Jeff    5053156763    jeff.alderman@activenetwork.com</p>															
<p><b>Payment Attributes</b></p> <p>EFT Config Schedule</p> <p>0</p>															
<p><b>Orders</b></p> <p>\$72.00 of this payment has been allocated to order # <a href="#">4-23101038</a></p>															
<p><b>Refunds</b></p> <p>\$8.00 of this payment has been allocated to refund # <a href="#">158629628</a>    Refund Status: <b>Approved</b></p>															
<p><b>Collection Info</b></p> <table border="1"> <thead> <tr> <th>User</th> <th>Pin User</th> <th>Collect Location</th> <th>Collect Station</th> <th>Date &amp; Time</th> <th>Phone #</th> <th>Email</th> </tr> </thead> <tbody> <tr> <td>ra-jalderman</td> <td>Alderman, Jeff</td> <td>Branched Oak DRA</td> <td>BO Main Office</td> <td>Aug 27, 2015 12:22 PM CDT</td> <td></td> <td></td> </tr> </tbody> </table>		User	Pin User	Collect Location	Collect Station	Date & Time	Phone #	Email	ra-jalderman	Alderman, Jeff	Branched Oak DRA	BO Main Office	Aug 27, 2015 12:22 PM CDT		
User	Pin User	Collect Location	Collect Station	Date & Time	Phone #	Email									
ra-jalderman	Alderman, Jeff	Branched Oak DRA	BO Main Office	Aug 27, 2015 12:22 PM CDT											
<p><b>Void Info</b></p> <p>User    Void Location    Date &amp; Time    Phone #    Email</p>															
<p><b>NSF Info</b></p> <p>User    NSF    Location    Date &amp; Time    Phone #    Email</p>															
<p><b>Charge Back Info</b></p> <p>User    Charge Back    Location    Date &amp; Time    Phone #    Email</p>															
<p><b>Reverse Charge Back Info</b></p> <p>User    Reverse Charge Back    Location    Date &amp; Time    Phone #    Email</p>															
<p><b>Return Info</b></p> <p>User    Return    Location    Date &amp; Time    Phone #    Email</p>															

Figure 123 - Payment Details Screen Tracks All Actions Associated with a Payment

RTM #	Financial	Yes	Customization Required	No	Alternate
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### Additional AWO Audit Tracking

Other auditing capabilities within the AWO system include the ability to track inventory changes, fee changes, and user modifications.

Figure 124 shows an excerpt of the inventory change audit log. This log tracks the date and time of the modification, the specific action taken, the affected location, user, and the specific module used to complete the modification.

DATE/TIME	LOG AREA	ACTION	ACTION DETAILS	AFFECTED LOCATION	USER NAME	APPLICATION
Aug 21, 2015 12:27 PM CDT	Release Locked Inventory	Release Site Inventory	Inventory ID: 30000012 Created Date/Time: 08/20/2015 12:30 Booking ID: 30000012 Inventory Facility: Inventory Area 5165 Site #017 Start Date: 08/17/2015 End Date: 08/24/2015 Site # Character Field Inventory ID: 30000012 Created Date/Time: 08/20/2015 12:30 Booking ID: 30000012 Inventory Facility: Inventory Area 5165 Site # 017	Eugene T. Mahoney SP	rs-ajagm	Field
Aug 27, 2015 11:46 AM CDT	Release Locked Inventory	Release Site Inventory	Inventory ID: 30000054 Created Date/Time: 08/27/2015 11:46 Booking ID: 30000054 Inventory Facility: Inventory Area 5165 Site # 018 Start Date: 08/27/2015 End Date: 09/03/2015 Site Character Field	Ted River SRA	rs-ajagm	Field
Aug 27, 2015 11:42 AM CDT	Closure	Assign Status to Closure	Closure ID: 30077505 Closure Type: General Site ID: 1661, Site Code: 012-SGL, LoopArea: 231400, LoopArea: Open (Loop Areas 1-14 & 41) Affected Reservation Indicator: None	Robt Ryan SP	rs-ajagm	Field
Aug 27, 2015 10:44 AM CDT	Closure	Add Closure	Closure ID: 30077505 Closure Type: Maintenance Affected Reservation Indicator: None	Watts River SP	rs-ajagm	Field
Aug 27, 2015 09:17 AM CDT	Closure	Assign Status to Closure	Closure ID: 30077505 Closure Type: General Site ID: 1661, Site Code: 012-SGL, LoopArea: 231400, LoopArea: Johnson Lake (Pet Campground) (Site 1-21) Affected Reservation Indicator: None	Johnson Lake SRA	rs-ajagm	Field
Aug 27, 2015 09:17 AM CDT	Closure	Add Closure	Closure ID: 30077505 Closure Type: General Affected Reservation Indicator: None	Watts River SRA	rs-ajagm	Field
Aug 27, 2015 09:13 AM CDT	Closure	Assign Status to Closure	Closure ID: 30077505 Closure Type: General Site ID: 1661, Site Code: 012-SGL, LoopArea: 231400, LoopArea: County (Loop Areas 1-14 & 41) Affected Reservation Indicator: None	Eugene T. Mahoney SP	rs-ajagm	Field
Aug 27, 2015 09:12 AM CDT	Closure	Assign Status to Closure	Closure ID: 30077505 Closure Type: General Site ID: 1661, Site Code: 012-SGL, LoopArea: 231400, LoopArea: County (Loop Areas 1-14 & 41) Affected Reservation Indicator: None	Eugene T. Mahoney SP	rs-ajagm	Field
Aug 27, 2015 09:04 PM CDT	Closure	Add Closure	Closure ID: 30077505 Closure Type: Maintenance Affected Reservation Indicator: None	Eugene T. Mahoney SP	rs-ajagm	Field
Aug 26, 2015 08:08 PM CDT	Closure	Assign Status to Closure	Closure ID: 30077505 Closure Type: Maintenance Site ID: 1661, Site Code: 012-SGL, LoopArea: 231400, LoopArea: County (Loop Areas 1-14 & 41) Affected Reservation Indicator: None	Eugene T. Mahoney SP	rs-ajagm	Field
Aug 26, 2015 08:03 PM CDT	Closure	Add Closure	Closure ID: 30077505 Closure Type: Maintenance Affected Reservation Indicator: None	Eugene T. Mahoney SP	rs-ajagm	Field
Aug 26, 2015 08:03 PM CDT	Closure	Assign Status to Closure	Closure ID: 30077505 Closure Type: Maintenance Site ID: 1661, Site Code: 012-SGL, LoopArea: 231400, LoopArea: County (Loop Areas 1-14 & 41) Affected Reservation Indicator: None	Eugene T. Mahoney SP	rs-ajagm	Field
Aug 26, 2015 08:03 PM CDT	Closure	Add Closure	Closure ID: 30077505 Closure Type: Maintenance Affected Reservation Indicator: None	Eugene T. Mahoney SP	rs-ajagm	Field
Aug 26, 2015 07:43 PM CDT	Release Locked Inventory	Release Site Inventory	Inventory ID: 30074538 Created Date/Time: 08/26/2015 07:43 Booking ID: 30074538 Inventory Facility: Inventory Area 5164 Site # 011 Start Date: 08/26/2015	Franklin SRA	rs-ajagm	Field

Figure 124 - Inventory Audit Tracking Shows Specific Action and User who Performed the Action

RTM #	Financial	Yes	Customization Required	No	Alternate
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As seen in Figure 125 below, the same audit log function when filtered for fee changes displays the date and time stamp, specific area affected by the change, the impacted location and the user who performed the action.

DATE/TIME	LOG AREA	ACTION	ACTION DETAILS	AFFECTED LOCATION	USER NAME	APPLICATION
Aug 26, 2015 12:41 AM CDT	Tax Schedule	Update Tax Schedule	Old Tax Schedule ID: 123210262, New Tax Schedule ID: 300489134, Tax Name: Sales Tax, Product Category: POS, Product Group: Marina Store, Product: Clipp, Fee Type: POS Fee Dates - Effective End: 12-31-2020 -> 08-22-2015	Eugene T. Mahoney SP	ra-nzhu	Finance
Aug 26, 2015 12:40 AM CDT	Tax Schedule	Activate Tax Schedule	Old Tax Schedule ID: 123210262, New Tax Schedule ID: 123210262, Tax Name: Sales Tax, Product Category: POS, Product Group: Marina Store, Product: Clipp, Fee Type: POS Fee	Eugene T. Mahoney SP	ra-nzhu	Finance
Aug 26, 2015 12:40 AM CDT	Tax Schedule	Update Tax Schedule	Old Tax Schedule ID: 123210264, New Tax Schedule ID: 123210264, Tax Name: Sales Tax, Product Category: POS, Product Group: Marina Store, Product: Clipp, Fee Type: POS Fee Dates - Effective Start: 08-22-2015 -> 08-22-2012	Eugene T. Mahoney SP	ra-nzhu	Finance
Aug 26, 2015 12:39 AM CDT	Tax Schedule	Update Tax Schedule	Old Tax Schedule ID: 123210264, New Tax Schedule ID: 123210264, Tax Name: Sales Tax, Product Category: POS, Product Group: Marina Store, Product: Clipp, Fee Type: POS Fee Tax Rate - Rate: 5.5% -> 0%	Eugene T. Mahoney SP	ra-nzhu	Finance
Aug 26, 2015 12:39 AM CDT	Tax Schedule	Update Tax Schedule	Old Tax Schedule ID: 300489133, New Tax Schedule ID: 300489133, Tax Name: Sales Tax, Product Category: POS, Product Group: Marina Store, Product: Clipp, Fee Type: POS Fee Dates - Effective Start: 08-22-2012 -> 08-22-2015	Eugene T. Mahoney SP	ra-nzhu	Finance
Aug 26, 2015 12:38 AM CDT	Tax Schedule	Update Tax Schedule	Old Tax Schedule ID: 123210262, New Tax Schedule ID: 300489133, Tax Name: Sales Tax, Product Category: POS, Product Group: Marina Store, Product: Clipp, Fee Type: POS Fee Tax Rate - Rate: 5.5% -> 0%	Eugene T. Mahoney SP	ra-nzhu	Finance

Page 1 of 1

25 rows per page

Figure 125 - Fee Audit Log Shows Specific Area Affected, the Action Taken and User who Performed the Action

<b>RTM #</b>	<b>Financial</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
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As seen in the below Figure 126 the user security audit log displays the date and time stamp, specific area affected by the change, the impacted location and the user who performed the action.

Search:  Start Date:  End Date:  Application:  Log Type:  Action Type:

DATE/TIME	LOG AREA	ACTION	ACTION DETAILS	AFFECTED LOCATION	USER NAME	APPLICATION	CONTRACT
Aug 24 2015 03:29 PM CDT	User Role	Add Role(s) to User	User ID:400251793, User Name:ra-abadamarevic, Role ID:622005, Role Name:NE - Park Manager	NGPC	ra-abadamarevic	Admin	Nebraska Game and Parks Commission
Aug 24 2015 03:29 PM CDT	User Location	Assign Location(s) to User	User ID:400251793, User Name:ra-abadamarevic, Location ID:233256, Location Name:Willow Creek SRA	NGPC	ra-abadamarevic	Admin	Nebraska Game and Parks Commission
Aug 24 2015 10:01 AM CDT	User Details	Add User Account	User ID:0, User Name:ac-fried	NGPC	admin	System	Nebraska Game and Parks Commission
Aug 24 2015 09:55 AM CDT	User Role	Add Role(s) to User	User ID:400384993, User Name:ahnicls, Role ID:622007, Role Name:NE - Field User	Fort Robinson SP	ne-read	Field	Nebraska Game and Parks Commission
Aug 24 2015 09:52 AM CDT	User Role	Add Role(s) to User	User ID:400384993, User Name:ahnicls, Role ID:622007, Role Name:NE - Field User	Fort Robinson SP	ne-read	Field	Nebraska Game and Parks Commission
Aug 24 2015 09:53 AM CDT	User Location	Assign Location(s) to User	User ID:400384993, User Name:ahnicls, Location ID:221545, Location Name:PR Restaurant	Fort Robinson SP	ne-read	Field	Nebraska Game and Parks Commission
Aug 24 2015 09:53 AM CDT	User Details	Add User Account	User ID:400396303, User Name:ahnicls, Password:123456789	Fort Robinson SP	ne-read	Field	Nebraska Game and Parks Commission
Aug 24 2015 07:53 AM CDT	User Details	Update User Account	User ID:400396303, User Name:ahnicls, Password:123456789	Fremont SRA	ne-000000	Field	Nebraska Game and Parks Commission
Aug 24 2015 04:09 AM CDT	User Details	Deactivate User Account	User ID:1423350, User Name:ra-nelsworth	NGPC	admin	System	Nebraska Game and Parks Commission
Aug 24 2015 04:09 AM CDT	User Details	Deactivate User Account	User ID:4466604, User Name:ra-worsharts	NGPC	admin	System	Nebraska Game and Parks Commission
Aug 24 2015 04:09 AM CDT	User Details	Deactivate User Account	User ID:1365229, User Name:ra-jonahay	NGPC	admin	System	Nebraska Game and Parks Commission
Aug 24 2015 04:09 AM CDT	User Details	Deactivate User Account	User ID:40055130, User Name:ra-gradam	NGPC	admin	System	Nebraska Game and Parks Commission

Page 1 of 1 25 rows per page

Figure 126 - User Security Auditing Displays the Date and Time Stamp, Specific Area Affected, the Action Taken and User who Performed the Action

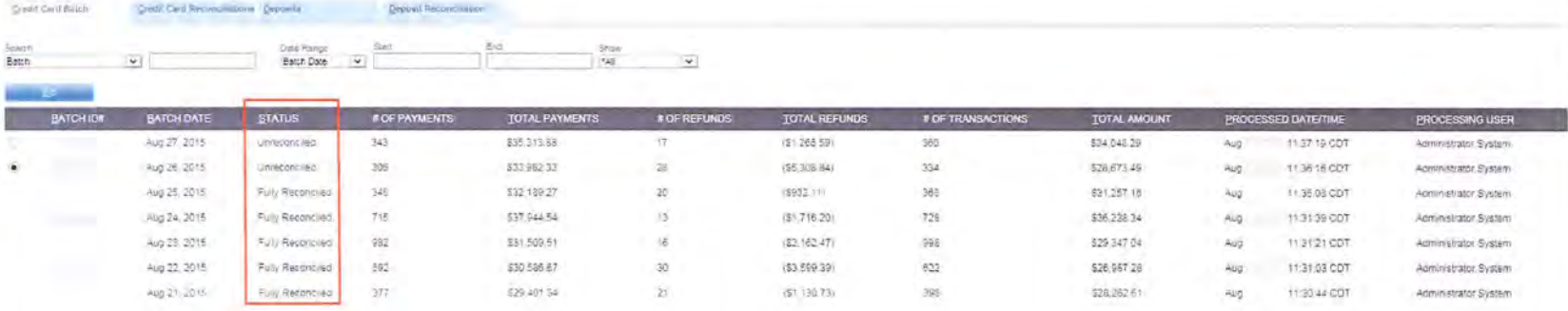
RTM #	Financial	Yes	Customization Required	No	Alternate																																																																																								
<h3>Reconciliation Reporting</h3> <p>Credit Card transactions are automatically reconciled on a daily basis via the Finance Manager application. Bank files are automatically uploaded into ACTIVE Works Outdoors on a daily basis. The reconciliation process then matches each credit card payment at the transaction level.</p> <p>Credit card batches can be viewed and reviewed by users with the appropriate permissions as shown in Figure 127 below. The user interface (UI) displays the status of each batch and if not fully reconciled the Active Finance Team will investigate and resolve any discrepancies to ensure a successful reconciliation.</p>  <p>The screenshot shows a web interface with a search bar and a table of credit card batches. The table has columns for Batch ID#, Batch Date, Status, # of Payments, Total Payments, # of Refunds, Total Refunds, # of Transactions, Total Amount, Processed Date/Time, and Processing User. The 'Status' column is highlighted with a red box, showing values like 'Unreconciled' and 'Fully Reconciled'.</p> <table border="1"> <thead> <tr> <th>BATCH ID#</th> <th>BATCH DATE</th> <th>STATUS</th> <th># OF PAYMENTS</th> <th>TOTAL PAYMENTS</th> <th># OF REFUNDS</th> <th>TOTAL REFUNDS</th> <th># OF TRANSACTIONS</th> <th>TOTAL AMOUNT</th> <th>PROCESSED DATE/TIME</th> <th>PROCESSING USER</th> </tr> </thead> <tbody> <tr> <td></td> <td>Aug 27, 2015</td> <td>Unreconciled</td> <td>343</td> <td>\$35,313.88</td> <td>17</td> <td>(\$1,268.59)</td> <td>360</td> <td>\$34,045.29</td> <td>Aug 11:37:19 CDT</td> <td>Administrator System</td> </tr> <tr> <td></td> <td>Aug 26, 2015</td> <td>Unreconciled</td> <td>306</td> <td>\$33,982.33</td> <td>28</td> <td>(\$5,308.84)</td> <td>334</td> <td>\$28,673.49</td> <td>Aug 11:36:16 CDT</td> <td>Administrator System</td> </tr> <tr> <td></td> <td>Aug 25, 2015</td> <td>Fully Reconciled</td> <td>345</td> <td>\$32,189.27</td> <td>20</td> <td>(\$932.31)</td> <td>365</td> <td>\$31,257.16</td> <td>Aug 11:35:03 CDT</td> <td>Administrator System</td> </tr> <tr> <td></td> <td>Aug 24, 2015</td> <td>Fully Reconciled</td> <td>718</td> <td>\$37,044.54</td> <td>13</td> <td>(\$1,716.20)</td> <td>728</td> <td>\$35,328.34</td> <td>Aug 11:31:39 CDT</td> <td>Administrator System</td> </tr> <tr> <td></td> <td>Aug 23, 2015</td> <td>Fully Reconciled</td> <td>982</td> <td>\$31,509.51</td> <td>16</td> <td>(\$2,162.47)</td> <td>996</td> <td>\$29,347.04</td> <td>Aug 11:31:21 CDT</td> <td>Administrator System</td> </tr> <tr> <td></td> <td>Aug 22, 2015</td> <td>Fully Reconciled</td> <td>592</td> <td>\$30,596.87</td> <td>30</td> <td>(\$3,559.39)</td> <td>622</td> <td>\$26,997.28</td> <td>Aug 11:31:03 CDT</td> <td>Administrator System</td> </tr> <tr> <td></td> <td>Aug 21, 2015</td> <td>Fully Reconciled</td> <td>377</td> <td>\$29,401.34</td> <td>21</td> <td>(\$1,130.73)</td> <td>398</td> <td>\$28,262.61</td> <td>Aug 11:30:44 CDT</td> <td>Administrator System</td> </tr> </tbody> </table>						BATCH ID#	BATCH DATE	STATUS	# OF PAYMENTS	TOTAL PAYMENTS	# OF REFUNDS	TOTAL REFUNDS	# OF TRANSACTIONS	TOTAL AMOUNT	PROCESSED DATE/TIME	PROCESSING USER		Aug 27, 2015	Unreconciled	343	\$35,313.88	17	(\$1,268.59)	360	\$34,045.29	Aug 11:37:19 CDT	Administrator System		Aug 26, 2015	Unreconciled	306	\$33,982.33	28	(\$5,308.84)	334	\$28,673.49	Aug 11:36:16 CDT	Administrator System		Aug 25, 2015	Fully Reconciled	345	\$32,189.27	20	(\$932.31)	365	\$31,257.16	Aug 11:35:03 CDT	Administrator System		Aug 24, 2015	Fully Reconciled	718	\$37,044.54	13	(\$1,716.20)	728	\$35,328.34	Aug 11:31:39 CDT	Administrator System		Aug 23, 2015	Fully Reconciled	982	\$31,509.51	16	(\$2,162.47)	996	\$29,347.04	Aug 11:31:21 CDT	Administrator System		Aug 22, 2015	Fully Reconciled	592	\$30,596.87	30	(\$3,559.39)	622	\$26,997.28	Aug 11:31:03 CDT	Administrator System		Aug 21, 2015	Fully Reconciled	377	\$29,401.34	21	(\$1,130.73)	398	\$28,262.61	Aug 11:30:44 CDT	Administrator System
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Figure 127 - Credit Card Batch Tab in Finance Manager Shows the Reconciliation Status of Each Batch

<b>RTM #</b>	<b>Financial</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
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**Tracing a Payment Back to Original Transaction and Provide Details of the Transaction**

Within the Financials section of Operations or Field Manager authorized users can search for payments based on several different search options, including customer name, collection date, reservation number, etc. as seen in Figure 128 below. Once the payment has been found you can click on the Payment ID number to see the details of the transaction.

The screenshot shows a software interface with a navigation bar at the top containing tabs like 'Financials', 'Payments', 'Refunds', etc. Below the navigation bar is a search form with the following fields: Search Type (set to 'All'), Search Type ID/Value, Date Range (set to 'Collected Date'), From (set to '08-27-2016'), To, Payment Type (set to 'All'), Payment Status (set to 'All'), Payment Amount (set to 'All'), and Payment Amount (set to 'All'). A 'SEARCH' button is located below the search form. Below the search form is a table with the following columns: PAYMENT ID, CUSTOMER, AMOUNT, CHANGE TENDERED, NET AMOUNT, DATE/TIME, PAY METHOD, PAY STATUS, COLLECT LOCATION, COLLECTING USER, and BATCH ID. The table contains six rows of payment data.

PAYMENT ID	CUSTOMER	AMOUNT	CHANGE TENDERED	NET AMOUNT	DATE/TIME	PAY METHOD	PAY STATUS	COLLECT LOCATION	COLLECTING USER	BATCH ID
		\$5.00	\$0.00	\$5.00	Aug 12 16 PM CDT	CASH	Received	Fort Robinson SP		0
		\$66.00	\$0.00	\$66.00	Aug 12 17 PM CDT	VISA	Pending	Eugene T Mahoney SP		0
		\$99.46	\$0.00	\$99.46	Aug 12 15 PM CDT	VISA	Pending	Branched Oak SRA		0
		\$31.63	\$0.00	\$31.63	Aug 12 13 PM CDT	MAST	Received	Eugene T Mahoney SP		0
		\$5.40	\$0.00	\$5.40	Aug 12 11 PM CDT	CASH	Received	Eugene T Mahoney SP		0
		\$69.00	\$0.00	\$69.00	Aug 12 10 PM CDT	CASH	Received	Palmer SRA		0

**Figure 128 - Payment Results Screen Based on Search Criteria Entered**

From the Payment Results screen clicking the Payment ID link brings the user to the Payment Details screen shown below in Figure 129. The specific buttons enabled depends on the payment method and the status of the specific payment.

RTM #	Financial	Yes	Customization Required	No	Alternate																					
	<p> <a href="#">Financial Sessions</a> <a href="#">Payments</a> <a href="#">Refunds</a> <a href="#">Issue Refunds</a> <a href="#">Print Checks</a> <a href="#">Vouchers</a> </p> <p> <b>Payment</b> </p> <p>                     Payment ID: <input type="text"/> Payment Status: Received   Payment Type: Non Cash Depositable   Collect Location: Fort Robinson SP   Collect Station: FR Office 1                 </p> <p> <a href="#">Payment Details</a> <a href="#">Payment Distributions</a> </p> <p> <b>Actions</b> </p> <p> <input type="button" value="VOID PAYMENT"/> <input type="button" value="NSF"/> <input type="button" value="CHARGE BACK"/> <input type="button" value="REVERSE CHARGE BACK"/> <input type="button" value="RETURN PAYMENT"/> </p> <table border="1"> <thead> <tr> <th>Amount</th> <th>Change Tendered</th> <th>Net Amount</th> </tr> </thead> <tbody> <tr> <td>\$1,002.24</td> <td>\$0.00</td> <td>\$1,002.24</td> </tr> </tbody> </table> <p> <b>Payment Details</b> </p> <p>                     Batch ID: <input type="text"/> Reconciliation Job ID - Reference #: <input type="text"/> Financial Session ID: <input type="text"/> </p> <p> <b>Customer</b> </p> <p>                     Name: <input type="text"/> Phone #: <input type="text"/> Email: <input type="text"/> </p> <p> <b>Payment Attributes</b> </p> <p>                     Check Number: <input type="text"/> Check Date: Mon Aug 24 2015   Check Holder Name: EFTConfigSchedule   EFTConfigSchedule: 0                 </p> <p> <b>Orders</b> </p> <p>                     \$1,002.24 of this payment has been allocated to order # <input type="text"/> </p> <p> <b>Refunds</b> </p> <p> <b>Availability</b> </p> <p>                     Missing Or Not: <input type="text"/> </p> <p> <b>Collection Info</b> </p> <table border="1"> <thead> <tr> <th>User</th> <th>Pin User</th> <th>Collect Location</th> <th>Collect Station</th> <th>Date &amp; Time</th> <th>Phone #</th> <th>Email</th> </tr> </thead> <tbody> <tr> <td>I</td> <td></td> <td>Fort Robinson SP</td> <td>FR Office 1</td> <td>Aug 27, 2015 12:03 PM CDT</td> <td></td> <td></td> </tr> </tbody> </table> <p>                     User Void Location Date &amp; Time Phone # Email                 </p>	Amount	Change Tendered	Net Amount	\$1,002.24	\$0.00	\$1,002.24	User	Pin User	Collect Location	Collect Station	Date & Time	Phone #	Email	I		Fort Robinson SP	FR Office 1	Aug 27, 2015 12:03 PM CDT							
Amount	Change Tendered	Net Amount																								
\$1,002.24	\$0.00	\$1,002.24																								
User	Pin User	Collect Location	Collect Station	Date & Time	Phone #	Email																				
I		Fort Robinson SP	FR Office 1	Aug 27, 2015 12:03 PM CDT																						

Figure 129 - Payment Details Screen Reached by Clicking on the Payment ID Link

RTM #	Financial	Yes	Customization Required	No	Alternate
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Within the Payment Details screen, authorized users can retrieve information such as the order(s) associated with the payment, the financial session ID as well as the user whose PIN number was used to process the payment. Clicking the Order number link takes the user into the specific details of the transaction shown in the Reservation Details screen shown below in Figure 130 below. Selecting the HISTORY button takes the user to the screen showing each action taken against the transaction and the user who performed that action.

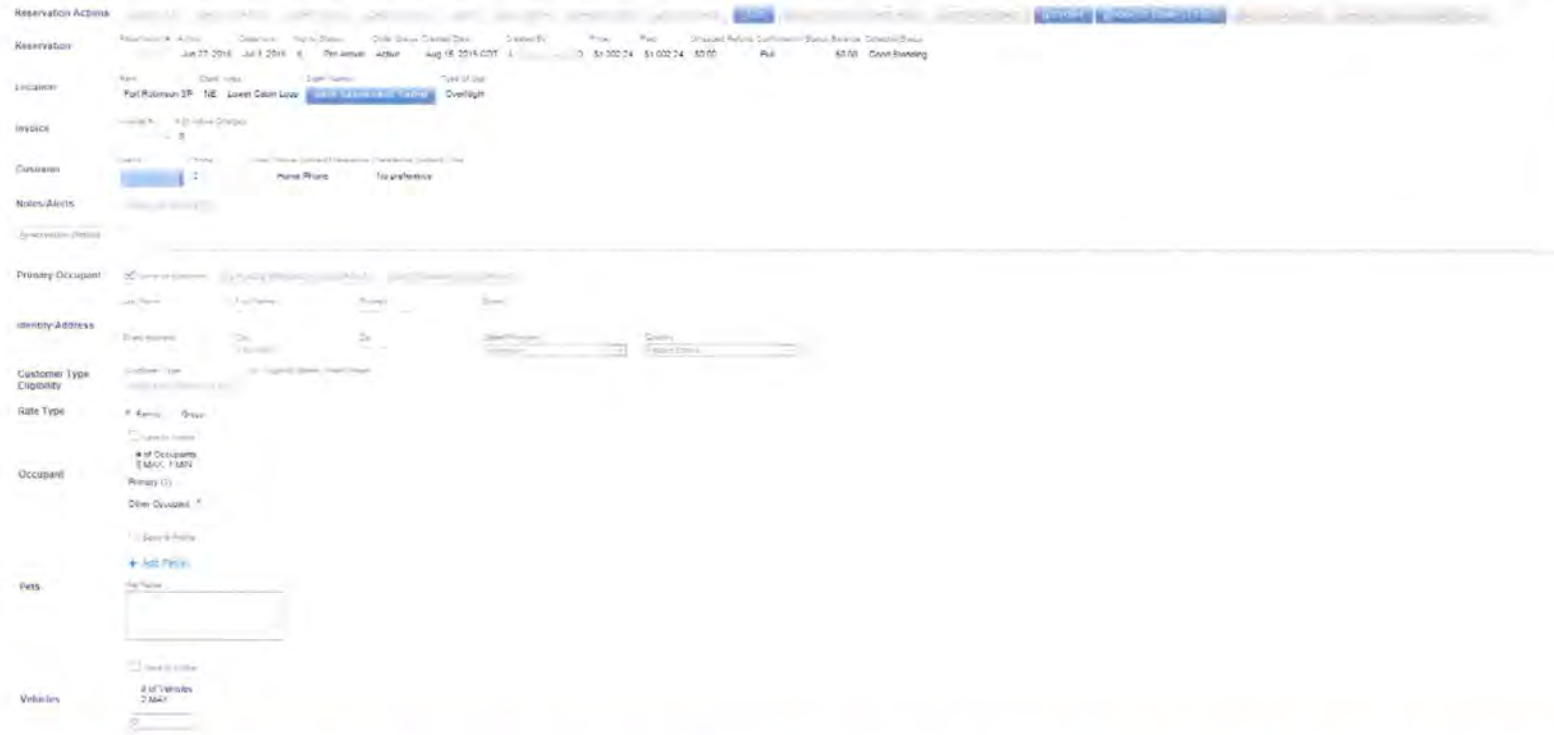


Figure 130 - Reservation Details Screen Provides All Information Pertaining to the Specific Transaction. By Selecting the History Link Users Can View all Actions Taken on the Transaction as well as the User Performing the Action.



RTM #	Financial	Yes	Customization Required	No	Alternate
RTM-7	Bidder should describe, and provide screen shots showing, their process to create merchandise items.	✓			

**Bidder Response:**

The ability to create new POS/Merchandise items is controlled by the ACTIVE Works Outdoors robust security framework. New items can be created through either Inventory Manager or Field Manager.

As seen in Figure 131 below, all items that are created are added to the Master POS listing in the system making them available for any facility to select and assign to their location. Users with the appropriate permissions can select the "ADD POS PRODUCT" button to begin the process of adding a new POS/Merchandise item to the master listing.

The screenshot shows the 'Inventory Manager' interface for 'ACTIVE works Outdoors'. It features a search bar and a table of products. The table has the following columns: ORDER TYPE, PRODUCT ID, STATUS, PRODUCT NAME, DESCRIPTION, PRODUCT GROUP, PRODUCT AVAILABLE LOCATION, INVENTORY TYPE, ASSIGNED LOCATIONS, and REVENUE LOCATION. The table lists several POS Sale items, including 'True West (July Issue-One, Trail)', '\$1.00 Nebraskaand Publications', and various resale tax items ranging from \$1.00 to \$15.00.

ORDER TYPE	PRODUCT ID	STATUS	PRODUCT NAME	DESCRIPTION	PRODUCT GROUP	PRODUCT AVAILABLE LOCATION	INVENTORY TYPE	ASSIGNED LOCATIONS	REVENUE LOCATION
<input type="checkbox"/> POS Sale	10000	Active	True West (July Issue-One, Trail)	True West (July Issue-One, Trail)	BOOKS	All Agencies	No Inventory		Where the product is sold
<input type="checkbox"/> POS Sale	10001	Active	\$1.00 Nebraskaand Publications	\$1.00 Nebraskaand Publications	I & E Resale	All Agencies	No Inventory	↓	Where the product is sold
<input type="checkbox"/> POS Sale	10002	Active	\$1.00 Resale Tax Incl	\$1.00 Resale Tax Incl	Resale	All Agencies	No Inventory	↓	Where the product is sold
<input type="checkbox"/> POS Sale	10003	Active	\$10.00 Resale Tax Incl	\$10.00 Resale Tax Incl	Resale	All Agencies	No Inventory	↓	Where the product is sold
<input type="checkbox"/> POS Sale	10004	Active	\$100.00 Resale Tax Incl	\$100.00 Resale Tax Incl	Resale	All Agencies	No Inventory	↓	Where the product is sold
<input type="checkbox"/> POS Sale	10005	Active	\$12.00 Resale Tax Incl	\$12.00 Resale Tax Incl	Resale	All Agencies	No Inventory	↓	Where the product is sold
<input type="checkbox"/> POS Sale	10006	Active	\$14.00 Resale Tax Incl	\$14.00 Resale Tax Incl	Resale	All Agencies	No Inventory	↓	Where the product is sold
<input type="checkbox"/> POS Sale	10007	Active	\$15.00 Resale Tax Incl	\$15.00 Resale Tax Incl	Resale	All Agencies	No Inventory	↓	Where the product is sold

Figure 131 - Master POS List Allows Parks to Select and Assign to Their Location for Sale

RTM #	Financial	Yes	Customization Required	No	Alternate
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Figure 132 below identifies with red asterisks the required fields to be completed when adding new items including the following:

- Product Name
- Product Group
- Product Relationship Type
- Inventory Type
- Product Description
- Revenue Account

Figure 132 –Add New Product Screen Identifies Mandatory Fields with Red Asterisks

RTM #	Financial	Yes	Customization Required	No	Alternate
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Addition information that can be collected during the sale of the item is configured on the individual product record. As seen in Figure 133 below this information can be designated as mandatory or optional collection. Multiple attributes can be configured for a single item should NGPC desire.

The screenshot displays a configuration window for product attributes. On the left, a list of attributes is shown, including 'Boat Length', 'Boat Width', '2nd Vehicle Plate', 'Boat Category', 'Boat Depth', 'Boat Name', 'Boat Type', 'Capacity', 'Color', 'Construction', 'Customer Name', 'Horse Power', 'Hull Identification', 'Manufacturer', 'Model', 'Motor Manufacturer', 'Registration Number', 'Ship to City', 'Ship to Country', 'Ship to First Name', 'Ship to Last Name', 'Ship to State', 'Ship to Street Address 1', 'Ship to Street Address 2', 'Ship to Zip', 'Trailer License', 'Trailer Type', 'Vehicle Plate', and 'Year'. The 'Mandatory' dropdown is set to 'No' and the 'Active' dropdown is set to 'Yes'. A 'REMOVE PRODUCT ATTRIBUTE' button is located to the right of the dropdowns. The background shows a partially visible form with a 'Display Sequence' field and a '100.00 %' value.

Figure 133 - Additional Attributes Configured by Product Including Mandatory or Optional Designation

NGPC has elected to have the master POS list managed centrally. Once added to the master list, as seen in Figure 134 below, authorized staff at the facility location can assign the product to their location and immediately begin selling. By filtering the search for unassigned products and any additional information such as product ID or product name will assist in locating the new product.

RTM #	Financial	Yes	Customization Required	No	Alternate
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POS Product Setup

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Assignment Status  
Unassigned Products

Product ID

Product Barcode

Product Name

Product Group

Supplier

Inventory Type

Qty On Hand

Date

From

To

Variable Price

Partial Quantity Allowed

Show Product Packages Only

SEARCH

	PRODUCT ID	ASSIGNED	PRODUCT NAME	PRODUCT DESCRIPTION	PRODUCT GROUP	INVENTORY TYPE	SUPPLIER	QTY ON
<input type="checkbox"/>	10250	No	True West (July Issue-Ore. Trail)	True West (July Issue-Ore. Trail)	BOOKS	No Inventory		
<input type="checkbox"/>	14551	No	\$1.00 Nebraskaland Publications	\$1.00 Nebraskaland Publications	I & E Resale	No Inventory		
<input type="checkbox"/>	16164	No	\$1.00 Resale Tax Incl	\$1.00 Resale Tax Incl	Resale	No Inventory		
<input type="checkbox"/>	16173	No	\$10.00 Resale Tax Incl	\$10.00 Resale Tax Incl	Resale	No Inventory		
<input type="checkbox"/>	16190	No	\$100.00 Resale Tax Incl	\$100.00 Resale Tax Incl	Resale	No Inventory		
<input type="checkbox"/>	16174	No	\$12.00 Resale Tax Incl	\$12.00 Resale Tax Incl	Resale	No Inventory		
<input type="checkbox"/>	16175	No	\$14.00 Resale Tax Incl	\$14.00 Resale Tax Incl	Resale	No Inventory		
<input type="checkbox"/>	16176	No	\$16.00 Resale Tax Incl	\$16.00 Resale Tax Incl	Resale	No Inventory		
<input type="checkbox"/>	16177	No	\$16.00 Resale Tax Incl	\$16.00 Resale Tax Incl	Resale	No Inventory		
<input type="checkbox"/>	16178	No	\$18.00 Resale Tax Incl	\$18.00 Resale Tax Incl	Resale	No Inventory		
<input type="checkbox"/>	14552	No	\$2.00 Nebraskaland Publications	\$2.00 Nebraskaland Publications	I & E Resale	No Inventory		

Figure 134 - Search Based on Unassigned Products Returns a List Including New Products That Have Been Added

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
RTM-8	Bidder should describe their <ul style="list-style-type: none"> <li>• ability to accept and categorize payments by all means that are accepted by NGPC as specified in Section IV.E.5.,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• compliance with Payment Card Industry’s Data Security Standards (“PCI DSS”), and bidder should provide their most recent verification of compliance, and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• ability to integrate with the State of Nebraska’s current Merchant Credit Card Processing Service.</li> </ul>	✓			
<p>Bidder Response:</p> <p><b>Acceptable Payment and Refund Methods</b></p> <p>ACTIVE Works Outdoors allows for the configuration of acceptable payment methods by sales channel as shown in Figure 135 below.</p>					

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
	<p>The screenshot shows the ACTIVEWORKS Outdoors software interface. At the top, there's a header with the logo and 'Outdoors'. Below that, there are search filters for 'Location Name/Description', 'Payment Type', 'Site', and 'Location Category'. A 'SEARCH' button is visible. The main part of the screenshot is a table with the following columns: LOCATION ID, LOCATION NAME, LOCATION DESCRIPTION, PAYMENT TYPES, and DETAILS. The 'LOCATION NAME' column is highlighted with a red box. The table lists various locations such as NGPC, various reservation centers (e.g., Fremont, Fort Robinson, Indian Cave, Johnson Lake, Fort Kearny, Lake McConaughy, Lake Ogallala, Lewis &amp; Clark, Louisville, Lake Minnetonka, Mormon Island, and Aurora State Park), and their associated payment types and details.</p>				
	<p><b>Figure 135 - Payment types can be assigned or edited by location.</b></p>				
	<p>Typically cash, money orders, travelers' checks, and personal check payments as well as NGPC Park Bucks are accepted only at field locations. Should NGPS wish to modify the current AWO configuration to accept some of the above payment methods via the call center as well as field locations the change can be easily accommodated. Additional payment methods currently in use by NGPC today include Inter-Agency Billing Transactions (IBT) used to handle payment for inventory booked by other Nebraska agencies. Credit cards are accepted through all sales channels.</p>				

As seen in Figure 136 below each of the payment types identified in the RFP Section IV.E.5 are currently supported for NGPC today.

The screenshot shows the ACTIVEworks Admin Manager interface. At the top, there is a navigation bar with the ACTIVEworks logo, the word "Outdoors", and the user name "Admin Manager". Below the navigation bar, there are several tabs and filters, including "Contract - Configuration" and "Payment Type". The main content area displays a table of payment types with the following columns: ID, PMT TYPE, PAYMENT GROUP, PMT REFUND TYPE, VISIBLE, and DEF PMT TYPE. The table lists various payment methods such as ST, Park Bucks, Travellers Check, Cash, Certified Check, Money Order, Personal Check, MasterCard, and Visa, along with their respective payment groups and refund types.

ID	PMT TYPE	PAYMENT GROUP	PMT REFUND TYPE	VISIBLE	DEF PMT TYPE
	ST	Non Depositable	Both	Yes	No
	Park Bucks	Non Depositable	Both	Yes	No
	Travellers Check	Non Cash Depositable	Both	Yes	No
	Cash	Cash	Both	Yes	No
	Certified Check	Non Cash Depositable	Both	Yes	No
	Money Order	Non Cash Depositable	Both	Yes	No
	Personal Check	Non Cash Depositable	Both	Yes	No
	MasterCard	Credit Card	Both	Yes	No
	Visa	Credit Card	Both	Yes	No

Figure 136 – NGPC payment types currently configured with AWO.

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
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The configuration of acceptable payment and refund methods can be adjusted at any time based on NGPC's needs. As shown in Figure 137 below, after selecting the location within the hierarchy, authorized staff can select the payment type and whether it is an acceptable method for payment, refund or both.

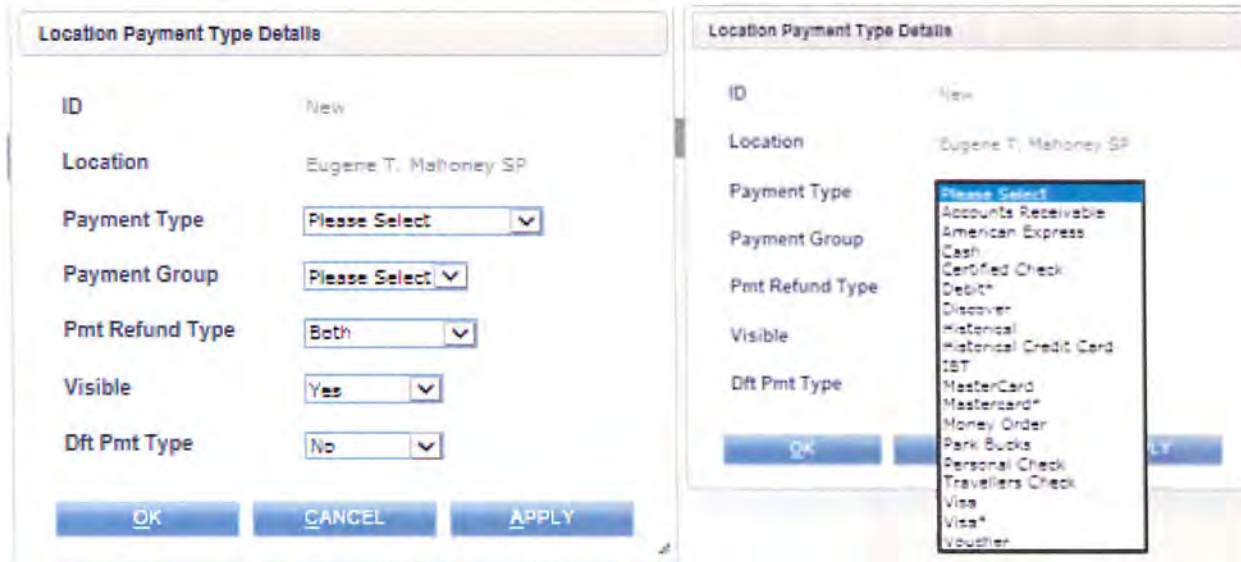


Figure 137 - A new payment type for a location can be added by selecting a payment type from the drop down list. The payment type can be applied to refunds or payments, or both.



RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
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Payment tracking and reporting is broken down by payment method including the number of transactions each of the payment/refund types. Clicking on the links provides authorized staff with access to the individual payments or refunds making up the total, See Figure 138 and Figure 139 below.

The screenshot shows the ACTIVEWORKS Outdoors Field Manager interface. At the top, there are navigation links like Home, Map, Site View, Availability, Open Cash Drawer, and a search bar. The user is logged in as Eugene T. Mahoney SP. Below the navigation, there are tabs for 'Fin Session Summary', 'Transactions', and 'View Transactions'. The main content area displays a financial session summary table with the following data:

PAYMENT GROUP	PAYMENT TYPE	# PAYMENTS	# REFUNDS	CHANGE TENDERED	TOTAL AMOUNT	TOTAL ON HAND	ADJUSTMENT	
Cash	Cash	1	0		0.00	7065.96		
Non-Cash Depositable	Personal Check	1	0		22.00			
Non-Cash Depositable	Money Order	1	0		22.00			
Sub-total Available for Deposit						<b>7109.96</b>	<b>7109.96</b>	<b>0.00</b>
Credit Card	Visa	1	0		22.00			
Non-Depositable	Pay Books	1	0		44.00			
Total Other						<b>66.00</b>	<b>66.00</b>	
Fin Session Total							<b>7175.96</b>	
Vouchers								
Received		1	0		50.00			
Issued			1		(5433.16)			

Below the table, there is a 'Notes' section with a text input field and buttons for 'FINISH SESSION', 'SAVE WORK', and 'CANCEL'.

Figure 138 - Each Financial session summary shows a breakdown of the total number and amount of each payment type that was used for payments and refunds.

Outdoors

Field Manager

Home Map Site View Availability Open Cash Drawer Search: Site #6661-2014
Reports POS Admin Financials Help Launch Pad Sign Out

Eugene T. Mahoney SP - NE Contr: NE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

Fin Session: Fin Session ID Deposit ID Open User/Station Status # Transaction Net Total Total incl Non-Depositables Cover Date Time Opening User Close Date Time Close User Deposit Date Time Deposit User

Open: 14 \$7,129.66 \$7,175.66 Aug 27, 2014 10:38:43 CDT

Search By:  Station By:  Payment Group:  Payment Type:  Transaction Type:

SEARCH

PAYMENT ID	CUSTOMER	AMOUNT	CHANGE TENDERED	NET AMOUNT	PAYMENT GROUP	PAYMENT TYPE	TRANSACTION TYPE	DATE/TIME	USER
5272.94		\$0.00		\$272.94	Cash	Cash	Payment	Aug 3 11:34:05 CDT	
\$745.00		\$0.00		\$745.00	Cash	Cash	Payment	Aug 5 10:38:43 CDT	
\$47.74		\$0.00		\$47.74	Cash	Cash	Payment	Aug 5 10:37:17 CDT	
\$76.66		\$0.00		\$76.66	Cash	Cash	Payment	Aug 5 11:40:42 CDT	
\$1,691.70		\$0.00		\$1,691.70	Cash	Cash	Payment	Aug 5 14:23:35 CDT	
\$100.00		\$0.00		\$100.00	Cash	Cash	Payment	Aug 5 14:25:47 CDT	
\$1,700.61		\$0.00		\$1,700.61	Cash	Cash	Payment	Aug 11:49:15 CDT	
\$22.00		\$0.00		\$22.00	Non-Cash Depositable	Money Order	Payment	Aug 12:27:19 CDT	
\$22.00		\$0.00		\$22.00	Non-Cash Depositable	Personal Check	Payment	Aug 12:27:41 CDT	
\$405.54		\$0.00		\$405.54	Cash	Cash	Payment	Aug 3 11:40:59 CDT	
\$1,733.45		\$0.00		\$1,733.45	Cash	Cash	Payment	Aug 11:51:20 CDT	
\$44.00		\$0.00		\$44.00	Non-Depositable	Park Bucks	Payment	Aug 11:57:33 CDT	
\$37.50		\$0.00		\$37.50	Cash	Cash	Payment	Aug 11:59:32 CDT	
\$22.00		\$0.00		\$22.00	Credit Card	Visa	Payment	Aug 12:26:34 CDT	


Figure 139 Each Financial Session also has a detailed view of each transaction that was processed and the payment type used. This view can be filtered to show specific payment types using the search filter.

<b>RTM #</b>	<b>Payment and Credit Card Processing</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
--------------	---	------------	-------------------------------	-----------	------------------

When logging off at the end of a shift, field staff are prompted to either leave their financial session open or close their session. Once closed, field staff reconcile their cash drawer, print and sign their Financial Session Summary and Detail Reports, see Figure 140 and Figure 141 below. These reports along with the contents of the cash drawer are provided to supervisory staff to allow for secondary validation.

Financial Session Summary Report (FIN-DEP-004)							Run Date and Time: Sep 02 2015 12:36:54 PM CDT		
Location: 230273 Eugene T. Mahoney SP				Station/User: F... ..					
Fin Session ID:				Fin Session Open Date/Time: 06/27/2015 10:36:43					
Status: Open				Fin Session Close Date/Time:					
Payment Type	# of Payments	# of Refunds	Total Payments	Total Refunds	Change Tendered on Non Cash Dep.	Adjustments	Total On Hand		
<b>BANK DEPOSITS</b>									
Cash									
Cash	10		\$7,065.96				\$7,065.96		
Non Cash Depositable									
Personal Check	1		\$22.00				\$22.00		
Money Order	1		\$22.00				\$22.00		
<b>Total BANK DEPOSITS</b>							<b>\$7,109.96</b>		
<b>CENTRAL DEPOSITS</b>									
Credit Card									
Visa	1		\$22.00				\$22.00		
Non Depositable									
Park Bucks	1		\$44.00				\$44.00		
<b>Total CENTRAL DEPOSITS</b>							<b>\$66.00</b>		
<b>Total Deposits</b>							<b>\$7,175.96</b>		
<b>Vouchers</b>									
Revised	0		(\$0.00)				(\$0.00)		
Issued		2			(\$433.16)		(\$433.16)		
		Date	Name		Signature				
Signature 1		-----	-----		-----				
Signature 2		-----	-----		-----				

Figure 140 - The Financial Summary report.

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate																																																																																																																																																																																
<div style="display: flex; justify-content: space-between;"> <div data-bbox="478 357 949 384"> <p><b>Financial Session Detail Report (FIN-DEP-005)</b></p> </div> <div data-bbox="1255 354 1589 375"> <p>Run Date and Time: Sep 02 2015 12:37:46 PM CDT</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div data-bbox="478 396 804 466"> <p>Location: 230273 Eugene T. Mahoney SP                      Fin Session ID:                      Status: Open</p> </div> <div data-bbox="1029 396 1365 466"> <p>Station/User:                      Fin Session Open Date/Time: 08/27/2015 10:36:43                      Fin Session Close Date/Time:</p> </div> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Payment/Refund ID</th> <th>Transaction Type</th> <th>Status</th> <th>Date/Time</th> <th>Order #</th> <th>Customer Name</th> <th>User Name</th> <th>Net Amount</th> </tr> </thead> <tbody> <tr> <td colspan="8"><b>BANK DEPOSITS</b></td> </tr> <tr> <td colspan="8">Cash</td> </tr> <tr> <td colspan="8">Cash</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/28/2015 11:34</td> <td></td> <td></td> <td></td> <td>\$272.94</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/27/2015 10:36</td> <td></td> <td></td> <td></td> <td>\$746.80</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/27/2015 10:37</td> <td></td> <td></td> <td></td> <td>\$47.74</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/28/2015 11:40</td> <td></td> <td></td> <td></td> <td>\$79.56</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/31/2015 14:23</td> <td></td> <td></td> <td></td> <td>\$1,891.79</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/31/2015 14:25</td> <td></td> <td></td> <td></td> <td>\$100.00</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>09/02/2015 11:49</td> <td></td> <td></td> <td></td> <td>\$1,700.61</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/31/2015 11:40</td> <td></td> <td></td> <td></td> <td>\$405.54</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>09/02/2015 11:51</td> <td></td> <td></td> <td></td> <td>\$1,783.48</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>09/02/2015 11:59</td> <td></td> <td>GENERAL PUBLIC</td> <td></td> <td>\$37.50</td> </tr> <tr> <td colspan="7">Change Tended on Non Cash Depositable</td> <td>(\$0.00)</td> </tr> <tr> <td colspan="7">SubTotal Cash</td> <td><u>\$7,065.96</u></td> </tr> <tr> <td colspan="8"><b>Non Cash Depositable</b></td> </tr> <tr> <td colspan="8">Money Order</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>09/02/2015 12:27</td> <td></td> <td>GENERAL PUBLIC</td> <td>Steve Riddle</td> <td>\$22.00</td> </tr> <tr> <td colspan="7">SubTotal Money Order</td> <td><u>\$22.00</u></td> </tr> <tr> <td colspan="8">Personal Check</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>09/02/2015 12:27</td> <td></td> <td>GENERAL PUBLIC</td> <td>Steve Riddle</td> <td>\$22.00</td> </tr> </tbody> </table> <div style="display: flex; justify-content: space-between; margin-top: 20px;">  <p>Financial Session Detail Report Page 1 of 2</p> </div>						Payment/Refund ID	Transaction Type	Status	Date/Time	Order #	Customer Name	User Name	Net Amount	<b>BANK DEPOSITS</b>								Cash								Cash									Payment	Received	08/28/2015 11:34				\$272.94		Payment	Received	08/27/2015 10:36				\$746.80		Payment	Received	08/27/2015 10:37				\$47.74		Payment	Received	08/28/2015 11:40				\$79.56		Payment	Received	08/31/2015 14:23				\$1,891.79		Payment	Received	08/31/2015 14:25				\$100.00		Payment	Received	09/02/2015 11:49				\$1,700.61		Payment	Received	08/31/2015 11:40				\$405.54		Payment	Received	09/02/2015 11:51				\$1,783.48		Payment	Received	09/02/2015 11:59		GENERAL PUBLIC		\$37.50	Change Tended on Non Cash Depositable							(\$0.00)	SubTotal Cash							<u>\$7,065.96</u>	<b>Non Cash Depositable</b>								Money Order									Payment	Received	09/02/2015 12:27		GENERAL PUBLIC	Steve Riddle	\$22.00	SubTotal Money Order							<u>\$22.00</u>	Personal Check									Payment	Received	09/02/2015 12:27		GENERAL PUBLIC	Steve Riddle	\$22.00
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Figure 141 - The Financial Session Detail Report.

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
<p><b>PCI DSS Compliance</b></p> <p>ACTIVE’s systems maintain PCI-Level one compliance and have done so for ten years. This is an important distinction, as many vendors do not have the level of independent security audit detail that ACTIVE has. Many vendors use the self-assessment method of PCI Compliance meaning that they simply complete a questionnaire indicating that they are PCI compliant.</p> <p>We undertake an annual PCI-DSS Level 1 reassessment with a council-approved Qualified Security Assessor (QSA) to deliver the required Report on Compliance (ROC) and the Attestation of Compliance (AOC). ACTIVE is committed to ACTIVE Works Outdoors security and preserving the PCI and PII data entrusted to us. The Trustwave Certificate of Compliance in Figure 142 confirms our compliance for the quarter ending October 18, 2015.</p> <p>Our dedicated security team analyzes the customer transactions from the central database, all the way to the field transaction, in order to determine which parts of the process are in scope and out of scope for PCI certification.</p>					

Our products are regularly tested from the Internet for vulnerabilities with industry-leading audit review and penetration testing expert Trustwave®. They test our sites monthly to ensure we pass the highest published payment industry and government standards. TrustWave® Secure certification is fully accredited to meet the scanning requirements for the Payment Card Industry (PCI) standard used by Visa, MasterCard, American Express, and other customer credit providers. ACTIVE also conducts weekly internal vulnerability scans to identify potential areas of risk and drive remediation on an ongoing basis independent of our external scans.

All ACTIVE Data Center facilities follow strict security and access policies, meeting PCI-DSS compliance standards.



Figure 142 - Trustwave Compliance Certificate

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
	<p>ACTIVE will provide NGPC with quarterly Certificates of Compliance as well as the annual Attestation of Compliance throughout the life of the contract.</p> <p>TRUSTe's Privacy Certifications provide cutting-edge consumer protections and establish leading privacy standards. Each certification has Certification Standards applied against a company's online properties (like websites, mobile apps, cloud platforms), customer and employee data management practices, and/or applicable regulatory frameworks (like <a href="#">COPPA</a>).</p> <p>As seen in Figure 143 TrustWave and TRUSTe certificates are displayed on our payment pages, indicating compliance with both privacy standards and with PCI requirements.</p> <p>Since inception, Active Works Outdoors has processed over one billion dollars securely, which should give you maximum peace of mind that we are protecting your customers' important financial data.</p>				

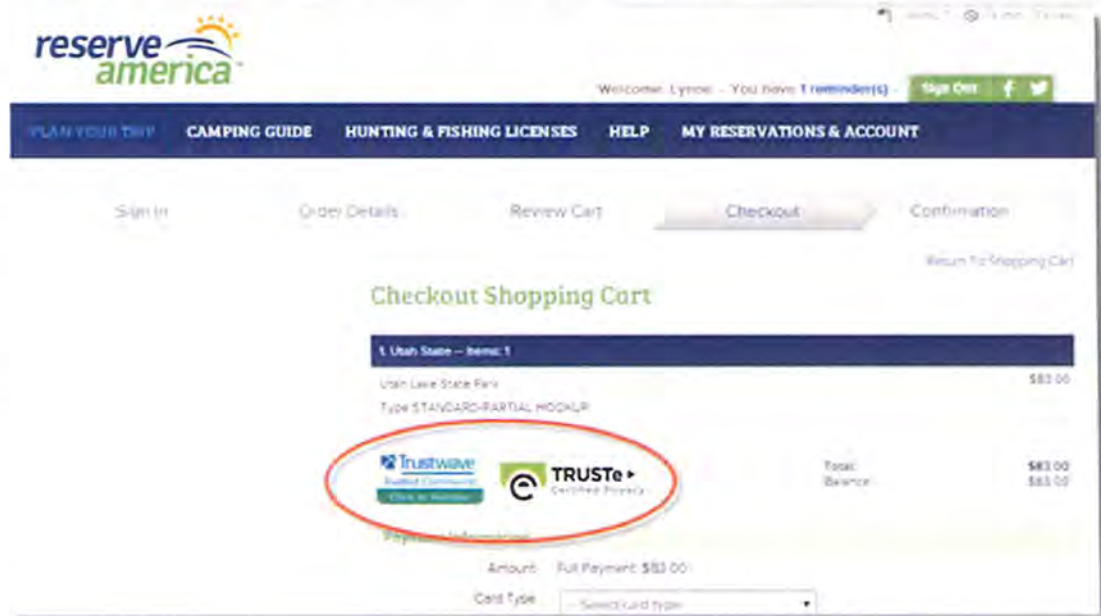


Figure 143: ACTIVE is TrustWave and TRUSTe compliant



RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
ACTIVE currently integrates with Nebraska's Merchant Credit Card Processing Service and will continue to do so under the contract resulting from this RFP.					
RTM-9	Bidder should describe, and provide examples of, <ul style="list-style-type: none"> <li>• their accounts receivable (AR) transactions and statements, including demonstration of features detailed in Appendix A, item 8.c.,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• acceptance and appropriate handling of advance deposits for group events, including demonstration of features detailed in Appendix A, item 8.d., and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• recalculation of the group's account balance when a unit that is part of a group event is separated from the group event and transferred to an individual reservation.</li> </ul>	✓			
<p>Bidder Response:</p> <p><b>Accounts Receivable Transactions and Statements</b></p> <p>Within the Finance Manager application, users with the appropriate permissions can view the listing of all accounts that have been created including the amount of money that has been posted and passed through each account as shown in Figure 144 below. This information can be filtered based on a specific time period right down to the individual account.</p>					

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
<p>Figure 144 - Accounts and Journal entries for a specified time period</p>					

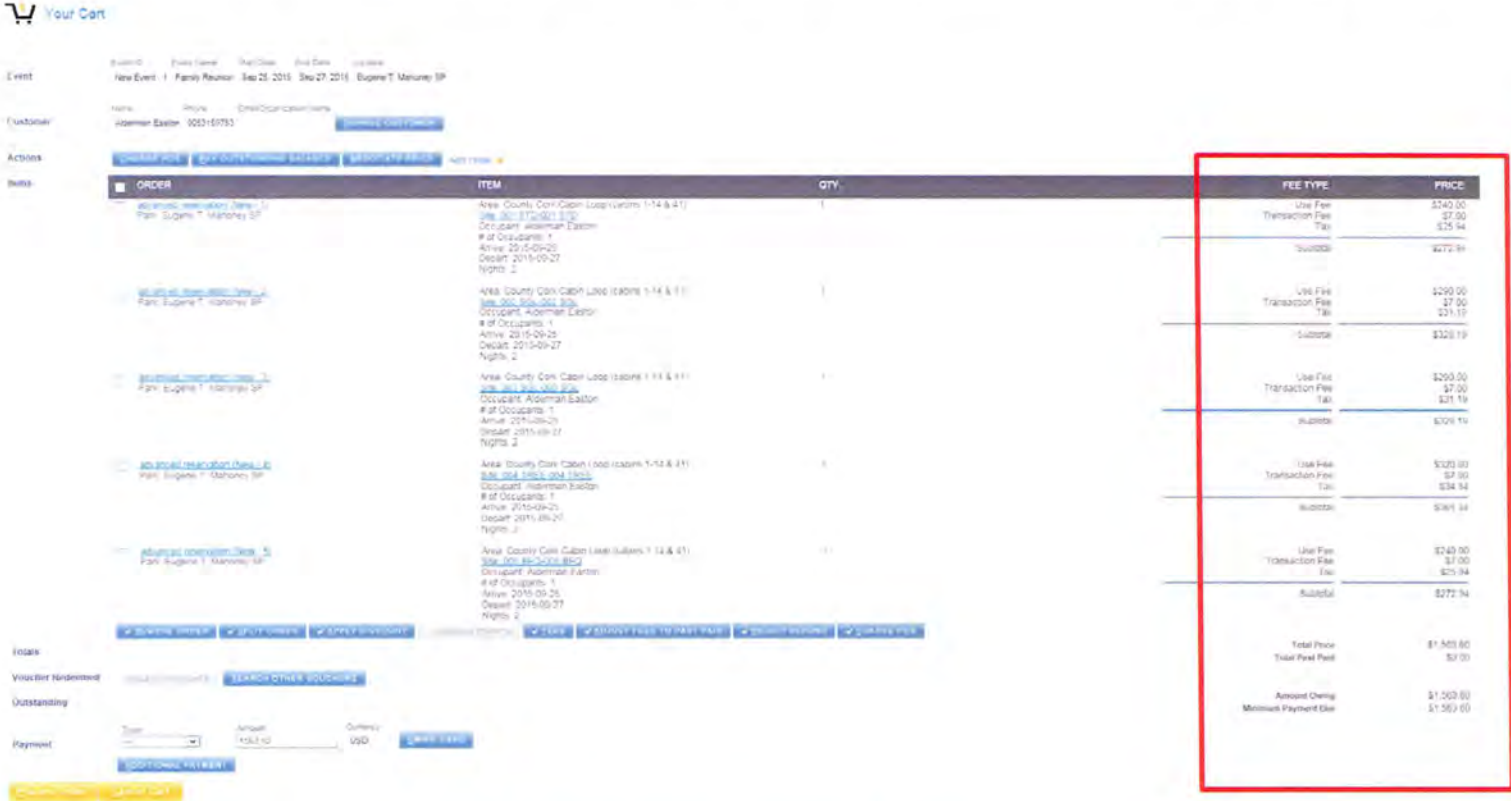
RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate																																																		
<p>When performing a transaction the system will provide a breakdown of the fees charged within the order cart. As shown in Figure 145 this breakdown includes the amount charged in use fees, transaction fees, taxes and if included in the transaction any discounts.</p>																																																							
 <p>The screenshot shows a 'Your Cart' page for a reservation. The main table lists items with columns for 'ORDER', 'ITEM', and 'QTY'. Below this, a detailed breakdown of fees is shown in a table with columns for 'FEE TYPE' and 'PRICE'. The fee breakdown table is highlighted with a red box in the original image.</p> <table border="1" data-bbox="1491 552 1806 1185"> <thead> <tr> <th>FEE TYPE</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td>Use Fee</td> <td>\$240.00</td> </tr> <tr> <td>Transaction Fee</td> <td>\$7.00</td> </tr> <tr> <td>Tax</td> <td>\$25.94</td> </tr> <tr> <td>Subtotal</td> <td>\$272.94</td> </tr> <tr> <td>Use Fee</td> <td>\$240.00</td> </tr> <tr> <td>Transaction Fee</td> <td>\$7.00</td> </tr> <tr> <td>Tax</td> <td>\$21.19</td> </tr> <tr> <td>Subtotal</td> <td>\$328.19</td> </tr> <tr> <td>Use Fee</td> <td>\$240.00</td> </tr> <tr> <td>Transaction Fee</td> <td>\$7.00</td> </tr> <tr> <td>Tax</td> <td>\$21.19</td> </tr> <tr> <td>Subtotal</td> <td>\$308.19</td> </tr> <tr> <td>Use Fee</td> <td>\$225.00</td> </tr> <tr> <td>Transaction Fee</td> <td>\$7.00</td> </tr> <tr> <td>Tax</td> <td>\$34.94</td> </tr> <tr> <td>Subtotal</td> <td>\$306.94</td> </tr> <tr> <td>Use Fee</td> <td>\$240.00</td> </tr> <tr> <td>Transaction Fee</td> <td>\$7.00</td> </tr> <tr> <td>Tax</td> <td>\$25.94</td> </tr> <tr> <td>Subtotal</td> <td>\$272.94</td> </tr> <tr> <td>Total Price</td> <td>\$1,405.80</td> </tr> <tr> <td>Tax Paid Paid</td> <td>\$37.00</td> </tr> <tr> <td>Amount Charged</td> <td>\$1,068.80</td> </tr> <tr> <td>Minimum Payment Due</td> <td>\$1,563.00</td> </tr> </tbody> </table>						FEE TYPE	PRICE	Use Fee	\$240.00	Transaction Fee	\$7.00	Tax	\$25.94	Subtotal	\$272.94	Use Fee	\$240.00	Transaction Fee	\$7.00	Tax	\$21.19	Subtotal	\$328.19	Use Fee	\$240.00	Transaction Fee	\$7.00	Tax	\$21.19	Subtotal	\$308.19	Use Fee	\$225.00	Transaction Fee	\$7.00	Tax	\$34.94	Subtotal	\$306.94	Use Fee	\$240.00	Transaction Fee	\$7.00	Tax	\$25.94	Subtotal	\$272.94	Total Price	\$1,405.80	Tax Paid Paid	\$37.00	Amount Charged	\$1,068.80	Minimum Payment Due	\$1,563.00
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Figure 145 - Breakdown of fees charged within order cart

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate																																											
If payment amount (deposit or full amount) is collected at the time of the transaction the system will allocate the funds into the appropriate accounts for the items being purchased as shown below in Figure 146.																																																
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Figure 146 - Advance Deposit taken for Group Event

<b>RTM #</b>	<b>Payment and Credit Card Processing</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
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A detailed breakdown of the account allocations can be found within several of the financial reports. Figure 147 illustrates how the information is displayed within the Park Revenue Report.

**PARK REVENUE REPORT ( FIN-DEP-016)**

Run Date and Time: Sep 09 2015 9:08:52 AM CDT

<b>LOCATION ID:</b> 230273	<b>Include Loops:</b> No
<b>Location Name:</b> Eugene T. Mahoney SP	<b>Include Alternate Facility ID:</b> No
<b>Collect Location:</b> All	<b>RA Fee Account:</b> Excluded
<b>Adjustments Included:</b> No	<b>Include Deferred Items:</b> No
<b>Show Payment Types:</b> No	<b>Include Revenue Type:</b> No
<b>Non-Depositables Included:</b> No	<b>Include Station:</b> Yes
<b>Include Park Totals:</b> No	<b>End Date:</b> 09/30/2015
<b>Start Date:</b> 09/09/2015	

PARKNO	PARK NAME	Station	ACCOUNT #	ACCOUNT NAME	AMOUNT
230273	Eugene T. Mahoney SP	ETSMP Group Events		Lodging Tax	\$22.62
230273	Eugene T. Mahoney SP	ETSMP Group Events		Sales Tax	\$24.90
230273	Eugene T. Mahoney SP	ETSMP Group Events		Cabin TE	\$438.48
230273	Eugene T. Mahoney SP	ETSMP Group Events		Reservation Fees btx 5.5% / + county	\$14.00
<b>230273</b>	<b>Eugene T. Mahoney SP</b>	<b>ETSMP Group Events</b>		<b>Total:</b>	<b>\$500.00</b>
				<b>Total</b>	<b>\$500.00</b>

Figure 147 - Park Revenue Report showing posting of payment taken for Group Event

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
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### Advance Deposits for Group Events

Based on the configuration within the system the customer may have the option of paying a deposit amount for a Group Event or may choose to pay the full amount. Figure 148 demonstrates how within the Order Cart the user can enter in the amount that the Customer will be paying for the deposit. As shown in Figure 149 the order summary clearly identifies the deposit amount process for the group order.

ORDER	ITEM	QTY	FEES TYPE	PRICE
	1000 County Camp (Capacity: 200) 11A & 11P	1	User Fee	250.00
			Transaction Fee	21.00
			Tax	828.36
				1079.36
	1000 County Camp (Capacity: 200) 11A & 11P	1	User Fee	250.00
			Transaction Fee	21.00
			Tax	811.54
				1082.54
	1000 County Camp (Capacity: 200) 11A & 11P	1	User Fee	250.00
			Transaction Fee	21.00
			Tax	811.15
				1082.15
	1000 County Camp (Capacity: 200) 11A & 11P	1	User Fee	250.00
			Transaction Fee	21.00
			Tax	814.34
				1085.34
	1000 County Camp (Capacity: 200) 11A & 11P	1	User Fee	250.00
			Transaction Fee	21.00
			Tax	812.84
				1083.84
			<b>Total Price</b>	<b>1,563.60</b>
			<b>Total Tax Paid</b>	<b>30.00</b>
			<b>Amount Owed</b>	<b>1,563.60</b>
			<b>Maximum Allowed Dep.</b>	<b>1,563.60</b>

Figure 148 - Order Cart with option to enter Deposit Amount

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate																																				
<b>Order Summary</b>																																									
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<a href="#">PRINT RECEIPT</a>																																									
<b>Transaction(s)</b>	<b>Make Payment</b>																																								
<b>Receipt Item</b>	Reservation # 2-23884019 Park: Eugene T. Maloney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41) Site: 001 870-001 870 Occupant: Aldeman, Jason # of Occupants: 1 Arrive: 2015-09-25 Depart: 2015-09-27 Nights: 2	194	Use Fee Transaction Fee Tax	\$240.00 \$7.00 \$28.94																																				
				Subtotal:	\$272.94																																				
<b>Transaction(s)</b>	<b>Make Payment</b>																																								
<b>Receipt Item</b>	Reservation # 2-23884020 Park: Eugene T. Maloney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41) Site: 002 800-002 800 Occupant: Aldeman, Jason # of Occupants: 1 Arrive: 2015-09-25 Depart: 2015-09-27 Nights: 2	194	Use Fee Transaction Fee Tax	\$200.00 \$7.00 \$24.16																																				
				Subtotal:	\$231.16																																				
<b>Transaction(s)</b>	<b>Reservation # 2-23884020</b>																																								
<b>Receipt Item</b>	Reservation # 2-23884020 Park: Eugene T. Maloney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41) Site: 002 800-002 800 Occupant: Aldeman, Jason # of Occupants: 1 Arrive: 2015-09-25 Depart: 2015-09-27 Nights: 2	194	Use Fee Transaction Fee Tax	\$200.00 \$7.00 \$24.16																																				
				Subtotal:	\$231.16																																				
<b>Transaction(s)</b>	<b>Reservation # 2-23884041</b>																																								
<b>Receipt Item</b>	Reservation # 2-23884041 Park: Eugene T. Maloney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41) Site: 004 TREE-004 TREE Occupant: Aldeman, Jason # of Occupants: 1 Arrive: 2015-09-25 Depart: 2015-09-27 Nights: 2	194	Use Fee Transaction Fee Tax	\$200.00 \$7.00 \$34.34																																				
				Subtotal:	\$241.34																																				
<b>Transaction(s)</b>	<b>Reservation # 2-23884042</b>																																								
<b>Receipt Item</b>	Reservation # 2-23884042 Park: Eugene T. Maloney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41) Site: 005 840-005 840 Occupant: Aldeman, Jason # of Occupants: 1 Arrive: 2015-09-25 Depart: 2015-09-27 Nights: 2	194	Use Fee Transaction Fee Tax	\$240.00 \$7.00 \$28.94																																				
				Subtotal:	\$272.94																																				
<b>Receipt Fees Summary</b>				Use Fee Transaction Fee Tax	\$1,300.00 232.00 \$148.90																																				
<b>Total</b>				Total Price Total Paid	\$1,580.90 30.00																																				
<b>Payments &amp; Change</b>				Payment Tendered Change Tendered	\$800.00 50.00																																				
<b>Outstanding</b>				New Amount Owed	\$1,030.90																																				
<b>Payment Details</b>	Pay Amount Currency																																								
	Cash 500.00 USD																																								

Figure 149 - Order Summary showing Deposit amount processed

AWO includes the ability to generate a Corporate Bill, based on standard or negotiated rates, showing all reservations and charges associated with the event. Figure 150 shows any items that are charged to the overall event will be displayed at the beginning of the bill and labeled as "Event Charges" with the details of the charge listed within this section.

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate																																														
	<p>In account with: EASTON ALDERMAN 123 TEST SCHENECTADY, OHIO 12345 UNITED STATES</p> <p>Event ID: 188639639 Event Name: Family Reunion Start Date: Sep 25 2015 End Date: Sep 27 2015</p> <p><b>Event Charges</b></p> <table border="1"> <thead> <tr> <th>Sale Date</th> <th>POS Sale #</th> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Sep 09 2015</td> <td>3-1789506</td> <td>5 Fish - Dupl Permit</td> <td>\$30.00</td> </tr> <tr> <td>Sep 09 2015</td> <td>3-1789507</td> <td>10 Skate Rental btx 5.5%</td> <td>\$30.00</td> </tr> <tr> <td>Sep 09 2015</td> <td>3-1789508</td> <td>2 Theatre Family 4-Pack</td> <td>\$40.00</td> </tr> <tr> <td>Sep 09 2015</td> <td>3-1789525</td> <td>2.00 Catering - not buffet - taxable</td> <td>\$150.00</td> </tr> <tr> <td></td> <td></td> <td>Taxes</td> <td>\$8.25</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>TOTAL Event Charges</b></td> <td><b>\$258.25</b></td> </tr> </tbody> </table> <p><b>Reservation and Charges</b></p> <table border="1"> <thead> <tr> <th>Transaction Date</th> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Sep 09 2015</td> <td>Use Fee</td> <td>\$240.00</td> </tr> <tr> <td></td> <td>Transaction Fee, Reservation</td> <td>\$7.00</td> </tr> <tr> <td></td> <td>Taxes</td> <td>\$25.94</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Sub-total Reservation Fees For Reservation # 2-23884038</b></td> <td><b>\$272.94</b></td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>TOTAL for Reservation # 2-23884038</b></td> <td><b>\$272.94</b></td> </tr> </tbody> </table>	Sale Date	POS Sale #	Description	Amount	Sep 09 2015	3-1789506	5 Fish - Dupl Permit	\$30.00	Sep 09 2015	3-1789507	10 Skate Rental btx 5.5%	\$30.00	Sep 09 2015	3-1789508	2 Theatre Family 4-Pack	\$40.00	Sep 09 2015	3-1789525	2.00 Catering - not buffet - taxable	\$150.00			Taxes	\$8.25	<b>TOTAL Event Charges</b>			<b>\$258.25</b>	Transaction Date	Description	Amount	Sep 09 2015	Use Fee	\$240.00		Transaction Fee, Reservation	\$7.00		Taxes	\$25.94	<b>Sub-total Reservation Fees For Reservation # 2-23884038</b>		<b>\$272.94</b>	<b>TOTAL for Reservation # 2-23884038</b>		<b>\$272.94</b>				
Sale Date	POS Sale #	Description	Amount																																																
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	<p>Event Corporate Bill Eugene T. Mahoney SP 28500 West Park Hwy Ashland, Nebraska 68003 United States</p> <p>Run Date and Time: Sep 09 2015 9:27:50 AM CDT</p> <p>PLEASE REMIT PAYMENT TO:</p> <p>28500 West Park Hwy Ashland, Nebraska 68003 United States</p> <p>Bill ID: 188641726 Bill Date: Sep 09 2015 Payment Due Date: Sep 23 2015 Payment Due: \$1,321.85</p> <p><b>Reservation and Charges</b></p> <table border="1"> <thead> <tr> <th>Transaction Date</th> <th>Description</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Sep 09 2015</td> <td>Use Fee</td> <td>\$240.00</td> </tr> <tr> <td></td> <td>Transaction Fee, Reservation</td> <td>\$7.00</td> </tr> <tr> <td></td> <td>Taxes</td> <td>\$25.94</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Sub-total Reservation Fees For Reservation # 2-23884038</b></td> <td><b>\$272.94</b></td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>TOTAL for Reservation # 2-23884038</b></td> <td><b>\$272.94</b></td> </tr> </tbody> </table>	Transaction Date	Description	Amount	Sep 09 2015	Use Fee	\$240.00		Transaction Fee, Reservation	\$7.00		Taxes	\$25.94	<b>Sub-total Reservation Fees For Reservation # 2-23884038</b>		<b>\$272.94</b>	<b>TOTAL for Reservation # 2-23884038</b>		<b>\$272.94</b>																																
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Primary Occupant: Alderman,Easton # Days/Nights: 2  
 Check-In: Reservation Status: Pre Arrival  
 Check-Out: Order Status: Active

RESERVATION FEES		
Transaction Date	Description	Amount
	Use Fee	\$290.00
Sep 09 2015	Transaction Fee, Reservation	\$7.00
	Taxes	\$31.19
<b>Sub-total Reservation Fees For Reservation # 2-23884039</b>		<b>\$328.19</b>
<b>TOTAL for Reservation # 2-23884039</b>		<b>\$328.19</b>

**Reservation and Charges** Invoice #: 188639659  
 Reservation #: 2-23884040 Arrival Date: Sep 25 2015  
 Site #(Name): 003 SGL-003 SGL Departure Date: Sep 27 2015  
 Primary Occupant: Alderman,Easton # Days/Nights: 2  
 Check-In: Reservation Status: Pre Arrival  
 Check-Out: Order Status: Active

RESERVATION FEES		
Transaction Date	Description	Amount
	Use Fee	\$290.00
Sep 09 2015	Transaction Fee, Reservation	\$7.00
	Taxes	\$31.19
<b>Sub-total Reservation Fees For Reservation # 2-23884040</b>		<b>\$328.19</b>
<b>TOTAL for Reservation # 2-23884040</b>		<b>\$328.19</b>

**Reservation and Charges** Invoice #: 188639666  
 Reservation #: 2-23884041 Arrival Date: Sep 25 2015  
 Site #(Name): 004 TREE-004 TREE Departure Date: Sep 27 2015  
 Primary Occupant: Alderman,Easton # Days/Nights: 2  
 Check-In: Reservation Status: Pre Arrival  
 Check-Out: Order Status: Active

RESERVATION FEES		
Transaction Date	Description	Amount
	Use Fee	\$320.00
Sep 09 2015	Transaction Fee, Reservation	\$7.00
	Taxes	\$34.34
<b>Sub-total Reservation Fees For Reservation # 2-23884041</b>		<b>\$361.34</b>
<b>TOTAL for Reservation # 2-23884041</b>		<b>\$361.34</b>

**Reservation and Charges** Invoice #: 188639674  
 Reservation #: 2-23884042 Arrival Date: Sep 25 2015  
 Site #(Name): 005 BFQ-005 BFQ Departure Date: Sep 27 2015  
 Primary Occupant: Alderman,Easton # Days/Nights: 2

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
	Check-In: Check-Out: <b>RESERVATION FEES</b> Transaction Date      Description      Amount Sep 09 2015      Use Fee      \$240.00 Transaction Fee, Reservation      \$7.00 Taxes      \$25.94 <b>Sub-total Reservation Fees For Reservation # 2-23884042</b> <b>\$272.94</b> <b>TOTAL for Reservation # 2-23884042</b> <b>\$272.94</b>				
	<b>PAYMENTS</b> Payment Date      Payment #      Description      Amount Sep 09 2015      188641621      Cash      (\$500.00) <b>TOTAL Payment</b> <b>(\$500.00)</b>				
			<b>TOTAL PRICE</b> \$1,821.85 <b>TOTAL PAYMENT</b> (\$500.00) <b>AMOUNT OWING</b> \$1,321.85 <b>MINIMUM PAYMENT DUE</b> \$1,321.85 <b>DUE DATE</b> Sep 23 2015		
	Please indicate 'Payment for Event ID: 188639639' with your remittance. NOTE: Customizable note text can be added to bill.				

Figure 150 - Corporate Bill showing Event Charges

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
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### Recalculation of Group's Events Balance

In the event that a customer wished to pay for an items that was originally charged to the event the system will allow the user, with appropriate permissions, to move the transaction from the event to a reservation as seen in Figure 151 and Figure 152. The listing of event level charges can be found within the Event Details screen on the "Event Charges" tab.

The screenshot displays the 'Event Details' screen for an event named 'Family Reunion'. The event ID is 15600655, located at Eugene T. Mahoney SP, and is currently active. The event dates are from Friday, September 25, 2015, to Sunday, September 27, 2015. The customer is identified as 'ALDERMAN, EASTON' with a phone number of 5063159753. The screen shows 0 active site reservations and 4 active event charges. A table at the bottom lists the POS items charged to the event:

POS SALE#	ORDER STATUS	SALE DATE	SALES LOCATION	PRICE	PAID	BALANCE
<a href="#">3-1789475</a>	Active	Wed Sep 9 2015	Eugene T. Mahoney SP	\$158.25	\$0.00	\$158.25
<a href="#">3-1789506</a>	Active	Wed Sep 9 2015	Eugene T. Mahoney SP	\$30.00	\$0.00	\$30.00
<a href="#">3-1789497</a>	Active	Wed Sep 9 2015	Eugene T. Mahoney SP	\$30.00	\$0.00	\$30.00
<a href="#">3-1789508</a>	Active	Wed Sep 9 2015	Eugene T. Mahoney SP	\$40.00	\$0.00	\$40.00
<a href="#">3-1789509</a>	Void	Wed Sep 9 2015	Eugene T. Mahoney SP	\$0.00	\$0.00	\$0.00

Figure 151 - POS items charged to an Event

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
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The user will select the item(s) that need to be moved and identify where they will be moved to. Once the user selects the appropriate option they will be able to search for the reservation.

**FIND EVENT:** [Event Search List](#) | [Event Details](#) | [Move POS Sale](#)

Where do you want to move each selected POS Sale?

Out of its associated Event or Reservation  
 To an Event or another Event's Charges  
 To a Site Reservations or another Site Reservations Charges

Reason for moving:

Site#(Name):  Park:  Reservation#:  Primary Occupant Last Name:  Primary Occupant Phone:   Include Area Code

**SEARCH**

SITE#(NAME)	RESERVATION#	ARRIVAL DATE	DEPARTURE DATE	PRIMARY OCCUPANT	ORDER STATUS	RESERVATION STATUS	BILLING CUSTOMER	EVENT ID	EVENT NAME	START DATE	END DATE
001 STD	2-23884038	Fri Sep 25 2015	Sun Sep 27 2015	Aleksman,Easton	Active	Pie Arrival	Aleksman,Easton	108639639	Family Reunion	Fri Sep 25 2015	Sun Sep 27 2015

Page 1 of 1 60 rows per page

Figure 152 - Searching for Reservation to move POS transaction to

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
<p>Once the transaction has been moved the Event Details will be updated to reflect that this transaction has been moved from the "Event Charges" tab over to the "Reservation Charges" tab as seen in Figure 153.</p>					
<p>Figure 153 - Reservation Charges shown within the Event Details</p>					

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate																																																																																																																																														
	<p>An updated Corporate Bill can be generated to reflect the change of the charge being moved from the Event to the Reservation as seen in Figure 154 below.</p>																																																																																																																																																		
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>In account with: EASTON ALDERMAN 123 TEST SCHENECTADY, OHIO 12345 UNITED STATES</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Event Corporate Bill Eugene T. Mahoney SP 26500 West Park Hwy Ashland, Nebraska 68003 United States</p> <p>Run Date and Time: Sep 09 2015 9:35:45 AM CDT</p> <p>PLEASE REMIT PAYMENT TO:  26500 West Park Hwy Ashland, Nebraska 68003 United States</p> </td> </tr> <tr> <td style="vertical-align: top;"> <p>Event ID: 188639639 Event Name: Family Reunion Start Date: Sep 25 2015 End Date: Sep 27 2015</p> </td> <td style="vertical-align: top;"> <p>Bill ID: 188639721 Bill Date: Sep 09 2015 Payment Due Date: Sep 23 2015 Payment Due: \$1,321.85</p> </td> </tr> </table> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4">Event Charges</th> <th>Invoice #:</th> <th>188639639</th> </tr> <tr> <th>Sale Date</th> <th>POS Sale #</th> <th>Description</th> <th></th> <th></th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Sep 09 2015</td> <td>3-1789507</td> <td>10 Skate Rental @x 5.5%</td> <td></td> <td></td> <td>\$30.00</td> </tr> <tr> <td>Sep 09 2015</td> <td>3-1789508</td> <td>2 Theatre Family 4-Pack</td> <td></td> <td></td> <td>\$40.00</td> </tr> <tr> <td>Sep 09 2015</td> <td>3-1789525</td> <td>2.00 Catering - not buffet - taxable</td> <td></td> <td></td> <td>\$150.00</td> </tr> <tr> <td></td> <td></td> <td>Taxes</td> <td></td> <td></td> <td>\$8.25</td> </tr> <tr> <td colspan="5" style="text-align: right;"><b>TOTAL Event Charges</b></td> <td><b>\$228.25</b></td> </tr> </tbody> </table> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4">Reservation and Charges</th> <th>Invoice #:</th> <th>188639645</th> </tr> </thead> <tbody> <tr> <td>Reservation #:</td> <td>2-23884038</td> <td>Arrival Date:</td> <td>Sep 25 2015</td> <td></td> <td></td> </tr> <tr> <td>Site #(Name):</td> <td>001 STD-001 STD</td> <td>Departure Date:</td> <td>Sep 27 2015</td> <td></td> <td></td> </tr> <tr> <td>Primary Occupant:</td> <td>Alderman, Easton</td> <td># Days/Nights:</td> <td>2</td> <td></td> <td></td> </tr> <tr> <td>Check-In:</td> <td></td> <td>Reservation Status:</td> <td>Pre Arrival</td> <td></td> <td></td> </tr> <tr> <td>Check-Out:</td> <td></td> <td>Order Status:</td> <td>Active</td> <td></td> <td></td> </tr> </tbody> </table> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4">RESERVATION FEES</th> <th></th> <th></th> </tr> <tr> <th>Transaction Date</th> <th>Description</th> <th></th> <th></th> <th></th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td></td> <td>Use Fee</td> <td></td> <td></td> <td></td> <td>\$240.00</td> </tr> <tr> <td>Sep 09 2015</td> <td>Transaction Fee, Reservation</td> <td></td> <td></td> <td></td> <td>\$7.00</td> </tr> <tr> <td></td> <td>Taxes</td> <td></td> <td></td> <td></td> <td>\$25.94</td> </tr> <tr> <td colspan="5" style="text-align: right;"><b>Sub-total Reservation Fees For Reservation # 2-23884038</b></td> <td><b>\$272.94</b></td> </tr> </tbody> </table> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sale Date</th> <th>POS Sale #</th> <th>Description</th> <th></th> <th></th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Sep 09 2015</td> <td>3-1789506</td> <td>5 Fish - Dupl Permit</td> <td></td> <td></td> <td>\$30.00</td> </tr> <tr> <td colspan="5" style="text-align: right;"><b>Sub-total Charges for Reservation # 2-23884038</b></td> <td><b>\$30.00</b></td> </tr> <tr> <td colspan="5" style="text-align: right;"><b>TOTAL for Reservation # 2-23884038</b></td> <td><b>\$302.94</b></td> </tr> </tbody> </table>					<p>In account with: EASTON ALDERMAN 123 TEST SCHENECTADY, OHIO 12345 UNITED STATES</p>	<p>Event Corporate Bill Eugene T. 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Sep 09 2015	Transaction Fee, Reservation				\$7.00																																																																																																																																														
	Taxes				\$25.94																																																																																																																																														
<b>Sub-total Reservation Fees For Reservation # 2-23884038</b>					<b>\$272.94</b>																																																																																																																																														
Sale Date	POS Sale #	Description			Amount																																																																																																																																														
Sep 09 2015	3-1789506	5 Fish - Dupl Permit			\$30.00																																																																																																																																														
<b>Sub-total Charges for Reservation # 2-23884038</b>					<b>\$30.00</b>																																																																																																																																														
<b>TOTAL for Reservation # 2-23884038</b>					<b>\$302.94</b>																																																																																																																																														

Figure 154 - Updated Corporate Bill showing POS transaction moved from Event to Reservation

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
RTM-10	Bidder should describe, and provide screen shots of,	✓			
	<ul style="list-style-type: none"> <li>• their accounts payable (AP) transactions and statements, and</li> <li>• their process for the creation of a voucher or issuing a refund for a remaining credit on an account after a stay.</li> </ul>	✓			

**Bidder Response:**

In use by NGPC today, the ACTIVE Works Outdoors Accounts Payable function enables authorized staff to review, approve and issue refunds based on the specific configuration established during the initial go-live on the AWO system.

Business rules and security roles relating to the creation and issuance/rejection of refunds based on detailed analysis and discussion. For example, credit card refunds can be configured to be returned back to the initial credit card used while cash or check refunds can be issued by check. The specific individuals able to create, reject, approve, and issue refunds are defined by the specific security role of each.

Figure 155 through Figure 159 below shows the process of issuing a refund or rejecting a refund with the resulting creation of a voucher and the use of a voucher as payment for a subsequent transaction.

A pending refund report can be used to investigate the refund circumstances as the first step of the approval process. An approved refund report can provide the issuing department the details of the refunds to be issued. An issued refund report provides the details of all refunds issued within the parameters selected for the report.

**ACTIVEWORKS** | Outdoors
Field Manager

Home Map Cancel Cart Open Cash Drawer Help Search: Site Reservations

**Your Cart**

Customer: Name: Camper Happy, Phone: 3175551212, Zip: 60210

Actions: [ADD FOR PRODUCT](#) [PAY OUTSTANDING BALANCE](#) [ESTIMATE PRICE](#) [Change Order](#) [Add Order](#)

ORDER	ITEM	QTY.	FEE TYPE	PRICE	
<input type="checkbox"/>	Shorten Stay Leave Earlier Reservation # 2-23883038 Park: Eugene T. Mahoney SP	Area: County Cork Cabin Loop (cabins 1-14 & 41) Site: 007 TREE-007 TREE Occupant: Happy Camper # of Occupants: 1 Arrive: 2015-09-21 Depart: 2015-09-24 Nights: 3 CHANGED FROM Depart: 2015-09-26 Nights: 5	N/A	Use Fee	\$480.00
			Transaction Fee	\$7.00	
			Tax	\$51.14	
			Subtotal	\$538.14	

Totals: Total Price \$538.14, Total Past Paid \$891.74

Voucher Earned: ETM VOUCHER, Camper Happy, From: 2-23883038, Payment: 186633676, Cash, Approved, Refund Amount: (\$353.60), Currency: USD

Refunds: Total Refund to New Voucher (\$353.60)

Outstanding: Total Refund (\$0.00), Cash Refund available to be issued immediately (\$0.00), Amount Owning \$0.00, Minimum Payment Due \$0.00

[Remove Order](#) [Cancel Cart](#)

Figure 155 - Users can choose to issue a refund or reject a refund resulting in the creation of a voucher.



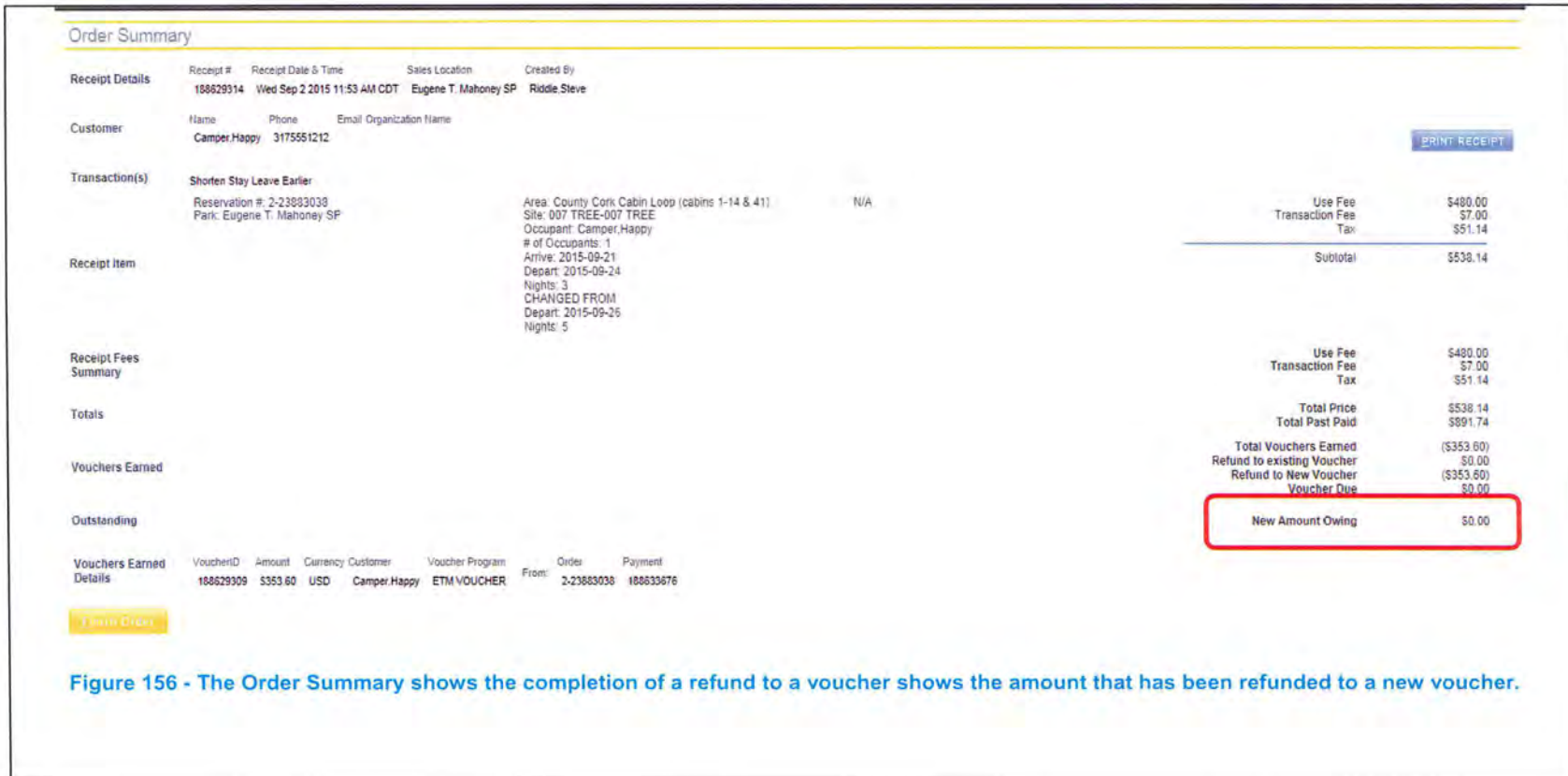


Figure 156 - The Order Summary shows the completion of a refund to a voucher shows the amount that has been refunded to a new voucher.

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
<div style="border: 1px solid black; padding: 10px;"> <p>Eugene T. Mahoney SP</p> <p>Financial Sessions   Payments   Refunds   Issue Refunds   Vouchers   Deposits</p> <p>Voucher ID: [ ] Voucher Status: Active Customer: [ ]</p> <p>Voucher Details</p> <p>Actions: <a href="#">VIEW HISTORY</a> <a href="#">CONVERT TO REFUND</a> <a href="#">VOID VOUCHER PAYMENT</a> <a href="#">EXPIRE VOUCHER</a></p> <p>Voucher Program: Voucher Program ID: [ ] Voucher Program Name: ETM VOUCHER</p> <p>Order: Source Order: [ ]</p> <p>Payment: Source Payment: [ ]</p> <p>Refund: Source Issued Refund: [ ]</p> <p>Source Voucher: Source Voucher ID: [ ]</p> <p>Amount: Original Amount: \$353.60 Balance: \$353.60</p> <p>Creation Info: User: Riddle, Steve Created Location: Eugene T. Mahoney SP Date &amp; Time: Wed Sep 02, 2015 11:53 AM CDT</p> <p>Refunded Info: User Refund Requesting Location Date &amp; Time Refunded to Refund ID Refunded Request Comments</p> <p>Void Info: User Void Location Date &amp; Time Void Comments</p> <p><a href="#">RETURN TO VOUCHER LIST</a></p> </div>					

Figure 157 - The voucher details of the date, time, location, and user who created the voucher. It also shows the source order and options to convert the voucher to a refund or to void the voucher payment.

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
<p>Eugene T. Mahoney SP</p> <p>Financial Sessions   Payments   Refunds   Issue Refunds   Vouchers   Deposits</p> <p>Refund ID: Pending    Status: MC    Refund Type: Credit Card    Refund Group: Credit Card</p> <p>Refund Details   Refund Distribution</p> <p>Actions: APPROVE   APPROVE AND ISSUE TO GIFT CARD   ISSUE   RE-ISSUE   ISSUE TO VOUCHER   ISSUE TO GIFT CARD   TRANSFER AS PAYMENT</p> <p>Refund Details: Amount: \$92.02    Batch ID:    Reconciliation Job ID - Reference #:</p> <p>Customer: Name:    Phone:    Email:</p> <p>Orders: [ ]</p> <p>Payments: [ ]</p> <p>Requesting Info: User: Eugene T. Mahoney SP    Pin User:    Requesting Location:    Date &amp; Time: Oct 7, 2013 9:43 PM CDT    Phone:    Email:</p> <p>Approving Info: User:    Approving Location:    Date &amp; Time:    Phone:    Email:</p> <p>Void Info: User:    Void Location:    Date &amp; Time:    Phone:    Email:</p> <p>Issuing Info:</p> <p>Refund Note: [ ]</p> <p>Field Refund Note: [ ]</p> <p>Support Refund Note: [ ]</p> <p>Add Note: [ ]    Field Comment: [ ]</p> <p>OK    APPLY    CANCEL</p> <p>Figure 158 -Refund details in the Financials in Field Manager also has an option to approve a refund or issue to a voucher</p>					

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate											
<b>Issued Refund Report (FIN-RFND-001)</b>		Run Date and Time: Sep 02 2015 12:03:38 PM CDT														
Location: SP/SE/Eugene T. Mahoney SP																
Refund Payment Type: All																
Report by: Collect Location																
Period Start Date: 09/02/2015			Period End Date: 09/02/2015													
Issued Date	Refund ID	Refund Amount	Order No.	Refund Method	Orig PMT Method	PMT Collection Location	Requesting Date	Request Location	Approving Location	Issuing Location	Park ID	Park Location	Refund Details	Customer	Field Refund Notes	Refund Notes
09/02/2015		\$ 353.60		VCHR	CASH	ETM Ice Cream	09/02/2015	ETM Ice Cream	ETM Ice Cream	Eugene T. Mahoney	230273	Eugene T. Mahoney		Camper, Happy		
<b>Report Total</b>		<b>\$ 353.60</b>														
<b>Number of F</b>		<b>1</b>														
<p><a href="#">Figure 159 - The refund report shows refund details and can be filtered to search for issued, pending, or approved refunds</a></p>																

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
RTM-11	Bidder should describe their ability to provide reports (see detail in Appendix C), to include:	✓			
	<ul style="list-style-type: none"> <li>• online availability and on screen manipulation,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• acceptance and use of date and location parameters,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• ad hoc reporting capability,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• sorting,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• exporting,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• accounting/revenue breakdown, and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• properly formatted printing.</li> </ul> <p>Bidder should provide samples that show the formats of the following major reports (at minimum):</p> <ul style="list-style-type: none"> <li>• Daily Arrival Report</li> <li>• Departure Report</li> <li>• Credit Card Payment Detail</li> <li>• Park Revenue Report</li> <li>• Park Revenue Detail Report</li> <li>• Financial Session Summary</li> </ul>	✓			

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> <li>• Financial Session Detail</li> <li>• Group Functions Summary Report</li> <li>• Group Functions History Report</li> </ul>				

**Bidder Response:**

In use by NGPC today, the ACTIVE Works Outdoors easy-to-use Resource Manager reporting interface includes more than 150 standard reports available for managing and monitoring reservations and POS activity. Resource Manager allows for scheduled “standard” or on-demand statistics, activity, general system utilization, and detailed financial reports.

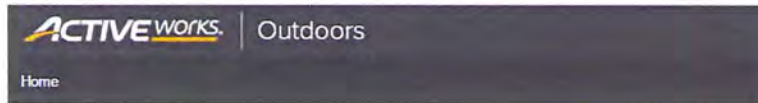
The AWO reporting engine includes the following:

- Reports that fulfill specific information needs and are parameterized accordingly.
- Reporting parameters include but are not limited to: date, date range, week ending date, agency, region, facility, loop, site type, group and sort by, status (reservation/registration, payment, and refund), distribution coverage, and payment groups, as well as a wide range of parameters particular to a specific report.
- Organizational Scope: access to information filtered by user location within the organizational hierarchy.
- Report Distribution: instant, emailed, faxed, scheduled, to self, or other individual, mass distribution for specified daily reports.
- Report Scheduling Engine: a specific query containing customized parameter selection may be saved by any user with appropriate user permissions for automated/scheduled distribution to a defined recipient group based on a customized report delivery schedule.
- Format: variable form reports available by request in pdf, xls and dynamic html (dhtml) formats.
- Breadth of Reporting: financial, utilization, demographic, distribution, trend reporting, consumer marketing info (within appropriate privacy laws), etc. The current reporting suite consists of more than 150 report templates enabling customized, parameter-driven reports that cover the full range of predicable reporting needs for NGPC, based on our intensive first-hand knowledge of real-world reporting requirements across more than 33 similar agencies and jurisdictions.
- The full guide containing detailed data field descriptions and report logic explanations is available from the Launch Pad when NGPC users log in to AWO.

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p>ACTIVE Works Outdoors contains a number of existing reports that are listed in <b>Appendix A</b>.</p> <p>Our pre-defined reports can be both governed by the user roles that NGPC have set up in the system, and can report on any layer of your park operations based user permission levels that we create for you. Specific reports can be assigned to individual role so that, for example, central office accounting staff have access to system wide or regional revenue reports, while seasonal field staff can access only operational reports such as the Daily Arrival Report. The assignment of reports can be easily modified to address your changing needs.</p> <p>ACTIVE's current reports are designed to fulfill specific information needs and parameterized accordingly based on these needs. Reporting parameters include but are not limited to: date, date range, week ending date, agency, region, facility, loop, site type, group and sort by, status (reservation/registration, payment, and refund), distribution coverage, and payment groups etc. Additionally, some of the Report(s) like Transaction Detail Revenue Report allows user to select specific data fields (corresponding to optional data column(s)) to be displayed in the customized Report. This parameterization allows staff with minimal experience or training to be able to run the reports they need.</p> <p><b>Online Availability and On-Screen Manipulation</b></p> <p>ACTIVE Works Outdoors reports are available to be emailed or viewed on-line. Regardless of the delivery method any report in DHTML or .xls formats can be modified. Changing the column sort order, hiding or removing columns and subtotaling are simple to perform.</p> <p>Once manipulated reports can be printed, saved, or exported.</p> <p><b>Date and Location Parameters</b></p> <p>As shown below the parameters to run a single report vary based upon the role and location of the individual logged in. Date options include order date, arrival date and in some instances stay date which includes all transactions that overlap (arrive, depart or are in the park) the specific dates identified in the report selection criteria.</p>				

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
-------	------------------------	-----	------------------------	----	-----------

Figure 160 and Figure 161 below demonstrate NGPC staff with permissions at the contract level can run the report for any and all regions, and parks.



Contract: [IE Contract] Location: [All] Locale: [English (United States)]

Setup and Configuration Applications:

Admin Manager

Roles: RA - Helpdesk User Admin, contract-admin-role, RA - Inventory

[Download Guide \(PDF, 343K\)](#)

Finance Manager

Roles: nppriv-admin-role, RA - Inventory

Inventory Manager

Roles: IJE - Inventory Manager Read Only, nppriv-admin-role, RA - Inventory

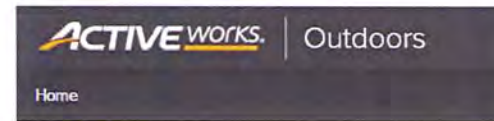
[Download Guide \(PDF, 2695K\)](#)

Resource Manager

Roles: nppriv-admin-role, RA - Inventory

[Download Guide \(PDF, 12219K\)](#)

Figure 160 - Staff Login with Contract Level (NGPC) Role



Request Report [Index's Requested Reports]

Occupancy Report - by Site Type

Agency: SP

Region: All

Park: All

Report Type: Detail

Reservation Type: All

Report By: Site Type

Include Sites: All

Site Status: Active

Group By Area/Loop: No

Start Date: [ ]

End Date: [ ]

Report Format: XLS

Figure 161 - Select Options for Each Report Parameter at the State Park Level



RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
-------	------------------------	-----	------------------------	----	-----------

As shown in Figure 162 and Figure 163 staff with appropriate contract level privileges can run the same report based on an individual region. The resulting report would include all parks within the specified region or can be further filtered to a specific park.

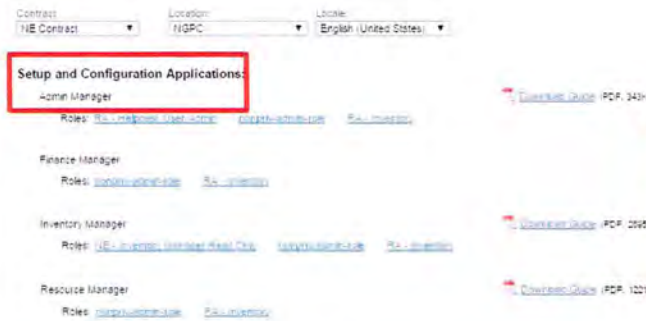
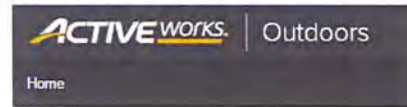
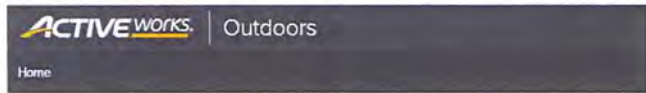


Figure 162 - Staff Login with Contract Level (NGPC) Role

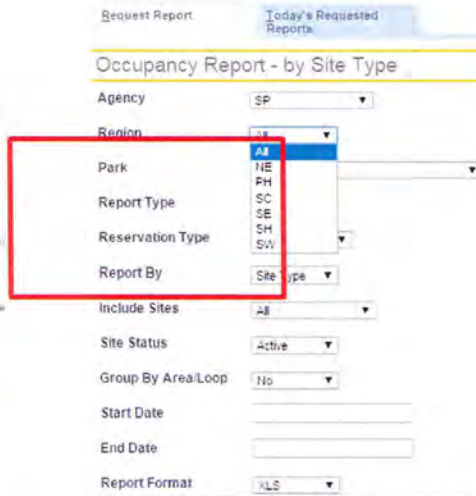


Figure 163 - Select Options for Each Report Parameter at the Region Level

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
-------	------------------------	-----	------------------------	----	-----------

As seen in Figure 164 and Figure 165 below, permissions at an individual facility level enable the user to run the same report only for their facility.

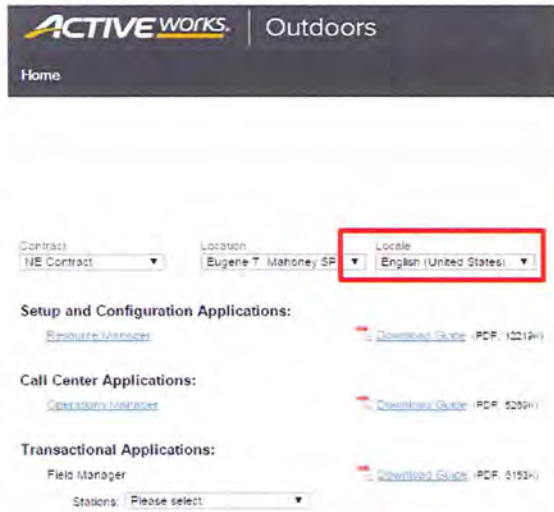


Figure 164 - Staff Login with Park Level Role



Figure 165 - Select Options for Each Report Parameter at the Individual Park Level

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p>As well, as shown in Figure 166 reports can be automatically scheduled for your convenience. The powerful AWO scheduling and distribution options allow for single instance, multiple instances for a defined period or no end time by various delivery methods. Reports can be distributed to one or a number of individuals based on the specific report required. For example, the Park Revenue report can be scheduled to be emailed to the Park Manager at each park every morning for the prior day, the same report across all facilities can be sent to headquarters staff on the same or a different frequency.</p> <p><b>Ad Hoc Reporting</b></p> <p>In the AWO Hosted Reporting Solution, authorized users can define reports using different layouts, including tables and graphs. Once a user has defined their own ad hoc report, they can save it for future use, print it, or export the data. The export procedure can be direct export, batch downloads, or on-demand reports that can be exported as Microsoft Excel files. Saving a report layout allows the user to generate this report at any time in the future with data for a different time period and/or location hierarchy if desired. Access to each ad hoc Data Services report is based on user permissions.</p> <p><b>Sorting/Exporting</b></p> <p>All reports available in DHTML and xls formats can be viewed on-line or emailed providing the opportunity for users to sort based on different column headings. Additionally, these reports can be exported for inclusion in other applications.</p> <p><b>Accounting/Revenue Breakdown</b></p> <p>Revenue reports provide accounting and revenue information based on the Chart of Account values configured during implementation. For NGPC, this mapping of accounts to specific revenue types (reservations by site type, point of sale, etc.) has already been completed thus reducing the risk involved with the implementation of a new solution.</p>				

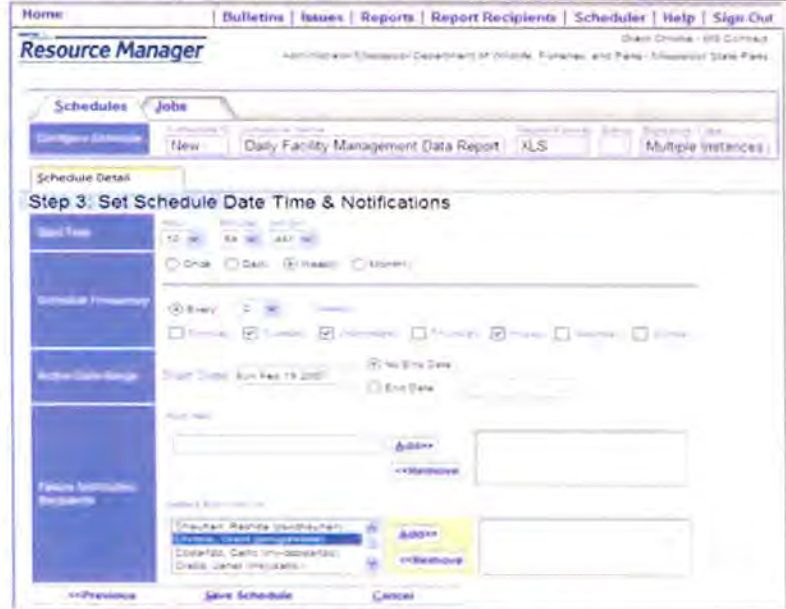
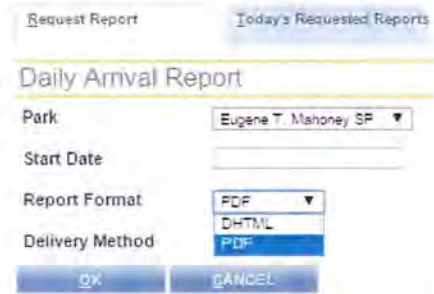


Figure 166 - Report Scheduling Options

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p>Revenue reports within ACTIVE Works Outdoors are available at the summary and detail level and can be generated based on any level in the location hierarchy, across all facilities, by region or for a specific park.</p> <p><b>Printing</b></p> <p>All AWO reports can be printed. The specific report parameters are printed at the top of each report. Almost all ACTIVE Works reports are available in Excel or DHTML format. A few specific reports are available in .pdf format. . All PDF reports are formatted to print on standard 8 ½ by 11 paper. The reports available in Excel format can be manipulated by the end user to be printed on their desired paper size.</p> <p>The subject line of the emailed reports includes the name of the report, and the start date for the data contained within the report. The date of the email is the run date for the report.</p> <p><b>Report Formats and Samples</b></p> <p><b>Daily Arrival Report</b></p> <p>This reports provides information about the reservation activity for sites and the details of the reservations scheduled for arrival within a fifteen-day period (beginning one day before the specified start date) It also provides details of the canceled reservations with arrival dates within the specified timeframe.</p> <p>As seen in Figure 167 the Daily Arrival Report is available in DHTML and also in .pdf format.</p> <p>A sample Daily Arrival Report is provided in Figure 168 below:</p>				 <p><b>Figure 167 - Daily Arrival Report Available Formats DHTML and .pdf</b></p>

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate																																																																																																																																																																																																																																																																											
	<p><b>Daily Facility Management Report - DAR (RA-OPS-002)</b> Run Date and Time: Aug 28 2015 10:18:37 AM CDT</p> <p>Location: Branched Oak SRA                      Start Date: 08/14/2015 End Date: 08/27/2015</p> <table border="1"> <thead> <tr> <th>Site</th> <th>Reservation #</th> <th>Arrival</th> <th>Depart</th> <th>Cancel/No Show Date</th> <th>Cancel Reason</th> <th>Cust Name Phone</th> <th>Additional Information</th> </tr> </thead> </table> <p>Field Loop: AREA 11</p> <table border="1"> <thead> <tr> <th>Site</th> <th>Fri Aug 14</th> <th>Sat Aug 15</th> <th>Sun Aug 16</th> <th>Mon Aug 17</th> <th>Tue Aug 18</th> <th>Wed Aug 19</th> <th>Thu Aug 20</th> <th>Fri Aug 21</th> <th>Sat Aug 22</th> <th>Sun Aug 23</th> <th>Mon Aug 24</th> <th>Tue Aug 25</th> <th>Wed Aug 26</th> <th>Thu Aug 27</th> </tr> </thead> <tbody> <tr><td>TENT 100</td><td>A</td><td>D</td><td></td><td>A</td><td>==&gt;</td><td>D</td><td>A</td><td>D</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>TENT 101</td><td>A</td><td>D</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>TENT 102</td><td>A</td><td>D</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>TENT 103</td><td>DA</td><td>DA</td><td>D</td><td></td><td></td><td></td><td></td><td></td><td>A</td><td>D</td><td></td><td></td><td></td><td></td></tr> <tr><td>TENT 104</td><td>A</td><td>DA</td><td>D</td><td></td><td></td><td></td><td></td><td>A</td><td>==&gt;</td><td>==&gt;</td><td>D</td><td></td><td></td><td></td></tr> <tr><td>TENT 105</td><td>A</td><td>D</td><td></td><td></td><td></td><td></td><td></td><td>A</td><td>DA</td><td>D</td><td></td><td></td><td></td><td></td></tr> <tr><td>TENT 106</td><td>A</td><td>D</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>TENT 107</td><td>A</td><td>D</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>TENT 108</td><td>A</td><td>==&gt;</td><td>D</td><td></td><td></td><td></td><td></td><td>A</td><td>D</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Site</th> <th>Reservation #</th> <th>Arrival</th> <th>Depart</th> <th>Res Status</th> <th>Bal Due</th> <th>Cust Name/Phone</th> <th># of People</th> <th>Additional Information</th> </tr> </thead> <tbody> <tr><td>TENT100</td><td>2-39514049</td><td>08/15/2015</td><td>08/16/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>5</td><td></td></tr> <tr><td>TENT100</td><td>2-39605046</td><td>08/18/2015</td><td>08/20/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>2</td><td></td></tr> <tr><td>TENT100</td><td>2-39824047</td><td>08/21/2015</td><td>08/22/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>2</td><td></td></tr> <tr><td>TENT101</td><td>2-39514065</td><td>08/15/2015</td><td>08/16/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>1</td><td></td></tr> <tr><td>TENT102</td><td>2-39514050</td><td>08/15/2015</td><td>08/16/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>3</td><td></td></tr> <tr><td>TENT103</td><td>2-39277049</td><td>08/13/2015</td><td>08/14/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>6</td><td></td></tr> <tr><td>TENT103</td><td>2-39508544</td><td>08/14/2015</td><td>08/15/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>1</td><td></td></tr> <tr><td>TENT103</td><td>2-39514051</td><td>08/15/2015</td><td>08/16/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>2</td><td></td></tr> <tr><td>TENT103</td><td>2-39828547</td><td>08/22/2015</td><td>08/23/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>2</td><td></td></tr> <tr><td>TENT104</td><td>2-39508545</td><td>08/14/2015</td><td>08/15/2015</td><td>CHKO</td><td>\$0.00</td><td></td><td>1</td><td></td></tr> 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Information	TENT100	2-39514049	08/15/2015	08/16/2015	CHKO	\$0.00		5		TENT100	2-39605046	08/18/2015	08/20/2015	CHKO	\$0.00		2		TENT100	2-39824047	08/21/2015	08/22/2015	CHKO	\$0.00		2		TENT101	2-39514065	08/15/2015	08/16/2015	CHKO	\$0.00		1		TENT102	2-39514050	08/15/2015	08/16/2015	CHKO	\$0.00		3		TENT103	2-39277049	08/13/2015	08/14/2015	CHKO	\$0.00		6		TENT103	2-39508544	08/14/2015	08/15/2015	CHKO	\$0.00		1		TENT103	2-39514051	08/15/2015	08/16/2015	CHKO	\$0.00		2		TENT103	2-39828547	08/22/2015	08/23/2015	CHKO	\$0.00		2		TENT104	2-39508545	08/14/2015	08/15/2015	CHKO	\$0.00		1		TENT104	2-39514052	08/15/2015	08/16/2015	CHKO	\$0.00		4						
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<p>Figure 168 - Daily Arrival Report Sample</p>																																																																																																																																																																																																																																																																																

### Departure Report (AWO Campers Report Outgoing)

This report provides information about the campers that are entering (incoming), leaving (outgoing), currently onsite (on-site) or are no longer staying at the park (cancelled).

As seen in Figure 169 the Campers Report Outgoing is available in DHTML and also in .pdf format.

A sample Campers Report Outgoing is provided in Figure 170 below.

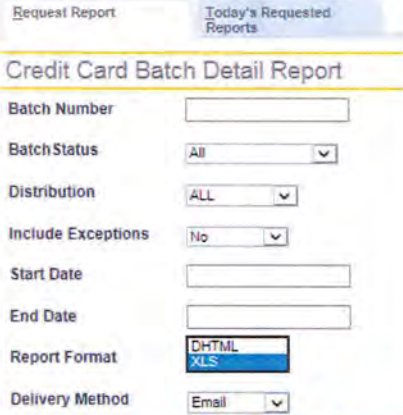
The screenshot shows a web interface for generating a report. At the top, there are two tabs: "Request Report" and "Today's Requested Reports". Below the tabs is the title "Campers Report". The form contains the following fields:

- Start Date: Sun Aug 30 2015
- Report Subtype: Outgoing
- Sort Order: Loop then Site
- Report Format: PDF (with DHTML and PDF options visible in a dropdown)
- Delivery Method: PDF (with DHTML and PDF options visible in a dropdown)

At the bottom of the form are two buttons: "OK" and "CANCEL".

Figure 169 – Campers Report Outgoing Available Formats DHTML and .pdf

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate																																																																																																																								
	<p><b>Campers Report (RA-OPS-003)</b> <span style="float: right;">Run Date and Time: Aug 28 2015 10:19:00 AM CDT</span></p> <p>Location: Branched Oak SRA                      Type: Outgoing                      Date: 08/24/2015                      Sort Order: Loop then Site</p> <p>Field Loop: AREA 11</p> <table border="1"> <thead> <tr> <th>Site</th> <th>Res #</th> <th>Arrive</th> <th>Depart</th> <th>Res Status</th> <th>Bal Due</th> <th>Cust Name / Phone</th> <th># of People</th> <th>Equip</th> <th>Additional Information</th> </tr> </thead> <tbody> <tr> <td>TENT104</td> <td>2-39826551</td> <td>08/21/2015</td> <td>08/24/2015</td> <td>CHK OUT</td> <td>\$0.00</td> <td></td> <td>8</td> <td></td> <td></td> </tr> </tbody> </table> <p>Field Loop: AREA 2 (Homestead Camp)</p> <table border="1"> <thead> <tr> <th>Site</th> <th>Res #</th> <th>Arrive</th> <th>Depart</th> <th>Res Status</th> <th>Bal Due</th> <th>Cust Name / Phone</th> <th># of People</th> <th>Equip</th> <th>Additional Information</th> </tr> </thead> <tbody> <tr> <td>023</td> <td>2-39862058</td> <td>08/23/2015</td> <td>08/24/2015</td> <td>CHK OUT</td> <td>\$0.00</td> <td></td> <td>3</td> <td></td> <td></td> </tr> <tr> <td>030</td> <td>2-39274543</td> <td>08/12/2015</td> <td>08/24/2015</td> <td>CHK OUT</td> <td>\$0.00</td> <td></td> <td>6</td> <td></td> <td></td> </tr> </tbody> </table> <p>Field Loop: MIDDLE OAK</p> <table border="1"> <thead> <tr> <th>Site</th> <th>Res #</th> <th>Arrive</th> <th>Depart</th> <th>Res Status</th> <th>Bal Due</th> <th>Cust Name / Phone</th> <th># of People</th> <th>Equip</th> <th>Additional Information</th> </tr> </thead> <tbody> <tr> <td>043</td> <td>2-30205039</td> <td>08/21/2015</td> <td>08/24/2015</td> <td>CHK OUT</td> <td>\$0.00</td> <td></td> <td>3</td> <td>Trailer</td> <td></td> </tr> <tr> <td>084</td> <td>2-39866544</td> <td>08/23/2015</td> <td>08/24/2015</td> <td>CHK OUT</td> <td>\$0.00</td> <td></td> <td>2</td> <td></td> <td></td> </tr> <tr> <td>099</td> <td>2-39866545</td> <td>08/23/2015</td> <td>08/24/2015</td> <td>CHK OUT</td> <td>\$0.00</td> <td></td> <td>2</td> <td></td> <td></td> </tr> <tr> <td>103</td> <td>2-39866546</td> <td>08/23/2015</td> <td>08/24/2015</td> <td>CHK OUT</td> <td>\$0.00</td> <td></td> <td>2</td> <td></td> <td></td> </tr> <tr> <td>104</td> <td>2-39826050</td> <td>08/22/2015</td> <td>08/24/2015</td> <td>CHK OUT</td> <td>\$0.00</td> <td></td> <td>4</td> <td></td> <td></td> </tr> <tr> <td>160</td> <td>2-39391046</td> <td>08/20/2015</td> <td>08/24/2015</td> <td>CHK OUT</td> <td>\$0.00</td> <td></td> <td>5</td> <td>Tent</td> <td></td> </tr> </tbody> </table> <p style="text-align: center;"><b>Figure 170 -Departure Report/AWO Campers Report Outgoing Sample</b></p>	Site	Res #	Arrive	Depart	Res Status	Bal Due	Cust Name / Phone	# of People	Equip	Additional Information	TENT104	2-39826551	08/21/2015	08/24/2015	CHK OUT	\$0.00		8			Site	Res #	Arrive	Depart	Res Status	Bal Due	Cust Name / Phone	# of People	Equip	Additional Information	023	2-39862058	08/23/2015	08/24/2015	CHK OUT	\$0.00		3			030	2-39274543	08/12/2015	08/24/2015	CHK OUT	\$0.00		6			Site	Res #	Arrive	Depart	Res Status	Bal Due	Cust Name / Phone	# of People	Equip	Additional Information	043	2-30205039	08/21/2015	08/24/2015	CHK OUT	\$0.00		3	Trailer		084	2-39866544	08/23/2015	08/24/2015	CHK OUT	\$0.00		2			099	2-39866545	08/23/2015	08/24/2015	CHK OUT	\$0.00		2			103	2-39866546	08/23/2015	08/24/2015	CHK OUT	\$0.00		2			104	2-39826050	08/22/2015	08/24/2015	CHK OUT	\$0.00		4			160	2-39391046	08/20/2015	08/24/2015	CHK OUT	\$0.00		5	Tent					
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RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p><b>Credit Card Payment Detail (AWO Credit Card Batch Detail Report)</b></p> <p>The Credit Card Batch Detail Report provides detailed information on the credit card payments and refunds that were processed during the specific period of the report to assist with reconciling payments and refunds, and with preparing deposits.</p> <p>As seen in Figure 171 the Credit Card Batch Detail Report is available in DHTML and also in .pdf format.</p> <p>A sample of this report is provided in Figure 172 below:</p>		 <p>The screenshot shows a web interface for generating a report. At the top, there are two tabs: 'Request Report' and 'Today's Requested Reports'. Below the tabs is the title 'Credit Card Batch Detail Report'. The interface includes several input fields and dropdown menus: 'Batch Number' (text input), 'Batch Status' (dropdown menu with 'All' selected), 'Distribution' (dropdown menu with 'ALL' selected), 'Include Exceptions' (dropdown menu with 'No' selected), 'Start Date' (text input), 'End Date' (text input), 'Report Format' (dropdown menu with 'DHTML' and 'XLS' options, where 'DHTML' is currently selected), and 'Delivery Method' (dropdown menu with 'Email' selected).</p>		<p><b>Figure 171 – Credit Card Batch Detail Report Available Formats DHTML and .pdf</b></p>



**Credit Card Batch Detail Report (FIN-DEP-010)**

Run Date and Time: Aug 28 2015 10:19:40 AM CDT

Contract: NGPC

Start Date: 08/24/2015

End Date: 08/25/2015

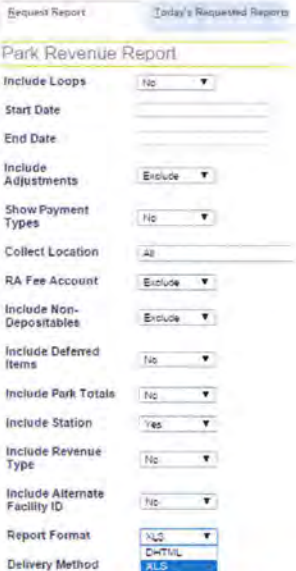
Status: All

Distribution: ALL

Include Exceptions: No

Batch #	Batch Date	Payment / Refund ID	Trans Date	Trans Type	Status	Card Holder	Card Number	Card Type	Auth ID	Amount
	08/24/2015		08/23/2015 03.04.32 AM CDT	Payment	Received			VISA		\$18.94
	08/24/2015		08/23/2015 07.30.37 AM CDT	Payment	Received			VISA		\$261.89
	08/24/2015		08/23/2015 07.53.55 AM CDT	Payment	Received			VISA		\$36.00
	08/24/2015		08/23/2015 07.55.20 AM CDT	Payment	Received			MC		\$18.00
	08/24/2015		08/23/2015 07.57.10 AM CDT	Payment	Received			VISA		\$18.00
	08/24/2015		08/23/2015 07.59.41 AM CDT	Refund	Issued			MC		(\$255.00)
	08/24/2015		08/23/2015 08.00.43 AM CDT	Payment	Received			VISA		\$5.00
	08/24/2015		08/23/2015 08.09.55 AM CDT	Refund	Issued			VISA		(\$7.00)
	08/24/2015		08/23/2015 08.10.22 AM CDT	Payment	Received			VISA		\$36.00
	08/24/2015		08/23/2015 08.10.30 AM CDT	Payment	Received			VISA		\$287.74
	08/24/2015		08/23/2015 08.13.03 AM CDT	Payment	Received			VISA		\$36.00
	08/24/2015		08/23/2015 08.17.08 AM CDT	Payment	Received			VISA		\$322.67
	08/24/2015		08/23/2015 08.19.04 AM CDT	Payment	Received			VISA		\$72.00
	08/24/2015		08/23/2015 08.21.39 AM CDT	Payment	Received			VISA		\$14.02
	08/24/2015		08/23/2015 08.27.12 AM CDT	Payment	Received			VISA		\$40.09
	08/24/2015		08/23/2015 08.27.28 AM CDT	Payment	Received			VISA		\$51.74
	08/24/2015		08/23/2015 08.42.27 AM CDT	Payment	Received			VISA		\$5.00
	08/24/2015		08/23/2015 08.44.22 AM CDT	Payment	Received			VISA		\$45.00
	08/24/2015		08/23/2015 08.47.20 AM CDT	Payment	Received			VISA		\$36.00
	08/24/2015		08/23/2015 08.48.04 AM CDT	Payment	Received			MC		\$5.00
	08/24/2015	-----	08/23/2015 08.48.06 AM CDT	Payment	Received			MC		\$15.30

Figure 172 - Credit Card Payment Detail Sample

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p><b>Park Revenue Report</b></p> <p>This report summarizes the payments collected, payments reversed/reallocated due to order changes, and refunds issued during the reporting period by park revenue location, revenue account, and revenue account name. It can include payments from non-depositable payment methods and/or adjustments and/or vendor fee information.</p> <p>As seen in Figure 173 the Park Revenue Report is available in DHTML and also in XLS format.</p> <p>A sample of this report is provided in Figure 174 below:</p>				 <p><b>Figure 173 – Park Revenue Report Available Formats DHTML and XLS</b></p>

**PARK REVENUE REPORT ( FIN-DEP-016)**

LOCATION ID: 230273

Location Name: Eugene T. Mahoney SP

Collect Location: All

Adjustments Included: No

Show Payment Types: Yes

Non-Depositables Included: No

Include Park Totals: No

Include Payment Group Totals: No

Start Date: 08/27/2015

Run Date and Time: Aug 28 2015 10:20:58 AM CDT

Include Loops: No

Include Alternate Facility ID: No

RA Fee Account: Excluded

Include Deferred Items: No

Include Revenue Type: No

Include Station: Yes

End Date: 08/27/2015

PARK NO	PARK NAME	Station	ACCOUNT #	ACCOUNT NAME	AMOUNT	AMEX	DISC	MC	VISA	CASH	CERT CHQ	MON ORD	PER CHQ	TRAY CHK	VCHR	GiftCard Payable	OTHER
230273	Eugene T. Mahoney SP			Default CASH Account	(\$281.77)	\$0.00	\$0.00	(\$265.20)	(\$16.57)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
230273	Eugene T. Mahoney SP			Default CASH Account	(\$171.80)	\$0.00	\$0.00	\$0.00	(\$171.80)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
230273	Eugene T. Mahoney SP			Lodging Tax	(\$16.57)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	(\$16.57)	\$0.00	\$0.00
#####	<b>Eugene T. Mahoney SP</b>			<b>Total:</b>	<b>-\$470.14</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>-\$265.20</b>	<b>-\$188.37</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>-\$16.57</b>	<b>\$0.00</b>	<b>\$0.00</b>
230273	Eugene T. Mahoney SP	ETM Activity Centre 2		Activity-Aot Center	\$27.75	\$0.00	\$0.00	\$0.00	\$5.00	\$22.75	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
230273	Eugene T. Mahoney SP	ETM Activity Centre 2		Activity-Aot Center	\$3.00	\$0.00	\$0.00	\$0.00	\$1.00	\$2.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
230273	Eugene T. Mahoney SP	ETM Activity Centre 2		Activity-Aot Center Ad	\$40.00	\$0.00	\$0.00	\$0.00	\$16.00	\$24.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
#####	<b>Eugene T. Mahoney SP</b>	<b>ETM Activity Centre 2</b>		<b>Total:</b>	<b>\$70.75</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$22.00</b>	<b>\$48.75</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
230273	Eugene T. Mahoney SP	ETM Golf		Driving Range Rental	\$6.00	\$0.00	\$0.00	\$6.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
230273	Eugene T. Mahoney SP	ETM Golf		Mini Golf btr 5.5%	\$63.00	\$0.00	\$0.00	\$3.50	\$38.50	\$21.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
#####	<b>Eugene T. Mahoney SP</b>	<b>ETM Golf</b>		<b>Total:</b>	<b>\$69.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$9.50</b>	<b>\$38.50</b>	<b>\$21.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

Figure 174 - Park Revenue Report Sample

### Park Revenue Detail Report

The Park Revenue Detail Report provides detailed information about the payments collected, payments reversed/reallocated due to order changes, and refunds issued during the reporting period by park revenue location, revenue account, and revenue account name. It can include payments from non-depositable payment methods and/or adjustments and/or vendor fee information.

As seen in Figure 175 the Park Revenue Detail Report is available in PDF and also in XLS format.

A sample of this report is provided in Figure 176 below:

Request Report Today's Requested Reports

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**Park Revenue Detail Report**

Park: Eugene T. Mahoney SP

Collect Location: All

Include Adjustments: No

Include RA Fee: No

Include Non-Depositables Items: No

Include Deferred Items: No

Start Date:

End Date:

Report Format: XLS

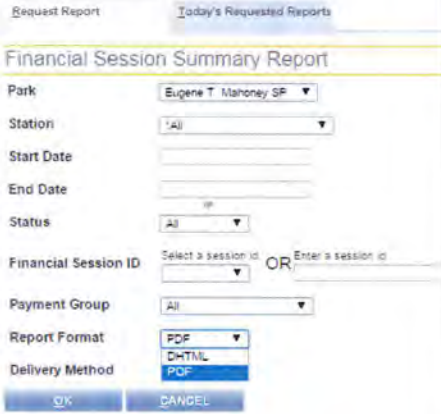
Delivery Method: XLS

OK CANCEL

Figure 175 - Park Revenue Detail Report Available Formats DHTML and XLS

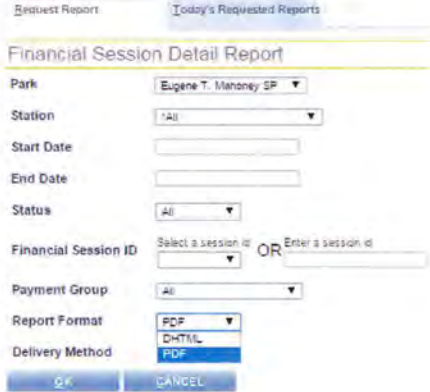
RTM #	Reports and Statements	Yes	Customization Required	No	Alternate																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
<p><b>Park Revenue Detail Report (FIN-REV-004A)</b> <span style="float: right;">Run Date and Time: Aug 28 2015 10:27:14 AM CDT</span></p> <p>Location: SP/SE/Eugene T. Mahoney SP                      Collect Location: All                      Include Adjustments: No                      Include RA Fees: No                      Include Non-Debitable Items: No                      Include Deferred Items: No                      Start Date: 08/27/2015 End Date: 08/27/2015</p> <p style="text-align: right;">* indicates Refund ID, * indicates Voucher ID, * indicates Deposit or Fin Session ID</p> <table border="1"> <thead> <tr> <th>Location ID</th> <th>Location Name</th> <th>Order</th> <th>Event</th> <th>Customer Name</th> <th>Payment Method</th> <th>Payment Refund / Voucher / Deposit / Fee</th> <th>Collect Location</th> <th>Operator</th> <th>Total Amount</th> <th>Loop/Area</th> <th>Product</th> <th>Revenue Type</th> <th>Account #</th> <th>Account Name</th> <th>Account Amount</th> </tr> </thead> <tbody> <tr><td>230273</td><td>Eugene T. 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Mah.				VISA		ETM Lodge Front I			World Herald Row 019 SGL	CABIN			Sales Tax	\$2.64	230273	Eugene T. Mah.				VISA		ETM Lodge Front I			Running Deer Cal 039 2DLX	CABIN			Cabin TE	(\$272.00)	230273	Eugene T. Mah.				VISA		ETM Lodge Front I			World Herald Row 019 SGL	CABIN			Cabin TE	\$272.00	230273	Eugene T. Mah.				VISA		ETM Lodge Front I			World Herald Row 019 SGL	CABIN			Cabin TE	\$48.00	230273	Eugene T. Mah.				VISA		ETM Lodge Front I			Running Deer Cal 039 2DLX	CABIN			Reservation Fee	\$0.00	230273	Eugene T. Mah.				VISA		ETM Lodge Front I		(\$16.57)	Running Deer Cal 039 STD	CABIN			Default CASH Av	(\$16.57)	230273	Eugene T. Mah.				VISA		ETM Lodge Front I		(\$381.23)	Running Deer Cal 039 STD	CABIN			Default Refund I	\$16.57	230273	Eugene T. Mah.				VISA		ETM Lodge Front I			Running Deer Cal 039 STD	CABIN			Lodging Tax	(\$18.00)	230273	Eugene T. Mah.				VISA		ETM Lodge Front I			Running Deer Cal 039 STD	CABIN			Sales Tax	(\$18.00)	230273	Eugene T. Mah.				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Figure 176 - Park Revenue Detail Report Sample

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p><b>Financial Session Summary Report</b></p> <p>The Financial Session Summary Report summarizes the payment, refunds, and adjustments processed at the park location, grouped by payment type within a selected financial session. The report is created for either the station or user level depending on the financial session type. It includes signature fields for approving the financial session before submitting the report with a deposit.</p> <p>As seen in Figure 177 the Financial Session Summary Report is available in PDF and also in XLS format.</p> <p>A sample of this report is provided in Figure 178 below:</p>				 <p style="text-align: center;"><b>Figure 177 – Financial Session Summary Report Available Formats DHTML and XLS</b></p>

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate		
<b>Financial Session Summary Report (FIN-DEP-004)</b>		Run Date and Time: Aug 28 2015 10:29:15 AM CDT					
Location: 230143 Ponca SP		Station/User: Ponca Office					
Fin Session ID: 301090426		Fin Session Open Date/Time: 08/28/2015 09:10:32					
Status: Open		Fin Session Close Date/Time:					
Payment Type	# of Payments	# of Refunds	Total Payments	Total Refunds	Change Tendered on Non Cash Dep.	Adjustments	Total On Hand
<b>BANK DEPOSITS</b>							
Cash							
Cash	3		\$137.50				\$137.50
Non Cash Depositable							
Personal Check	1		\$25.00				\$25.00
<b>Total BANK DEPOSITS</b>							<b>\$162.50</b>
<b>CENTRAL DEPOSITS</b>							
Credit Card							
Visa	3		\$91.00				\$91.00
<b>Total CENTRAL DEPOSITS</b>							<b>\$91.00</b>
<b>Total Deposits</b>							<b>\$253.50</b>
		Date		Name		Signature	
Signature 1		-----		-----		-----	
Signature 2		-----		-----		-----	

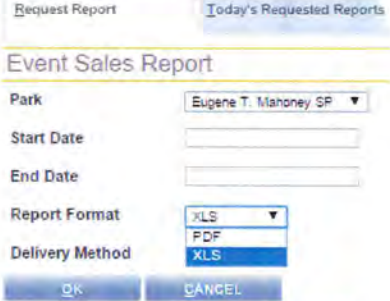
Figure 178 - Financial Session Summary Report Sample

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<p><b>Financial Session Detail Report</b></p> <p>The Financial Session Detail Report provides details about the payment, refunds, and adjustments processed in a single financial session grouped by payment type. The report is created for either the station-level or user-level depending on the financial session type.</p> <p>As seen in Figure 179 the Financial Session Detail Report is available in DHTML and PDF formats. A sample of this report is provided in Figure 180 below:</p>				<p><b>Figure 179 - Financial Session Detail Report Available Formats DHTML and PDF</b></p>

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate																																																																																																																																																																																																								
	<p><b>Financial Session Detail Report (FIN-DEP-005)</b> <span style="float: right;">Run Date and Time: Aug 28 2015 10:29:35</span></p> <p>Location: 230143 Ponca SP <span style="float: right;">Station/User: Ponca Office</span>                      Fin Session ID: <span style="float: right;">Fin Session Open Date/Time: 08/28/2015 09:10:32</span>                      Status: Open <span style="float: right;">Fin Session Close Date/Time:</span></p> <table border="1"> <thead> <tr> <th>Payment/Refund ID</th> <th>Transaction Type</th> <th>Status</th> <th>Date/Time</th> <th>Order #</th> <th>Customer Name</th> <th>User Name</th> <th>Net Amount</th> </tr> </thead> <tbody> <tr> <td colspan="8"><b>BANK DEPOSITS</b></td> </tr> <tr> <td colspan="8">Cash</td> </tr> <tr> <td colspan="8">Cash</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/28/2015 09:34</td> <td></td> <td></td> <td></td> <td>\$20.00</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/28/2015 09:16</td> <td></td> <td></td> <td></td> <td>\$80.00</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/28/2015 09:57</td> <td></td> <td></td> <td></td> <td>\$37.50</td> </tr> <tr> <td></td> <td colspan="6">Change Tendered on Non Cash Depositable</td> <td></td> <td>(\$0.00)</td> </tr> <tr> <td></td> <td colspan="6">SubTotal Cash</td> <td></td> <td><u>\$137.50</u></td> </tr> <tr> <td colspan="8"><b>Non Cash Depositable</b></td> </tr> <tr> <td colspan="8">Personal Check</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/28/2015 09:10</td> <td></td> <td>GENERAL PUBLIC</td> <td></td> <td>\$25.00</td> </tr> <tr> <td></td> <td colspan="6">SubTotal Personal Check</td> <td></td> <td><u>\$25.00</u></td> </tr> <tr> <td></td> <td colspan="6">Total Non Cash Depositable</td> <td></td> <td><u>\$25.00</u></td> </tr> <tr> <td></td> <td colspan="6">Total BANK DEPOSITS</td> <td></td> <td><u>\$162.50</u></td> </tr> <tr> <td colspan="8"><b>CENTRAL DEPOSITS</b></td> </tr> <tr> <td colspan="8">Credit Card</td> </tr> <tr> <td colspan="8">Visa</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/28/2015 09:19</td> <td></td> <td></td> <td></td> <td>\$13.00</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/28/2015 09:16</td> <td></td> <td></td> <td></td> <td>\$38.00</td> </tr> <tr> <td></td> <td>Payment</td> <td>Received</td> <td>08/28/2015 09:31</td> <td></td> <td></td> <td></td> <td>\$40.00</td> </tr> <tr> <td></td> <td colspan="6">SubTotal Visa</td> <td></td> <td><u>\$91.00</u></td> </tr> <tr> <td></td> <td colspan="6">Total Credit Card</td> <td></td> <td><u>\$91.00</u></td> </tr> <tr> <td></td> <td colspan="6">Total CENTRAL DEPOSITS</td> <td></td> <td><u>\$91.00</u></td> </tr> </tbody> </table>	Payment/Refund ID	Transaction Type	Status	Date/Time	Order #	Customer Name	User Name	Net Amount	<b>BANK DEPOSITS</b>								Cash								Cash									Payment	Received	08/28/2015 09:34				\$20.00		Payment	Received	08/28/2015 09:16				\$80.00		Payment	Received	08/28/2015 09:57				\$37.50		Change Tendered on Non Cash Depositable							(\$0.00)		SubTotal Cash							<u>\$137.50</u>	<b>Non Cash Depositable</b>								Personal Check									Payment	Received	08/28/2015 09:10		GENERAL PUBLIC		\$25.00		SubTotal Personal Check							<u>\$25.00</u>		Total Non Cash Depositable							<u>\$25.00</u>		Total BANK DEPOSITS							<u>\$162.50</u>	<b>CENTRAL DEPOSITS</b>								Credit Card								Visa									Payment	Received	08/28/2015 09:19				\$13.00		Payment	Received	08/28/2015 09:16				\$38.00		Payment	Received	08/28/2015 09:31				\$40.00		SubTotal Visa							<u>\$91.00</u>		Total Credit Card							<u>\$91.00</u>		Total CENTRAL DEPOSITS							<u>\$91.00</u>				
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Figure 180 - Financial Session Detail Report Sample



RTM #	Reports and Statements	Yes	Customization Required	No	Alternate																				
	<p><b>Group Functions History Report (AWO Event Sales Report)</b></p> <p>The Event Sales Report illustrates the sales-related information for events that occurring during the specified report period. Sales-related information includes events, total nights, average daily rates, and accrued revenues.</p> <p>As seen in Figure 181 the Financial Session Detail Report is available in DHTML and PDF formats. A sample of this report is provided in Figure 182 below.</p>		 <p><b>Figure 181 – Group Functions History Report Available Formats DHTML and PDF</b></p>																						
	<p><b>Event Sales Report (FIN-REV-008)</b></p> <p>in Date and Time: Aug 28 2015 10:31:11 AM CDT</p> <p>Facility: SP / SE / Eugene T. Mahoney SP                      Start Date: 08/28/2015      End Date: 10/31/2015</p> <p>Accrued Revenue is calculated based on reservation price. Taxes and Trans. Fees are excluded.</p> <table border="1"> <thead> <tr> <th>Event ID</th> <th>Event</th> <th>Earliest Arrival</th> <th>Latest Arrival</th> <th>Total Nights</th> <th>Avg. Daily Rate</th> <th>Accrued Revenue *</th> </tr> </thead> <tbody> <tr> <td>188625874</td> <td>Family Reunion</td> <td>10/09/2015</td> <td>10/09/2015</td> <td>18</td> <td>\$120.00</td> <td>\$2,160.00</td> </tr> <tr> <td colspan="4" style="text-align: right;">Total:</td> <td>18</td> <td>\$120.00</td> <td>\$2,160.00</td> </tr> </tbody> </table> <p><b>Figure 182 - Event Sales Report Sample</b></p>	Event ID	Event	Earliest Arrival	Latest Arrival	Total Nights	Avg. Daily Rate	Accrued Revenue *	188625874	Family Reunion	10/09/2015	10/09/2015	18	\$120.00	\$2,160.00	Total:				18	\$120.00	\$2,160.00			
Event ID	Event	Earliest Arrival	Latest Arrival	Total Nights	Avg. Daily Rate	Accrued Revenue *																			
188625874	Family Reunion	10/09/2015	10/09/2015	18	\$120.00	\$2,160.00																			
Total:				18	\$120.00	\$2,160.00																			

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
RTM-12	Bidder should describe their ability to provide, and timing of, invoices and billing statements. Bidder should provide samples of formatted invoices and statements.	✓			

**Bidder Response:**

As NGPC's current partner, we have a proven method for reliably providing invoices and supporting documentation on the frequency determined in collaboration with authorized staff. Invoices are currently provided on a monthly basis and include the fees for transactions occurring in the previous month. On the first business day of the month, the ACTIVE Works Outdoors Finance Team ensures that all distributions for the previous month have run and completed successfully.

The Invoice is then generated along with the Invoice Remittance Report shown in Figure 183 and the Invoice Detail Report seen in Figure 184 and Figure 185. These reports are reviewed by the Active Finance Team to ensure that the totals on all reports are in balance. The Invoice Remittance report is reviewed and approved by the Director of Client Services. Once it has been approved the invoice reports is emailed or mailed to the client for payment.

Should NGPC wish to modify the current process under the new contract we would welcome the opportunity to discuss at your convenience.

**Invoice Remittance Report (FIN-INV-001)**

**IN ACCOUNT WITH:**  
Nebraska Game and Parks Commission

**PLEASE REMIT PAYMENT TO:**  
ReserveAmerica Inc.  
The Active Network Inc.

**Contract ID:**

**Identifying#:**

**Period Start Date: 07/01/2015**

**Tax ID:**

**Period End Date: 07/31/2015**

**Invoice ID:**

**Invoice Date: 08/03/2015**

**Include Business Category: No**

Sales Channel	Product Category	Transaction Group	Account	Fee Schd	Schd Price	Adjusted	RA Fee Qty	Amount (USD)	Reference
Call Center	Site	Cancellation			\$4.00		7	\$28.00	
Call Center	Site	Cancellation			\$4.00		84	\$336.00	
Call Center	Site	Cancellation			\$4.00		3	\$12.00	
Call Center	Site	Cancellation			\$4.00		1	\$4.00	
Call Center	Site	Cancellation			\$4.00		2	\$8.00	
Call Center	Site	Reservation			\$3.75		136	\$510.00	
Call Center	Site	Reservation			\$3.75		2	\$7.50	
Call Center	Site	Reservation			\$3.75		15	\$56.25	
Call Center	Site	Reservation			\$3.75		3	\$11.25	
Call Center	Site	Reservation			\$3.75		18	\$67.50	
Call Center	Site	Reservation			\$3.75		366	\$1,372.50	
Call Center	Site	Reservation			\$3.75		62	\$232.50	
Call Center	Site	Reservation			\$3.75		2	\$7.50	

Figure 183 – Sample Invoice Remittance Report

Request Report

Today's Requested Reports

## Invoice Detail Report

Invoice	(Select Invoice Number) ▼
Invoice Coverage Location	(Select Location) ▼
Include Business Category	No ▼
Start Date	<input type="text"/>
End Date	<input type="text"/>
Report Format	XLS ▼
Delivery Method	Email ▼
<input type="button" value="OK"/> <input type="button" value="CANCEL"/>	

Figure 184 - Criteria for Running the Invoice Detail Report

Invoice Detail Report (FIN-INV-003)															Run Da		
Location: NGPC																	
Period Start Date: 1 Period End Date:																	
Invoice ID: Invoice Date:																	
Include Business Category: No																	
Agency	Region	Park	Sales Channel	Product Category	Transaction Group	Account	Order #	Customer	Transaction Type	Transaction Occurrence	RA Fee Schedule	Scheduled Price	Applied Price	RA Fee Quantity	RA Fee Amount	Adjusted	RA Fee Priced Date
SP	NE	Fremont SRA	Call Center	Site	Cancellation				Cancellation	Prior to Min Window		\$4.00		1	\$4.00	N	07/20/2015
SP	NE	Fremont SRA	Call Center	Site	Cancellation				Cancellation	Within Min Window before Arr		\$4.00		1	\$4.00	N	07/13/2015
SP	NE	Fremont SRA	Call Center	Site	Cancellation				Cancellation	Within 7 Days before Arrival Di		\$4.00		1	\$4.00	N	07/22/2015
SP	NE	Fremont SRA	Call Center	Site	Cancellation				Cancellation	Prior to Min Window		\$4.00		1	\$4.00	N	07/15/2015
SP	NE	Fremont SRA	Call Center	Site	Cancellation				<b>Cancellation Total:</b>					<b>4</b>	<b>\$16.00</b>		
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/02/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/08/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Within 7 Days before Arrival Di		\$3.75		1	\$3.75	N	07/07/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/07/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Within 7 Days before Arrival Di		\$3.75		1	\$3.75	N	07/08/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/14/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Within 7 Days before Arrival Di		\$3.75		1	\$3.75	N	07/14/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/16/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/17/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/17/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/20/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/20/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/20/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/21/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/21/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Within 7 Days before Arrival Di		\$3.75		1	\$3.75	N	07/27/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/27/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/29/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/29/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/30/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/30/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/31/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/08/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				Reservation	Prior to Min Window		\$3.75		1	\$3.75	N	07/15/2015
SP	NE	Fremont SRA	Call Center	Site	Reservation				<b>Reservation Total:</b>					<b>22</b>	<b>\$82.50</b>		
SP	NE	Fremont SRA	Call Center	Site	Transfer				Change Dates	Within Min Window before Arr		\$4.00		1	\$4.00	N	07/08/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Shorten Stay L	Prior to Min Window		\$4.00		1	\$4.00	N	07/08/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Shorten Stay L	Prior to Min Window		\$4.00		1	\$4.00	N	07/20/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Change Dates	Prior to Min Window		\$4.00		1	\$4.00	N	07/08/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Transfer Same	Prior to Min Window		\$4.00		1	\$4.00	N	07/08/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Extend Stay An	Prior to Min Window		\$4.00		1	\$4.00	N	07/13/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Transfer Same	Prior to Min Window		\$4.00		1	\$4.00	N	07/08/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Extend Stay Le	Within Min Window before Arr		\$4.00		1	\$4.00	N	07/07/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Transfer Same	Prior to Min Window		\$4.00		1	\$4.00	N	07/12/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Change Dates	Within Min Window before Arr		\$4.00		1	\$4.00	N	07/15/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Transfer Same	Prior to Min Window		\$4.00		1	\$4.00	N	07/12/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Transfer Same	Within Min Window before Arr		\$4.00		1	\$4.00	N	07/24/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				Transfer Same	Prior to Min Window		\$4.00		1	\$4.00	N	07/28/2015
SP	NE	Fremont SRA	Call Center	Site	Transfer				<b>Transfer Total:</b>					<b>13</b>	<b>\$52.00</b>		
SP	NE	Fremont SRA	Call Center	Site	Transfer				<b>Site Total:</b>					<b>39</b>	<b>\$150.50</b>		
SP	NE	Fremont SRA	Call Center	Site	Transfer				<b>Call Center Total:</b>					<b>39</b>	<b>\$150.50</b>		
SP	NE	Fremont SRA	Field	Site	Cancellation				Cancellation	Prior to Min Window		\$4.00		1	\$4.00	N	07/15/2015
SP	NE	Fremont SRA	Field	Site	Cancellation				Cancellation	Day of Arrival on or before 6.0		\$4.00		1	\$4.00	N	07/19/2015
SP	NE	Fremont SRA	Field	Site	Cancellation				Cancellation	Within 7 Days before Arrival Di		\$4.00		1	\$4.00	N	07/13/2015
SP	NE	Fremont SRA	Field	Site	Cancellation				Cancellation	Within 7 Days before Arrival Di		\$4.00		1	\$4.00	N	07/09/2015
SP	NE	Fremont SRA	Field	Site	Cancellation				Cancellation	Prior to Min Window		\$4.00		1	\$4.00	N	07/13/2015
SP	NE	Fremont SRA	Field	Site	Cancellation				Cancellation	Within 7 Days before Arrival Di		\$4.00		1	\$4.00	N	07/28/2015
SP	NE	Fremont SRA	Field	Site	Cancellation				Cancellation	Within 7 Days before Arrival Di		\$4.00		1	\$4.00	N	07/30/2015
SP	NE	Fremont SRA	Field	Site	Cancellation				<b>Cancellation Total:</b>					<b>7</b>	<b>\$28.00</b>		
SP	NE	Fremont SRA	Field	Site	Reservation				Reservation	Within 7 Days before Arrival Di		\$5.50		1	\$5.50	N	07/07/2015
SP	NE	Fremont SRA	Field	Site	Reservation				Reservation	Within 7 Days before Arrival Di		\$5.50		1	\$5.50	N	07/07/2015
SP	NE	Fremont SRA	Field	Site	Reservation				Reservation	Within 7 Days before Arrival Di		\$5.50		1	\$5.50	N	07/07/2015

Figure 185 - First Page of the Invoice Detail Report

Technical Requirements					
The awarded contractor must meet the technical specifications as described in Section IV.F. of the RFP.					
RTM #	Technical	Yes	Customization Required	No	Alternate
RTM-13	Bidder should describe their Business Continuity and Disaster Recovery Plan, which should include				✓
	<ul style="list-style-type: none"> <li>provision of 2 sites with Tier IV classification, and</li> <li>a quarterly test of backup, failover, and disaster recovery procedures.</li> </ul>	✓			
<p><b>Bidder Response:</b></p> <p>AWO runs out of a pair of Tier III Collocation facilities, one primary, and one geographically distant designated as our Disaster Recovery facility. ACTIVE is in the process of upgrading our primary datacenter to a Tier IV facility.</p> <p>The fully functioning “warm” (“warm” refers to a fail-over capability that requires a brief service interruption) standby system is running. Mirrored 24/7, at a secured disaster recovery site. The Disaster Recover (DR) site provides the same functionality as the production site. Data is replicated in real-time from the production site to the DR site. In the event of a contingency, the DR site can be activated within four hours to resume normal service operations.</p> <p>All ACTIVE Data Center facilities follow the same strict security and access policies; meeting PCI-DSS compliance standards.</p> <p>NGPC’s Internet customers have access to the system as long as the public internet is running and either our primary or disaster recovery site is operational. Disaster Recovery tests take place after any major infrastructure changes or at least one per year and include cutover of the systems as well as suites of functionality and accessibility tests.</p> <p>The primary focus of our Contingency Plan revolves around the protection and recovery of AWO functionality. The primary objective of the plan is to establish policies and procedures to be used to restore that functionality in the event of an incident.</p> <p>All servers and services at both sites are monitored 24 hours a day. Any unplanned downtime is quickly identified and notification and escalation procedures activated.</p>					

### Technical Requirements

Preliminary assessment of the incident impact is conducted by the Technology Operations team. Known injuries, extent of damage and disruption to service, and business operations are detailed and communicated to all stakeholders (management team, client support, representatives, etc.) allowing management to make informed decisions regarding subsequent resumption and recovery activities.

#### System Recovery Procedures

Should an event result in AWO being unavailable for an extended period of time, the DR plan is activated in order to switch over operations to the standby site.

The high level Disaster Recovery Site cutover process is:

1. Outage occurs
2. Management makes decision as to severity
3. If a disaster plan is declared
  - a. A splash/maintenance page is put up for all users
  - b. The DR database is switched from standby to primary mode
  - c. The DR web and app server applications are started
  - d. A sanity test of the entire environment is performed by AW
  - e. The out of service splash page is removed (which lets people in to the app at the DR site)

The failover process takes less than four hours.

Once service has been resumed at the DR site, an assessment of the primary site is conducted to establish corrective action plans. The servers or services that have failed at the primary site are repaired. When the primary site has had all services restored, real-time replication is established from the live database at the standby site back to the production database at the primary site in order to bring the database back in sync with the live data.

Failback procedures mirror the failover procedures:

- A maintenance page is displayed
- The DR application and database are stopped
- Production database is switched from standby mode to primary mode
- The DR database is switched to standby mode and replication enabled

### Technical Requirements

- The production web and applications are started
- A sanity test is performed
- The maintenance page is removed

Failback would be conducted during a scheduled maintenance window.

A complete “hot” network infrastructure exists at the DR site, which means it is always running. The BGP network protocol is used to allow automatic rerouting of network traffic from one site to the other without intervention or delay.

The Disaster Recovery Plan is tested after any major infrastructure changes or at a minimum once per year. The DR site is maintained using the same policy and procedures as the primary production site. New infrastructure in production is mirrored with similar infrastructure at the DR site. The DR plan is refined to incorporate any new infrastructure as part of regular DR testing.

#### Redundancy Protections

Remote redundancy is provided through real-time replication of the database to our secondary data center. ACTIVE maintains a real-time replication of transactions and all data to the disaster recovery site database. The primary database is also backed up nightly to a DataDomain backup device, which replicates the data to a secondary DataDomain backup device at the disaster recovery site. Sensitive personal information is encrypted in the operational database as well as on the backup devices.

For backups, we classify three different types of data within the application – configuration, logging, and application.

Individual servers that together make up the cluster of servers are not backed up. The operating system can be reinstalled, and configuration data is then pushed down to the server. Rapid deployment procedures allow us to rebuild a server faster than we could restore one. Having many servers clustered together allows individual servers to undergo maintenance without impacting production operations.

The configuration data is stored in a central version control repository and is backed up nightly. The backup is written to a DataDomain (<http://www.datadomain.com/>) device. The DataDomain device is highly redundant storage that replicates all back up data over a secure network connection to another DataDomain located at our secondary data center facility.

All application and operating system logs are secured using Tripwire (<http://www.tripwire.com/>). They are copied in real-time to a central logging server, which is also secured using Tripwire. Backups to the DataDomain are then taken from the central logging server.

Application data is stored in the production database. The database is an Oracle database utilizing a fiber channel Storage Area Network (SAN) device for disk space provisioning. Backups are taken locally using Oracle RMAN and are written to local disk before being



Technical Requirements					
<p>transferred along with archive re-do logs and control files to the DataDomain device. Full backups are taken on Sunday and Wednesday nights, and incremental backups are taken all other nights of the week.</p> <p>The production database is also replicated in real-time to a local standby database cluster at our primary site. In the event of a production database failure (e.g. loss of database disk infrastructure) the application servers would be redirected to the local standby database cluster. In the event of a total production site failure, all operations would failover to our Disaster Recovery site.</p> <p>All aspects of the infrastructure are built and tested to conform to our standards prior to being provisioned in production. That means that we have confirmed that all redundancy protections have been tested, all logging, monitoring, and backups have been tested and are operational, and all security and vulnerability tests have been conducted and have passed.</p> <p><b>Server Logs</b></p> <p>All AWO server logs are monitored in real time by Tripwire (<a href="http://www.tripwire.com/">http://www.tripwire.com/</a>) as part of our security and auditing policies. This tool performs file integrity monitoring (FIM) to ensure that our file systems and applications are not tampered with.</p> <p>As described above, all application and operating system logs are secured using Tripwire and copied in real-time to a central logging server which is also secured using Tripwire.</p>					
RTM-14	Bidder should				
	<ul style="list-style-type: none"> <li>acknowledge that NGPC is, and will remain, the owner of all data maintained on the database,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>describe their ability and plan to retain data for seven (7) years and maintain its accessibility to NGPC,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>describe how Personal Identifying Information (PII) is protected – without compromising bidder’s security schema, and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>provide a high level data recovery plan emphasizing data and system recovery timeline.</li> </ul>	✓			
Bidder Response:					

**Technical Requirements**

ACTIVE acknowledges that NGPC is and will remain the owner of all data maintained on the database.

**PCI DSS Compliance**

ACTIVE’s systems maintain PCI-Level one compliance and have done so for ten years. This is an important distinction, as many vendors do not have the level of independent security audit detail that ACTIVE has. Many vendors use the self-assessment method of PCI

All ACTIVE Data Center facilities follow strict security and access policies, meeting PCI-DSS compliance standards.

TRUSTe’s Privacy Certifications provide cutting-edge consumer protections and establish leading privacy standards. Each certification has Certification Standards applied against a company’s online properties (like websites, mobile apps, cloud platforms), customer and employee data management practices, and/or applicable regulatory frameworks (like [COPPA](#)).

As seen in Figure 186 TrustWave and TRUSTe certificates are displayed on our payment pages, indicating compliance with both privacy standards and with PCI requirements.

Since inception, Active Works Outdoors has processed over one billion dollars securely, which should give you maximum peace of mind that we are protecting your customers’ important financial data.

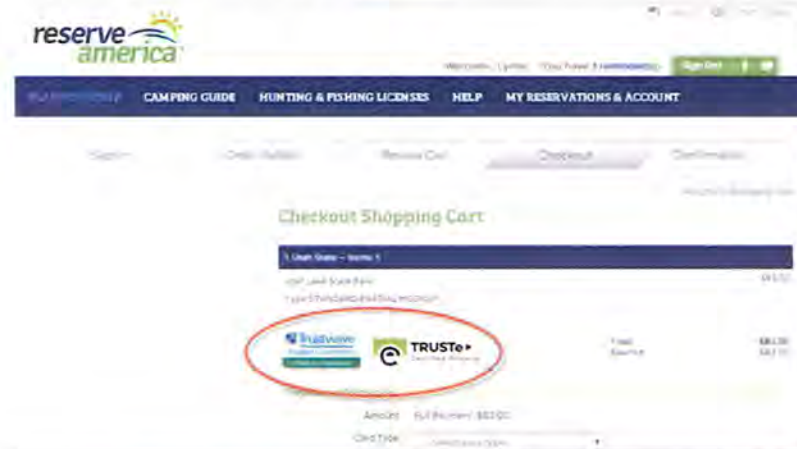


Figure 186: ACTIVE is TrustWave and TRUSTe compliant

## PII Security

The following tools and methodologies are employed by the ACTIVE Security Team to maintain and improve the company's security posture:

- Tenable Security Center: This tool is used to drive our Patch and Vulnerability Management Program.
- Nessus Vulnerability Scanners.
- Cisco and Juniper Firewalls: These are used through our entire infrastructure to provide network layer isolation between our various environments.
- Juniper SSL VPN: Used to provide employee remote access, this tool ensures that any system connecting to our networks has effectively employed proper Antivirus software, personal firewall software and has up-to-date system patches applied.
- Acunetix: This tool is used by the Application Security Team to perform application level scanning and to drive Internal and External Penetration testing.
- Burp Suite and Web Scarab: Both of these tools are utilized as part of our Penetration testing process.
- Metasploit PRO: Used as an exploitation framework Metasploit PRO allows us to drive our Penetration testing program.
- Secure Code Review: The Application Security Team performs regular code reviews to look for security risks and anomalies.
- Cisco and Snort IPS/IDS: These tools are used to monitor and alert or respond to network traffic anomalies.
- Palo Alto Next Generation Firewalls: These devices augment the traditional firewall capabilities by filtering at layer 7 and allow for enhanced IPS and IDS capability.
- Tripwire: This tool performs file integrity monitoring (FIM) to ensure that our file systems and applications are not tampered with.
- Trustwave ASV: This service is used to perform external vulnerability scanning on our systems as required by PCI.
- Service-Now: This tool is used to drive our Change Management program. Any system, network, or application change that occurs is recorded in this system with appropriate approvals built in.
- RSA SecureID: By using RSA SecureID to provide two-factor authentication for remote access, we ensure that access to our sensitive systems is protected appropriately.
- Symantec Antivirus: We use Symantec AV to deploy, monitor, and manage AV control across our organization.
- Syslog-ng, syslogd, and snare: These tools are used to gather logs from various servers and appliances and centralize them.
- NTP: Network Time Protocol is used to synchronize the system and network clocks across the organization. This can be used to ensure that all logs can be correlated by time.
- ACTIVEU and ACTIVE Learn: These are internal learning management systems (LMS) used to drive our mandatory security awareness and privacy training for all employees.

### Technical Requirements

We use in-house developed tools to manage Identity and Access Management.

ACTIVE uses several methods to insulate AWO against security breaches. In the case of an actual breach, ACTIVE would promptly notify appropriate NGPC staff. The ACTIVE Network Security Incident Response Team (ANSIRT) handles any Security Incident. This team responds to identified issues, documents the steps take to resolve the issue, and reports the issues internally.

Any incident response follows the industry standard approach of Identification, Assessment, Containment, Eradication, Recovery, and Follow-up. The Containment and Eradication phases typically include short term countermeasures designed to halt the incident and to deal with the immediate threat. The Follow-up phase includes the roll out of any long term or sweeping changes that were deemed necessary through the Incident Response process.

#### Secure Service and Compliance

ACTIVE has securely processed over a billion dollars of government revenue through AWO.

We undertake an annual PCI-DSS Level 1 reassessment with a council-approved QSA to deliver the required Report on Compliance (ROC) and the Attestation of Compliance (AOC). ACTIVE is committed to AWO security and preserving the PCI and PII data entrusted to us. ACTIVE is currently in, and will maintain in, PCI-DSS Level 1 compliance as verified through independent QSA audits. To be PCI compliant we must ensure stored cardholder data is protected, including creating and following data retention disposal policies, not storing sensitive authentication data such as full contents of track information or three/four digit number printed on the front/back of a credit card, masking credit card information when required, encrypting credit card information. The credit card encryption is complex and requires two independent encryption key custodians to change the keys.

ACTIVE is committed to AWO security, and will preserve the PCI and PII data entrusted to us. Credit card information is encrypted as soon as it is entered into the system, and is unreadable by any staff. Only the banking system is able to decrypt the information in order to handle credit card authorization. The Call Center authorizes credit cards through a private line.

Ensuring data security also includes providing secure facilities for staff, equipment, documents, and data. We approach this from many angles to ensure a safe and secure operation. Our Call and Data Centers are completely self-enclosed, completely secure locations. Access to the production database from both inside our network and physically at the data centers is carefully managed. All sensitive documents are kept under lock and key in secured filing cabinets, and sensitive data, such as credit card information, is encrypted and unreadable by staff.

ACTIVE employees handling sensitive data and payment processing, such as those conducting transactions by phone, are subject to background checks at time of hire. Training includes thorough coverage of all aspects of security, and annual compliance training is

### Technical Requirements

required thereafter. Team Leads closely monitor each newly hired agent after they have completed the initial training process to ensure performance consistently reflects required security measures.

In addition, the user's permission level in AWO establishes the types of data elements that can be viewed and/or changed, and every action is logged to the user who completed it. User information and access is continually monitored and adjusted to ensure consistency with current role(s) and ACTIVE employees who leave the company are immediately identified and access discontinued.

All changes to ACTIVE applications, systems, and infrastructure undergo a full approval process, which includes documentation, tracking, and back-out/contingency planning. Changes are required to be tested and approved by Information Security and a Change Advisory Board prior to production deployment.

#### Redundancy Protections

Remote redundancy is provided through real-time replication of the database to our secondary data center. ACTIVE maintains a real-time replication of transactions and all data to the disaster recovery site database. The primary database is also backed up nightly to a DataDomain backup device, which replicates the data to a secondary DataDomain backup device at the disaster recovery site. Sensitive personal information is encrypted in the operational database as well as on the backup devices.

For backups, we classify three different types of data within the application – configuration, logging, and application.

Individual servers that together make up the cluster of servers are not backed up. The operating system can be reinstalled, and configuration data is then pushed down to the server. Rapid deployment procedures allow us to rebuild a server faster than we could restore one. Having many servers clustered together allows individual servers to undergo maintenance without impacting production operations.

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Application data is stored in the production database. The database is an Oracle database utilizing a fiber channel Storage Area Network (SAN) device for disk space provisioning. Backups are taken locally using Oracle RMAN and are written to local disk before being transferred along with archive re-do logs and control files to the DataDomain device. Full backups are taken on Sunday and Wednesday nights, and incremental backups are taken all other nights of the week.

Technical Requirements					
<p>The production database is also replicated in real-time to a local standby database cluster at our primary site. In the event of a production database failure (e.g. loss of database disk infrastructure) the application servers would be redirected to the local standby database cluster. In the event of a total production site failure, all operations would failover to our Disaster Recovery site.</p> <p>All aspects of the infrastructure are built and tested to conform to our standards prior to being provisioned in production. That means that we have confirmed that all redundancy protections have been tested, all logging, monitoring, and backups have been tested and are operational, and all security and vulnerability tests have been conducted and have passed.</p>					
RTM-15	<p>Bidder should describe their data storage, replication, and backup services, which</p> <ul style="list-style-type: none"> <li>• must be located in the United States and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• should use leading technologies, to include a high-speed SAN fabric, SFTP server, and at least monthly backup of all databases.</li> </ul>	✓			
<p><b>Bidder Response:</b></p> <p>Thanks to the fault tolerance, load distribution, failover, and redundancy measures, backup power, communications bandwidth, and other elements of our approach to business continuity and application development and testing, ACTIVE has been highly successful in protecting our client's AWO projects. Over the last two years, ACTIVE has maintained a 99.995% uptime.</p> <p>AWO is hosted in the United States in enterprise grade hosting facilities so you never have to worry about data maintenance, security of information, continuity of service, or disaster recovery. All routine system maintenance is scheduled to occur during overnight hours to avoid service interruptions.</p> <p>ACTIVE hosts all servers (i.e. single central system hosted by the vendor), related hardware/software, operating systems, databases, and all other equipment necessary to support the system operation centrally. All systems and services have the confidence of maximized uptime through:</p> <ul style="list-style-type: none"> <li>• Fully redundant datacenter facilities</li> <li>• Replicated databases, redundant servers, and offsite data storage</li> <li>• Production data protected by continual real-time mirroring, replication, and digital backup</li> <li>• Uninterruptible power supplies and generator backup for all production systems</li> </ul>					

**Technical Requirements**

There are three database server clusters employed in the overall system. The primary database cluster is connected via fiber channel to a 3PAR Storage Area Network. This is a fully redundant, highly fault tolerant disk array. The primary database cluster replicates in real time to the local standby database cluster. The local standby runs on separate hardware and can be brought online in 15 minutes, in the event it is needed. A third level of protection will be provided by replication of the primary database to our off-site Disaster Recovery (DR) database. The DR Environment has the infrastructure to run the entire system in the event of a catastrophe at our primary Data Center. The Restore Point Objective (RPO) and the Restore Time Objective (RTO) is one hour. Testing DR failover is performed after any significant infrastructure change or at minimum once per calendar year.

A solid design and good development of a system is only part of what is required to provide a consistent, high quality, consumer, and agency user experience under varying system load levels. ACTIVE has invested millions of dollars to build and continually upgrade a performance test environment. This environment is a copy of the production environment and features multiple software applications that enable us to test our systems with “virtual users.” Our current speed record for processing is 215,000 transactions in an hour, providing assurance that our system can handle the volume spikes experience by our licensing clients.

ACTIVE has and continues to invest significantly in redundancy to mitigate the possibility of system inoperability due to software or hardware failures. We have invested millions of dollars to establish enterprise grade hosting facilities – our primary facility hosting the production AWO infrastructure, and the secondary facility hosting the disaster recovery infrastructure.

In the event of a complete software or hardware failure in the primary center we would “fail over” to the mirrored back-up facility. We regularly test our back-up facility to ensure it is always available, if needed.

Remote redundancy is provided through real time replication of the database to our disaster recovery site. ACTIVE maintains near real time replication of user information to a local standby database, as well as the disaster recovery site database. The primary database is also backed up nightly to a DataDomain backup device, which replicates the data to a secondary DataDomain backup device at the disaster recovery site. Sensitive personal information is stored in encrypted form in the operational database as well as on the backup devices.

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
RTM-16	<p>Bidder should describe, and provide a diagram of, the architecture of their hosted environment, to include:</p> <ul style="list-style-type: none"> <li>• 3 separate environments - development, CAT, and production;</li> <li>• software and hardware components,</li> <li>• integration with Nebraska Directory Services (NDS),</li> <li>• website, and</li> <li>• browser compatibility.</li> </ul> <p>Bidder should include a list of additional software (e.g., Adobe Reader software plugins) and supplemental/specialized hardware required to use their system.</p>	✓			
<p><b>Bidder Response:</b></p> <p>The AWO architecture comprises three separate tiers - the web tier, the application tier, and the database tier. Each tier is clustered and fault tolerant with access controlled through permission based connection pools.</p> <p>In each tier, servers are partitioned to serve different purposes. For the web tier, there are public, administrative, and internal servers for consumers, state staff, and ACTIVE staff respectively. The application tier is partitioned into general, reporting, and private. We also separate the database into transactional and reporting nodes.</p> <p><b>Database Tier</b></p> <p>In the Database tier we use Oracle 11g RAC to provide fault tolerance. The SANs also provide physical fault tolerance for their HDDs and SSDs.</p> <p>In addition to the primary database we provide instantaneous replication to a hot-standby database that is also used for read-only, non-transactional reporting. The database is also replicated to a data mart for ad hoc reporting available to the state.</p>					



## Application Tier

The AWO framework has created custom database connection pools that dynamically determine database connectivity and performance and are capable of switching between database nodes or databases on the fly. This has been tested both in the lab and in production. Back when 10g RAC was unstable, the AWO framework insulated our customers from Oracle failures.

On the incoming side of the Application tier the AWO framework created an open source project called Elastica that became the base for our dynamic clustering and fault tolerance. We are capable of dynamically shifting loads between application servers, bringing servers into and out of the cluster without impacting customers, and load balancing down to the specific request level. The web tier communicates with the application tier using this technology, which ensures that the web requests get redirected to the correct node to service the request.

One way we use this technology is to direct all reporting requests to the appropriate reporting servers and each reporting request type establishes which of the databases will be used to service the request.

AWO has specific reporting clusters for real-time transactional reports that must hit the ODS (Operational Data Store), routine report requests that hit the replicated read-only database infrastructure, and a completely separate infrastructure for the data mart and ad-hoc reporting.

## Web Tier

The Web tier is managed by hardware network load balancers that both balance load and throttle requests to ensure the back end is not overrun. Naturally the network hardware also protects from Denial of Service attacks and other security concerns.

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
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Figure 187: ACTIVE architecture diagrams the architecture of ACTIVE's system.

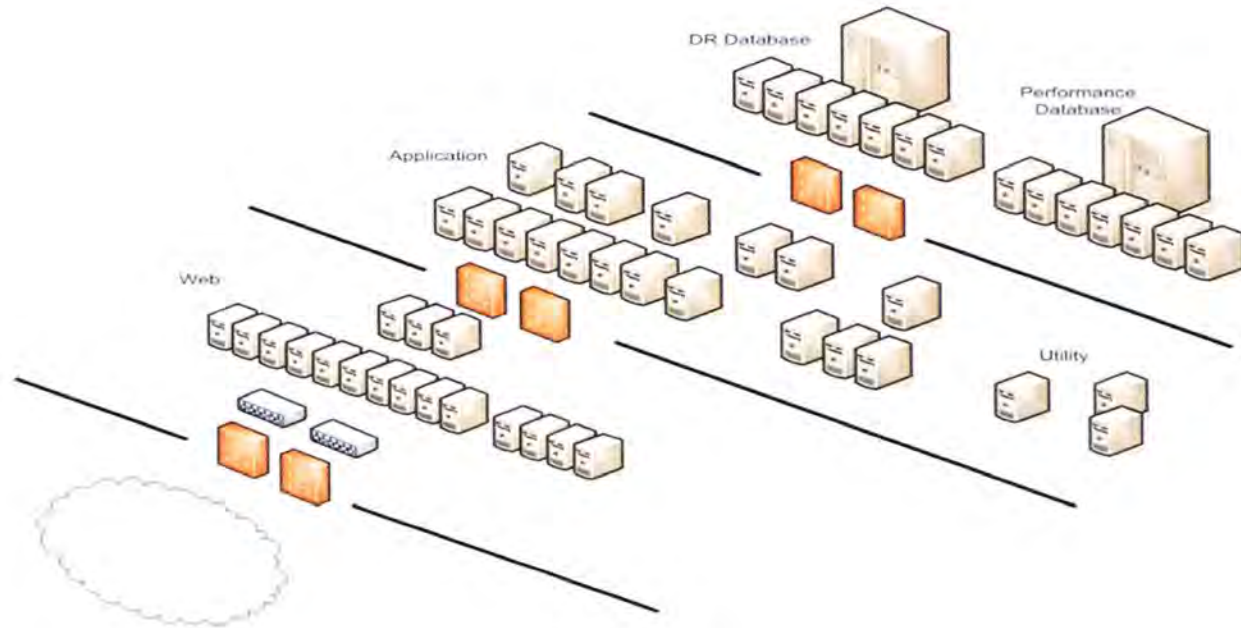


Figure 187: ACTIVE architecture diagram

We can scale each layer as needed and have done some many times. Our infrastructure is designed to withstand the unprecedented transaction volumes for California State Parks. In December, January, and February, California routinely books almost 15,000 reservations through the system in the first 30 minutes and more than 24,000 reservations over the entire day. On February 1, 2015, ACTIVE processed a record 16,823 transactions in the first hour of availability for California with a peak of more than 1,600 transactions in a minute.

To ensure that ACTIVE continues to meet the demand of our customers for years to come, we currently performance test our system at 10X the daily maximum transaction volume of the peak California on-sale day. Specifically, with every release, we run a performance test in the lab processing 240,000 reservations in one hour. We also run monthly load tests in the production environment for the same transaction volume.

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
	<p>We use Alertsite (<a href="http://www.alertsite.com">http://www.alertsite.com</a>) as an independent third-party verification of web response time and availability. Alertsite is set up to follow a workflow that hits a web page or series of pages and records the metrics. It is configured to use multiple origin locations to ensure geographic issues can be noted.</p> <p>All AWO server logs are monitored in real time by Tripwire (<a href="http://www.tripwire.com">www.tripwire.com</a>) as part of our security and auditing policies. Additional custom-built log monitoring is used for proactive problem identification.</p> <p>An extensive Groundwork (<a href="http://www.gwos.com/">http://www.gwos.com/</a>) monitoring suite is used against all AWO Outdoors servers to collect, alert, and report on key operating system and application metrics. Some examples include CPU cluster, CPU aggregate, load average, bandwidth, and TCP connections.</p> <p>Digital traffic into and out of the hosting facility goes through multiple layers of firewall and denial-of-service hardware based protection using best-in-class equipment from manufacturers such as Palo Alto, Juniper, Cisco, and F5.</p> <p>All network communication to ACTIVE equipment is via SSL cryptographic protocol. This ensures that information is secured at the transport layer, end-to-end, using 2048-bit encryption keys. Application and data servers for each of our environments reside in its own segmented network environment separated from network access by a DMZ that is protected by our own double layer of enterprise class firewalls. Our team of security professionals uses a comprehensive suite of software and hardware tools to inspect network activity, watching for and protecting against any external threats.</p> <p>Cisco and Juniper firewalls are used through our entire infrastructure to provide network layer isolation between our various environments.</p> <p><b>Environments</b></p> <p>Currently ACTIVE has four different environments for any application and the application has to go through all of these environments. These environments are as follows:</p> <p><b>Development</b></p> <p>ACTIVE's development environment consists of a shared development application server and a dedicated development database server. The development environment is used exclusively by developers and is hosted within our network and is not accessible from the outside.</p>				

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
	<p><b>Quality Assurance</b></p> <p>Our QA environment consists of a shared QA application server and a dedicated QA database server. This environment is used exclusively by our QA staff and is not accessible to developers. The QA environment is hosted within our network and is not accessible from the outside.</p> <p><b>UAT Test/Training</b></p> <p>ACTIVE's UAT test/acceptance environment consists of shared infrastructure on the application side and dedicated infrastructure on the database server side. This means that the client applications are hosted on shared test servers (which are different from the production servers). There is a dedicated database server/instance for client database (which again is hosted on a different server than production server). At all times, the database server replicates the production environment regarding business rule configuration. Our test environment is hosted within our network and is accessible from the outside through secure connection only.</p> <p><b>Production</b></p> <p>ACTIVE's production environment consists of dedicated application servers and dedicated database servers. This environment is used by our operations staff and clients to process transactions in real-time. Our production environment is hosted within our network and is accessible through secure connection only.</p> <p><b>Browser Compatibility</b></p> <p>ACTIVE uses industry-standard web technologies to provide customer-facing reservation web sites that are tested for and support all major browsers (including Internet Explorer, Chrome, Firefox, and Safari) on all major operating systems.</p> <p><b>Software and Supplemental Hardware</b></p> <p>Since NGPC is using ACTIVE's proposed solution today there is no additional software or hardware required to continue successful operations.</p>				

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
RTM-17	Bidder should describe their maintenance plan, including scheduling, for updating, enhancing, and modifying their system in response to technological advances and the need for additional features to improve efficiency and ability to meet the public's and NGPC's demands, including description of how they monitor availability of upgrades offered by the hardware and software vendors.	✓			

**Bidder Response:**

All ACTIVE Works clients operate on the same, most-current version of the solution and as such new functions and features once developed and if applicable are generally made available for broader use to all clients. Importantly, as system enhancements become available throughout the life of the contract our application architecture of a single central database design accessed through web-based interfaces provides a simple platform to implement any system upgrades (including to the in-park systems), patches and/or fixes to the reservation system, as all changes are made by us, centrally, in our data center(s) and do not rely on any activity by NGPC staff.

There are typically two to three major ACTIVE Works releases each year, one in the fall and one or two prior to the camping season. We are conscious of the potentially negative business impacts of a deployment during peak season and therefore make a concerted effort to complete all activities in advance of the season. Clients are provided with advanced notice for the specific dates of each release.

Existing functionality is rarely impacted by the addition of new features following new product releases, as new features are identified and documented by expanding existing use cases, and new code is developed accordingly. Custom configurations are not impacted by new version releases, as we do not manage client configurations via custom code but rather via data configurations (which are retained through product releases).

Upgrades to our database hardware, Internet capabilities, and software upgrades for general release will be completed as part of the base contract with you. ACTIVE's solution includes regular updates to the installed system to add new features, patches and repairs to correct defects; and updates to content, notes, alerts, etc.

Both the Release Management process and the actual Deployment process used to either physically upgrade the ACTIVE Works version running in Production or make physical changes to Production have gone through a detailed Sarbanes-Oxley (SOX) audit and are fully compliant with required internal controls as defined by SOX.

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
RTM-18	Bidder should describe their security safeguards for protection of the confidentiality, integrity, availability, and privacy of information collected, stored, and used, addressing server security, access control, and compliance with NITC's Information Security Policy.	✓			

**Bidder Response:**

ACTIVE's encompassing security program leverages industry best practices across the organization. By using the NIST 800-53 control families, controls and framework as a guide, ACTIVE applies the concept of "Security In Depth" to insulate and protect the various layers of our systems, networks, and applications. NGPC will continue to benefit from the highly secure AWO system.

**Security Overview**

<b>Secure Development</b>	ACTIVE maintains a secure software development life cycle, which integrates information security from project conception to deployment. All products undergo security assessments, which include static scanning, dynamic scanning, and manual penetration testing to reduce vulnerabilities and provide native threat defenses.
<b>Security Program</b>	ACTIVE uses vetted policies, standards and processes to govern how we implement and enforce information security adoption throughout product development and core businesses processes. Compliance with these policies and procedures is monitored and audited routinely.
<b>People</b>	Our talented team of experts is the best complement to the technical, policy and procedure management safeguards. When joining ACTIVE, all team members must complete information security training relevant to their role with an annual knowledge recertification. Team members are permitted data access permissions according to role, and permission is contingent on training completion.
<b>Third Parties</b>	All contractors, third party vendors, and service providers are required to adhere to all ACTIVE Network policies when engaged with ACTIVE. All engagements include the execution of a Non-Disclosure Agreement (NDA), and extensive research is done when looking at integrated solutions to ensure a secure and protected relationship.
<b>Antivirus</b>	ACTIVE deploys and implements industry-standard antivirus, malware, and personal firewall protections on all employee computers and laptops. Antivirus signature updates are performed daily.
<b>Data Center Security</b>	At ACTIVE, data is processed and stored in a Tier 3 data center with fully redundant subsystems and compartmentalized security zones. Multiple layers of physical security, 24x7x365 video surveillance, as well as biometric access points protect the facility.

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
<b>Patch and Vulnerability Management</b>	In order to keep up with the ever-changing threat landscape, ACTIVE continually scans its infrastructure and operating systems for missing patches and new vulnerabilities. Our Service Delivery Teams remediate findings efficiently and in accordance with our strict remediation timeframes.				
<b>Change Management</b>	All changes to ACTIVE applications, systems, and infrastructure undergo a full approval process, which includes documentation, tracking, and back-out/contingency planning. Changes are required to be tested and approved by Information Security and a Change Advisory Board prior to production deployment.				
<b>Business Continuity</b>	All ACTIVE services and infrastructure are built for resilience and redundancy from the ground up. Our network architecture is designed with redundant, multiple power input processing. This infrastructure design features designating top-tier data centers to process and store information to we ensure power, environmental, and connectivity availability.				
<b>Disaster Recovery</b>	ACTIVE has developed a dynamic disaster recovery strategy to ensure core service continuity and unforeseen circumstance preparedness. Disaster protocols are reviewed and tested regularly with a strategy for continual improvement. This strategy includes a centrally managed data backup solution that preserves customer data is available for on-demand retrieval.				

The following tools and methodologies are employed by the ACTIVE Security Team to maintain and improve the company's security posture:

- Tenable Security Center: This tool is used to drive our Patch and Vulnerability Management Program.
- Nessus Vulnerability Scanners.
- Cisco and Juniper Firewalls: These are used through our entire infrastructure to provide network layer isolation between our various environments.
- Juniper SSL VPN: Used to provide employee remote access, this tool ensures that any system connecting to our networks has effectively employed proper Antivirus software, personal firewall software and has up-to-date system patches applied.
- Acunetix: This tool is used by the Application Security Team to perform application level scanning and to drive Internal and External Penetration testing.
- Burp Suite and Web Scarab: Both of these tools are utilized as part of our Penetration testing process.
- Metasploit PRO: Used as an exploitation framework Metasploit PRO allows us to drive our Penetration testing program.
- Secure Code Review: The Application Security Team performs regular code reviews to look for security risks and anomalies.
- Cisco and Snort IPS/IDS: These tools are used to monitor and alert or respond to network traffic anomalies.
- Palo Alto Next Generation Firewalls: These devices augment the traditional firewall capabilities by filtering at layer 7 and allow for enhanced IPS and IDS capability.

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> <li>• Tripwire: This tool performs file integrity monitoring (FIM) to ensure that our file systems and applications are not tampered with.</li> <li>• Trustwave ASV: This service is used to perform external vulnerability scanning on our systems as required by PCI.</li> <li>• Service-Now: This tool is used to drive our Change Management program. Any system, network, or application change that occurs is recorded in this system with appropriate approvals built in.</li> <li>• RSA SecureID: By using RSA SecureID to provide two-factor authentication for remote access, we ensure that access to our sensitive systems is protected appropriately.</li> <li>• Symantec Antivirus: We use Symantec AV to deploy, monitor, and manage AV control across our organization.</li> <li>• Syslog-ng, syslogd, and snare: These tools are used to gather logs from various servers and appliances and centralize them.</li> <li>• NTP: Network Time Protocol is used to synchronize the system and network clocks across the organization. This can be used to ensure that all logs can be correlated by time.</li> <li>• ACTIVEU and ACTIVE Learn: These are internal learning management systems (LMS) used to drive our mandatory security awareness and privacy training for all employees.</li> </ul> <p>We use in-house developed tools to manage Identity and Access Management.</p> <p>ACTIVE uses several methods to insulate AWO against security breaches. In the case of an actual breach, ACTIVE would promptly notify appropriate NGPC staff. The ACTIVE Network Security Incident Response Team (ANSIRT) handles any Security Incident. This team responds to identified issues, documents the steps take to resolve the issue, and reports the issues internally.</p> <p>Any incident response follows the industry standard approach of Identification, Assessment, Containment, Eradication, Recovery, and Follow-up. The Containment and Eradication phases typically include short term countermeasures designed to halt the incident and to deal with the immediate threat. The Follow-up phase includes the roll out of any long term or sweeping changes that were deemed necessary through the Incident Response process.</p> <p><b>Secure Service and Compliance</b></p> <p>ACTIVE has securely processed over a billion dollars of government revenue through AWO.</p> <p>We undertake an annual PCI-DSS Level 1 reassessment with a council-approved QSA to deliver the required Report on Compliance (ROC) and the Attestation of Compliance (AOC). ACTIVE is committed to AWO security and preserving the PCI and PII data entrusted to us. ACTIVE is currently in, and will maintain in, PCI-DSS Level 1 compliance as verified through independent QSA audits. To be PCI compliant we must ensure stored cardholder data is protected, including creating and following data retention</p>				



RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
	<p>disposal policies, not storing sensitive authentication data such as full contents of track information or three/four digit number printed on the front/back of a credit card, masking credit card information when required, encrypting credit card information. The credit card encryption is complex and requires two independent encryption key custodians to change the keys.</p> <p>ACTIVE is committed to AWO security, and will preserve the PCI and PII data entrusted to us. Credit card information is encrypted as soon as it is entered into the system, and is unreadable by any staff. Only the banking system is able to decrypt the information in order to handle credit card authorization. The Call Center authorizes credit cards through a private line.</p> <p>Ensuring data security also includes providing secure facilities for staff, equipment, documents, and data. We approach this from many angles to ensure a safe and secure operation. Our Call and Data Centers are completely self-enclosed, completely secure locations. Access to the production database from both inside our network and physically at the data centers is carefully managed. All sensitive documents are kept under lock and key in secured filing cabinets, and sensitive data, such as credit card information, is encrypted and unreadable by staff.</p> <p>ACTIVE employees handling sensitive data and payment processing, such as those conducting transactions by phone, are subject to background checks at time of hire. Training includes thorough coverage of all aspects of security, and annual compliance training is required thereafter. Team Leads closely monitor each newly hired agent after they have completed the initial training process to ensure performance consistently reflects required security measures.</p> <p>In addition, the user's permission level in AWO establishes the types of data elements that can be viewed and/or changed, and every action is logged to the user who completed it. User information and access is continually monitored and adjusted to ensure consistency with current role(s) and ACTIVE employees who leave the company are immediately identified and access discontinued.</p> <p>All changes to ACTIVE applications, systems, and infrastructure undergo a full approval process which includes documentation, tracking, and back-out/contingency planning. Changes are required to be tested and approved by Information Security and a Change Advisory Board prior to production deployment.</p>				

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
RTM-19	Bidder should describe their ability to maintain performance standards as outlined in Section III.DD.	✓			
<p>Bidder Response:</p> <p>In 2014, ACTIVE maintained a 99.995% uptime. This means that the system was down for less than 30 minutes over the course of the year. Our continual investment in our infrastructure ensures that we will be able to meet NGPC's uptime SLAs.</p> <p>NGPC currently uses our AWO solution, which is built to avoid double-bookings and missing reservations. All applications operate on a single central database ensuring that all reservations are processed in real time. Further, ACTIVE sends automated confirmation emails or letters confirming successful reservations.</p> <p>ACTIVE currently enforces NGPC's business rules without issues, and we will continue to enforce them. ACTIVE has perfected our evolved rules engine through years of research, planning, and development to implement the complex web of layered, interdependent rules that are required to provide these services. Business rules are the fundamental requirements of all service deliverables through the consumer internet, contact center, or field services.</p>					

<b>Escrow Requirements:</b>					
The Contractor shall include evidence to the State of continued payment of the escrow fees and/or evidence of the ongoing existence of such escrow relationship (or alternate arrangement)					
RTM #	Escrow	Yes	Customization Required	No	Alternate
RTM-20	Bidder should describe their escrow arrangement (or a similar alternate plan/arrangement, e.g., to keep a copy of all items on-site at State, with a key provided by the contractor for access to items) for monthly deposit of a copy of all items that are necessary for the operation and support of the State Park Reservation System. The escrow agreement should include direction to the escrow agent to release all escrowed items to NGPC at termination of the contract. Escrow items should include, at a minimum, the following: <ul style="list-style-type: none"> <li>• the software source code and executables,</li> <li>• a list of Third Party Software used, and how it is used</li> <li>• documentation for the source code,</li> <li>• software architecture and design documentation,</li> <li>• diagram of network design and hardware configuration,</li> <li>• entity relationship and table and field definitions of the database,</li> <li>• all State Park Reservation System documentation,</li> <li>• all current and valid passwords and encryption keys, and</li> <li>• any other necessary or useful documentation.</li> </ul>	✓			
<p><b>Bidder Response:</b></p> <p>ACTIVE Network has an existing escrow agreement in place with Lemery Greisler LLC, a law firm located in the state of New York. Several of our existing contracts have an escrow requirement that is handled through that relationship. The specific terms of each escrow varies depending upon the agreement between ACTIVE and the individual client.</p> <p>As the successful vendor, we welcome the opportunity to define the specific requirements of the agreement that will form the basis of the go-forward strategy for escrow.</p>					

**Escrow Requirements:**

Figure 188 is a copy of a letter provided to Florida State Parks, one of our current escrow states, confirming the deposit of the source code in escrow showing our relationship with an escrow agent.

LEMERYGREISLER LLC

James A. Carminucci, Member

James A. Carminucci, Member  
1510 511-4900 Fax: 114  
1510 514-1119 Direct Fax

June 11, 2014

Everett Manning  
ReserveAmerica  
18 Division Street, Suite 213  
Saratoga Springs, New York 12866

Re: Florida State Parks Source Code

Dear Mr. Manning:

This letter will confirm that the undersigned continues to hold in escrow the Source Code for the reservation system relating to the above. The most recent source code update was received at the office of the undersigned on June 11, 2014.

Very truly yours,

James A. Carminucci

LM/14

1510 511-4900 Fax: 114  
1510 514-1119 Direct Fax

1510 511-4900 Fax: 114  
1510 514-1119 Direct Fax

www.LemeryGreisler.com

Figure 188: Sample Florida Escrow Letter

Project Planning and Management:					
The contractor must assign a Project Manager who has been involved in the implementation of systems similar to the proposed system and shall provide a full Project Management Plan within ten (10) business days after the contract is awarded for review by, and discussion with, NGPC.					
RTM #	Project Planning and Management	Yes	Customization Required	No	Alternate
RTM-21	Bidder should provide an Initial Project Plan, which includes	✓			
	<ul style="list-style-type: none"> <li>a design of the proposed system,</li> <li>development schedule and staff,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>coordination/communication with the NGPC Project Manager, and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>installation logistics and schedule.</li> </ul>	✓			
<p><b>Bidder Response:</b></p> <p>ACTIVE has included a draft project plan in Appendix B.</p> <p>ACTIVE's project management methodology is based upon the proven framework of the Project Management Body of Knowledge (PMBOK) advocated by the Project Management Institute (PMI). This methodology provides the foundation for successful management and execution of key deliverables including communication, artifacts and project documents as well as established and tested project control processes.</p> <p>This provides for a repeatable and reliable approach to implementing and operating technology projects that meet expectations for quality, system functionality, performance, and ease of use by NGPC staff and the public.</p> <p>Since most of the key elements of this project are already in production and operational today, it is vital to ensure all critical operational stakeholders are involved in the planning phase for additional rollout. ACTIVE's approach to risk mitigation is one of early identification and the quick formulation of resolution strategies. This approach is essential when introducing new solutions to field and consumer audiences. No other vendor has the level of experience that ACTIVE's team provides.</p>					

**Project Planning and Management:**

ACTIVE's approach for project resource management is a team-based taskforce methodology where key resource stakeholders are involved throughout the entire project while various other resources are engaged at specific junctures of the project. This helps to reduce the burden on NGPC resources focusing their attention during periods of time relevant to their specific function. Key teams include:

- Central Operations
- Regional Management
- IT/Hardware and Connectivity
- Finance and Accounting
- Field Staff from Different Business Operations (i.e. beach parks, overnight camping, ticketing etc.)
- Marketing

ACTIVE teams will include the following whose roles and responsibilities have been described throughout our response:

- Professional Services (Project Management)
- Client Services
- Product Management
- Development/Web Development
- Quality Assurance
- Call Center/Customer Service
- Help Desk/Inventory
- Technical Operations
- Database Administration
- Product Support
- Marketing
- Finance

The ongoing operational teams most involved with NGPC post implementation include:

- Client Services
- Call Center/Customer Service
- Help Desk/Inventory
- Finance
- Database Administration

Project Planning and Management:					
<ul style="list-style-type: none"> <li>• Technical Operations (Tech Ops)</li> <li>• Product Support</li> <li>• Marketing</li> </ul> <p>Upon successful completion of the implementation phase of the project, ACTIVE will conduct additional sessions with key stakeholders from both of our organizations to ensure a smooth and seamless transition to normalized operations.</p> <p>ACTIVE has included a draft project plan in Appendix B.</p>					
RTM-22	Bidder should describe their Data Migration/Conversion Plan, to include:				
	<ul style="list-style-type: none"> <li>• approach and timing of data mapping and</li> <li>• approach and strategy for migration of database information to the contractor's system.</li> </ul>	✓			
<p><b>Bidder Response:</b></p> <p>Because our solution is already in place for NGPC today, there is no need to migrate reservations and data, configure business rules, set up inventory, or configure user roles. ACTIVE represents the lowest risk option available to NGPC today. As part of the original implementation in 2008, NGPC experienced ACTIVE's strategy for successful migrations.</p> <p>Our documented, tested, and proven migration process has proven successful in converting existing clients from our legacy system as well as implementing new clients. Should any additional migrations be required to bring on new locations we would follow this standard approach for conversions/migrations.</p> <p>ACTIVE's approach includes an initiation phase where the scope of the conversion is reviewed and the projects teams are established. Once the initiation phase is completed, we move into the discovery and planning phase where the data would be reviewed and analyzed. The final project plan would be created based on this analysis and with input from NGPC and ACTIVE to ensure that the timelines are acceptable and achievable by both parties.</p> <p>Upon agreement on timelines, the execution phase begins where the data is migrated into the Quality Assurance (QA) and User Acceptance Testing (UAT) environments where both NGPC and ACTIVE staff will conduct testing to ensure that the system behavior is as designed and the data has been migrated accurately.</p>					

<b>Project Planning and Management:</b>					
<p>Once the migrated data has been reviewed, tested and signed off on ACTIVE will move into the deployment phase where the data is migrated into the Production environment and will be live.</p> <p>ACTIVE's Project Manager for any work associated with the solicitation will be Jeff Alderman. Jeff leads our Implementation team and in his 15 years of experience has been involved in every conversion and new implementation of the ACTIVE Works Outdoors camping solution.</p> <p>ACTIVE acknowledges that as the successful vendor we will need to provide a final project plan within ten business days after contract award.</p>					
RTM-23	Bidder should provide a Test Plan which includes:	✓			
	<ul style="list-style-type: none"> <li>• unit testing,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• user acceptance testing,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• system performance testing, and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• a methodology for correcting problems identified during implementation/testing.</li> </ul>	✓			
<p><b>Bidder Response:</b></p> <p><b>Client Implementation Test Process</b></p> <p>Each client migrated onto the AWO platform is thoroughly tested prior to deployment, production, and go live. Multiple test cycles are executed as configuration and data migration milestones are met, followed by regression tests to ensure additional changes have not impacted previously tested functionality.</p> <p><b>Implementation QA/Test Process</b></p> <p>The QA team is involved in review meetings for all implementation projects. This includes review of contract requirements, business rules, financial configuration, and other documentation produced by Professional Services, Product Management, and NGPC. Using these documents, the QA team creates test cases (in SpiraTeam) that verify the specified functionality.</p>					



Implementation test cases focus on verifying:

- Business rules
- Transaction workflows for all product types
- Fee setup
- Payment methods (such as credit cards and gift cards)
- Credit card processors configuration
- Migrated reservations
- RA.com and/or private label website configuration
- Integration with external systems
- Ticket and license printing on custom stock
- Other functionality unique to the client

Verification is performed at the UI/website and database level.

Test cases are reviewed by the Professional Services, Product Management Project Manager, and NGPC representatives to ensure that all requirements are covered.

Once a working configuration is available for testing it is deployed to the QA environment. The initial test phase focuses on setup/configuration and processing of new transactions. The second phase of testing focuses on migrated data – verifying information about customer, reservation, and payments, then processing transactions against the migrated orders.

Defects are recorded in JIRA for any problems such as configuration that differs from requirements, transaction processing problems, or data consistency issues.

As issues are addressed and additional configuration is available, the QA environment is updated with fresh copies of the client configuration. Fixed defects are verified, new data tested, and regression tests are performed for each refresh.

This configure/fix deploy-test process repeats until all functionality and defect fixes planned for NGPC go-live have been addressed and verified.

NGPC UAT is run from a dedicated UAT environment, separate from the QA environment.

During the migration freeze period, the final configuration and migration of data is deployed to QA for a smoke test (short regression of key areas). Once this test passes the same configuration and data is deployed into the production environment. After production deployment, before go-live, the QA team runs additional smoke tests to verify configuration of websites, credit card processors, and connectivity to external systems.

### Software QA Process

Each new version, patch, or fix of a product is rigorously tested prior to being released with multiple cycles of testing including full regression testing. Regression testing ensures that the changes have not affected existing functionality of the system.

ACTIVE performs the following types of tests depending on the stage of the project:

- Unit tests (performed by the Development team)
- Integration tests (performed by the Development and Software QA teams)
- System tests (performed by the Software QA team)
- Load and Stability tests (performed by the Software QA team)
- User Acceptance tests (performed by the Software QA and NGPC teams)

### Performance/Load Testing

As the client configuration nears completion, it is also deployed to the Performance Test Environment. Performance test scripts are updated to include the new client configuration in common workflows. New tests may also be developed to verify functionality or configuration unique to the client.

The workflows and load levels simulated by the performance test scripts for new clients are based on existing common workflows and production system usage from existing clients, training material for call center and field staff, and predictions of sales volumes based on past year's data. Performance tests use a multiple of anticipated peak loads as a minimum starting point.

### Testing Tools

To complement the standard "human based" testing of all software prior to release, we also employ a number of automated testing tools including:

- Atlassian JIRA (defect/issue tracking)
- Inflectra SpiraTeam (test case management)
- Rational Functional Tester (automated functional testing)
- Custom built test framework using Selenium2 and Watij libraries (automated functional testing)
- Selenium RC (automated functional testing)
- SLAMD with custom built extensions (performance/load testing)
- Charles Web Proxy (analysis of HTTP request/response, simulation of low speed connections)
- Xenu Link Sleuth (site crawler/link checker)

**Project Planning and Management:**

- Total Validator (accessibility and standards checker)

A number of other homegrown tools or extensions to commercial tools are also in use. These tools are usually Java applications developed to fit specific needs.

**Additional Testing**

In addition to verifying the functionality and features of our software as described above, the following areas are also considered:

- **Browser compatibility** – web sites are tested using a variety of browser software on different platforms such as Internet Explorer, Chrome, Firefox, and Safari on current versions of Windows, OS X, iOS, and Android. The specific browsers and platforms to be tested are detailed in the project requirements.
- **Link checking** – web site crawler/spider tools are employed in the QA test environment to verify that links within the website are valid.
- **Redirection** – as new sites replace older sites, rules setup to redirect links and bookmarks to appropriate pages on the new site are verified.
- **Security testing** – ensure correct encryption of sensitive data and test against exploits.
- **Analytics/Reporting** – verify data collection and reporting for visitor tracking and analysis.
- **HTML validation** – validate the HTML source of each type of page against internal requirements and W3C standards.
- **Accessibility** – check that each type of page complies with internal, WCAG, and Section 508 requirements.

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
RTM-24	Bidder should describe their approach to Risk Assessment and Management.	✓			
<p><b>Bidder Response:</b></p> <p>ACTIVE's project management methodology is based upon the proven framework of the Project Management Body of Knowledge (PMBOK) advocated by the Project Management Institute (PMI). This methodology provides the foundation for successful management and execution of key deliverables including communication, artifacts and project documents as well as established and tested project control processes.</p> <p>This provides for a repeatable and reliable approach to implementing and operating technology projects that meet expectations for quality, system functionality, performance, and ease of use by NGPC staff and the public.</p> <p>ACTIVE's approach to risk mitigation is one of early identification and the quick formulation of resolution strategies. This approach is essential when introducing new solutions to field and consumer audiences. No other vendor has the level of experience that ACTIVE's team provides.</p> <p>Throughout the execution of each project, controls are used to maintain visibility into risks to the project, overall quality assurance, scope adherence, and issue tracking/resolution. These project controls ensure that an accurate snapshot of overall performance is maintained, and allow the project team to effectively manage the dynamic environment of the implementation.</p>					
RTM-25	Bidder should describe a Cut Over and Go Live Plan, with a list of specific functional and technical activities required for a successful implementation (i.e., to ensure a seamless transition and installation at all State Park facilities at the same time).	✓			
<p><b>Bidder Response:</b></p> <p>As your current provider NGPC has already experienced ACTIVE's strategy for successful implementations in 2008 with the conversion to ACTIVE Works Outdoors.</p>					

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
	<p>Throughout our response NGPC will find ACTIVE's approach in addressing each of the required elements described both from an initial implementation process through the ongoing operational phase of the project. Since ACTIVE's solution is already in place for NGPC many of these elements are already in the operational phase.</p> <p>Our implementation approach is based on our extensive experience with similar projects and specifically as the current provider of parks services to NGPC. Below we have provided a description of our approach to demonstrate the process and best practices that will be applied to any new implementations during the contract.</p> <p>ACTIVE's implementation methodology is based first and foremost upon widely-accepted project management principles. Specifically, our implementations operate within the proven framework of the Project Management Body of Knowledge (PMBOK) advocated by the Project Management Institute (PMI) that supports a successful launch by rigorously adhering to proven techniques in planning, communication, documentation, task management, quality control and other vital management and control processes. This provides for a repeatable and reliable approach to implementing and launching technology projects that meet expectations for quality, system functionality, performance, and ease of use by client staff and the public.</p> <p>All ACTIVE implementations start with a thorough and collaborative project initiation, discovery, and planning exercise. A thorough analysis of business needs and processes is conducted in order to produce an accurate project schedule. We will collaborate with NGPC and create a complete project plan that includes scope, resources, high-level schedule, and plans for risk management, communications, and control mechanisms.</p> <p>The approved plan officially starts the project execution and is managed jointly by project managers from both NGPC and ACTIVE. Experienced resources will be assigned to the project's tasks and the activities will be coordinated between both parties.</p> <p>Throughout the execution of the project, controls are used to maintain visibility into risks to the project, overall quality assurance, scope adherence, and issue tracking/resolution. These project controls ensure that an accurate snapshot of overall performance is maintained, and allow the project team to effectively manage the dynamic environment of the implementation.</p> <p>Finally, upon the completion of all deliverables and milestones, the project goes through a solid approval and closing process. The reliance on project controls throughout the implementation typically makes the closing phase a routine matter; however diligence is applied to ensure that the project was delivered according to plan.</p>				

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
RTM-26	Bidder should describe an Ongoing Support Plan for				
	<ul style="list-style-type: none"> <li>• post-implementation handling of problems and change requests and</li> <li>• HelpDesk support, to describe the location, hours, and services of their HelpDesk, to include logging calls and tracking problems.</li> </ul>	✓			

**Bidder Response:**

NGPC has access to help desk services with experience supporting the needs of thousands of municipal, state, and federal customers, including 43 county, state, and federal campground reservation system implementations. ACTIVE’s help desk understands what it takes to support R1S. Whether it be park closures due to inclement weather, or supporting users in remote regions of the park, our help desk is tailored to meet the needs of your users.

Once a user reaches a knowledgeable help desk agent, they can be assured that their issue will be resolved quickly, as the help desk has the ability to access the system both on our end and remotely via screen sharing software. Whether it be via our dedicated toll-free line, e-mail address, or website and knowledgebase, your users will have the access they need, when they need it.

ACTIVE is currently implementing innovative integrated chat technology allowing NGPC personnel to connect directly with a skilled agent directly through our online help center.

We also know that policy and weather have a way of necessitating massive system-wide changes in incredibly tight timeframes. ACTIVE’s inventory team ensures that these changes are completed correctly and on time. Floods, fires, and fee changes – our team takes everything in stride. In fact, just last year, this very team coordinated a system-wide shutdown of every federal park in the U.S. with less than 24 hours’ notice.

To provide the best possible level of service, ACTIVE’s help desk is broken out by areas of expertise. The help desk contains a three tier structure with one team supporting the application, the hardware and connectivity team supporting your terminals and peripherals, and the data team supporting the creation and maintenance of system inventory and their attributes. Our internal routing ensures questions are immediately directed to the team best equipped to handle the issue.

All cases are categorized and centrally tracked in our enterprise level case management system. Users can create, view, or modify their cases online via our portal or through a help desk representative. Not only will new cases be tracked, ACTIVE houses more than three

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
	<p>years of historical data to allow for year over year trend analysis on issues and seasonality. All calls and problem reports dealing with software and hardware are logged, tracked, and resolved by trained help desk technicians using our Support Center application.</p> <p>Our CRM system allows us to perform the following:</p> <ul style="list-style-type: none"> <li>• Provide NGPC with current status of all cases 24x7 via the online portal, as shown in Figure 189 below.</li> <li>• Ensure every case is tracked through to resolution. When a user calls the help desk, a trained technician enters the data into the system and provides the caller with an automatically generated case number, which allows the user to track the status of the case if it is not resolved and closed in the initial call.</li> <li>• Provide reporting breakdowns in two different ways, at the problem type level, allowing categorization of issues into common categories, such as how-to requests, and hardware issues, as well as at the user, location, park, and agency level, to identify trends specific to regions and users.</li> <li>• Provide role-based permissions to submit, view, and modify cases online. Agency liaisons for example have the ability to view cases submitted by all users within their agency. These permissions are directly tied to the hierarchy within the application.</li> <li>• Provide NGPC with more than three years of historical case data for year over year trend analysis.</li> <li>• Create advanced analytics reports to identify trends and recurring problems so proper fixes can be deployed.</li> <li>• Provide automated escalation to higher tiers if priority-based case closure time periods are not met.</li> </ul>				


RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate																																																																																																																																																			
<div style="background-color: #333; color: white; padding: 10px;">  <p>HOME KNOWLEDGE <u>CASES</u> TRAINING</p> <p style="text-align: right;"><a href="#">Search</a></p> <h3>Cases</h3> <p style="text-align: right;"><a href="#">Create New Case</a> <a href="#">Next Page</a> <a href="#">Start</a></p> <table border="1"> <thead> <tr> <th>Case Number</th> <th>Submitted By</th> <th>Account</th> <th>Subject</th> <th>Status</th> <th>Open</th> <th>Date/Time Opened</th> </tr> </thead> <tbody> <tr> <td></td> <td>Susan Smith</td> <td>--None--</td> <td>Mount Tamaipais SP</td> <td>Closed</td> <td>Closed</td> <td>1/3/2011 7:52 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Leo Camilo SB</td> <td>Closed</td> <td>Closed</td> <td>1/3/2011 8:27 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Leo Camilo SB</td> <td>Closed</td> <td>Closed</td> <td>1/3/2011 8:36 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Leo Camilo SB</td> <td>Closed</td> <td>Closed</td> <td>1/3/2011 8:39 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Samuel P. Taylor SP</td> <td>Closed</td> <td>Closed</td> <td>1/3/2011 8:45 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Mount Tamaipais SP</td> <td>Closed</td> <td>Closed</td> <td>1/3/2011 8:47 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Malibu Creek SP</td> <td>Closed</td> <td>Closed</td> <td>1/3/2011 8:50 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Crystal Cove SP Primitive Tent Camping</td> <td>Closed</td> <td>Closed</td> <td>1/3/2011 8:52 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Sugarloaf Ridge SP</td> <td>Closed</td> <td>Closed</td> <td>1/4/2011 1:36 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>China Camp SP</td> <td>Closed</td> <td>Closed</td> <td>1/4/2011 1:38 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Samuel P. Taylor SP</td> <td>Closed</td> <td>Closed</td> <td>1/4/2011 1:44 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Samuel P. Taylor SP</td> <td>Closed</td> <td>Closed</td> <td>1/4/2011 5:22 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Cuyamaca Rancho SP</td> <td>Closed</td> <td>Closed</td> <td>1/4/2011 8:38 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Lake Oroville SRA</td> <td>Closed</td> <td>Closed</td> <td>1/4/2011 10:55 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Pfeiffer Big Sur SP</td> <td>Closed</td> <td>Closed</td> <td>1/5/2011 4:07 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Point Mugu SP</td> <td>Closed</td> <td>Closed</td> <td>1/5/2011 8:04 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Calaveras Big Trees SP</td> <td>Closed</td> <td>Closed</td> <td>1/5/2011 8:13 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Brannan Island SRA</td> <td>Closed</td> <td>Closed</td> <td>1/5/2011 9:51 PM</td> </tr> <tr> <td></td> <td></td> <td></td> <td>China Camp SP</td> <td>Closed</td> <td>Closed</td> <td>1/7/2011 8:18 PM</td> </tr> <tr> <td>0215883</td> <td>Susan Smith</td> <td></td> <td>San Luis Reservoir SRA</td> <td>Closed</td> <td>Closed</td> <td>1/7/2011 8:30 PM</td> </tr> </tbody> </table> <p>Page 1 of 101</p> </div>						Case Number	Submitted By	Account	Subject	Status	Open	Date/Time Opened		Susan Smith	--None--	Mount Tamaipais SP	Closed	Closed	1/3/2011 7:52 PM				Leo Camilo SB	Closed	Closed	1/3/2011 8:27 PM				Leo Camilo SB	Closed	Closed	1/3/2011 8:36 PM				Leo Camilo SB	Closed	Closed	1/3/2011 8:39 PM				Samuel P. Taylor SP	Closed	Closed	1/3/2011 8:45 PM				Mount Tamaipais SP	Closed	Closed	1/3/2011 8:47 PM				Malibu Creek SP	Closed	Closed	1/3/2011 8:50 PM				Crystal Cove SP Primitive Tent Camping	Closed	Closed	1/3/2011 8:52 PM				Sugarloaf Ridge SP	Closed	Closed	1/4/2011 1:36 PM				China Camp SP	Closed	Closed	1/4/2011 1:38 PM				Samuel P. Taylor SP	Closed	Closed	1/4/2011 1:44 PM				Samuel P. Taylor SP	Closed	Closed	1/4/2011 5:22 PM				Cuyamaca Rancho SP	Closed	Closed	1/4/2011 8:38 PM				Lake Oroville SRA	Closed	Closed	1/4/2011 10:55 PM				Pfeiffer Big Sur SP	Closed	Closed	1/5/2011 4:07 PM				Point Mugu SP	Closed	Closed	1/5/2011 8:04 PM				Calaveras Big Trees SP	Closed	Closed	1/5/2011 8:13 PM				Brannan Island SRA	Closed	Closed	1/5/2011 9:51 PM				China Camp SP	Closed	Closed	1/7/2011 8:18 PM	0215883	Susan Smith		San Luis Reservoir SRA	Closed	Closed	1/7/2011 8:30 PM
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Figure 189: Users can view the details of all of their cases online, 24x7.



RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
<p>The team is focused on providing clear and efficient responses back to end-users. Through lessons learned, ACTIVE is further improving the system with a refined user interface that provides further transparency by including field/yield information, actionable tasks, and self-learning tutorials. The team during FY2016 is implementing online-chat that will provide NGPC field users the ability to interact with support agents immediately.</p>					

RTM #	Training	Yes	Customization Required	No	Alternate
RTM-27	Bidder should provide a Training Plan, including schedule, which includes:	✓			
	<ul style="list-style-type: none"> <li>• end user training for staff and administrators,</li> <li>• technical training and documentation,</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• provision of a User Manual, and</li> </ul>	✓			
	<ul style="list-style-type: none"> <li>• additional training for the NGPC Project Manager and designee when services are enhanced or modified.</li> </ul>	✓			
<p><b>Bidder Response:</b></p> <p>AWO is already fully integrated into the daily routines of your staff in your call center, the field and at headquarters. Our proven solution has become deeply ingrained in their work habits, and is relied upon to help them efficiently meet their daily responsibilities. The competency of NGPC personnel is already in place and achieved on Day One of a new contract.</p> <p>ACTIVE trainers are experienced, long-term recreation system professionals who have trained multiple clients. Our trainers will work with you to develop classes and provide for complete system usability prior to rollout. They understand how to work with people to keep classes interesting, engaging, and educational.</p>					

To ensure continued user acceptance and maximize your staff's ability to fully utilize the system, we continue to provide training and materials that reflect our newest system. ACTIVE employs a variety of innovative training techniques and delivery options to ensure all users have the skills needed for their location and position. By offering multiple training methods and channels, we provide the broadest access for initial training as well as ongoing user education and skill refresher courses.

Our manuals and access to self-help tools greatly increase the satisfaction of the day-to-day users of the system. All field staff has access to training databases, as well as easy-to-use online help and hard copy manuals.

### End User Training

As your current provider, ACTIVE can hit the ground running. NGPC has several different types of users (call center, field, headquarters, financial, etc.), so we provide separate training classes, presenting each type of user with the skills and knowledge they need to comfortably and effectively use the system to do their job, and to provide the best possible customer service. Instead of a "canned" approach to training, ACTIVE integrates your input into our proven AWO Parks Training program so your unique operating methods and parks are included.

ACTIVE typically provides administrative training to key NGPC Project Managers, program, and IT staff, to ensure they are able to fully operate the system. Since this program is already in place and operational for NGPC we will work with you to determine the specific training needs associated with any new functionality to be rolled out.

Train-the-trainer classes are more advanced than standard training, with the focus on developing skilled system trainers by the end of the class. With the knowledge transfer we accomplish through train-the-trainer, parks management has more control and flexibility in scheduling future training classes, as needed. We recommend this approach: to have designated representatives who will continue to act as your training experts going forward. Their two-day training class provided by an ACTIVE training specialist includes the following:

- Participation in a hands-on environment
- Use of the Training Database Environment that replicates an existing park to provide real-life context and prevents any test data from being written to the production database
- The opportunity to become an expert in all applicable system functionality
- Learning techniques to assist them in training other staff
- Knowledge of trouble-shooting techniques

Since rolling out ACTIVE's Field Manager interface the training needs for field staff has been reduced from one week to less than two days.

Park staff can be trained by your staff who have completed our train-the-trainer program and/or by ACTIVE staff (via web-based live training sessions or at parks locations). Because AWO is so intuitive, it takes only one day for Park staff to complete training that includes:

- Hands on activities to increase user confidence; direct participation results in effective use of the system to its fullest potential
- Benefits of AWO to both staff and customers
- Overview of the design, usage, and ongoing care of the system
- Specific Field Manager training in the following:
  - Use of all system functionality applicable to their role
  - Use of maps, full and quick search, locating occupants, registering walk-ins, and all other system functionality
  - Accessing reports, including Daily Arrivals, Departures, and Occupants
  - Methods to troubleshoot and use Integrated Online Help Tools
  - Dedicated toll-free numbers for Help Desk Support

ACTIVE will provide additional administrative training to key NGPC Project Manager, and IT staff, to ensure they are able to fully operate the system and all additional functions that are implemented as part of the new contract.

### Refresher/Ongoing Training

Since NGPC parks staff is already using ACTIVE Works, ongoing training in the new contract is of utmost importance. Each year, as we plan our Training Schedules, we will consult with you to determine any NGPC staff training needs to ensure operational familiarity with all aspects of your project. To help support any new or seasonal staff and to assist with refresher training, ACTIVE can deliver multiple options to support maximum knowledge of the system. The options include:

- Computer-based training tutorials, enabling self-paced refresher training without a trainer
- Full-time, web-based access to a “training environment” that replicates the live production system, available whenever needed
- Online, (instructor-led) interactive Web-based training utilizing WebEx™
- Train-the-trainer sessions to select NGPC staff to expand your in-house expertise and training capabilities.

For new deployments, we consult with you to determine any training required to effectively use any new features or reports. Our development cycles have been structured so we do not introduce new functionality during the peak camping season. This enables us to ensure all users can be fully trained prior to the busiest time of year. Each year as the Product Roadmap is finalized and the Development Plan confirmed, we will work with you to determine how and when it is best to train your staff.

For small changes or new reports, effective training may be conducted through web-based conference tools and comprehensive documentation. For larger scale changes, we recommend personalized training sessions.

### Training Evaluations

ACTIVE administers surveys for all trainings, whether the training is a one-on-one training, a WebEx training or a classroom onsite training. We take each survey received seriously, and we use the surveys to look for ways to improve or add to our training.







ACTIVE succeeds by using the survey results to monitor and improve any aspects of our training. Please see a few of our actual survey's responses from our clients:

- Trainer's calmness and willingness to answer questions made training interesting and easy to learn
- Left with confidence on the system. The system is user friendly
- Trainers were very knowledgeable with the system and I enjoyed the hands on practice
- Because of the training, I am confident that I have the knowledge and tools needed to move through the system without issue on my own

### User Manuals

AWO's user interfaces are intuitive and easy-to-use, and we provide on-screen help tools integrated into AWO to quickly provide answers to questions that may arise. Also, as shown in Figure 190 through Figure 192 below every NGPC user has access to user manuals and guides on the AWO launch page.

Our manuals and access to self-help tools greatly increase the satisfaction of the day-to-day users of the system. All field staff has access to training databases, as well as easy-to-use online help as shown in Figure 193 through Figure 195 and hard copy manuals.

RTM #	Training	Yes	Customization Required	No	Alternate
<div style="text-align: center; background-color: #333; color: white; padding: 5px;">    Outdoors                 </div> <div style="margin-left: 20px;"> <p>Contract: <input type="text" value="NE Contract"/> Location: <input type="text" value="NGPC"/> Locale: <input type="text" value="English (United States)"/></p> <p><b>Setup and Configuration Applications:</b></p> <ul style="list-style-type: none"> <li><a href="#">Admin Manager</a> <span style="float: right;"> <a href="#">Download Guide</a> (PDF, 343K)</span></li> <li><a href="#">Finance Manager</a></li> <li><a href="#">Inventory Manager</a> <span style="float: right;"> <a href="#">Download Guide</a> (PDF, 2085K)</span></li> <li><a href="#">Resource Manager</a> <span style="float: right;"> <a href="#">Download Guide</a> (PDF, 12219K)</span></li> </ul> <p><b>Call Center Applications:</b></p> <ul style="list-style-type: none"> <li><a href="#">Call Manager</a> <span style="float: right;"> <a href="#">Download Guide</a> (PDF, 4983K)</span></li> <li><a href="#">Operations Manager</a> <span style="float: right;"> <a href="#">Download Guide</a> (PDF, 5289K)</span></li> <li><a href="#">Support Center</a>   <a href="#">AWO Utility Application Download</a></li> </ul> <p style="text-align: center; color: blue; font-weight: bold;">Figure 190- Each application in AWO has a detailed user guide available online</p> </div>					

RTM #	Training	Yes	Customization Required	No	Alternate
					

Figure 191 Example of the Field Manager User Guide. The latest version and publish dates are updated on the first page of the guide.



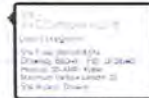


RTM #	Training	Yes	Customization Required	No	Alternate
	<p>Chapter 6: Site View <span style="float: right;">Field Manager User Guide</span></p> <p><b>Reservations.</b> Click the right arrow key on the reservation to view available actions in a pop-up box:</p>  <p>The name of the customer (first name initial followed by last name, or first and last name initials, depending on available space) displays on the reservation bar. Hover over the reservation with the mouse to display a pop-up box showing customer name and reservation number:</p>  <p><b>Sites.</b> Click the grid cell showing the site icon and number to display a site detail in a pop-up box:</p>  <p><b>Closed Sites.</b> Closures are indicated by a gray bar showing "Closed" on the grid (see the example below). If there are multiple overlapping closures, then the cumulative closure period is shown. If you have closure override permission, then the closure is selectable.</p>  <p style="text-align: center;"> <span style="float: right;">131</span></p>				

Figure 192 - Guides shows detailed workflow instructions as well as screen shots and explanations of how to interpret data shown in the application and reports.

RTM #	Training	Yes	Customization Required	No	Alternate
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Outdoors

Field Manager

[Home](#) [Map](#) [Site View](#) [Availability](#) [Open Cash Drawer](#) Search: Site Reservations

[Reports](#) [POS](#) [Admin](#) [Financials](#) Help [Launch Pad](#) [Sign Out](#)

Eugene T. Mahoney SP
Steve Riddle - IIE Contract  
IIE - Park Manager - Eugene T. Mahoney SP - Nebraska Game and Parks Commission

**CURRENT PARK STATUS - 2015-09-02 09:10 CDT**

SITE TYPE	AVAILABLE	TYPE OF USE	MAKE BOOKING
SHELTER	11	Day	<a href="#">WALK-IN</a>
CABIN	53	Overlight	<a href="#">WALK-IN</a>
LODGE ROOM	40	Overlight	<a href="#">WALK-IN</a>
STANDARD	148	Overlight	<a href="#">WALK-IN</a>
MEETING ROOM	12	Day	<a href="#">WALK-IN</a>

**ACTIVITY**

ACTIVITY	TOTAL	MAKE BOOKING
Check-ins	0	
Check-outs	0	
No-Shows	0	
Walk-ins	0	
Reservations	0	<a href="#">RESERVATION</a> <a href="#">CHARGE POS</a>
POS Sales	0	<a href="#">PURCHASE</a> <a href="#">RETURN</a>
Events	0	<a href="#">ADD NEW</a> <a href="#">CHARGE POS</a>

**TOTALS FOR TODAY**

ACTIVITY	TOTAL
Quick List for: no selection	

**QUICK POS SALE**

NAME	QTY	PRICE
A Hat and Shirt Package Hat (1) T Shirt (1)	-	\$12.00
A T Shirt	-	\$10.00
A Discounted Inv. 5.4%	-	\$5.00

[PURCHASE POS](#) | [CHARGE POS](#) | [RETURN POS](#)

Figure 193 - Each application also has a Help key for instant lookup of user guide topics.



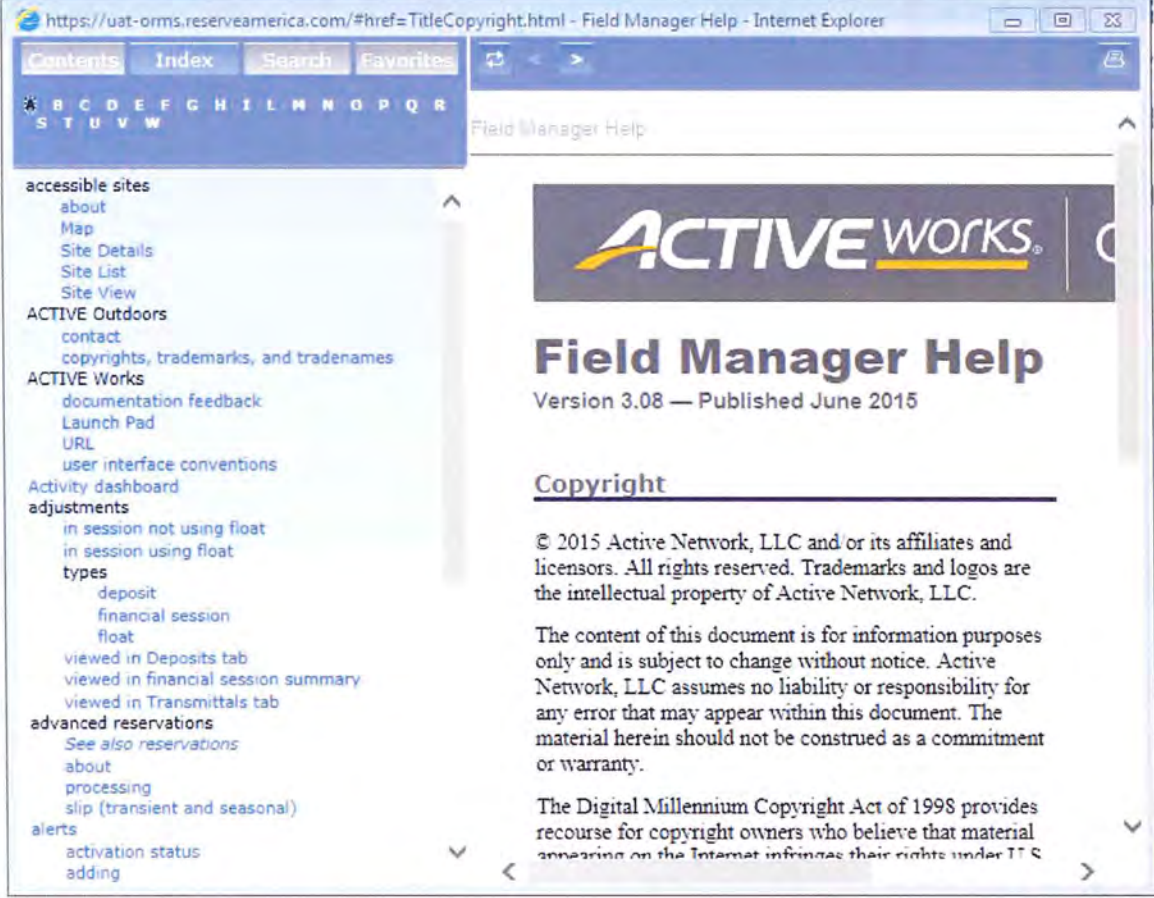
RTM #	Training	Yes	Customization Required	No	Alternate
	 <p>The screenshot shows a web browser window with the URL <a href="https://uat-orms.reserveamerica.com/#href=TitleCopyright.html">https://uat-orms.reserveamerica.com/#href=TitleCopyright.html</a>. The page title is "Field Manager Help - Internet Explorer". On the left, there is a navigation menu with an alphabetical index (A-Z) and a list of help topics including "accessible sites", "ACTIVE Outdoors", "ACTIVE Works", "adjustments", "advanced reservations", and "alerts". The main content area displays the "Field Manager Help" title, version "3.08", and a "Copyright" section with text regarding Active Network, LLC and the Digital Millennium Copyright Act of 1998.</p>				

Figure 194 - Help topics are arranged alphabetically by keywords, or users can enter a specific term to search.

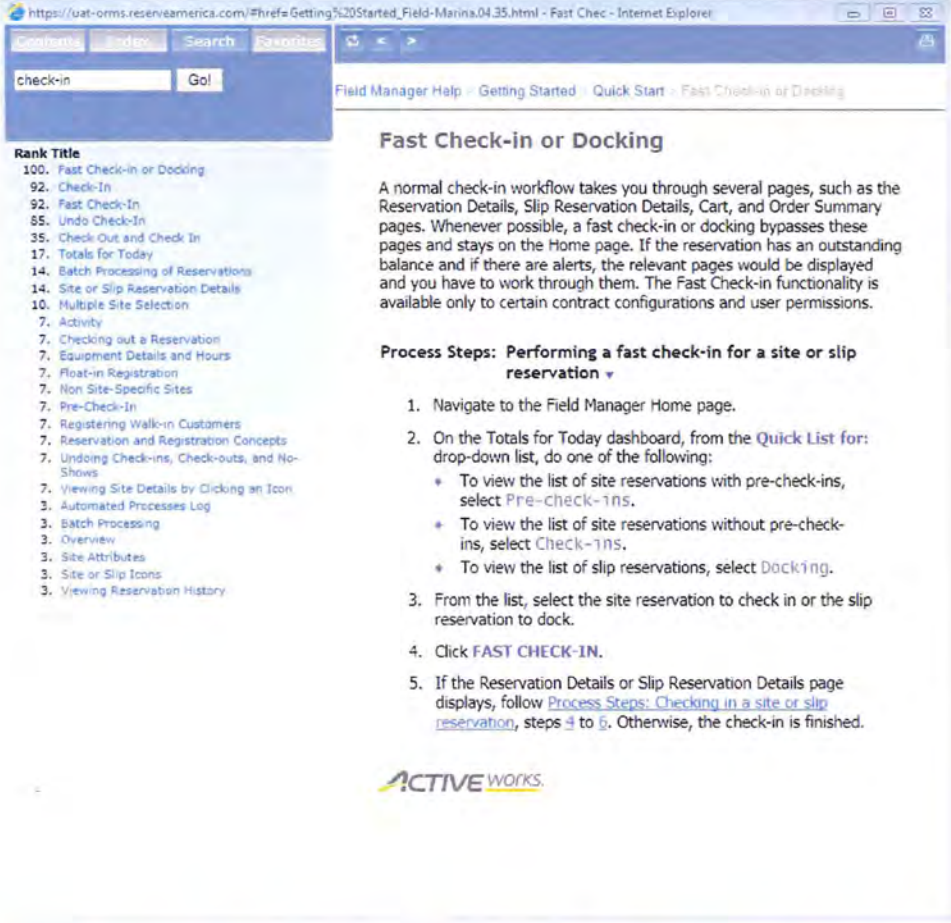
RTM #	Training	Yes	Customization Required	No	Alternate
					

Figure 195- The help topic includes step-by-step instructions. The Help window opens in a separate window so users can continue with their workflow uninterrupted after closing the help window.

RTM #	Training	Yes	Customization Required	No	Alternate
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### Additional Tools

In addition to training and user manuals ACTIVE currently provides NGPC staff access to additional help tools through our Support Center available from the AWO Launch page. As seen in Figure 196 through Figure 199 the Support Center provides staff with access to specific knowledge based articles as well as online training videos which can be viewed at any time.

The screenshot shows the ACTIVE Support Center interface. At the top, there is a navigation bar with the logo and menu items: HOME, KNOWLEDGE, CASES, TRAINING. A search bar is located below the navigation bar. The main content area is titled "Knowledge Articles" and contains a table with the following columns: Article Title, Type, Publish Date, Rating, and Most Viewed. The table lists various articles such as "Updating Visa or Alternate Fees", "BIDB: How to Update Your Information", and "2014 Operating Procedures Manual (OPM)".

Article Title	Type	Publish Date	Rating	Most Viewed
<a href="#">Updating Visa or Alternate Fees</a>	Article	10/6/2014		
<a href="#">BIDB: How to Update Your Information</a>	Article	8/19/2015		
<a href="#">2014 Operating Procedures Manual (OPM)</a>	Article	10/7/2014		
<a href="#">Creating a Site Closure in Field Manager</a>	Article	10/6/2014	★★★★	
<a href="#">Apply a Discount to an Existing Reservation</a>	Article	8/14/2015	★★★★	
<a href="#">New Facility Request</a>	Article	10/7/2014	★★★★	
<a href="#">Recopy Help Desk Service Commitment</a>	Article	4/22/2015	★★★★	
<a href="#">Photo Tools Quick Start Guide</a>	Manual/User Guide	3/27/2015		
<a href="#">Close Financial Session</a>	Article	10/7/2014		
<a href="#">Walk-in Site Icons</a>	Article	10/7/2014		
<a href="#">Changing Dates on a Reservation</a>	Article	10/7/2014	★★★★	
<a href="#">Field Manager Receipt Printing</a>	Article	3/27/2015		
<a href="#">Internet Error Message</a>	Article	10/6/2014		
<a href="#">Reservation Policies at a Glance 2015</a>	Article	6/17/2015		
<a href="#">Cancelling a Reservation</a>	Article	10/7/2014		
<a href="#">Support Center Super User Role</a>	Article	1/27/2015		
<a href="#">Apply a Site Closure in Field Manager</a>	Article	10/7/2014	★★★★	
<a href="#">Change or Modify Fees</a>	Article	10/7/2014		

Figure 196 AWO users can also use Support Center to access knowledge articles and interactive training modules.

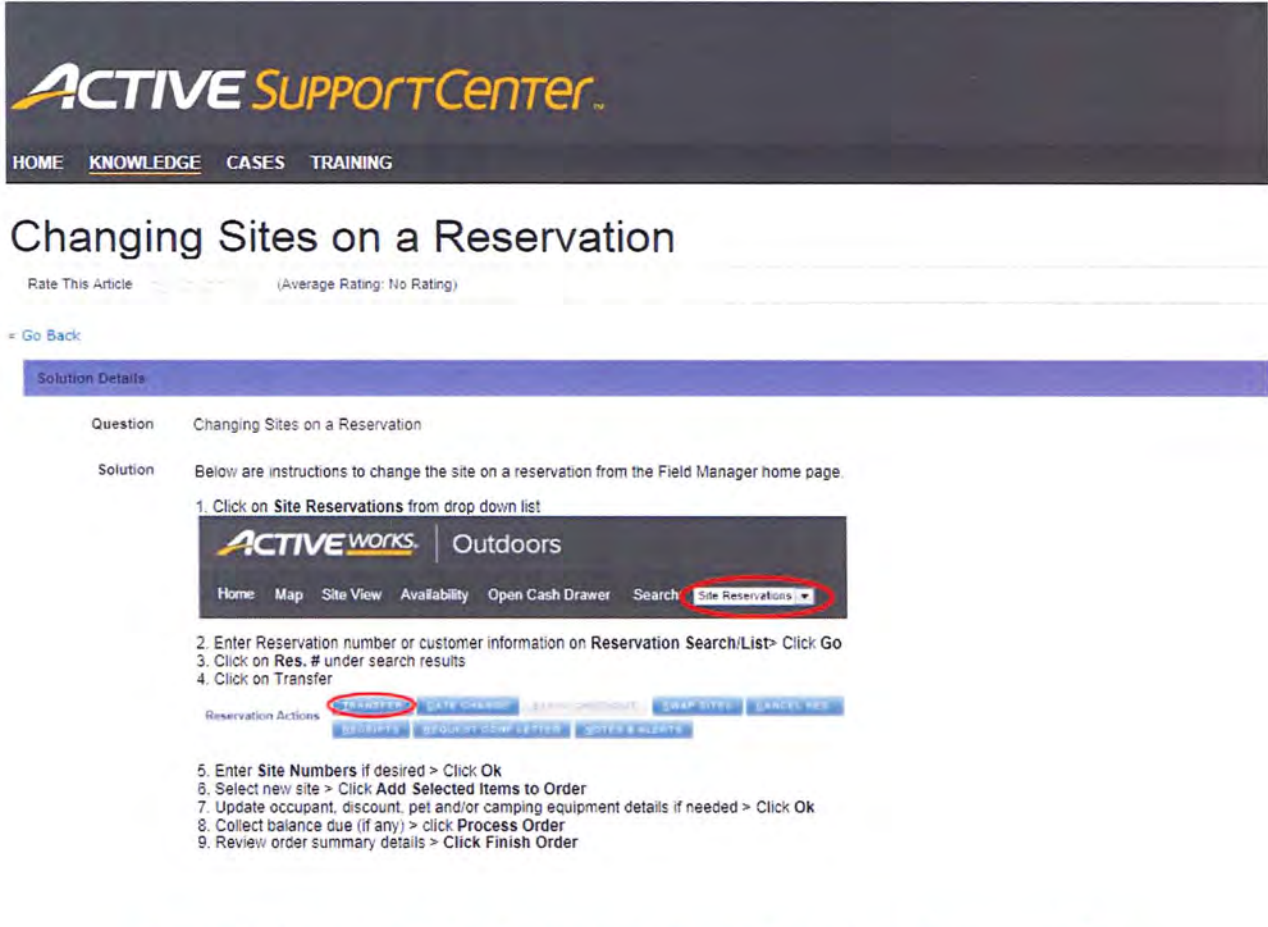
RTM #	Training	Yes	Customization Required	No	Alternate
	 <p><b>ACTIVE SUPPORT CENTER</b> HOME KNOWLEDGE CASES TRAINING</p> <h2>Changing Sites on a Reservation</h2> <p>Rate This Article (Average Rating: No Rating)</p> <p><a href="#">Go Back</a></p> <p><b>Solution Details</b></p> <p><b>Question</b> Changing Sites on a Reservation</p> <p><b>Solution</b> Below are instructions to change the site on a reservation from the Field Manager home page.</p> <ol style="list-style-type: none"> <li>1. Click on <b>Site Reservations</b> from drop down list</li> <li>2. Enter Reservation number or customer information on <b>Reservation Search/List</b>&gt; Click Go</li> <li>3. Click on <b>Res. #</b> under search results</li> <li>4. Click on <b>Transfer</b></li> <li>5. Enter <b>Site Numbers</b> if desired &gt; Click <b>OK</b></li> <li>6. Select new site &gt; Click <b>Add Selected Items to Order</b></li> <li>7. Update occupant, discount, pet and/or camping equipment details if needed &gt; Click <b>OK</b></li> <li>8. Collect balance due (if any) &gt; click <b>Process Order</b></li> <li>9. Review order summary details &gt; Click <b>Finish Order</b></li> </ol>				

Figure 197 Knowledge articles show users step-by-step instructions of various workflows.

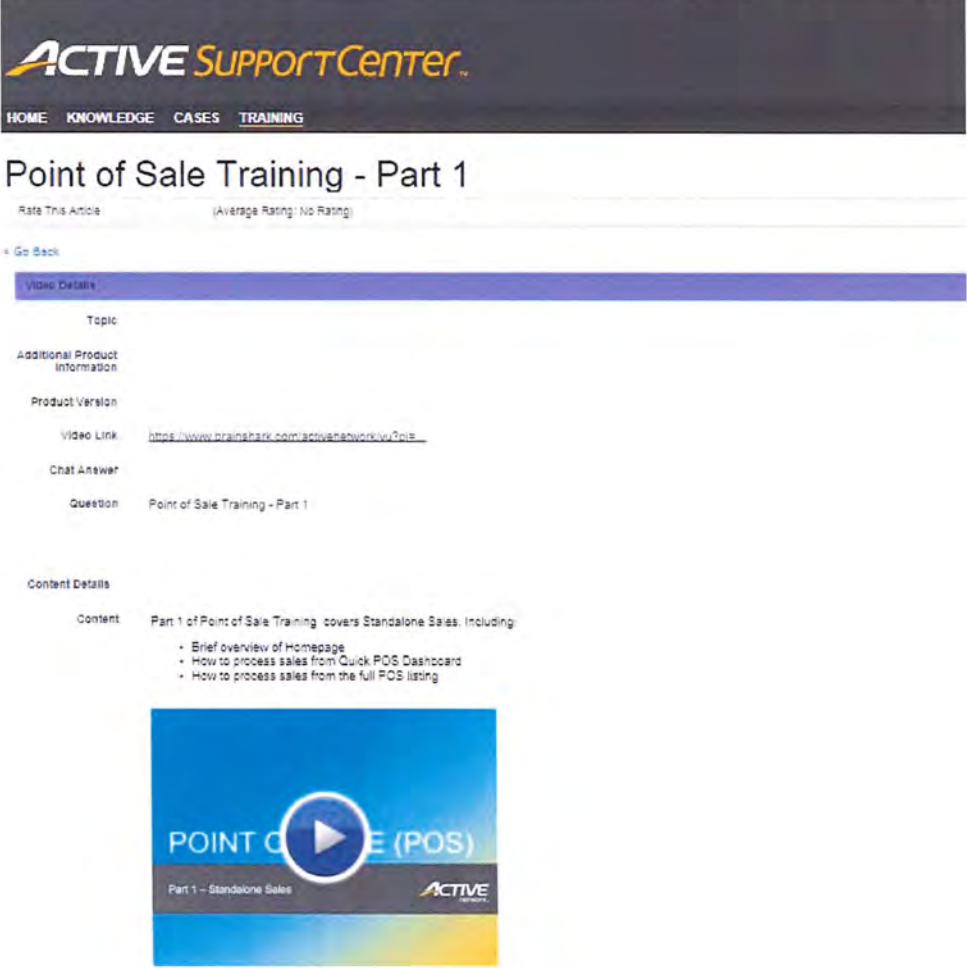
RTM #	Training	Yes	Customization Required	No	Alternate
					

Figure 198 - Training videos show users a video and explanation of various processes available in AWO.

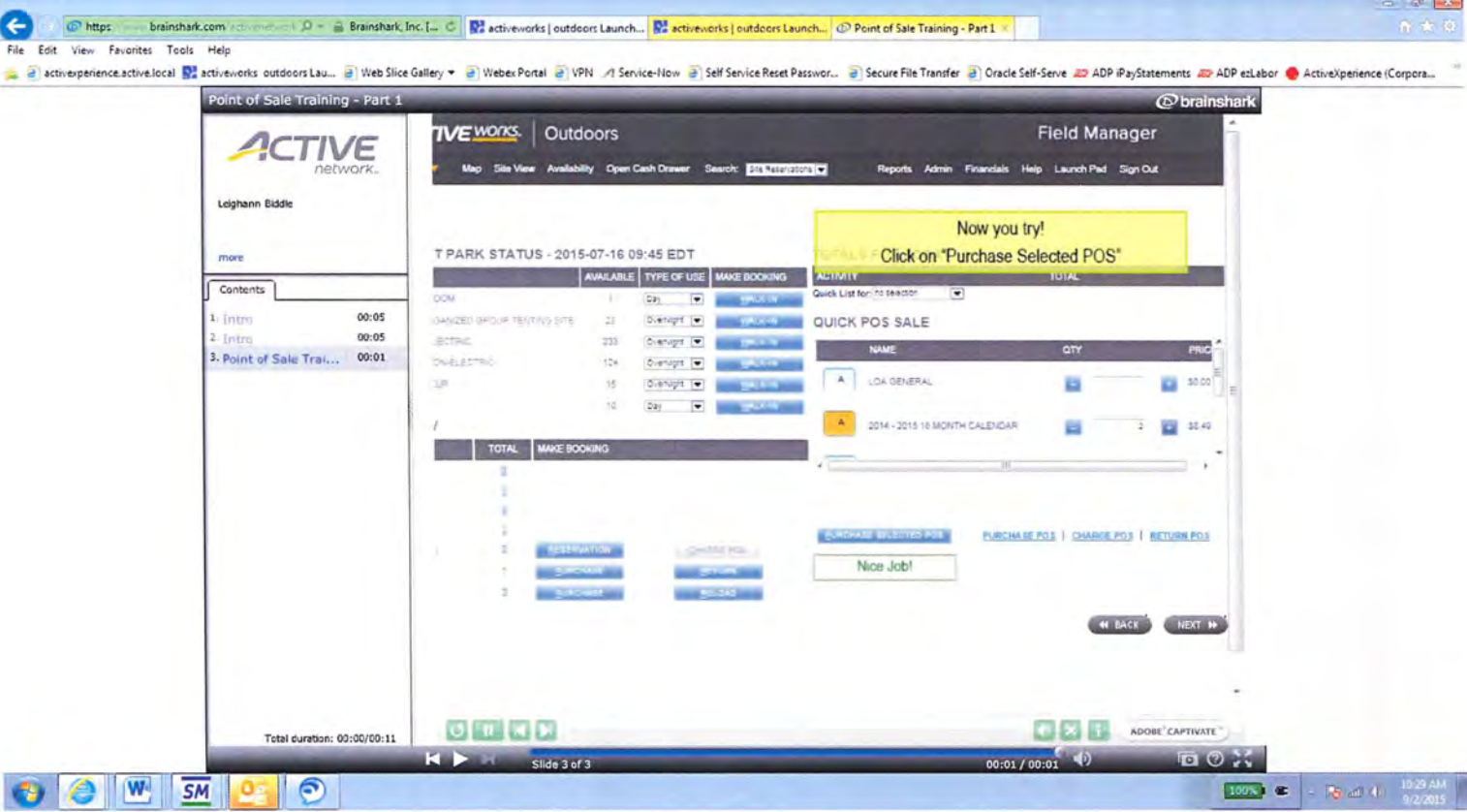
RTM #	Training	Yes	Customization Required	No	Alternate
					

Figure 199 - The interactive video modules walks users through various workflows then gives the user the opportunity to try the task within the module.

RTM #	Transition and End of Contract	Yes	Customization Required	No	Alternate
RTM-28	<p>Bidder should provide an initial generic transition plan that can apply at both the beginning of the contract and at the end of the contract to facilitate:</p> <ul style="list-style-type: none"> <li>• transfer of all knowledge necessary to operate all State Park Reservation System services;</li> <li>• documentation of all necessary support processes, procedures, functions, and staffing requirements; and</li> <li>• collaboration to effect an orderly transition of operational control. As much as possible, this initial plan should include items listed in Section IV.L.2.</li> </ul>	✓			

**Bidder Response:**

**Transition Plan Beginning of Contract**

NGPC should not underestimate the potential risks and pain around transition to a new vendor. As your current provider, ACTIVE is familiar with NGPC rules, processes, parks and staff, offering a seamless, low risk transition to the new contract that will be invisible to you and your customers.

The experience and proven technology ACTIVE brings with AWO mean unparalleled value and advantages to NGPC, including:

- **No-Risk Transition:** The fact that our system is in place and working successfully in your parks means that the common and often disruptive risks associated with transitions (data migration problems, software bugs, payment processing errors, training issues, etc.) are avoided. You and your customers can enjoy true business continuity and uninterrupted customer service. The risks involved with transitioning to an alternative platform are great – including, but not limited to, loss of functionality and impacts to financial reconciliation and auditability. ACTIVE will help you avoid these risks, and continue to provide a stable system for NGPC.
- **Continuous Revenue:** Transition to a new system may involve downtime for conversion. This period in which customers cannot make reservations can be costly – both to your reputation for customer satisfaction and in revenue collections. Potential customers who are turned away during transition may make other plans instead of utilizing NGPC properties.

RTM #	Transition and End of Contract	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> <li><b>User Acceptance:</b> New projects are difficult, generating skepticism and anxiety for stakeholders, especially if they must switch from a system that works well. ACTIVE's proposed solution includes solutions that are totally integrated into the daily routine of your central office and field staff.</li> </ul> <p>Only ACTIVE enables you to eliminate their risk of a time-consuming move to a different system. No training is required – the first day of the new contract is invisible to users, as it should be.</p> <p><b>Transition Plan End of Contract</b></p> <p>ACTIVE Network's proposed plan encompasses all activities that will be required to enable NGPC or a third party to take over provision of services on end of the contract.</p> <p>The primary goal and guiding principle is the continuity of service to consumers being served during the transition period.</p> <p>ACTIVE will request a proposed transition timeframe from NGPC for the transfer to a successor, or NGPC that includes all case management services, administrative services and functions, and sub-contracted services. This timeframe must provide for the initiation of transition activities no less than sixty (60) days prior to the contract end date. Active expects NGPC or a successor to identify specific transition activities required of ACTIVE, at which point responsibilities will be assigned and timeframes for accomplishment stated.</p> <p>Active will provision for interim and final transfer of all contract related records and information from ACTIVE to NGPC, including customer and reservation data.</p>				



Transition Period Timeframe

Task	Time Frame	Person Responsible	Due Date
Initial planning meeting to finalize Transition Plan schedule. ACTIVE will cooperate to the extent possible in meeting requested timelines.	Within (5) five working days of notification of contract end	NGPC and ACTIVE to be assigned at first meeting	To be mutually determined
ACTIVE to inform and educate internal and NGPC staff on issues relating to the transition as may be appropriate.	Ongoing	ACTIVE to be assigned at first meeting	To be mutually determined
Flat file dump of all customer, sales, and reservation data.	Within (30) days of request	ACTIVE and NGPC to be assigned at first	To be mutually determined
ACTIVE will work with NGPC to develop a process with delineated timelines to transfer all consumer files and system data  NGPC expects services will continue to be provided to consumers by ACTIVE staff through to contract end date	(30) thirty days from task start	ACTIVE and TPWD to be assigned at first meeting	To be mutually determined

RTM #	Transition and End of Contract		Yes	Customization Required	No	Alternate
	Identify and return all ACTIVE owned hardware to a central ACTIVE location	Within (30) thirty days from request	NGPC and ACTIVE to be assigned at first	To be mutually determined		
	Remove all ACTIVE software from NGPC owned hardware NGPC will send formal confirmation of removal	On termination date	NGPC and ACTIVE to be assigned at first meeting	To be mutually determined		
	ACTIVE to identify and de-activate all NGPC logins with access to ACTIVE applications in all environments (LIVE, TRAIN, UAT)	On termination date	ACTIVE to be assigned at first meeting	To be mutually determined		
	ACTIVE will disable/remove NGPC park locations from all ACTIVE owned websites.	On termination date	ACTIVE to be assigned at first meeting	To be mutually determined		

RTM #	Transition and End of Contract	Yes	Customization Required	No	Alternate
RTM-29	<p>Bidder should describe the provisions it would plan to undertake to assure that the State Park Reservation System remains operational during the transition to a new contractor, with agreement to:</p> <ul style="list-style-type: none"> <li>• continue to operate under this agreement as Project Manager for a period of up to 12 months,</li> <li>• make an orderly transition of the services defined in this RFP, and</li> <li>• continue under the same fee arrangement for those revenue generating services which the current contractor continues to host and other services it performs during the transition period.</li> </ul>		✓		
<p><b>Bidder Response:</b></p> <p>ACTIVE prides itself on our professionalism. As such, should NGPC transition to another vendor at the end of the contract associated with this RFP, ACTIVE will ensure that the reservation system remains operational through the end date of our agreement.</p> <p>ACTIVE will also cooperate to a reasonable extent as described in response to RTM-28 to ensure a smooth and orderly transition to NGPC's new vendor.</p> <p>Should any newly selected vendor be unable to complete the work involved in launching the successor reservation service, ACTIVE would welcome the opportunity to enter into negotiations for the extension of the current agreement. The specific terms of that extension will be determined by mutual agreement.</p>					

## 4. APPENDIX A – EXISTING REPORTS

ACTIVE Works Outdoors existing reports include but are not limited to:

- 7-Day Campers Report
- Advanced Reservation by Facility Report
- Call Disposition by Operator Report
- Call Disposition Summary Report
- Campers Report
- Campers Data Report
- Cancelled Tour Report
- Central Deposit Consolidated Report
- Central Deposit Report
- Closure Summary and Details Reports
- Confirmation Letter Report
- Co-operator Credit Card Report
- Credit Card Batch Detail Report
- Credit Card Batch Summary Report
- Customer Aging Report
- Customer Balance Report
- Daily Arrival Report
- Daily Facility Management Report
- Daily Facility Management Data Report
- Daily Reconciliation Detail Report via Venue Manager
- Daily Reconciliation Report via Venue Manager
- Day Use Visitation Report
- Deposit Adjustments Report
- Deposit Detail Report
- Deposit Summary Report
- Discount Detail Report
- Discount Summary Report
- Earned Distributed Funds Summary Report
- Event Sales Report
- Facility Void-Cancel Report
- Fee Adjustment Detail Report
- Fee Adjustment Summary Report
- Field Deposit Report
- Field Payment Report
- Financial Session Detail Report
- Financial Session Summary Report
- Gift Card Sales Report
- Inventory Summary by Site Type Report
- Invoice Detail Report
- Invoice Remittance Report
- Invoice Summary Report
- Lottery Application Details Report
- Lottery Application Statistics Report
- Lottery Confirmation Letter Report
- Lottery Results Report
- Monthly Ticketing Recipient Distribution Report
- Occupancy Report - by Primary Occupant's Customer Type
- Occupancy Report - by Site Type
- Occupancy Report - by Sites
- Occupant Forecast Report
- Operator Statistics Report
- Park Deposit Consolidated Report
- Park Deposit Report
- Park Event Report
- Park Profile Detail Report
- Park Profile Detail Report — Section A
- Park Profile Detail Report — Section B
- Park Revenue Consolidated Report
- Park Revenue Detail Report
- Park Revenue Report
- Park Visitation Report
- Payment Details Report
- Permit Confirmation Letter Report
- Permit Reservation Detail Data Report
- Permit Statistics Report
- Permits Made by Residents Report
- POS Product Sold Detail Report
- POS Product Sold Summary Report
- Quota Availability Report
- Recipient Distribution Detail Report
- Recipient Distribution Summary Report
- Refunds Report
- Reservation Attribute Fee Report

- Reservation Closure Report
- Reservation Details Report
- Reservation Listing Report
- Reservation Methods Report
- Reservation vs. Walk-in Report
- Revenue Distribution Detail Report
- Revenue Distribution Summary Report
- Rule Override Report
- Season Summary Report
- Services and Amenities Report
- Site Attribute Report
- Site Availability Report
- Site Fees Report
- Site Notes and Alerts Report
- Tax Detail by Park
- Tax Summary Report
- Ticket Confirmation Letter Report
- Ticket Sales Statistics Report
- Tour Inventory Availability Report
- Tour Park Profile Report
- Transactions by Operator Report
- Transaction Fee Report
- Un-Distributed Funds for Gift Card Report
- Unearned Revenue Report
- Usage by Site Report
- Usage by Site Type Report
- Vehicle Permits Report
- Visitor Demographics Report
- Voucher Balance Report
- Voucher Utilization Report
- Weekly Campers Report
- Weekly Park Visitation Report
- Will Call Report
- Yield Management by Site Report
- Yield Management Report

## 5. APPENDIX B – DRAFT PROJECT PLAN

ID	Task Name	Duration	Work	Predecessors	Resource Names
1	<b>NE Project Plan</b>	<b>70 days</b>	<b>30.67 days</b>		
2	<b>Nebraska Conversion</b>	<b>70 days</b>	<b>30.67 days</b>		
3	Contract Award	0 days	0 days		
4	<b>Implementation Project Planning</b>	<b>12 days</b>	<b>11.5 days</b>		
5	Project Start	0 days	0 days	3SS+12 days	ActiveOutdoors Bus. Dev.[6%],ActiveOutdoors Exec.[6%],Client Project Team[8%]
6	Identification of Project Plan and Schedule	5 days	2 days	5	ActiveOutdoors Professional Services Specialist[40%]
7	Review of Project Plan	2 days	1 day	6	ActiveOutdoors Professional Services Specialist[25%],Client Project Team[25%]
8	Deliver Final Project Implementation Plan	1 day	0.25 days	7,21	ActiveOutdoors Professional Services Specialist[14%],Client Project Team[11%]
9	Creation of Project Scope Document	5 days	3 days	5	ActiveOutdoors Professional Services Specialist[30%]
10	Creation of Roles & Responsibilities Document	5 days	2 days	5	ActiveOutdoors Professional Services Specialist[20%]
11	Location Hierarchy (Parks & Reporting)(if applicable)	3 days	0.25 days	5FS+5 days	ActiveOutdoors Professional Services Specialist[8%]
12	Existing Reservations (initial estimate and data mapping)	0 days	0 days	5	ActiveOutdoors Professional Services Specialist[20%]
13	<b>Initial Planning and Coordination Meeting</b>	<b>5 days</b>	<b>2 days</b>		
14	Review / Verification of Project Plan and Schedule	5 days	0.5 days	8SS	ActiveOutdoors Professional Services Specialist[5%],Client Project Team[5%]
15	Identification of Project Teams (ACTIVE and State)	1 day	0.5 days	8SS,14SS	ActiveOutdoors Professional Services Specialist[1%],Client Project Team[300%]
16	Reporting Requirements Specifications Collected	5 days	0.5 days	8SS	ActiveOutdoors Professional Services Specialist[1%],Client Project Team[9%]
17	Hardware / Software Requirements Review	5 days	0.25 days	8SS	ActiveOutdoors Professional Services Specialist[3%],Client Project Team[3%]
18	Telecommunication Requirements Review	5 days	0.25 days	8SS	ActiveOutdoors Professional Services Specialist[3%],Client Project Team[3%]
19	Identify Reservation Cutoff Period at all Parks	0 days	0 days	8SS	ActiveOutdoors Professional Services Specialist[2%],Client PM[1%],Client Services Manager[2%]
20	<b>Internal Kick Off Meeting</b>	<b>1 day</b>	<b>1 day</b>		

ID	Task Name	Duration	Work	Predecessors	Resource Names
21	Review / Verification of Project Plan & Schedule	1 day	0.25 days	7SS	ActiveOutdoors Professional Services Specialist[5%]
22	Review of Project Scope	1 day	0.25 days	7SS	ActiveOutdoors Professional Services Specialist[5%]
23	Review Roles and Responsibilities Document	1 day	0.5 days	10SS+5 days	ActiveOutdoors Professional Services Specialist[10%]
24	<b>Implementation Activities</b>	<b>51 days</b>	<b>19.17 days</b>		
25	<b>Client Hardware Requirements (if applicable for NEW locations)</b>	<b>51 days</b>	<b>5.25 days</b>		
26	Review Hardware Requirements	1 day	0.25 days	17SS	ActiveOutdoors Network Admin[17%],ActiveOutdoors Professional Services Specialist[17%],Client PM[17%]
27	Coordination of Purchasing / Delivery / Installation of Equipment	20 days	5 days	26FS+30 days	ActiveOutdoors Network Admin[13%],ActiveOutdoors Professional Services Specialist[13%]
28	<b>Client Software Requirements (if applicable for NEW locations)</b>	<b>11 days</b>	<b>5.25 days</b>		
29	Review Software Requirements (O/S, Drivers etc)	1 day	0.25 days	17SS	ActiveOutdoors Professional Services Specialist[25%]
30	Coordination of Purchasing / Delivery / Installation of Software	10 days	5 days	29	ActiveOutdoors Professional Services Specialist[50%]
31	<b>Client Communications Setup</b>	<b>45 days</b>	<b>8.67 days</b>		
32	<b>Review Telecommunication Requirements (if applicable for NEW locations)</b>	<b>15 days</b>	<b>2.67 days</b>		
33	Identification of User Setup Requirements	5 days	0.67 days	18SS	ActiveOutdoors Network Admin[13%]
34	Identification of ISP/Satellite Setup Requirements	15 days	2 days	18SS	ActiveOutdoors Network Admin[13%]
35	<b>Coordination of Telecommunication Services (if applicable for NEW locations)</b>	<b>40 days</b>	<b>6 days</b>		
36	User Setup	15 days	3 days	33	ActiveOutdoors Network Admin[10%]
37	ISP/Satellite Setup	30 days	3 days	34	Client Support[5%],ISP[5%]
38	<b>Continue Camping Operations</b>	<b>0 days</b>	<b>0 days</b>		
39	Field Operations	0 days	0 days		
40	Call Center Operations	0 days	0 days		
41	Central Office Operations	0 days	0 days		
42	Finance Operations	0 days	0 days		
43	Helpdesk/Inventory Operations	0 days	0 days		



ID	Task Name	Duration	Work	Predecessors	Resource Names
44	Website Operations (ReserveAmerica.com and NE Private Label)	0 days	0 days		


## 6. APPENDIX C – TERMS AND CONDITIONS

### III. TERMS AND CONDITIONS

By signing the "Request for Proposal for Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder's inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder's proposal. **Bidders must include completed Section III with their proposal response.**

#### A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests that the contract resulting from this Request for Proposal be Bidder's standard terms and conditions which are provided as a part of Bidder's Proposal, which Bidder agrees to negotiate in good faith in order that the contract governing the provision of the services accurately reflects the most recent intent of the parties.

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

1. Amendment to Contract Award with the most recent dated amendment having the highest priority;
2. Contract Award and any attached Addenda;
3. The Request for Proposal form and the Contractor's Proposal, signed in ink
4. Amendments to RFP and any Questions and Answers; and
5. The original RFP document and any Addenda.


These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a 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 to Contract Award with the most recent dated amendment having the highest priority, 2) Contract Award and any attached Addenda, 3) the signed Request for Proposal form and the Contractor's Proposal, 4) Amendments to RFP and any Questions and Answers, 5) the original RFP document and any Addenda.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

**B. AWARD**

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

All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, in whole or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend the Request for Proposal at any time. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. The Request for Proposal does not commit the State to award a contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the bidder grants to the State the right to contact or arrange a visit in person with any or all of the bidder's clients.

Once intent to award decision has been determined, it will be posted to the Internet at:


<http://das.nebraska.gov/materiel/purchasing.html>

Grievance and protest procedure is available on the Internet at:

[http://das.nebraska.gov/materiel/purchase\\_bureau/docs/vendors/protest/ProtestGrievanceProcedureForVendors.pdf](http://das.nebraska.gov/materiel/purchase_bureau/docs/vendors/protest/ProtestGrievanceProcedureForVendors.pdf)

Any protests must be filed by a vendor within ten (10) business days after the intent to award decision is posted to the Internet.

**C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION**

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

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 Sub-Contractors, 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 sub-contracts for services to be covered by any contract resulting from this Request for Proposal.

**D. PERMITS, REGULATIONS, LAWS**

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

The Contractor shall procure and pay for all permits, licenses, and approvals necessary for the execution of the contract. The Contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders, and regulations.

**E. OWNERSHIP OF INFORMATION AND DATA**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		MC	Bidder is providing a software as a service and is not developing any customized deliverables on behalf of the State. Bidder requests revision of this section to: (i) clarify that information and data developed or derived under the agreement shall be used for the State's internal business purposes and in compliance with applicable law; (ii) such data shall not include any confidential or proprietary information of Bidder; (iii) no license in or to any intellectual property of the Bidder shall be transferred to the State under this contract; and (iv) provide in the second paragraph that Contractor shall, "to its current knowledge," guarantee that is has full legal rights to the materials, supplies and equipment, and other rights or titles necessary to execute the contract.

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

The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from

patents, trademarks, and copyrights that are in any way involved in the contract. It shall be the responsibility of the Contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

**F. INSURANCE REQUIREMENTS**

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

The Contractor shall not commence work under this contract until all the insurance required hereunder has been obtained and such insurance has been approved by the State. The Contractor shall maintain all required insurance for the life of this contract and shall ensure that the State Purchasing Bureau has the most current certificate of insurance throughout the life of this contract. If Contractor will be utilizing any Sub-Contractors, the Contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all Sub-Contractor(s). The Contractor is also responsible for ensuring Sub-Contractor(s) maintain the insurance required until completion of the contract requirements. The Contractor shall not allow any Sub-Contractor to commence work on any Sub-Contract until all similar insurance required of the Sub-Contractor has been obtained and approved by the Contractor. Approval of the insurance by the State shall not limit, relieve, or decrease the liability of the Contractor hereunder.

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.

**1. WORKERS' COMPENSATION INSURANCE**

**I.** The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Sub-Contractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Sub-Contractor'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. This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

**II.**

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

**III.** 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 Sub-Contractor 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 Sub-Contractor 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.

**IV.**

**V.** 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 excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

**VI.**

**3. INSURANCE COVERAGE AMOUNTS REQUIRED**

**a. WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY**

- 1). Coverage A Statutory
- 2). Coverage B
- 3). Bodily Injury by Accident \$100,000  
each accident
- 4). Bodily Injury by Disease \$500,000  
policy limit
- 5). Bodily Injury by Disease \$100,000  
each employee

**6).**

**b. COMMERCIAL GENERAL LIABILITY**

- 7). General Aggregate \$2,000,000
- 8). Products/Completed Operations Aggregate \$2,000,000
- 9). Personal/Advertising Injury \$1,000,000  
any one person
- 10). Bodily Injury/Property Damage \$1,000,000  
per occurrence
- 11). Fire Damage \$50,000 any  
one fire
- 12). Medical Payments \$5,000 any  
one person

**13).**

**c. COMMERCIAL AUTOMOBILE LIABILITY**

- 14). Bodily Injury/Property Damage \$1,000,000  
combined single limit

**15).**

**d. UMBRELLA/EXCESS LIABILITY**

- 16). Over Primary Insurance \$1,000,000  
per occurrence

**17).**

**e. SUBROGATION WAIVER**

- 18). "Waiver of Subrogation on the Worker's Compensation in favor of the State of
- 19). Nebraska."

20).

f. **LIABILITY WAIVER**

21). "The State of Nebraska, Certificate holder, is an additionally insured, primary &

22). noncontributory on the General Liability."

23).

4. **EVIDENCE OF COVERAGE**

**VII.** The Contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer at 402-471-2089 (fax)

**VIII.**

**IX.** Administrative Services

**X.** State Purchasing Bureau

**XI.** 1526 K Street, Suite 130

**XII.** Lincoln, NE 68508

**XIII.**

**XIV.** 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.

**XV.**


**XVI.** Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

**XVII.**

**XVIII.**



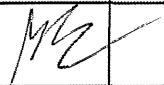
**G. COOPERATION WITH OTHER CONTRACTORS**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests deletion of this section. Bidder's Proposal is based on the expectation that Bidder would be the sole provider of the services requested under the RFP. In addition, this provision could result in Bidder being in a position where Bidder would potentially have to share proprietary information or trade secrets with a direct competitor.

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

The State reserves the right to award the contract jointly between two or more potential Contractors, if such an arrangement is in the best interest of the State. The Contractor shall agree to cooperate with such other Contractors, and shall not commit or permit any act which may interfere with the performance of work by any other Contractor.

**H. INDEPENDENT CONTRACTOR**


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

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The Contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under the contract. The Contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the Contractor, its officers, or its agents) shall in no way be the responsibility of the State. The Contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights, or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

**I. CONTRACTOR RESPONSIBILITY**


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

			Bidder requests the following sentence be added to the end of this section to clarify the definition of "Sub-Contractor" and "subcontracts": "The terms "Subcontractor(s)" or "subcontract" as used in herein do not include the general provision of services or utilities which are also provided to Contractors' other customers as well as the State."
--	--	---	--

The Contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the Contractor's proposal, and the resulting contract. The Contractor shall be the sole point of contact regarding all contractual matters.

If the Contractor intends to utilize any Sub-Contractor's services, the Sub-Contractor's level of effort, tasks, and time allocation must be clearly defined in the Contractor's proposal. The Contractor shall agree that it will not utilize any Sub-Contractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State. Following execution of the contract, the Contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

**J. CONTRACTOR PERSONNEL**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			<p>Bidder requests the second and third paragraph be deleted as Bidder does not commit specific key personnel, rather the Bidder utilizes a team approach to accomplish successful implementation of projects of all sizes. This proven method helps us ensure adequate staff and capabilities are available for all tasks, specialists are available when needed and the team has experienced resources to meet all requirements.</p> <p>Bidder requests clarification to point number 3 to indicate that the "damages" are "damages to tangible property."</p>

The Contractor warrants that all persons assigned to the project shall be employees of the Contractor or specified Sub-Contractors, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor. The Contractor shall include a similar provision in any contract with any Sub-Contractor selected to perform work on the project.


Personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

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

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


1. any and all 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 and submitting any reports on such insurance to the extent required by governing State law; and
5. determining the hours to be worked and the duties to be performed by the Contractor's employees.

**K. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests revision of this Section to add the word "knowingly" after "Contractor shall not" and add the following sentence to clarify that this restriction does not include employees that respond to job postings made by the Bidder: "This prohibition shall not apply to any offers of employment which result from a general solicitation for employment, including without limitation, through the Internet, newspapers, magazines and radio."

The Contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

**L. CONFLICT OF INTEREST**



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

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

**M. PROPOSAL PREPARATION COSTS**

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

The State shall not incur any liability for any costs incurred by bidders in replying to this Request for Proposal, in the demonstrations and/or oral presentations, or in any other activity related to bidding on this Request for Proposal.

**N. ERRORS AND OMISSIONS**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MS</i>			

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

**O. BEGINNING OF WORK**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MS</i>			

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.

**P. ASSIGNMENT BY THE STATE**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		<i>MS</i>	Bidder requests revision to this section to provide that any such assignment shall be permissible to the extent Bidder's obligations are not increased and that any assignee agrees to be bound by the terms and conditions of the contract.

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska. There shall be no charge to the State for any assignment hereunder.


**Q. ASSIGNMENT BY THE CONTRACTOR**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		<i>MS</i>	Bidder request revision of this Section to permit assignment under certain circumstances so long as the assignee can still perform the obligations of the Bidder under the contract: "Contractor may assign any of its rights or obligations under this contract (i) to an affiliate; (ii) the purchaser of all or substantially all of Contractor's assets or equity

			securities related to the business of Contractor that is the subject matter of this contract or (iii) to any successor by way of merger, consolidation, or other corporate reorganization of Contractor related to the business of Contractor that is the subject matter of this contract; provided that in each case the assignee is adequately capitalized and can provide adequate assurances that it can perform the obligations under this contract.”
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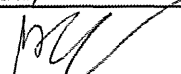
The Contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any third party, without the prior written consent of the State, which will not be unreasonably withheld.

**R. DEVIATIONS FROM THE REQUEST FOR PROPOSAL**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests deletion of this section in its entirety. Please see comments to Section A, above.


The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal, mandatory requirements, or applicable state or federal laws or statutes. “Deviation”, for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

**S. GOVERNING LAW**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests the State of Delaware as neutral venue for governing law and any potential disputes between the parties.

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The Contractor must be in compliance with all Nebraska statutory and regulatory law.

**T. ATTORNEY'S FEES**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests this section be mutual.

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

**U. ADVERTISING**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MS</i>			

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 services are endorsed or preferred by the State. News releases pertaining to the project shall not be issued without prior written approval from the State.

**V. STATE PROPERTY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MS</i>			

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.


**W. SITE RULES AND REGULATIONS**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		<i>MS</i>	Bidder request that any rules and regulations be provided to Bidder in advance.

The Contractor shall use its best efforts to ensure that its employees, agents, and Sub-Contractors 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 between the State and the Contractor.



**X. NOTIFICATION**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests deletion of the second and third sentences of the first paragraph as it conflicts with the notice requirements in paragraph "1".


During the bid process, all communication between the State and a bidder shall be between the bidder's representative clearly noted in its proposal and the buyer noted in Section II.A. Procuring Office and Contact Person, of this RFP. After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. Each bidder should provide in its proposal the name, title, and complete address of its designee to receive notices.

1. Except as otherwise expressly specified herein, all notices, requests, or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) calendar days following deposit in the mail.
2. Whenever the Contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the Contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

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.

For the duration of the contract, all communication between Contractor and the State regarding the contract shall take place between the Contractor and individuals specified by the State in writing. Communication about the contract between Contractor and individuals not designated as points of contact by the State is strictly forbidden.

**Y. EARLY TERMINATION**

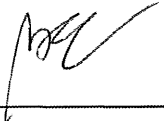
Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests deletion of paragraph 2 of this section in its entirety and requests revision of paragraph 3 to delete sections 3(h) and (i) as these are not applicable to the services contemplated under the RFP. In regards to paragraph 2, Bidder agrees to negotiate this provision with the State to determine mutually agreeable terms.

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.  
**XIX.**
2. The State, in its sole discretion, may terminate the contract 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.  
**XX.**
3. The State may terminate the contract immediately for the following reasons:  
**XXI.**
  - 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;
  - i. second or subsequent documented "vendor performance report" form deemed acceptable by the State Purchasing Bureau; or


- j. Contractor engaged in collusion or actions which could have provided Contractor an unfair advantage in obtaining this contract.

**Z. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests the following be added to the end of the second to last sentence of this section to provide for payment of any obligations that may have been incurred by the Bidder prior to any termination: "and all non-cancelable commitments entered into by Contractor on behalf of the County."

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal years 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 any termination, and advise the Contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. 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.


**AA. BREACH BY CONTRACTOR**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests deletion of this section in its entirety and replacement with the follow provision with provides for mutual termination rights: "Either party may terminate the contract if the other party materially defaults in the performance or observance of any of its obligations hereunder and fails to remedy the default within thirty (30) days after receiving written notice thereof; and without limiting the foregoing, at the option of the Contractor if the State breaches its payment obligations, provided that the right of termination will be in addition to all other rights and remedies available to the parties for breach or default by the other. If either party should materially default in the performance or observance of any of its obligations hereunder, then, in addition to all other rights and remedies available to the non-defaulting party, the non-defaulting party may suspend performance and observance of any or all its obligations under the agreement, without liability, until the other party's default is remedied, provided however that the State will not be permitted to suspend its obligation to make any payments due that are unrelated to any default alleged against the Contractor."

The State may terminate the contract, in whole or in part, if the Contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the Contractor, allow the Contractor to cure a failure or breach of contract within a period of thirty (30) calendar days


(or longer at State's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing the Contractor time to cure a failure or breach of contract does not waive the State's 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.

**BB. ASSURANCES BEFORE BREACH**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests that this section be deleted in its entirety. Bidder is providing a software as a service and will not be creating customized deliverables under the contract.

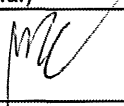
If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the Contractor shall deliver assurances in the form of additional Contractor resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

**CC. ADMINISTRATION – CONTRACT TERMINATION**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests deletion of these provisions as Bidder is providing a software as a service of which no ownership rights shall transfer to the State. In addition, the State shall have access to all data throughout the term of the contract which will be made available to the State at all times up to the date of termination.

1. Contractor must provide confirmation that upon contract termination all deliverables prepared in accordance with this agreement shall become the property of the State of Nebraska; subject to the ownership provision (section E) contained herein, and is provided to the State of Nebraska at no additional cost to the State.
2. Contractor must provide confirmation that in the event of contract termination, all records that are the property of the State will be returned to the State within thirty (30) calendar days. Notwithstanding the above, Contractor may retain one copy of any information 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.

**DD. PENALTY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests deletion of this section in its entirety and requests that any penalties be mutually agreed upon the parties upon successful award.

Contractor shall restore the functionality of the State Park Reservation System within two (2) hours during peak usage periods which are 7 a.m. to 7 p.m. Central Time each day April 15th through October 15th, and within three (3) hours during off peak usage periods. For more than two (2) occurrences of interruption of more than two (2) hours or a total of four (4) hours of interruption during peak usage periods in a calendar month, the penalty will be imposed beginning the first hour of the next interruption. For more than two (2) occurrences of interruption of more than three (3) hours or a total of six (6) hours of interruption during off-peak usage periods in a calendar month, the penalty will be imposed beginning the first hour of the next interruption.

In the event the interruption of the State Park Reservation System is attributable to a defect due to the acts of omission or negligence of Contractor, Contractor shall pay a penalty of two thousand dollars (\$2,000) per hour for each hour the State Park Reservation System is not fully functional after the time periods set out above; if, however the State determines such non-functionality is caused by reasons other than the acts or negligence of Contractor, Contractor shall not be subject to this penalty.

The State Park Reservation System must provide immediate response to user input. Continued delays in response time shall be considered an interruption in service and subject to penalty as described above.

The determination of loss of functionality shall be made by the State and such determination shall be final.

In the event that the State Park Reservation System allows a reservation double-booking of any facility, the contractor will refund all fees and charges to the guests affected, and return three (3) times this amount to Nebraska Game and Parks Commission (NGPC). Reservation double-booking means accepting more than one reservation for a specific facility with overlapping stays, no matter which channel or where the reservations were made.

In the event that the State Park Reservation System loses a reservation, the contractor will refund all fees and charges to the guests affected, and return three (3) times this amount to NGPC. A reservation is lost or missing when it could not be found in the State Park Reservation System at least by arrival day and can be substantiated by evidence, such as a confirmation notice or reservation number, and reviewed by NGPC Project Manager and Contractor.

Failure by the State Park Reservation System to enforce the Reservation System Business Rules, as outlined in Appendix B within this RFP, will result in a fine of \$100 per occurrence.


In the event that the Contractor fails to perform any substantial obligation under the contract, the State may withhold all monies due and payable to the Contractor, without penalty, until such failure is cured or otherwise adjudicated.

If any of the performance standards were not attained, based on review of the required monthly performance standard reports, the contractor will be assessed penalties as outlined above. The NGPC Project Manager will meet with the contractor's Project Manager, if necessary, to determine whether those standards

were met and if any corrective action is needed when they were not met. Any penalty is assessed against that month's contractor's invoice.

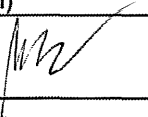


**EE. FORCE MAJEURE**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests revision of this section with the following to provide for an equitable Force Majeure clause, which excuses both parties from liability in the case of such an event and does not place an undue burden on the affected party to show the need for relief: "Dates or times by which either party is required to perform under this contract, excepting the payment of any fees or charges due hereunder, will be postponed automatically to the extent that any party is prevented from meeting them by causes beyond its reasonable control, provided such party promptly notifies the other thereof and makes reasonable efforts to perform."

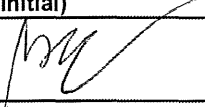
Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party ("Force Majeure Event"). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the Contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the Contractor. To obtain release based on a Force Majeure Event, the Contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party's own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

**FF. PROHIBITION AGAINST ADVANCE PAYMENT**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests revision of this section to align with payment terms mutually agreed upon by the parties.

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.


**GG. PAYMENT**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests revision of this section to align with payment terms mutually agreed upon by the parties.

State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the

Contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). 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 services provided by the Contractor prior to the Effective Date, and the Contractor hereby waives any claim or cause of action for any such services.

**HH. INVOICES**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests revision of this section to align with payment terms mutually agreed upon by the parties.

Invoices for payments should be submitted by the contractor to the Nebraska Game and Parks Commission via mail and email in a sortable Excel Spreadsheet (2200 N. 33<sup>rd</sup> Street, Lincoln, NE 68503 and to an email address to be determined) 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 (USD)

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.

**II. RIGHT TO AUDIT**

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

		RFP Response (Initial)	
			<p>Bidder requests revision of this section in its entirety to clarify the State's ability to audit the books and records of the Bidder as they relate to this contract: "Contractor will maintain complete and accurate records relating to Contractor's performance under this agreement. During the term of this agreement and for a period of two (2) years following termination hereof, the State or its designated agent will, during Contractor's normal business hours, not more than once per calendar year, have reasonable access and the right to examine such books, documents, and records for the sole purpose of verifying the accuracy of invoicing under this contract and/or Contractor's compliance with its confidentiality and security obligations hereunder. All such information examined or obtained in connection with an audit shall constitute Contractor's Confidential Information and may only be used for the purpose described above. As a condition of such audit, the State agrees to provide reasonable advance written notice to Contractor. Notwithstanding the foregoing, the State shall not be entitled to examine any legally privileged or highly sensitive information of Contractor, such as budgeting models and methodologies, information about compensation to employees and contractors, trade secrets, and information belonging to third parties which Contractor is required to keep confidential."</p>


Contractor shall establish and maintain a reasonable accounting system that enables the State to readily audit contract. The State and its authorized representatives shall have the right to audit, to examine, and to make copies of or extracts from all financial and related records (in whatever form they may be kept, whether written, electronic, or other) relating to or pertaining to this contract kept by or under the control of the Contractor, including, but not limited to those kept by the Contractor, its employees, agents, assigns, successors, and Sub-Contractors. Such records shall include, but not be limited to, accounting records, written policies and procedures; all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices; ledgers; cancelled checks; deposit slips; bank statements; journals; original estimates; estimating work sheets; contract amendments and change order files; back charge logs and supporting documentation; insurance documents; payroll documents; timesheets; memoranda; and correspondence.

Contractor shall, at all times during the term of this contract and for a period of five (5) years after the completion of this contract, maintain such records, together with such supporting or underlying documents and materials. The Contractor shall at any time requested by the State, whether during or after completion of this contract and at Contractor's own expense make such records available for inspection and audit (including copies and extracts of records as required) by the State. Such records shall be made available to the State during normal business hours at the Contractor's office or place of business. In the event that no such location is available, then the financial records, together with the supporting or underlying documents and records, shall be made available for audit at a time and location that is convenient for the State. Contractor shall ensure the State has these rights with Contractor's assigns, successors, and Sub-Contractors, and the obligations of these rights shall be explicitly included in any subcontracts or agreements

formed between the Contractor and any Sub-Contractors to the extent that those sub-contracts or agreements relate to fulfillment of the Contractor's obligations to the State.


Costs of any audits conducted under the authority of this right to audit and not addressed elsewhere will be borne by the State unless certain exemption criteria are met. If the audit identifies overpricing or overcharges (of any nature) by the Contractor to the State in excess of one-half of one percent (.5%) of the total contract billings, the Contractor shall reimburse the State for the total costs of the audit. If the audit discovers substantive findings related to fraud, misrepresentation, or non-performance, the Contractor shall reimburse the State for total costs of audit. Any adjustments and/or payments that must be made as a result of any such audit or inspection of the Contractor's invoices and/or records shall be made within a reasonable amount of time (not to exceed 90 days) from presentation of the State's findings to Contractor.

**JJ. TAXES**

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


The State is not required to pay taxes of any kind and assumes no such liability as a result of this solicitation. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor.

**KK. INSPECTION AND APPROVAL**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests deletion of this section in its entirety. Bidder is offering a software as a service and a provision describing acceptance and inspection is not applicable to the anticipated offering of the Bidder.

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 Sub-Contractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

**LL. CHANGES IN SCOPE/CHANGE ORDERS**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder is providing its proposal based on the specifications provided in the RFP and requests the ability to review and negotiate any potential changes to the scope or terms of the contract. Bidder requests revision of this section to provide for mutual written consent in the event a change is needed to the contract: "This contract may not be modified or altered except by written instrument duly executed by both parties."

The State may, upon the written agreement of Contractor, make changes to the contract within the general scope of the RFP. The State may, at any time work is in progress, by written agreement, make alterations in the terms of work as shown in the specifications, require the Contractor to make corrections, decrease the quantity of work, or make such other changes as the State may find necessary or desirable. The Contractor shall not claim forfeiture of contract by reasons of such changes by the State. 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, or a pro-rated value.

Corrections of any deliverable, service or performance of work required pursuant to the contract shall not be deemed a modification. Changes or additions to the contract beyond the scope of the RFP are not permitted.


**MM. SEVERABILITY**

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

			
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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 particular provision held to be invalid.

**NN. CONFIDENTIALITY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			<p>Bidder requests that the protection of confidential information extend to both parties. Bidder proposes the following revisions: "In the performance of or otherwise in connection with this Agreement, one party ("Disclosing Party") may disclose to the other party ("Receiving Party") certain Confidential Information of the Disclosing Party. "Confidential Information" means any information of either party, which is not generally known to the public, whether of a technical, business or other nature (including, but not necessarily limited to: trade secrets, know how, computer program source codes, and information relating to the clients, business plans, promotional and marketing activities, finances and other business affairs of such party); provided that the same is conspicuously marked or otherwise identified as confidential or proprietary information prior to, upon or promptly after receipt by the other party; and provided further that the any software or software application server source code provided by Contractor or its licensors shall be deemed to constitute Confidential Information without further designation by Contractor. The Receiving Party will treat such Confidential Information as confidential and proprietary of the Disclosing Party and will use such Confidential Information solely for the purposes for which it is provided by the Disclosing Party and will not disclose such Confidential Information to any third party (other than a third party under contract whereby that third party has agreed in writing to keep the Confidential Information confidential).</p> <p>(b) Exclusions. The obligations under this paragraph will not apply to any: (i) use or disclosure of any information pursuant to the exercise of the Receiving Party's rights under this Agreement; (ii) information that is now or later becomes publicly available through no fault of the Receiving Party; (iii) information that is obtained by the Receiving Party from a third party authorized to make such disclosure (other than in connection with this Agreement) without any obligation of secrecy or confidentiality; (iv) information that is independently developed by the Receiving Party (e.g., without reference to any Confidential Information); (v) any disclosure required by applicable law (e.g., pursuant to applicable securities laws or legal process), provided that the Receiving Party will use reasonable efforts to give advance notice to and cooperate with the Disclosing Party in connection with any such disclosure; and (vi) any disclosure with the consent of the Disclosing Party.</p>

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

It is incumbent upon the Contractor to inform its 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 to Contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a Contractor, 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.

**OO. PROPRIETARY INFORMATION**


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

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the bidder wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. **All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal, and provide supporting documents showing why such documents should be marked proprietary.** The separate package must be clearly marked PROPRIETARY on the outside of the package. **Bidders may not mark their entire Request for Proposal as proprietary.** Bidder's cost proposals may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, bidders submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and

meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.


**IMPORTANT NOTICE:** Pursuant to Neb. Rev. Stat. §84-602.02, all State contracts in effect as of January 1, 2014 will be posted to a public website beginning July 1, 2014. All information not specifically excluded by State Law **WILL BE POSTED FOR PUBLIC VIEWING.**

**PP. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING**

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

By submission of this proposal, the bidder certifies that it is the party making the foregoing proposal and that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the bidder has not, directly or indirectly, submitted the proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

**QQ. STATEMENT OF NON-COLLUSION**

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


The proposal shall be arrived at by the bidder independently and be submitted without collusion with, and without any direct or indirect agreement, understanding or planned common course of action with, any person; firm; corporation; bidder; Contractor of materials, supplies, equipment or services described in this RFP.



Bidder shall not collude with, or attempt to collude with, any state officials, employees or agents; or evaluators or any person involved in this RFP. The bidder shall not take any action in the restraint of free competition or designed to limit independent bidding or to create an unfair advantage.

Should it be determined that collusion occurred, the State reserves the right to reject a bid or terminate the contract and impose further administrative sanctions.

**RR. PRICES**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Bidder requests revision of this section with the following language to allow for Bidder to increase pricing in certain situations: "In cases where Contractor's banking or financial partners or similar service providers impose changes in processing costs payable by Contractor, Contractor reserves the right to modify fees to reflect such changes. Contractor further reserves the right to modify the fees once per calendar year, provided that any increase will not exceed twelve and a half percent (12.5%)." 

All prices, costs, and terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made (and for bidder receiving award, prices shall remain as bid for the duration of the contract unless otherwise so stated in the contract) or the Request for Proposal is cancelled.

Contractor represents and warrants that all prices for services, now or subsequently specified, are as low as and no higher than prices which the Contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of the contract, the Contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, the Contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the Contractor may charge under the terms of the contract, do not and will not violate any existing federal, state, or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

**SS. BEST AND FINAL OFFER**

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

<i>ME</i>			
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The State will compile the final scores for all parts of each proposal. The award may be granted to the highest scoring responsive and responsible bidder. Alternatively, the highest scoring bidder or bidders may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the bidder, they will be evaluated (using the stated criteria), scored, and ranked by the Evaluation Committee. The award will then be granted to the highest scoring bidder. However, a bidder should provide its best offer in its original proposal. Bidders should not expect that the State will request a best and final offer.

**TT. ETHICS IN PUBLIC CONTRACTING**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>ME</i>			

No bidder shall pay or offer to pay, either directly or indirectly, any fee, commission compensation, gift, gratuity, or anything of value to any State officer, legislator, employee or evaluator based on the understanding that the receiving person's vote, actions, or judgment will be influenced thereby. No bidder shall give any item of value to any employee of the State Purchasing Bureau or any evaluator.

Bidders shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure the contract. It is the intent of this provision to assure that the prohibition of state contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of proposals and award of the contract be completed without external influence. It is not the intent of this section to prohibit bidders from seeking professional advice, for example consulting legal counsel, regarding terms and conditions of this Request for Proposal or the format or content of their proposal.

If the bidder is found to be in non-compliance with this section of the Request for Proposal, they may forfeit the contract if awarded to them or be disqualified from the selection process.

**UU. INDEMNIFICATION**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		<i>ME</i>	Bidder requests revision of this section to clarify the parties' indemnification obligations with the following language: "1. GENERAL. The Contractor agrees to defend, indemnify, hold, and

		<p>save harmless the State and its employees, volunteers, agents, and its elected and appointed officials 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 ("Claims"), sustained or asserted against the State, to the extent arising out of the willful misconduct or gross negligence of the Contractor, its employees, Sub-Contractors, consultants, representatives, and agents, except to the extent such Contractor liability is attenuated by any action of the State which contributed to the claims.</p> <p>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 the actual infringement or misappropriation of any United States patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, Sub-Contractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. If any Claim that Contractor is obligated to defend, settle, and pay damages to State under this subsection 2 has occurred or, in Contractor's opinion, is likely to occur, Contractor may, at its option and expense either (1) obtain for State the right to continue to use the applicable intellectual property, (2) replace or modify the intellectual property so it becomes non-infringing, without materially adversely affecting the intellectual property specified functionality, or (3) if (1) or (2) are not readily available after using reasonable commercial efforts or, if neither of the foregoing options is commercially reasonable, refund a pro-rata portion of the fees paid by State based on its lost use and terminate this contract. Contractor shall not be obligated to defend, settle, or pay damages for any Claims to the extent based on: (x) any State or third party intellectual property or software incorporated in or combined with the intellectual property where in the absence of such incorporated or combined item, there would not have been infringement, but excluding any third party software or intellectual property incorporated into the intellectual property at Contractor's discretion; (y) intellectual property that has been altered or modified by State, by any third party or by Contractor at the request of State (where Contractor had no discretion as to the implementation of modifications to the intellectual property or documentation directed by State), where in the absence of such alteration or modification the intellectual property would not be infringing; or (z) use of any version of the Software with respect to which Contractor has made available a non-infringing updated, revised or repaired subsequent version or other applicable update, patch or fix.</p> <p>3. Indemnification Claims Procedure. Contractors obligations under this Section are conditioned upon (1) prompt written notice of the existence of a Claim, provided that a failure of prompt notification shall not relieve the Indemnifying Party of liability hereunder except to the extent that defenses to such Claim are materially impaired by such failure of prompt notification; (2) sole control over the defense or settlement of such Claim by the Indemnifying Party; and (3) the provision of assistance by the Indemnified Party at the Indemnifying Party's request to the extent reasonably necessary for the defense of such Claim.</p> <p>4. For the purposes of this Section UU, reference to Contractor shall also include its suppliers and licensors.</p> <p>5. Notwithstanding the foregoing, State shall not be bound by the terms</p>
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			<p>of this Section UU to the extent precluded by applicable law (e.g., sovereign immunity of a governmental entity).</p> <p>IN NO EVENT WILL CONTRACTOR BE LIABLE TO STATE OR TO ANY OTHER PARTY FOR INDIRECT DAMAGES OR LOSSES (IN CONTRACT OR TORT OR OTHERWISE), INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOSS OF USE OF INFORMATION OR SERVICES, OR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES.</p> <p>THE TOTAL AGGREGATE LIABILITY OF CONTRACTOR TO THE STATE AND ALL OTHER PARTIES IN CONNECTION WITH THIS AGREEMENT WILL BE LIMITED TO THE AMOUNT OF FEES ACTUALLY PAID BY STATE TO CONTRACTOR AS CONSIDERATION FOR THE PRODUCTS AND SERVICES GIVING RISE TO SUCH CLAIM DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE DATE ON WHICH THE CAUSE OF ACTION AROSE."</p>
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1. GENERAL

**XXII.** The Contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all 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, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Sub-Contractors, consultants, representatives, and agents, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

**XXIII.**

2. INTELLECTUAL PROPERTY

**XXIV.** 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, Sub-Contractors, 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.

**XXV.**

**XXVI.** 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 RFP.

**XXVII.**

3. **PERSONNEL**

**XXVIII.** 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 provided by the Contractor.

**XXIX.**

**VI. NEBRASKA TECHNOLOGY ACCESS STANDARDS**

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

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

**WW. ANTITRUST**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MW</i>			

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.

**XX. DISASTER RECOVERY/BACK UP PLAN**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MW</i>			

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

**YY. TIME IS OF THE ESSENCE**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		<i>MW</i>	Bidder requests revision of this section to provide that Bidder shall not be responsible for delays caused by the State or another third party.

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the Contractor remaining to be performed.

**ZZ. RECYCLING**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MW</i>			

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per Neb. Rev. Stat. §81-15,159.

**AAA. DRUG POLICY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MC</i>			

Contractor certifies it maintains a drug free work place 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.

**BBB. EMPLOYEE WORK ELIGIBILITY STATUS**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MC</i>			

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 <http://das.nebraska.gov/materiel/purchasing.html>

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

2. 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.

3. 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.

**CCC. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MAC</i>			

The Contractor, by signature to this RFP, certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The Contractor also agrees to include the above requirements in any and all sub-contracts into which it enters. The Contractor shall immediately notify the Department if, during the term of this contract, Contractor becomes debarred. The Department may immediately terminate this contract by providing Contractor written notice if Contractor becomes debarred during the term of this contract.

Contractor, by signature to this RFP, certifies that Contractor has not had a contract with the State of Nebraska terminated early by the State of Nebraska. If Contractor has had a contract terminated early by the State of Nebraska, Contractor must provide the contract number, along with an explanation of why the contract was terminated early. Prior early termination may be cause for rejecting the proposal.

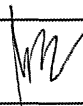
**DDD. POLITICAL SUB-DIVISIONS**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
<i>MAC</i>			

The Contractor may extend the contract to political sub-divisions conditioned upon the honoring of the prices charged to the State. Terms and conditions of the Contract must be met by political sub-divisions. Under no circumstances shall the State be contractually obligated or liable for any purchases by political sub-divisions or other public entities not authorized by Neb. Rev. Stat. §81-145, listed as "all officers of the state, departments, bureaus, boards, commissions, councils, and institutions receiving legislative appropriations." A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.




**EEE. OFFICE OF PUBLIC COUNSEL**

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


If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract and shall not apply if Contractor is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq.

**FFF. LONG-TERM CARE OMBUDSMAN**

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

If it is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq., Contractor shall comply with the Act. This section shall survive the termination of this contract.

**GGG. LICENSE/SERVICE OR OTHER AGREEMENTS**

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
			Contractor requests that contract negotiations begin with Contractor's standard terms and conditions, a sample copy of which is attached to this proposal. The alternatives proposed in these terms and conditions are representative of, but are not limited to, issues that Contractor would seek to work with the State to better understand, clarify, include and/or modify in any resulting contract. Contractor is confident that through these discussions the parties can reach agreement on these issues in a timely and efficient manner as we have done previously in similar contracts with other similarly situated customers.

Any License/Service or other such agreements which the bidder may want the State to consider must be submitted with the bid. Any License/Service or other such agreements submitted to the State post bid opening may result in the bid being rejected in its entirety. Any such agreement, if agreed to by the State, will be considered an addendum to the contract. Any terms and conditions contained in any such accepted agreement (addendum) must not conflict with or alter the

State's Terms and Conditions (Terms and Conditions) as contained in the RFP and finalized in the contract. In the event of any conflict between the Terms and Conditions and any addendum the Terms and Conditions will prevail.

The State reserves the right to reject any submitted addendum and considers the submission of any such addendum to be a proposed alteration of the Terms and Conditions.

This clause does not apply to any third party license or service agreements.

## 7. APPENDIX D – CERTIFICATE OF INSURANCE



# CERTIFICATE OF LIABILITY INSURANCE

6/1/2016

DATE (MM/DD/YYYY)

8/24/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Lockton Insurance Brokers, LLC CA License #OF15767 Two Embarcadero Center, Suite 1700 San Francisco CA 94111 (415) 568-4000	<b>CONTACT NAME:</b> <b>PHONE (A/C, No, Ext):</b> <b>E-MAIL ADDRESS:</b>	<b>FAX (A/C, No):</b>													
	<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : National Fire Insurance Co of Hartford</td> <td>20478</td> </tr> <tr> <td>INSURER B : The Continental Insurance Company</td> <td>35289</td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : National Fire Insurance Co of Hartford	20478	INSURER B : The Continental Insurance Company	35289	INSURER C :		INSURER D :		INSURER E :		INSURER F :
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INSURER C :															
INSURER D :															
INSURER E :															
INSURER F :															
<b>INSURED</b> 1400985 ACTIVE Network, Inc. 717 North Harwood St., Suite 2500 Dallas TX 75201															

**COVERAGES** 1084882      **CERTIFICATE NUMBER:** 13634664      **REVISION NUMBER:** XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Host Liquor Liab. <input type="checkbox"/> Included GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:	Y	N	6016940273	6/1/2015	6/1/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
D	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> Comp \$500 <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> Coll \$500	N	N	6016940239	6/1/2015	6/1/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	N	N	6016940287	6/1/2015	6/1/2016	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$ XXXXXXXX
D	<input checked="" type="checkbox"/> <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input checked="" type="checkbox"/> Y/N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	6016940256	6/1/2015	6/1/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
RE: State of Nebraska is included as Additional Insured to the extent provided by the policy language or endorsement issued or approved by the insurance carrier. Waiver of Subrogation applies per attached endorsement(s) or policy language. Insurance provided to Additional Insured(s) is primary and non-contributory as per the attached endorsements or policy language.

<b>CERTIFICATE HOLDER</b> <b>13634664</b> State of Nebraska Attn: Administrative Services State Purchasing Bureau 1526 K Street, Suite 130 Lincoln NE 68508	<b>CANCELLATION</b> See Attachments SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPR:
---	---

COST PROPOSAL

# STATE OF NEBRASKA

REQUEST FOR PROPOSAL

RFP 5093Z1

"DanaFork" by Antandrus

**ACTIVE Network, LLC**

717 N. Harwood Street | Suite

Dallas, TX 75201

T: 888.543.7223

[www.ACTIVENetwork.com](http://www.ACTIVENetwork.com)

**ACTIVE**  
network



717 N. Harwood Street | Suite 2500  
Dallas, TX | 75201  
T: 888.543.7223  
[www.ACTIVENetwork.com](http://www.ACTIVENetwork.com)

October 1, 2015

Attn: Nancy Storant/Connie Heinrichs  
State Purchasing Bureau  
1526 K Street, Suite 130  
Lincoln, NE 68508

**RE: RFP 5093Z1 for a State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System for the Nebraska Game and Parks Commission**

Dear Ms. Storant, Ms. Heinrichs, and Members of the Evaluation Team:

On behalf of ACTIVE Network, LLC, (ACTIVE), I want to first extend my thank you to you for being a long-term customer. Since 2007, the State of Nebraska and ACTIVE have forged a solid foundation to provide a trusted, high quality service to the public. While we are proud of what we have accomplished, we are making new investments into our platform to move the industry to the next level.

We have invested a vast number of resources to cultivate partnerships with state, local, and Federal agencies to forecast where the industry is heading. A renewed partnership allows you to continue to take advantage of the full power of our products and upcoming innovations. We are designing and building groundbreaking ways to engage customers throughout the lifecycle of their activity. More engagement allows you to have more contact with customers than ever before, which will result in opportunities for increasing revenue per night, as well as per customer (through consumer good upsells).

ACTIVE has the proven ability to provide the elements you seek in a vendor for the life of the contract. We know that a shortened process makes it difficult to vet the deep layers of functionality that you require today, but we will attempt to outline this in our proposal.

The attached proposal details the combined capabilities, experience, resources, and solution that ACTIVE – and no other provider in the industry – can offer as you transition to a new contract resulting from this RFP. ACTIVE acknowledges receipt of Addendum 1, 2, and 3.

For questions and further communications regarding our response, please contact Senior Account Executive Dave Green at 416-476-6118 or [David.Green@ACTIVENetwork.com](mailto:David.Green@ACTIVENetwork.com).

It is our privilege to have worked with NGPC since 2007, and we look forward to continuing and expanding our relationship if awarded this opportunity.

Sincerely,

A handwritten signature in blue ink, appearing to read "Gary Evans".

Gary Evans, General Manager, Outdoors  
Email: [Gary.Evans@ACTIVENetwork.com](mailto:Gary.Evans@ACTIVENetwork.com)  
Phone: (518) 577-4822

What's Your ACTIVE?

**ATTACHMENT B  
COST PROPOSAL  
RFP Number 5093Z1**

The State, for the purposes of figuring cost, will use the quantities shown below, based on park data from 2014, in order to equitably compare pricing. The Nebraska Game and Parks Commission (NGPC) will pay the contractor a transaction fee for the actual number of reservations, changes, and cancellations for each term of the contract period.

Bidders shall provide their proposed transaction fees below. The fees must be based on a per reservation/change/cancel basis, with no fee for registrations made at the Park Office without an advance reservation. The fees must be guaranteed for the initial five (5) year contract period. At renewal time, rates may increase by no more than 3%.

FIRM: ACTIVE Network

Reservation/Change/Cancel Transaction Fee	Estimated Reservation Quantity Per Year	Initial Contract Period Transaction Fee <sup>^</sup> (see note)	Total Cost Per Year
Make a reservation at the Call Center	3,503	\$3.75	\$13,136.25
Make a reservation on the Internet	32,525	\$8.50	\$276,462.50
Make a reservation at the Park Office	13,364	\$5.50	\$73,502.00
Make a change to a reservation *	4,878*	\$3.75 after free first change per reservation	\$18,292.50
Cancel a reservation *	3,946*	\$3.75	\$14,797.50
Registration made at Park Office	56,022	No Charge	No Charge
<b>Total Cost</b>			<b>\$396,190.75</b>

\* Figures for changes and cancellations are for the period April 2014 through February 2015.

**ACTIVE agrees to reduce reservation fees by \$.50 and cancel/change fees by \$.25 if Nebraska agrees to reach reservable inventory levels of 75%. ACTIVE will also pro-rate reductions in reservation/cancel/change fees if Nebraska reaches reservable inventory levels of 62.5%, as well. In addition, the first reservation change is free.**

Reservation/Change/Cancel Transaction Fee	Optional Renewal Year One Transaction Fee^	Optional Renewal Year Two Transaction Fee^	Optional Renewal Year Three Transaction Fee^
Make a reservation at the Call Center	\$3.75	\$3.75	\$3.75
Make a reservation on the Internet	\$8.50	\$8.50	\$8.50
Make a reservation at the Park Office	\$5.50	\$5.50	\$5.50
Make a change to a reservation *	\$3.75	\$3.75	\$3.75
Cancel a reservation *	\$3.75	\$3.75	\$3.75
Registration made at Park Office	No Charge	No Charge	No Charge

**ACTIVE agrees to reduce reservation fees by \$.50 and cancel/change fees by \$.25 if Nebraska agrees to reach reservable inventory levels of 75%. ACTIVE will also pro-rate reductions in reservation/cancel/change fees if Nebraska reaches reservable inventory levels of 62.5%, as well. In addition, the first reservation change is free.**

### Optional Hardware Costs

The bidder should provide costs for any additional supplemental or specialized hardware/equipment that NGPC might need to purchase if more than eight (8) are needed annually. Please provide a list of the supplemental or specialized hardware needed, including cost per item. At renewal time, rates may increase by no more than 3%.

Supplemental or Specialized Hardware/Equipment Pricing Spreadsheet	Specification (if applicable)	Initial Contract Period Cost per unit	Optional Renewal Year One Cost per Unit	Optional Renewal Year Two Cost per Unit	Optional Renewal Year Three Cost per Unit
Thermal Receipt Printer		\$350.00	\$350.00	\$350.00	\$350.00
Cash Drawer		\$150.00	\$150.00	\$150.00	\$150.00
Credit Card Swipe		\$350.00	\$350.00	\$350.00	\$350.00
Bar Code Scanner		\$227.82	\$227.82	\$227.82	\$227.82
Other (specify)	Tablet	\$995.45	\$995.45	\$995.45	\$995.45



### Optional Service Cost

Provide the hourly rate for additional consulting services for new time and materials projects that fall within the scope of this RFP that might be requested by the Commission. There is no guarantee regarding the number of hours that might be used.

The bidder must list each role/title and provide an hourly rate. All travel expenses must be included in the rate. These rates are fixed for the initial term of the contract. At renewal time, rates may increase by no more than 3%.

Pricing Spreadsheet for Additional Services Role/Title		Initial Contract Period Hourly Rate	Optional Renewal Year One Hourly Rate	Optional Renewal Year Two Hourly Rate	Optional Renewal Year Three Hourly Rate
1.	Project Manager	\$125	\$128	\$130	\$133
2.	Trainer	\$165	\$168	\$172	\$175
3.	Business Analyst	\$150	\$152	\$156	\$159
4.	Product Manager	\$200	\$204	\$208	\$212
5.	Developer	\$350	\$357	\$364	\$372

FIRM: ACTIVE Network

Pete Ricketts, Governor

**ADDENDUM FIVE  
REVISED SCHEDULE OF EVENTS**

DATE: October 29, 2015  
 TO: All Vendors  
 FROM: Nancy Storant/Connie Heinrichs, Buyers  
 State Purchasing Bureau  
 RE: RFP Number 5093 Z1

**SCHEDULE OF EVENTS**

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	<b>ACTIVITY</b>	<b>DATE/TIME</b>
7	"Oral Interviews/Presentations and/or Demonstrations" (if required)	TBD
8	Post "Letter of Intent to Contract" to Internet at: <a href="http://das.nebraska.gov/materiel/purchasing.html">http://das.nebraska.gov/materiel/purchasing.html</a>	October 9, 2015 October 19, 2015 October 29, 2015 TBD
9	Contract finalization period	October 13, 2015 through November 3, 2015 October 20, 2015 through November 10, 2015 October 30, 2015 through November 30, 2015 TBD
10	Contract award	November 4, 2015 November 12, 2015 December 1, 2015 TBD
11	Contractor start date	TBD

This addendum will become part of the proposal and should be acknowledged with the RFP.

Pete Ricketts, Governor

**ADDENDUM FOUR  
REVISED SCHEDULE OF EVENTS**

DATE: October 9, 2015  
 TO: All Vendors  
 FROM: Nancy Storant/Connie Heinrichs, Buyers  
 State Purchasing Bureau  
 RE: RFP Number 5093 Z1

**SCHEDULE OF EVENTS**

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

ACTIVITY		DATE/TIME
6	Evaluation period	<del>September 16, 2015 thru September 25, 2015</del> October 5, 2015 through October 16, 2015 October 26, 2015
7	"Oral Interviews/Presentations and/or Demonstrations" (if required)	TBD
8	Post "Letter of Intent to Contract" to Internet at: <a href="http://das.nebraska.gov/materiel/purchasing.html">http://das.nebraska.gov/materiel/purchasing.html</a>	<del>October 9, 2015 October 19, 2015</del> October 29, 2015
9	Contract finalization period	<del>October 13, 2015 through November 3, 2015 October 20, 2015 through November 10, 2015</del> October 30, 2015 through November 30, 2015
10	Contract award	<del>November 4, 2015 November 12, 2015</del> December 1, 2015
11	Contractor start date	TBD

This addendum will become part of the proposal and should be acknowledged with the RFP.

Pete Ricketts, Governor

**ADDENDUM THREE  
REVISED SCHEDULE OF EVENTS**

DATE: September 10, 2015  
 TO: All Vendors  
 FROM: Nancy Storant/Connie Heinrichs, Buyers  
 State Purchasing Bureau  
 RE: RFP Number 5093 Z1

**SCHEDULE OF EVENTS**

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	<b>ACTIVITY</b>	<b>DATE/TIME</b>
4	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	<del>September 14, 2015</del> <b>October 1, 2015</b> 2:00 PM Central Time
5	Review for conformance of mandatory requirements	<del>September 14, 2015</del> <b>October 1, 2015</b>
6	Evaluation period	<del>September 16, 2015 thru September 25, 2015</del> <b>October 5, 2015 through October 16, 2015</b>
7	“Oral Interviews/Presentations and/or Demonstrations” (if required)	TBD
8	Post “Letter of Intent to Contract” to Internet at: <a href="http://das.nebraska.gov/materiel/purchasing.html">http://das.nebraska.gov/materiel/purchasing.html</a>	<del>October 9, 2015</del> <b>October 19, 2015</b>
9	Contract finalization period	<del>October 13, 2015 through November 3, 2015</del> <b>October 20, 2015 through November 10, 2015</b>
10	Contract award	<del>November 4, 2015</del> <b>November 12, 2015</b>
11	Contractor start date	TBD

This addendum will become part of the proposal and should be acknowledged with the RFP.

Pete Ricketts, Governor

**ADDENDUM TWO  
QUESTIONS and ANSWERS**

Date: September 3, 2015  
 To: All Bidders  
 From: Nancy Storant/Connie Heinrichs, Buyers  
 AS Materiel State Purchasing Bureau  
 RE: Addendum for Request for Proposal Number 5093 Z1  
 to be opened September 14, 2015 at 2:00 p.m. Central Time

**Questions and Answers**

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<b>QUESTIONS</b>	<b>ANSWERS</b>
<p><b>1.</b> Section I, p. 1</p> <p>This section indicates that "Any resulting contract is not an exclusive contract to furnish the services provided.... does not preclude the purchase of similar services from other sources". Please clarify the circumstances under which the State would procure similar services from an alternative vendor and the potential impact to transaction volumes defined in the RFP.</p>	<p>Please see Section IV.A. "...NGPC intends to award to a single contractor to provide, operate, and support such a customized website and State Park Reservation System."</p>
<p><b>2.</b> Section K, p. 5</p> <p>Please clarify the specific weighting or maximum points associated with each of the specific evaluation criteria.</p>	<p>The Evaluation Criteria will be posted on the State Purchasing Bureau website following the RFP opening.</p>

QUESTIONS	ANSWERS
<p><b>3.</b> Section DD, p. 24</p> <p>Please clarify the criteria to be used by the State in determining the loss of functionality.</p>	<p>Section DD page 24; Loss of functionality is 'the interruption of the State Park Reservation System attributable to a defect due to the acts of omission or negligence of Contractor.'</p>
<p><b>4.</b> Section XX, p. 34</p> <p>Please clarify whether the Disaster Recovery/Backup Plan is to be submitted with the proposal or if this requirement will be met post contract award.</p>	<p>Please see Section III.XX "The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue services as specified under the specifications in the contract in the event of a disaster."</p> <p>Bidder should respond to Attachment A, RTM-13.</p>
<p><b>5.</b> Section IV D., p. 40</p> <p>Please confirm whether the state is requiring an output file that will be uploaded into the State's financial system. If so please provide the specific data fields required in that file.</p>	<p>Yes, files will be created to be sent to the State's accounting system but no other State Systems will be directly or indirectly affected. The file will contain the following data fields::</p> <p>G/L Account Number (Alias ANI): 29 bytes left justified – alphanumeric</p> <p>Payment Amount (Alias PAAP): 15 bytes with two decimal places – numeric</p> <p>Remark (Alias RMK): 30 bytes string - alphanumeric left justified</p> <p>SBL Type (Alias SBLT): 1 byte - alphanumeric</p> <p>Sub Leger (Alias SBL): 8 bytes string - alphanumeric</p>
<p><b>6.</b> Section IV H., p. 47</p> <p>"Within ten (10) business days after the contract is awarded the contractor shall provide a full Project Management Plan." Please clarify whether the vendor is required to include a project management plan in their response to the RFP in order for NGPC to determine the vendor's understanding of the tasks involved in this project.</p>	<p>Section IV. H. Project Planning and Management states "Within ten (10) business days after the contract is awarded, the contractor shall provide a full Project Management Plan."</p> <p>Please also see Attachment A, RTM-21 through RTM-27 indicating the "Bidder should ...."</p>

QUESTIONS	ANSWERS
<p><b>7.</b> Section IV L. p. 51</p> <p>Please clarify whether the Transition Plan is to be submitted with the proposal or if this requirement will be met post contract award.</p>	<p>The requirement relating to Section IV, L. is in relation to contractor, as referenced. However, please see Attachment A, RTM-28, an initial plan should be provided with the RFP response. The contractor will have 90 days, from date of award, to provide the Transition Plan.</p>
<p><b>8.</b> Section V h., p. 56</p> <p>Please clarify whether the vendor is to provide a summary list of all projects and a narrative for three that will be used in evaluating the vendor's response or is the vendor required to provide a narrative for all projects and NGPC will determine which three projects will be used in the evaluation?</p>	<p>Please see Section V.A.2.h 'The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.'</p>
<p><b>9.</b> Section IV – E5 – Payment and Credit Card Processing, p. 43</p> <p>Identify the Payment Processor and/or interface for the State of Nebraska's Merchant Credit Card Processing Service.</p>	<p>The State uses US Bancorp Merchant Processor Elavon Inc. as their Merchant Credit Card Processing Service. Please click the following link to view State contract #66533 O4  <a href="http://das.nebraska.gov/materiel/purchasing/contracts/pdfs/66533(o4)awd.pdf">http://das.nebraska.gov/materiel/purchasing/contracts/pdfs/66533(o4)awd.pdf</a></p>
<p><b>10.</b> Section IV – F3 – Internet Connectivity, p. 45</p> <p>Provide the types of internet connectivity at the park offices and the NGPC's administrative offices.</p>	<p>Internet types include DSL, Cable, Satellite and Fiber hardwired connectivity. Internet speed ranges from a minimum speed of 1.5/256k at some smaller park locations to a high speed of 100MB Ethernet Service at the NGPC administrative office.</p>
<p><b>11.</b> Section IV – Project Description and Scope of Work, p. 38</p> <p>Does Section IV require its own response in addition to Section V which includes Attachment A. Many subsections of Section IV are included in Attachment A. If so where does it fit into the Proposal layout described in Section V.</p>	<p>No additional responses are required in Section IV; however, the bidder should provide their best solution to the requirements relating to this RFP, inclusive of all Sections.</p> <p>Please see revision to Section V.A.3.a as noted below.</p>

Section V.A.3.a is hereby replaced and superseded in its entirety with:

3. **TECHNICAL APPROACH**

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

- a. Bidder should respond to each item in Attachment A, Requirements Traceability Matrix, using Attachment A for the responses.
- b. Bidder may include in their technical approach response any additional information relating to deliverables and requirements of the RFP.

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.



Pete Ricketts, Governor

## ADDENDUM ONE REVISED SCHEDULE OF EVENTS

DATE: September 2, 2015

TO: All Vendors

FROM: Nancy Storant/Connie Heinrichs, Buyers  
State Purchasing Bureau

RE: RFP Number 5093 Z1

### SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

ACTIVITY	DATE/TIME
3 State responds to written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at <a href="http://das.nebraska.gov/materiel/purchasing.html">http://das.nebraska.gov/materiel/purchasing.html</a>	<del>September 2, 2015</del> <b>September 3, 2015</b>
4 Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	September 14, 2015 2:00 PM Central Time
5 Review for conformance of mandatory requirements	September 14, 2015
6 Evaluation period	September 16, 2015 thru September 25, 2015
7 "Oral Interviews/Presentations and/or Demonstrations" (if required)	TBD
8 Post "Letter of Intent to Contract" to Internet at: <a href="http://das.nebraska.gov/materiel/purchasing.html">http://das.nebraska.gov/materiel/purchasing.html</a>	October 9, 2015
9 Contract finalization period	October 13, 2015 through November 3, 2015

<b>ACTIVITY</b>		<b>DATE/TIME</b>
10	Contract award	November 4, 2015
11	Contractor start date	TBD

This addendum will become part of the proposal and should be acknowledged with the RFP.

## **APPENDIX D**

### **Minimum Required Fields**

The Guest Profile shall include the following fields:

- First Name
- Last Name
- Street Address
- City
- State
- Zip Code
- Day Phone
- Evening Phone
- Email
- Foreign Address (when applicable)
- Red Flag Indicator
- Comment/reason for the Red Flag indication

The Group Profile shall include the following fields;

- Group Number (unique number assigned to the group profile)
- Group Name
- Group Address (City State and Zip Code)
- Office Phone
- Cell Phone
- Email
- Contact Name
- Red Flag Indicator
- Comment/reason for the Red Flag indication

Each registration form shall contain the following fields:

- Park Name and Address where reservation is held
- Reservation Number
- Arrival Date
- Departure Date
- Unit Number/Name
- Unit Type
- Amount Paid
- Amount Due
- Guest Name and Address

Each confirmation shall have the following fields:

- Public Website Address
- Park Name and Address where reservation is held
- Reservation Number
- Arrival Date
- Departure Date
- Unit Number/Name
- Unit Type
- Amount Paid

- Method of Payment
- Amount Due
- Amount Due By Date
- Guest Name and Address

A voucher for credit to a guest or group shall include the following fields;

- Payment Date
- Payee Name and Address
- Amount:
- Description of Material/Service
- Total (all vendor invoices, before any discount)
- Accounting Distribution (Business Unit, Object, Subledger).
- For Department Use
- For Department Use, Approval By
- For Department Use, Date Approved.

When viewing a reservation with an arrival date in the future the following fields must be displayed:

- Reservation Number
- Order ID number
- Guest Profile Information
- Unit(s) Reserved
- Arrival and Departure Dates
- Check-in and Check-out times
- Name of staff/user who made reservation
- Amount Paid
- Amount Due
- Reservation Date
- Comments

When viewing a reservation with a current or past arrival date or for a reservation that was cancelled the following fields must be displayed in addition to those above:

- History of all Financial Transactions;
- Accounts Receivable on the reservation
- Change(s)
- Date(s) of Change(s)
- Cancellation Date(s)
- Event Number (for a group reservation)

For each individual unit in the System's database the following fields must be stored and viewable.

For Campsites:

- Fee
- Campsite Name/Number
- Check-In/Out Time
- Pad Length
- Paved or Gravel
- Shaded Site
- Pull Through Site
- Slide-Outs Usable
- Access for the Disabled
- Picnic Table and Grill
- River/Creek Site
- Lake Shoreline Site
- Distance from Shoreline Max Amps.
- Number of extra Tents allowed
- Additional necessary or relevant information

For Cabins:

- Fee
- Cabin Name/Number
- Check-In/Out Time
- Max Occupancy
- Bed Type
- Number of Bedrooms
- Sleep Capacity
- Sofa Sleeper
- Rollaway allowed
- Crib allowed
- Number of Diners
- Pets allowed
- Television
- Cable Television
- Phone
- Fireplace
- Bathroom Type
- Air Conditioner
- Heater Microwave
- Linens furnished
- Coffee Pot
- Toaster
- Stove
- Oven
- Dishwasher
- Refrigerator
- Freezer
- Sink
- Pots and Pans

- Furnished
- Access for the Disabled
- Screened Porch
- Number of Steps into Cabin
- Distance from Parking
- Picnic Table and Grill
- River/Creek Site
- River/Lake View
- Shoreline Site
- Distance from Shoreline
- Additional necessary or relevant information

For Meeting Rooms:

- Fee
- Meeting Room Name
- Max Occupancy
- Meeting Room Size
- Catering available
- Able to bring own food
- Meeting Room Hours
- Internet available
- Audio/Video Equipment Rental
- Projector Screen
- Air Conditioned
- Number of Stairs
- Elevator
- Seating Arrangements
- Number Arrangement Seats
- Additional necessary or relevant information

For Pavilions:

- Fee
- Pavilion Name
- Max Occupancy
- Shady Area
- Number of Picnic Tables
- Charge for extra Tables
- Electricity
- Access for the Disabled
- River/Creek Site
- Shoreline Site
- Distance from Shoreline
- Catering available
- Additional necessary or relevant information

For Horse Stalls:

- Fee
- Horse Stall Name/Number

- Number of Horse Occupancy
- Wheel Barrow provided
- Pitch Fork provided
- Distance from Campground
- Distance from Lodging
- Hay and Bedding provided
- Water available
- Additional necessary or relevant information

For merchandise/sale items:

- Item description
- Object code
- Subledger code
- Price
- Price override indicator
- Website visibility indicator
- Call Center visibility indicator
- Additional necessary or relevant information

## APPENDIX C

### REPORTS

The System must have built-in report-writing tools that allow park staff with no knowledge of report-writing programs to build their own reports and the tool should allow park staff to export the reports as .csv or .xls files. All reports must be printable and include the report title, column headings, and the date and time the report was created.

Reports must be sortable either by date, unit type, unit name, unit area, or unit status, depending on report content.

Report titles must be descriptive of the content or purpose of the report. Customized reports may be requested by staff at specific parks.

The System must allow reports to be generated monthly, quarterly, and/or annually (with annual reports providing summary information, i.e., with less detail)

#### 1. OCCUPANCY REPORTS

The NGPC's occupancy reports are intended to do two things. First, the reports provide Park Superintendents and NGPC Administrators an overview of a specific park's usage - seasonally, by unit type, and by specific unit. Second, the reports allow park staff to know a unit's status, to inform housekeeping and maintenance staff of units needing attention, etc., by giving park staff a thorough view of what is going on in the park on a daily basis.

**Occupancy and visitation reports must provide data to allow the calculation of:**

- percentage occupancy by month by unit type for a specific park and.
- amount of revenue by unit type within a specific park for a specified time period.

##### a. Attendance Figures and Revenue Report

This report shows the number of reservations, registrations, guests, and amount of revenue by specific unit, grouped and totaled by unit type.

##### b. Closed Maintenance Report

This report shows a listing of closed units together with the date range of the closure, the reason for the closure, and the park staff who closed it. Any park staff should be able to view the reason for, and date range of, the closure.

##### c. Guest Visitation Report

The Guest Visitation Report displays a total visitation count for a specific date range. This report must include unit type, unit number, total number of guests, and number of paid nights. This report must display totals for each unit type.

##### d. Housekeeping/Maintenance Report Detail

This report shows a listing of units by type, indicating status of each unit and, if occupied, the guest's name, the check-in and checkout dates, the remaining number of days in the reservation, and any comment(s).



**e. Housekeeping Room Status Report**

This report is similar to the housekeeping/maintenance report. It lists the unit name, indicates whether the unit is vacant or occupied, and whether it is clean, needs to be cleaned, or is ready to rent.

**f. In House Guest Report**

This report lists the unit number, name of the guest who checked-in, reservation number, date checked-in, date due to check-out, and any comment(s).

**g. Occupancy Report**

The Occupancy Report lists the number of days units are rented versus the number of possible rental days for each type of unit in a park, and displays the percentage of usage based on those numbers for a specified date range. It also presents park totals. Graphs and charts illustrating occupancy data are required.

**h. Occupancy Detail Report**

The Occupancy Detail Report breaks out the information shown in the Occupancy Report by day for each unit type.

**2. RESERVATION REPORTS**

The purpose of the reservation reports is to provide park staff the information needed for the day to day management of guests' arrivals and departures, housekeeping activities, etc.

**a. Daily Arrival Report**

This report lists the reservations with an arrival date within a specified date range in specific park(s). This report must be sortable by unit name or unit type and must provide a summary by unit type. When a range of dates is specified, the information must be grouped by arrival date. This report must include: park area, arrival and departure dates, balance due, reservation number, customer name and phone number, and number of guests.

**b. Booked Reservations for Park Report**

This report shows all reservations booked, by reservation origin, for a specified date range. Reservations will be grouped further by park staff who booked the reservation. Reservation information will include the number of guests, cost for the stay, and a subtotal for each grouping.

**c. Reservations and Registrations Status Report**

This report presents numbers of reservations, by origin, and registrations at the various areas within a park for selected park(s) and for a specified date range. Total reservation and registration counts must be broken out by unit type and unit number.

**d. Cancellation Report**

This report lists everything cancelled for a specified park during a specified date range. The report must include the unit that was cancelled, the reservation number, the method of payment, and the name of the guest.

**e. Departure Report**

This report lists the reservations scheduled to leave on a particular date from a specific park.

**f. Cancelled Due to Non Payment Report**

This report lists the names of guests whose reservations were cancelled due to nonpayment for a selected park and a specified date range. Fields in this report must include: guest name, reservation number, reservation date, payment due by date, cancelled date, and ID of park staff who cancelled the reservation.

**g. Overdue Payment Report**

This report shows a list of all of the reservations that are not paid in full and are past the due date for their payment. This report must include: reservation number, guest name, guest phone number, guest email address, reservation date, arrival date, and amount owed.

**h. Non Resident Reservation Report**

This report shows the number of reservations and registrations booked by Nebraska residents and non-residents, including totals and percentage of the total for each category.

**3. FINANCIAL REPORTS**

The System must provide a multitude of financial reports for a selected park or a combination of parks. Financial reports listed below must exist on the System at the time of delivery.

**a. Park Revenue Report**

This report must have the flexibility to be run for an individual park or all parks for any specified date range. The report must include the name of the park, the type of revenue, the account number and name (e.g., Cabin, Sales Tax, Reservation Fee), and payment method. The report must be formatted so that all data is sorted by park and location within the park, revenue type, and then account number and name, and must include the following columns: Master Card, Visa, cash, money order, personal check, Travelers check, voucher, Accounts Receivable, park bucks, Inter-Agency Business Transaction (IBT), gift card, and other, with the potential to add new columns for other payment types.

**b. Park Revenue Detail Report**

This report must have the flexibility to be run for an individual park or all parks for a specified date range. The report must include the name of the park, the type of revenue, the account number, the account name (e.g., Cabin, Sales Tax, Reservation Fee), and payment methods. This report summarizes the payments, including refunds, by park area. It also indicates the payment method, customer name when applicable, and provides itemization of charges as well as total amounts. The annual report must be broken out by group type.

**c. Payment Detail Report**

This report must contain the details of all payments associated with a park over a specific time period. It must include the park's name, customer information, reservation number, payment type, date, payment ID, and amount.

**d. Credit Card Payment Detail**

This report summarizes the credit card payments and refunds at a Park for a specified date. This report must contain the batch number of the transaction, batch date, payment ID, transaction date and time, customer name, first 4 digits and last 4 digits of the card number, payment type, and amount.

e. **Financial Session Summary**

This report summarizes the payments, refunds, and adjustments processed at the park area and shows total amount by payment type for the period of time from the opening to the closing of a drawer.

f. **Financial Session Detail**

This report must provide the transaction details and list all payments and/or refunds that make up the totals of the Financial Session Summary.

g. **Refund Report**

This report must list all refunds entered into the System for a specific reporting period. The report must include a refund ID, the refund status (pending, approved, or issued), the date of the refund request, refund amount, original order number (reservation or POS), refund method, original payment method, payment collection location, requesting location, approving location, issuing location, revenue location, customer information, and refund notes.

h. **Sales Summary**

This report lists sales for a specified park or all parks for a specified date range. It categorizes the sales by origin. This report must show gross sales by payment type, cancellations, voids, and adjustments to get to a net sales amount. This report will list sales from all facility types and merchandise items by park area.

i. **Physical Inventory Recording Form –**

This is a report listing all items entered as resale inventory at a specific location. It is used for recording a physical inventory. It must include signature lines for the person counting inventory and the manager verifying the count.

j. **Inventory On Hand**

This is a report of all inventories on hand at a retail location. This report must allow park staff to print a complete inventory or to select a particular inventory item category and run the report for only that category.

k. **Deposit Report**

This report can be run for an individual park or all parks for any specified date range. The report must include the name of the park and provide summary and/or detailed information that includes deposit information. Totals must include the number of transactions and total amount for cash and non-cash deposits (e.g., personal check, Travelers check).

**4. DEMOGRAPHIC REPORTS**

The demographic reports provide information about where park guests come from to visit Nebraska's parks.

a. **City Guest Report**

This report lists the number of visitors to a park, based on the city in which they reside, for a selected park, or region, or for all parks. The city of residence and the date range can also be specified for the report.

b. **County Guest Report**

This provides the same kind of information as the City Guest Report based on county of residence.

**c. Non-Resident Guest Report**

This report lists the city and state of residence of out-of-state guests

**5. GROUP REPORTS**

The group reports are designed to give NGPC Group Event Planners the information needed for the day to day management of incoming and outgoing groups. A separate report provides information for billing automation.

**a. Group Billed Report**

This report is produced at the end of the month and is used to determine all of the Group Events billed income for the month. It lists the date, group, event number, and amount by type of income, with subtotals for each type of income, and a grand total.

**b. In House Rooming List Report**

This report provides a list of all of Group Events in the park during a given time period. It lists each event, with detail listing each reservation number, the name of the occupant, the unit, and the check-in and check-out dates.

**c. Group Bill Printing**

For a specified event number, this report displays information about the group with a complete itemization of all charges to the group and all payments received from the group.

**d. Group Event History**

This report lists all events booked by a specified group, based on the group name or number.

**e. Group Event Rooming List**

This report must list all units booked under a specified event, based on the event name or number.

**f. Group Overdue Deposit Report**

This report lists all groups that have an outstanding amount due on their reservation. Entries are listed by the number of days until their arrival and must allow negative values for events that have already occurred. The report lists the event number, the group name, and the amount due

**g. Group Functions Summary**

This report will list groups by name, showing the size of the group, reservation(s) the group made, and the merchandise or other items the group purchased for a specified date range. A report for a week in the future, for example, would allow park staff to be aware of the number and size of group(s) expected and what units they have rented.

**h. Group Functions History**

This report will show all group reservations for a specified month, quarter, or year. It will display the group contact name and date of arrival, in addition to the reservation detail information included in the Group Functions Summary. This will allow park staff to track monthly, quarterly, and annual statistics and totals, for follow up on group sales and business. Total number of group reservations and guests for the period will be displayed as well.

**i. Group Activity Report**

This report will provide a daily listing by group facility (e.g., conference rooms, activity center, shelters, pavilion) of groups that are scheduled to be in the facility on that day. It will show the size of the group, arrival date (for multi-day events) and time, and planned departure date (for multi-day events) and time. When a date range is requested, a report for each day in the range will be generated.

## APPENDIX B

### RESERVATION SYSTEM BUSINESS RULES

These are examples of current business rules; the State Park Reservation System must be configurable to the State's business rules and procedures. Note: Dates are approximate.

#### 1. Reservation Window

Nebraska parks are located in both Central and Mountain Time Zones. Reservations are accepted one (1) year in advance of arrival. Reservations become available each day at 9 a.m. CT (8 a.m. MT) for a stay with an arrival date one year in the future. At Fort Robinson State Park reservations are available from April 1 through November 30.

##### a. Camping and Horse Stalls

Reservations are accepted one (1) year to three (3) days in advance of arrival.

##### b. Cabins, Lodge Rooms, Meeting Rooms, Picnic Shelters, Group Day Use Lodge

Reservations are accepted one (1) year to one (1) day in advance of arrival. Cut-off is 8 p.m. CT (7 p.m. MT) the day before the intended arrival. December 1 through April 9 Niobrara State Park has a three (3) days in advance of arrival cut-off date for cabins. November 1 through April 1 Lewis and Clark State Recreation Area has a three (3) days in advance of arrival cut-off for cabins.

#### 2. Reservation Hours

One (1) year window reservations begin at 9:00 a.m. CT (8 a.m. MT), by phone, in person, and Internet. Reservations for a stay with an arrival date less than one (1) year in advance can be made 24/7 over the Internet and can be made at the park office and the call center during regular operating hours.

#### 3. Cut Off Day

##### a. Camping and Horse Stalls

Three (3) days prior to the intended arrival date is the latest that a reservation will be accepted for camping and horse stalls. For example, Tuesday at midnight would be the cut off time for making a reservation for the following Friday. After the cut off date, reserved units are available on a first-come, first-serve basis.

##### b. Cabins, Lodge Rooms, Meeting Rooms, Day Use Group Lodges, and Picnic Shelters

Reservations are accepted up to 8 p.m. CT (7 p.m. MT) prior to the day of arrival for these units. After 8 p.m. CT (7 p.m. MT), all units are available on a first-come, first-serve basis. December 1 through April 9 Niobrara State Park has a three (3) days in advance of arrival cut-off date for cabins. November 1 through April 1 Lewis and Clark State Recreation Area has a three (3) days in advance of arrival cut-off for cabins.

#### 4. Minimum/Maximum Stay Policy

##### a. Camping

- i. A minimum stay of two (2) nights on weekends (Friday and Saturday night) is generally required. The exception is at Fort Robinson and Chadron State Parks, where the minimum is one (1) night.

- ii. A minimum stay of three (3) nights is required for Holiday weekends (Friday, Saturday, and Sunday nights) at most parks. Exceptions: at Niobrara a two (2)-night stay is required, and at Fort Robinson and Chadron State Parks, a one (1)-night stay is required.
  - a) Holiday weekends are: Memorial Day, 4th of July (if the 4<sup>th</sup> falls on a weekend), and Labor Day.
- iii. Campers cannot reserve a campsite for more than fourteen (14) consecutive days.
- iv. Extended stay/long term camping is permitted at select campsites within select parks. Arrangements to stay in one of these sites must be made through the park office.

**b. Cabins**

- i. During the peak season: A two (2) night minimum stay is required, unless there is a one (1) night stay positioned between two (2) prior reservations or a walk-in registration for that day's business.
- ii. During the non-peak season: One (1) night stays are allowed on weekdays (Sunday – Thursday nights). During the holiday period (defined each year), peak season rules apply. Fort Robinson State Park does not have a nonpeak season so they require a two (2) night stay.

**5. Payment Policy**

Payment is required, in full, at the time the reservation is made by MasterCard, Visa, check, Travelers' check, money order, voucher, gift certificate, NGPC bucks, IBT (Inter-Agency Billing Transaction), or any promotional coupons or gift cards issued by the NGPC, except as described below.

- a. Credit card payment is required if the intended reservation arrival date is within thirty (30) days of the reservation date and the State Park Reservation System should provide an alert message. However, the State Park Reservation System must allow park staff to override this policy for extenuating circumstances for reservations made, by phone or walk-in, at a staffed park facility.
- b. Several units may be reserved during a single transaction, and payment of all fees for all reserved units is required at the time the reservation is made, except as described in 5.c.
- c. By phone or at the counter - If the guest is making the reservation in advance the requirements in 5.a. apply. However, for those guests who do not have a MasterCard or Visa, NGPC allows the guest the option to pay by check, cash, or money order. If paying by check, cash, or money order, the guest will have ten (10) days to forward payment in full to the park which holds the reservation.
- d. Via the Internet - If the guest is making an online Internet reservation, the guest will be required to make payment in full with a MasterCard or Visa at the time the reservation is made.

**6. Reservation Fee**

The reservation fee applies to each unit reserved, whether for one (1) day or any number of days, and is non-refundable.

## 7. Change Fee

Changes are not permitted on the Internet at this time.

If there is a change fee, the following will apply: All changes requested by the guest at the call center or park locations that involve changing dates, units, or shortening the stay might be assessed a fee for this service. If the guest only wants to add days on to an existing reservation by calling the call center or at the park office, there will be no change fee assessed. If the change is required by NGPC, no fee will be charged.

## 8. Cancellation and Refund Guidelines

If a guest holds a reservation and wants to cancel, a refund is given less the reservation fee, cancellation fee, and, if the cancellation is within thirty (30) days of the arrival date, the first night's unit charge.

All cancellation requests must be submitted in writing to the park where the reservation is held or the call center either by mail, fax, or email. Guests may process their cancellation via the internet.

### a. Cabins/Lodge Rooms

i. The per unit reservation fee is not refundable.

a) 0-30 days prior to reserved arrival date: the guest will lose the first night's rental charge.

### b. Meeting Rooms/Group Day Use Lodge Rooms

i. The per unit reservation fee is not refundable.

a) At the discretion of the Park Superintendent or NGPC Administration, additional cancellation fees may be imposed on a case by case basis.

b) At Fort Robinson State Park; 0-7 days prior to reserved arrival date: the guest will lose the first night's rental charge.

### c. Camping Sites

i. The per unit reservation fee is not refundable.

a) 0-7 days prior to reserved arrival date: the guest will lose the first night's rental charge.

### d. Boat Slips/Picnic Shelters/Horse Stalls

i. The per site reservation fee is not refundable.

a) 0-7 days prior to reserved arrival date: the guest will lose the first day/night's rental charge.

### e. Mare Barn Campgrounds and Mare Barn Horse Stalls at Fort Robinson State Park

i. The per unit reservation fee is not refundable.

a) 0-7 days prior to reserved arrival date: the guest will lose the first night's rental charge.

### f. Check In and Check Out Schedule

If the guest checks out early, the unused portion of the guest's payment will be forfeited.

i. Cabin/Lodge Rooms: Checkout time is 11 a.m.

Exception: Fort Robinson State Park checkout time is 10 a.m.



- ii. Camping -Checkout time is 2 p.m.

**9. Reservation Season**

**a. Cabin/Lodging Seasons**

**i. Year Round**

- a) Eugene T. Mahoney State Park
- b) Platte River State Park
- c) Lewis and Clark State Recreation Area (5 units are available November 1 through April 1)
- d) Niobrara State Park (5 units are available December 1 through April 9)
- e) Ponca State Park

**ii. Approximately Mid-April through Mid-November**

- a) Chadron State Park
- b) Fort Robinson State Park

**iii. Approximately Mid-May through Mid-November**

- a) Victoria Springs State Recreation Area

**iv. Approximately Mid-April through September 30**

- a) Two Rivers State Recreation Area

**v. Approximately April 1 through December 31**

- a) Medicine Creek SRA

**b. Camping Seasons**

**i. Camping is available year round.**

**ii. Approximately Mid-April through Mid-October; reservation season may vary by park.**

- a) Branched Oak SRA (reservations are available through October 31)
- b) Calamus SRA
- c) Chadron SP
- d) Eugene T. Mahoney SP
- e) Fort Kearny SRA
- f) Fort Robinson SP (reservations are available April 1 through November 30)
- g) Fremont SRA
- h) Indian Cave SP (reservations are available through October 31)
- i) Johnson Lake SRA
- j) Lake McConaughy SRA (reservations are available May 15 through October 1)
- k) Lake Minatare SRA
- l) Lake Ogallala SRA
- m) Lake Wanahoo SRA
- n) Lewis and Clark SRA
- o) Louisville SRA
- p) Merritt Reservoir SRA (reservations are available April 1 through September 30)
- q) Mormon Island SRA
- r) Niobrara SP (reservations are available April 10 through November 30)
- s) Pawnee Lake SRA
- t) Ponca SP (reservations are available through October 31)
- u) Rock Creek Station SRA (reservations are available April 15 through October 31)
- v) Victoria Springs SRA

- w) Willow Creek SRA
  - x) Windmill SRA
- iii. Approximately Mid-October through Mid-April, outside the reservation season; shower facilities and dump stations are closed. At some areas, the park field staff will close the campsites due to inclement weather.

## 10. Peak and Non-Peak Schedule

### a. Camping

- i. Non-Peak – Approximately Mid-October through Mid-April
  - a) Camping fee is at a reduced winter rate.
  - b) Branched Oak State Recreation Area, Indian Cave and Ponca State Parks begin non-peak rates in November.
- ii. Peak Season – Approximately Mid-April through Mid-October
  - a) Camping fee is at full rate with a two (2) night minimum weekend requirement (Friday and Saturday), with the exception of Fort Robinson and Chadron, where there is a one (1) night minimum weekend requirement year round.
  - b) Branched Oak State Recreation Area, Indian Cave, Niobrara, Fort Robinson, and Ponca State Parks have an extended season until October 31 due to fall colors and activities. Lake McConaughy State Recreation Area has a shortened season.

### b. Lodging

- i. Peak Season
  - a) Lewis and Clark State Recreation Area, Eugene T. Mahoney, Platte River, and Ponca State Parks: May 1 through September 30 and every Friday and Saturday year round. A two (2) night minimum stay is required for all dates reserved within lodging peak season dates.
  - b) Chadron, Niobrara, and Fort Robinson State Parks: Mid-April through Mid-November (coinciding with spring and fall hunting seasons). A two (2) night minimum stay is required for all dates reserved within lodging peak season dates.
  - c) Victoria Springs State Recreation Area: Mid-May through Mid-November. A two (2) night minimum stay is required for all dates reserved within lodging peak season dates.
  - d) Two Rivers State Recreation Area: Mid-April through September 30. A two (2) night minimum stay is required for all dates reserved within lodging peak season dates.
  - e) Medicine Creek State Recreation Area: April 1 through December 31. A two (2) night minimum stay is required for all dates reserved within lodging peak season dates.

- ii. Non-Peak Season
  - a) Lewis and Clark State Recreation Area, Eugene T. Mahoney, Platte River, Niobrara, and Ponca State Parks: October 1 through April 30 (Sunday through Thursday). A one (1) night minimum stay is required for all dates reserved within lodging non-peak season dates.
  - b) Chadron and Fort Robinson State Parks: Lodging Closed – Mid-November through Mid-April.
  - c) Victoria Springs State Recreation Area: Lodging Closed – Mid-November through Mid-May.
  - d) Two Rivers State Recreation Area: Lodging Closed – October 1 through Mid-April.

## 11. Holidays

### a. Camping

- i. A three (3) night minimum stay is required for all outlined holidays in the State Park Reservation System with the exception of Fort Robinson and Chadron State Parks where there is a one (1) night minimum requirement and two (2) nights at Niobrara State Park.
- ii. Camping holidays include:
  - a) Memorial Day weekend
  - b) Labor Day weekend
  - c) Fourth of July weekend (if the fourth falls during the weekend)

### b. Lodging

- i. A two (2) night minimum stay is required for lodging during holiday periods. If a holiday period falls during a non-peak range of season dates, it then becomes a peak period. The following are holiday periods for cabins:
  - a) Fourth of July, Memorial Day, and Labor Day weekends,
  - b) Thanksgiving week; beginning on the Wednesday prior to Thanksgiving.
  - c) Christmas break: usually begins December 21 through January 3rd.

## 12. Facilities reservable through the park office only

- i. The Riverview Lodge and Picnic Pavilions at Eugene T. Mahoney State Park
- ii. The Day Use Lodge, Picnic Pavilion, and Suites in Comanche Hall at Fort Robinson State Park
- iii. Lodges, amphitheater, and picnic shelters at Platte River State Park
- iv. Meeting Rooms

## 13. Facilities reservable through the internet

- i. Campsites
- ii. Cabins
- iii. Lodge Rooms
- iv. Horse Stalls
- v. Boat Slips

#### **14. Facilities reservable through the call center and park office**

- i. Campsites
- ii. Cabins
- iii. Lodge Rooms
- iv. Picnic Shelters
- v. Group Lodge
- vi. Horse Stalls
- vii. Mare Barn at Fort Robinson State Park
- viii. Boat Slips
- ix. Ranch House at Niobrara State Park
- x. Day Use Lodge at Fremont State Recreation Area

#### **15. Collection of Rate Increases**

- a. Normally, all fee increases approved by NGPC Board of Commissioners each October go into effect on January 1st. Fee increases are collected as follows:

- i. All reservations made prior to January 1st are honored at the old rate at check-in.
- ii. All changes to an existing reservation's arrival date will be charged the difference of the rate increase. NGPC will collect the rate increase for each night the unit is reserved.

Example: If a guest wants to change their existing arrival date to a new arrival date, the State Park Reservation System should alert the guest or staff there has been a rate increase and the guest will be charged for the difference if the guest makes the change, requiring verification that the guest understands there will be an additional charge before making the change. The State Park Reservation System must add the fee increase to this reservation and request payment for the additional fee per night. If a guest made a reservation in November, 2015, for a June 1, 2016, arrival and now wants to change the arrival date to August 1, 2016, the State Park Reservation System must request collection of the price increase.

- iii. Guests who wish to add nights to their stay (in the new rate period but reserved and paid for at the old rate) are not charged the rate difference for nights reserved prior to the rate increase; however, they will be charged the new rate for any new additional night(s).

#### **16. Optional Discounts**

- a. At the discretion of the Parks Division Administrator, a specified discount may be permitted for a specified period of time for a given park and for specified unit types.

# APPENDIX A

## CURRENT FEATURES AND PROCESSES

### 1. Reservation and Registration Processing

The current State Park Reservations system is a web-based application with real-time updates to a centralized database. The system is available to the public and NGPC staff for searching and reserving available sites for cabins, lodge rooms, cabooses, overnight and day use group lodges, camping, tepees, horse stalls, boat docks and picnic shelters. Nebraska Game and Park Commission (NGPC) staff located in park offices and the NGPC call center also use Reservation and Group Event Planning functions. Access to these functions is available to select NGPC staff based upon the role associated with the staff member's log-in credentials.

All reservation channels (i.e., NGPC call center, public website, NGPC park office) in the current system:

- a. allow search for an available, reservable unit by:
  - i. park location/region,
  - ii. park name,
  - iii. near city/zip,
  - iv. campground,
  - v. specific date or date range,
  - vi. type of unit,
  - vii. accessibility,
  - viii. features/amenities available for the unit or park,
  - ix. map of the campground, and
  - x. any combination of the above;
- b. display narrative about the park and its activities together with a text description for each of the park areas and the units (cabin, campground, and other facilities) at each of the areas,
- c. display a calendar indicating units meeting search criteria that are available for reservation, together with reservation status on channels other than the public website (available, closed (e.g., for repairs), currently held pending receipt of payment, or reserved) for each date,
- d. allow selection of specific unit(s), displaying details of the unit(s),
- e. allow reservation of specific unit(s) and assign a unique reservation number, while enforcing the NGPC State Parks Division Reservation System Business Rules as outlined in Appendix B,
- f. request customer information and search for an existing profile or create a profile (if not already in existence), and
- g. update unit as reserved as part of the reservation transaction.

The public website also:

- a. displays pictures of the selected unit(s),
- b. provides contact information for the call center and the selected facility, and
- c. displays information about, and promotes, certain parks, park activities, and upcoming park events.

The public website requires payment at the time a reservation is made and accepts payment by MasterCard or Visa.

At the park office or through the call center, allowed staff actions are based upon login role profiles. For the staff member with the appropriate role profile, the current system:

- a. allows a group event to be planned and reserved, assigning a unique event number and a unique reservation number for each unit reserved, and allows flexibility in the enforcement of the NGPC State Parks Division Reservation System Business Rules as outlined in Appendix B (except the reservation fee and the one (1) year in advance reservation window, which are enforced for group events),
- b. allows group event staff to:
  - drop and add units at any time during the planning of an event,
  - provide a method to change the tax exempt status for an individual who is part of a group,
- c. requests group/organization information and search for an existing profile or create a group profile and assign a unique group number (if not already in existence),
- d. allows changes to, or cancellation of, an entire reservation, or part of a reservation, including a group event reservation,
- e. allows search for, displaying, and printing, a specific confirmation,
- f. prepares and sends a confirmation for any reservation modifications or financial transactions to the customer (for an individual reservation) or to the group representative (for a group event), and
- g. allows payment at the time of reservation, invoicing at a later date (for a group event), or mailing a payment (within 10 days for an individual reservation).

At the park office, the current system also:

- a. allows registration of walk-in guests for units that are available,
- b. allows back dating of arrival date for walk-in guests who arrive after the park office is closed and register the following day;
- c. requests customer information and search for an existing profile or create a profile (if not already in existence) for walk-in guests,
- d. allows a pay later option for those walk-in guests who will be billed for the stay,
- e. allows check-in of guests with reservations, including display, and modification when necessary, of reservation information, including account balance, and
- f. allows check-out of guests.

The Guest Profile is accessed through the Reservation menu, allowing park staff to create a new profile or change existing profile information. Several fields are available as search options to find an existing Guest Profile, including Guest Profile Identifier, Last Name, Phone Number, and City.

The Group Profile will be accessed through the Group Event Planning screen, allowing park staff to create a new profile or change existing profile information. Several fields will be available as search options to find an existing Group Profile, including Group Number, Group Name (including partial Group Name), Phone Number, City, Zip Code, and Contact Name.

A Red Flag field is available on a Guest or Group Profile. Park staff and administrators are able to flag an individual or group profile and enter a reason for setting that flag so that the park staff member using the current system is alerted to important issue(s) when viewing or making a reservation. Authorized staff are able to remove the Red Flag setting when appropriate.

## **2. Registration Forms**

The current system generates a guest registration form, which is used at the time of check-in for cabins, lodge rooms, meeting and conference rooms, and day use group lodges.

The area name and address of the park which holds the reservation shall be, printed on each registration as well as uniform text outlining the guest's responsibility for any cabin or room damage.

The current system allows registrations to be printed at any time of day, any day of the week, and for any reservation date or reservation date range.

## **3. Confirmations**

The current system generates a guest confirmation as a receipt for reservation transactions, including website customer reservations. These confirmations are delivered to the guest via email, a printable web page, or mail (if the guest is unable to receive electronic mail). Confirmations are automatically generated for the following actions:

- a. a new reservation is made,
- b. a reservation is modified or transferred,
- c. an accounts receivable transaction is made, and
- d. a reservation is cancelled.

Confirmations are printable at park offices and at the call center. The guest's name and address are printed so the address displays in a #9 window envelope. An additional page is printed to accompany each confirmation indicating the reservation cancellation refund policy.

Cancellation confirmations display the same information as the reservation confirmation and clearly indicate this is a cancellation notice.

Confirmations have area name and address of the park which holds the reservation printed on each confirmation as the return address. Individual parks are able to add a custom message to the confirmation.

The current system allows confirmations to be printed at any time of day, any day of the week, and for any date or date range reflecting when the reservation was made.

## **4. Reservation Information (including History)**

A separate History screen can be displayed for a reservation with a current or past arrival date, or for a reservation that was cancelled.

Several fields are available as search options to find an existing reservation, including Customer Name (full or partial), Reservation or Event Number, and Phone Number.

## **5. Merchandise Processing**

The Sales module of the current system is able to function independently and is integrated with the reservation/registration module, allowing park staff to charge guests for miscellaneous items, whether or not a reservation is involved. The Sales module can:

- a. display merchandise items for sale or use (e.g., roll-away beds, cribs, firewood, extra picnic tables, meals) at the park office
  - i. allow park staff to collect payment by all acceptable methods of payment, or

- ii. to add charge to a guest or group event reservation account,
- b. allow offline cash and check sales, storing pertinent information, when the online system is temporarily unavailable, for later batch processing
- c. calculate the total cost for items, including or excluding tax, as appropriate, depending on location of the sale,
- d. list each item (and number of items when applicable), thus providing an itemized receipt,
- e. provide a void option in order to remove an item from a purchase or account in case of error, and
- f. display the cost of the selected item.

## **6. Administrative Functions and Applications Security**

The current system supports various levels of role-based security. The NGPC Project Manager is able to set security levels by assigning park staff to defined roles that allow access to certain menu options and screens and allow completion of certain actions. All park staff who use the current system are required to have a secure login ID, which is associated with their role.

All such administrative changes are implemented immediately (in real-time) within the current system.

The current system retains a record of actions taken together with information to identify who implemented the action.

## **7. Financial**

- a. The current system provides an accounting package that allows the Reservation module to bill a guest for all charges incurred during their stay, including merchandise items.
- b. The current system provides an accounting package that allows the Group Event Planning Office to bill the group for all charges incurred during a group event, including merchandise items.
- c. The current system provides a comprehensive audit trail and reconciliation report by payment method for financial transactions that occur at park offices, the call center, or public website.
- d. NGPC has a breakdown of revenue codes (indicating fund, business unit, object code, and subledger code), to include breakdown of revenue by park area, for the current system.
- e. NGPC has a breakdown of state and local taxes used by the current system.
- f. The financial structure of the current system follows Generally Accepted Accounting Principles (GAAP). The current system provides adequate security, internal controls, and management reporting to assure that revenue transactions and reservation data are processed accurately, consistently, and in a timely manner.
- g. Park staff with financial role-based security are able to trace a guest's payment back to the original transaction.
- h. Park staff with financial role-based security are able to add or delete merchandise items (together with the assigned object and subledger codes).
- i. The current system provides specific details for financial transactions.



## **8. Payment and Credit Card Processing**

- a. The current system accepts payment by check, Travelers' check, money order, VISA, Master Card, voucher, gift certificate, NGPC bucks, IBT (Inter-Agency Billing Transaction), or any promotional coupons or gift cards issued by the NGPC. The current system retains and displays payment method. (The NGPC pays all fees for nonsufficient fund checks and credit card processing.)
- b. All credit card transactions are securely processed through the current system and undergo on-line verification prior to reservation confirmation. Processing is compliant with Payment Card Industry's Data Security Standards ("PCI DSS") and verification is provided to NGPC annually.
- c. The current system has an accounts receivable (AR) module, used to post an amount due, including appropriate taxes, when a reservation is made that will be paid for later. When a payment is made, the current system applies the revenue to the appropriate business unit and object code. AR transactions are also used to make adjustments to the total amount due. The current system allows posting of payments due and/or received to the entire reservation number and/or by individual reservation number.
- d. The current system allows advance deposits for Group Events. Most Group Event Reservations are billed and paid for later. The current system automatically generates an itemized statement which reflects the advance deposit as well as the remaining amount due. After the Group's stay, a final itemized statement will be generated automatically, including all items that were charged to the event during the stay (e.g., catering items, park permits, activity tickets), and sent to the Group for final payment.
- e. The current system has an accounts payable (AP) module, used when making a refund to a guest or group.
- f. When any credit remains on an account, for a guest or a group, after their stay (except for a camping stay), the current system automatically creates a voucher for that amount. The current system allows authorized park staff to change the status of the voucher in order to issue a refund.

## **9. Reports**

All reports are available through the Reservation menu options and display transactions made through both the Reservation and Group Event Planning modules, as appropriate to the report content.

The current system accepts date and location parameters in order to generate reports for a particular day, a date range, a calendar month, or a calendar year, as appropriate, and for a particular park, a park sub unit, a number of parks, a region, or all parks.

On screen display of reports allows sorting by selecting specified column headers. Reports are printable and are formatted so columns line up properly when printed as well as when viewed on screen. The current system provides the capability for park staff to export the report into Microsoft Excel and PDF worksheets.

Revenue accounting reports breakdown revenue collected by fund, business unit (park area), object code (description of purchase), and subledger account to facilitate NGPC deposits. These reports are sorted by method of payment and provide a means for alternate sorting.

#### **10. Statement Printing**

The current system allows the printing of an advance statement with payment and balance information upon guest arrival. Upon check out, the statement printed itemizes any additional unit(s) or item(s) added to the reservation during the stay, reflects any payment(s) made, and provides an updated balance.

When a Group Event reservation is made, the statement that is printed requests a deposit (25% of the total for the event). Upon receipt of a payment, it is posted to Group Accounts Receivable, and an updated statement is printed, reflecting the payment and the new balance. Each unit and item included as part of the event is itemized and reflected on the final statement, which is sent to the group representative after the event has occurred.

#### **11. HelpDesk**

The current contractor provides a HelpDesk to resolve current system-related problems at no additional cost, with no limit on the number of calls that can be placed by NGPC staff to the HelpDesk. HelpDesk support is available at an 800 telephone number from 9 a.m. to 6 p.m. CT 7 days a week throughout the year.

The HelpDesk number is available for year round coverage, 7 days per week, 24 hours per day for reporting problems. Call forwarding to HelpDesk staff is used during the off hours (outside the hours listed above). The HelpDesk functions to solve problems and maintains a log of all calls reporting problems or requesting assistance, documenting the problems and what actions were taken to correct the issues. The log is made available to NGPC upon request.

#### **12. Technical**

##### **Servers**

The current system is web-based and runs on multiple servers in order to provide minimal down time. When one (1) server is down or experiencing problems, another mirrored server takes over processing seamlessly, with the transition between servers undetectable to all park staff and website customers.

##### **Hardware**

NGPC provides personal computers and document printers at the park offices and call center. The current contractor provides eight (8) each of thermal printers, cash drawers, credit card swipes, and bar code scanners annually.

##### **Internet Connectivity**

NGPC is responsible for internet connectivity at the park offices and the NGPC's administrative offices, including the call center.

#### Browser Compatibility

The current system is accessible using Microsoft Internet Explorer and Firefox.

#### Website

NGPC's reservations website can be accessed directly by the public. The web page is dedicated to the NGPC Nebraska State Parks and does not contain any non-NGPC advertising. Changes in the design of the web page receive prior NGPC approval and are coordinated through the NGPC Project Manager. The current system provides links to NGPC web pages.

#### Data

The current contractor is responsible for storing, and for the safe keeping of, all data on a central database and for maintaining a full backup copy of the production database. for five years and keeping it accessible to NGPC. The current contractor is responsible for maintaining and storing all data

#### Two Environments

The current system includes a test environment as well as a production environment. The test environment is available for current contractor's staff to test enhancements, and correct deficiencies before new code is moved to the environment.

The test environment is available at all times for training purposes. This test database is synchronized with the production database at least quarterly. The test environment is completely separate from the production environment.

#### Updates

The current system is updated, enhanced and modified in response to technological advances and requests for additional features from NGPC

**ATTACHMENT B  
COST PROPOSAL  
RFP Number 5093Z1**

The State, for the purposes of figuring cost, will use the quantities shown below, based on park data from 2014, in order to equitably compare pricing. The Nebraska Game and Parks Commission (NGPC) will pay the contractor a transaction fee for the actual number of reservations, changes, and cancellations for each term of the contract period.

Bidders shall provide their proposed transaction fees below. The fees must be based on a per reservation/change/cancel basis, with no fee for registrations made at the Park Office without an advance reservation. The fees must be guaranteed for the initial five (5) year contract period. At renewal time, rates may increase by no more than 3%.

FIRM: \_\_\_\_\_

Reservation/Change/Cancel Transaction Fee	Estimated Reservation Quantity Per Year	Initial Contract Period Transaction Fee	Total Cost Per Year
Make a reservation at the Call Center	3,503	\$	\$
Make a reservation on the Internet	32,525	\$	\$
Make a reservation at the Park Office	13,364	\$	\$
Make a change to a reservation *	4,878*	\$	\$
Cancel a reservation *	3,946*	\$	\$
Registration made at Park Office	56,022	No Charge	No Charge
<b>Total Cost</b>			\$

- Figures for changes and cancellations are for the period April 2014 through February 2015.

Reservation/Change/Cancel Transaction Fee	Optional Renewal Year One Transaction Fee	Optional Renewal Year Two Transaction Fee	Optional Renewal Year Three Transaction Fee
Make a reservation at the Call Center	\$	\$	\$
Make a reservation on the Internet	\$	\$	\$
Make a reservation at the Park Office	\$	\$	\$
Make a change to a reservation *	\$	\$	\$
Cancel a reservation *	\$	\$	\$
Registration made at Park Office	No Charge	No Charge	No Charge

## Optional Hardware Costs

The bidder should provide costs for any additional supplemental or specialized hardware/equipment that NGPC might need to purchase if more than eight (8) are needed annually. Please provide a list of the supplemental or specialized hardware needed, including cost per item. At renewal time, rates may increase by no more than 3%.

Supplemental or Specialized Hardware/Equipment Pricing Spreadsheet	Specification (if applicable)	Initial Contract Period Cost per unit	Optional Renewal Year One Cost per Unit	Optional Renewal Year Two Cost per Unit	Optional Renewal Year Three Cost per Unit
Thermal Receipt Printer		\$	\$	\$	\$
Cash Drawer		\$	\$	\$	\$
Credit Card Swipe		\$	\$	\$	\$
Bar Code Scanner		\$	\$	\$	\$
Other (specify)		\$	\$	\$	\$

## Optional Service Cost

Provide the hourly rate for additional consulting services for new time and materials projects that fall within the scope of this RFP that might be requested by the Commission. There is no guarantee regarding the number of hours that might be used.

The bidder must list each role/title and provide an hourly rate. All travel expenses must be included in the rate. These rates are fixed for the initial term of the contract. At renewal time, rates may increase by no more than 3%.

Pricing Spreadsheet for Additional Services		Initial Contract Period Hourly Rate	Optional Renewal Year One Hourly Rate	Optional Renewal Year Two Hourly Rate	Optional Renewal Year Three Hourly Rate
Role/Title					
1.		\$	\$	\$	\$
2.		\$	\$	\$	\$
3.		\$	\$	\$	\$
4.		\$	\$	\$	\$
5.		\$	\$	\$	\$
6.		\$	\$	\$	\$
7.		\$	\$	\$	\$

**FIRM:** \_\_\_\_\_

## Attachment A

### Requirements Traceability Matrix (RTM) Request for Proposal Number 5093Z1

Each of the items in the Detailed Technical Requirement Matrix in the table below requires a response of one of the following options: “Yes”, “Customization Required”, “No”, and “Alternate”. Bidders must respond to the Detailed Requirements Matrix 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 and the effort required to achieve that compliance. 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 technical solution from other bidders’ solutions. Explain each response and describe how the proposed solution meets each requirement, providing at least the current features and processes as described in Appendix A - Current Features and Processes, and enhances or improves on the current system.**

Only one box may be checked per requirement. If Oral Interviews/Presentations and/or Demonstrations are requested, you 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. All proposals meeting the mandatory requirements set forth in Section II.N will be evaluated and scored by the evaluation committee.
Alternate	The “Alternate” option is appropriate when a requirement can be met through a separate module or if the module is not included in the fixed price cost proposal. In such a case, it is recommended that the bidder note this in the cost on the Optional Cost Proposal.

<b>General Statement of Requirements</b>					
<p>NGPC intends to award to a single contractor to provide, operate, and support a customized website and State Park Reservation System that accepts and processes reservations and registrations in real-time and provides cutting edge technology that is easy to understand and provides guest reservation history. The system should provide an integrated event planning module, an integrated Accounts Receivable/Accounts Payable module which generates transaction files, and an integrated Sales) module, which allows for offline cash and check sales. The system should be able to create various reports and to provide features that allow easy promotion of park use and activities.</p>					
<b>RTM #</b>	<b>System Architecture</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
RTM-1	Bidder should provide a high-level description (and optional diagram) of their proposed system to provide a centralized web-based reservation/registration, group event planning, sales, and revenue management system (State Park Reservation System) as described in Section IV. D. Scope of Work of the RFP.				
Bidder Response:					

<b>Project Requirements</b>					
The awarded contractor must, at a minimum, continue to provide the current services to customers and NGPC staff as detailed in Appendix A - Current Features and Processes and improve on the current system to enhance productivity and efficiency.					
<b>RTM #</b>	<b>Reservation and Registration Processing</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
RTM-2	Bidder should describe, and provide screen shots to show, the structure, functions, and processes of their Reservation module (including current features as outlined in Appendix A, items 1 through 4), to allow:				
	• search for, description and availability of, reservable units,				
	• display information about each park and its activities,				
	• reservation of available units, while enforcing business rules (as described in Appendix B),				
	• registration of walk-in guests for available units,				
	• creation and/or updating of a guest or group profile, including red flag alerts,				
	• planning of a group event, to include making the associated reservations and tracking of individual occupants,				
	• changes to, or cancellation of, a reservation, including separation of a unit from a Group Event and transfer to an individual reservation,				
	• handling of payments or invoicing for reservations,				
	• updating units as reserved when reservations are made,				
	• generation of a confirmation for a new, modified, or cancelled reservation, or a financial transaction,				
	• generation of a guest registration form, and				
• retention and display of historical reservation and profile information.					
	• Bidder should describe how their system improves on the current system to enhance productivity and efficiency.				
Bidder Response:					



RTM #	Sales Processing	Yes	Customization Required	No	Alternate
RTM-3	Bidder should describe, and provide screen shots to show, their Sales module's:				
	• features and processes, to include the features of the current system as described in Appendix A, item 5,				
	• display of merchandise items by sales channel,				
	• processing of tips collected from customers,				
	• handling of discounts,				
	• ability to group items to sell as a package,				
	• integration with the Reservation module, and				
	• offline functioning.				
Bidder Response:					

RTM #	Application Security and Administrative Functions	Yes	Customization Required	No	Alternate
RTM-4	<p>Bidder should describe, and provide screen shots to show:</p> <ul style="list-style-type: none"> <li>• the administrative functions and processes of their system, to include allowing the NGPC Project Manager to: <ul style="list-style-type: none"> <li>a. define role profiles to designate specific permissions for park staff member access,</li> <li>b. configure: <ul style="list-style-type: none"> <li>i. which screens are visible to staff based on role profile,</li> <li>ii. who can update inventory photos based on role profile,</li> <li>iii. which fields can be modified, based on role profile;</li> </ul> </li> <li>c. set business rules for each of the channels used to make or modify a reservation,</li> <li>d. designate reservable units in each park area, and</li> <li>e. add, modify, and remove merchandise items.</li> </ul> </li> </ul>				

	<ul style="list-style-type: none"> <li>• their system's application security features and levels, and</li> </ul>				
	<ul style="list-style-type: none"> <li>• their system's retention of records of user actions.</li> </ul>				
Bidder Response:					

RTM #	Financial	Yes	Customization Required	No	Alternate
RTM-5	Bidder should describe how their Revenue Management module <ul style="list-style-type: none"> <li>• handles billing a guest for charges incurred during their stay and billing a group for charges incurred during a group event, including merchandise items,.</li> </ul>				
	<ul style="list-style-type: none"> <li>• can be set up to provide the same accounting breakdown of revenue as the current system and complies with Generally Accepted Accounting Principles (GAAP),</li> </ul>				
	<ul style="list-style-type: none"> <li>• provides ad hoc reporting capability,</li> </ul>				
	<ul style="list-style-type: none"> <li>• provides adequate security, internal controls, and management reporting to assure that revenue transactions and reservation data are processed accurately, consistently, and in a timely manner, and</li> </ul>				
	<ul style="list-style-type: none"> <li>• provides for maintenance and storage of financial data.</li> </ul>				
Bidder Response:					
RTM-6	Bidder should describe, and provide examples of, their: <ul style="list-style-type: none"> <li>• audit trails,</li> </ul>				
	<ul style="list-style-type: none"> <li>• reconciliation reporting,</li> </ul>				
	<ul style="list-style-type: none"> <li>• ability to trace a guest's payment back to the original transaction, and</li> </ul>				

	<ul style="list-style-type: none"> <li>ability to provide specific details of the transaction.</li> </ul>				
Bidder Response:					
RTM-7	Bidder should describe, and provide screen shots showing, their process to create merchandise items.				
Bidder Response:					

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
RTM-8	Bidder should describe their <ul style="list-style-type: none"> <li>ability to accept and categorize payments by all means that are accepted by NGPC as specified in Section IV.E.5.,</li> </ul>				
	<ul style="list-style-type: none"> <li>compliance with Payment Card Industry's Data Security Standards ("PCI DSS"), and bidder should provide their most recent verification of compliance, and</li> </ul>				
	<ul style="list-style-type: none"> <li>ability to integrate with the State of Nebraska's current Merchant Credit Card Processing Service.</li> </ul>				
Bidder Response:					
RTM-9	Bidder should describe, and provide examples of, <ul style="list-style-type: none"> <li>their accounts receivable (AR) transactions and statements, including demonstration of features detailed in Appendix A, item 8.c.,</li> </ul>				
	<ul style="list-style-type: none"> <li>acceptance and appropriate handling of advance deposits for group events, including demonstration of features detailed in</li> </ul>				

RTM #	Payment and Credit Card Processing	Yes	Customization Required	No	Alternate
	Appendix A, item 8.d., and				
	<ul style="list-style-type: none"> <li>recalculation of the group's account balance when a unit that is part of a group event is separated from the group event and transferred to an individual reservation.</li> </ul>				
Bidder Response:					
RTM-10	Bidder should describe, and provide screen shots of,				
	<ul style="list-style-type: none"> <li>their accounts payable (AP) transactions and statements, and</li> <li>their process for the creation of a voucher or issuing a refund for a remaining credit on an account after a stay.</li> </ul>				
Bidder Response:					

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
RTM-11	Bidder should describe their ability to provide reports (see detail in Appendix C), to include:				
	<ul style="list-style-type: none"> <li>online availability and on screen manipulation,</li> <li>acceptance and use of date and location parameters,</li> <li>ad hoc reporting capability,</li> <li>sorting,</li> <li>exporting,</li> <li>accounting/revenue breakdown, and</li> <li>properly formatted printing.</li> </ul>				
	Bidder should provide samples that show the formats of the following major reports (at minimum):				
	<ul style="list-style-type: none"> <li>Daily Arrival Report</li> <li>Departure Report</li> <li>Credit Card Payment Detail</li> </ul>				

RTM #	Reports and Statements	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> <li>• Park Revenue Report</li> <li>• Park Revenue Detail Report</li> <li>• Financial Session Summary</li> <li>• Financial Session Detail</li> <li>• Group Functions Summary Report</li> <li>• Group Functions History Report</li> </ul>				
Bidder Response:					
RTM-12	Bidder should describe their ability to provide, and timing of, invoices and billing statements. Bidder should provide samples of formatted invoices and statements.				
Bidder Response:					

<b>Technical Requirements</b>					
The awarded contractor must meet the technical specifications as described in Section IV.F. of the RFP..					
<b>RTM #</b>	<b>Technical</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
RTM-13	Bidder should describe their Business Continuity and Disaster Recovery Plan, which should include <ul style="list-style-type: none"> <li>• provision of 2 sites with Tier IV classification, and</li> </ul>				
	<ul style="list-style-type: none"> <li>• a quarterly test of backup, failover, and disaster recovery procedures.</li> </ul>				
Bidder Response:					
RTM-14	Bidder should <ul style="list-style-type: none"> <li>• acknowledge that NGPC is, and will remain, the owner of all data maintained on the database,</li> </ul>				
	<ul style="list-style-type: none"> <li>• describe their ability and plan to retain data for seven (7) years and maintain its accessibility to NGPC,</li> </ul>				
	<ul style="list-style-type: none"> <li>• describe how Personal Identifying Information (PII) is protected – without compromising bidder’s security schema, and</li> </ul>				
	<ul style="list-style-type: none"> <li>• provide a high level data recovery plan emphasizing data and system recovery timeline.</li> </ul>				
Bidder Response:					
RTM-15	Bidder should describe their data storage, replication, and backup services, which <ul style="list-style-type: none"> <li>• must be located in the United States and</li> </ul>				
	<ul style="list-style-type: none"> <li>• should use leading technologies, to include a high-speed SAN fabric, SFTP server, and at least monthly backup of all databases.</li> </ul>				

Bidder Response:

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
RTM-16	<p>Bidder should describe, and provide a diagram of, the architecture of their hosted environment, to include:</p> <ul style="list-style-type: none"> <li>• 3 separate environments - development, CAT, and production;</li> <li>• software and hardware components,</li> <li>• integration with Nebraska Directory Services (NDS),</li> <li>• website, and</li> <li>• browser compatibility.</li> </ul> <p>Bidder should include a list of additional software (e.g., Adobe Reader software plugins) and supplemental/specialized hardware required to use their system.</p>				
Bidder Response:					
RTM-17	<p>Bidder should describe their maintenance plan, including scheduling, for updating, enhancing, and modifying their system in response to technological advances and the need for additional features to improve efficiency and ability to meet the public's and NGPC's demands, including description of how they monitor availability of upgrades offered by the hardware and software vendors.</p>				
Bidder Response:					
RTM-18	<p>Bidder should describe their security safeguards for protection of the confidentiality, integrity, availability, and privacy of information collected, stored, and used, addressing server security, access</p>				

RTM #	Technical (cont.)	Yes	Customization Required	No	Alternate
	control, and compliance with NITC's Information Security Policy.				
Bidder Response:					
RTM-19	Bidder should describe their ability to maintain performance standards as outlined in Section III.DD.				
Bidder Response:					

<b>Escrow Requirements:</b>					
The Contractor shall include evidence to the State of continued payment of the escrow fees and/or evidence of the ongoing existence of such escrow relationship (or alternate arrangement)					
RTM #	Escrow	Yes	Customization Required	No	Alternate
RTM-20	<p>Bidder should describe their escrow arrangement (or a similar alternate plan/arrangement, e.g., to keep a copy of all items on-site at State, with a key provided by the contractor for access to items) for monthly deposit of a copy of all items that are necessary for the operation and support of the State Park Reservation System. The escrow agreement should include direction to the escrow agent to release all escrowed items to NGPC at termination of the contract. Escrow items should include, at a minimum, the following:</p> <ul style="list-style-type: none"> <li>• the software source code and executables,</li> <li>• a list of Third Party Software used, and how it is used</li> <li>• documentation for the source code,</li> <li>• software architecture and design documentation,</li> <li>• diagram of network design and hardware configuration,</li> <li>• entity relationship and table and field definitions of the database,</li> <li>• all State Park Reservation System documentation,</li> <li>• all current and valid passwords and encryption keys, and</li> </ul>				



<b>Escrow Requirements:</b>					
The Contractor shall include evidence to the State of continued payment of the escrow fees and/or evidence of the ongoing existence of such escrow relationship (or alternate arrangement)					
<b>RTM #</b>	<b>Escrow</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
	• any other necessary or useful documentation.				
Bidder Response:					

<b>Project Planning and Management:</b>					
The contractor must assign a Project Manager who has been involved in the implementation of systems similar to the proposed system and shall provide a full Project Management Plan within ten (10) business days after the contract is awarded for review by, and discussion with, NGPC.					
<b>RTM #</b>	<b>Project Planning and Management</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
RTM-21	Bidder should provide an Initial Project Plan, which includes				
	• a design of the proposed system,				
	• development schedule and staff,				
	• coordination/communication with the NGPC Project Manager, and				
	• installation logistics and schedule.				
Bidder Response:					
RTM-22	Bidder should describe their Data Migration/Conversion Plan, to include:				
	• approach and timing of data mapping and				
	• approach and strategy for migration of database information to the contractor's system.				

<b>Project Planning and Management:</b>					
The contractor must assign a Project Manager who has been involved in the implementation of systems similar to the proposed system and shall provide a full Project Management Plan within ten (10) business days after the contract is awarded for review by, and discussion with, NGPC.					
<b>RTM #</b>	<b>Project Planning and Management</b>	<b>Yes</b>	<b>Customization Required</b>	<b>No</b>	<b>Alternate</b>
Bidder Response:					
RTM-23	Bidder should provide a Test Plan which includes:				
	• unit testing,				
	• user acceptance testing,				
	• system performance testing, and				
	• a methodology for correcting problems identified during implementation/testing.				
Bidder Response:					

RTM #	Project Planning and Management (cont.)	Yes	Customization Required	No	Alternate
RTM-24	Bidder should describe their approach to Risk Assessment and Management.				
Bidder Response:					
RTM-25	Bidder should describe a Cut Over and Go Live Plan, with a list of specific functional and technical activities required for a successful implementation (i.e., to ensure a seamless transition and installation at all State Park facilities at the same time).				
Bidder Response:					
RTM-26	Bidder should describe an Ongoing Support Plan for <ul style="list-style-type: none"> <li>post-implementation handling of problems and change requests and</li> </ul>				
	<ul style="list-style-type: none"> <li>HelpDesk support, to describe the location, hours, and services of their HelpDesk, to include logging calls and tracking problems.</li> </ul>				
Bidder Response:					

RTM #	Training	Yes	Customization Required	No	Alternate
RTM-27	Bidder should provide a Training Plan, including schedule, which includes: <ul style="list-style-type: none"> <li>end user training for staff and administrators,</li> </ul>				

RTM #	Training	Yes	Customization Required	No	Alternate
	<ul style="list-style-type: none"> <li>• technical training and documentation,</li> </ul>				
	<ul style="list-style-type: none"> <li>• provision of a User Manual, and</li> </ul>				
	<ul style="list-style-type: none"> <li>• additional training for the NGPC Project Manager and designee when services are enhanced or modified.</li> </ul>				
Bidder Response:					

RTM #	Transition and End of Contract	Yes	Customization Required	No	Alternate
RTM-28	<p>Bidder should provide an initial generic transition plan that can apply at both the beginning of the contract and at the end of the contract to facilitate:</p> <ul style="list-style-type: none"> <li>• transfer of all knowledge necessary to operate all State Park Reservation System services;</li> <li>• documentation of all necessary support processes, procedures, functions, and staffing requirements; and</li> <li>• collaboration to effect an orderly transition of operational control.</li> </ul> <p>As much as possible, this initial plan should include items listed in Section IV.L.2.</p>				
Bidder Response:					
RTM-29	<p>Bidder should describe the provisions it would plan to undertake to assure that the State Park Reservation System remains operational during the transition to a new contractor, with agreement to:</p> <ul style="list-style-type: none"> <li>• continue to operate under this agreement as Project Manager for a period of up to 12 months,</li> <li>• make an orderly transition of the services defined in this RFP, and</li> <li>• continue under the same fee arrangement for those revenue generating services which the current contractor continues to host and other services it performs during the transition period.</li> </ul>				
Bidder Response:					

**State of Nebraska (State Purchasing Bureau)**  
**REQUEST FOR PROPOSAL FOR**  
**CONTRACTUAL SERVICES FORM**

RETURN TO:  
State Purchasing Bureau  
1526 K Street, Suite 130  
Lincoln, Nebraska 68508  
Phone: 402-471-6500  
Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
<b>RFP 5093Z1</b>	<b>August 13, 2015</b>
OPENING DATE AND TIME	PROCUREMENT CONTACT
<b>September 14, 2015 2:00 p.m. Central Time</b>	<b>Nancy Storant/Connie Heinrichs</b>

This form is part of the specification package and must be signed in ink and returned, along with proposal documents, by the opening date and time specified.

**PLEASE READ CAREFULLY!**

**SCOPE OF SERVICE**

The State of Nebraska, Administrative Services (AS), Materiel Division, State Purchasing Bureau, is issuing this Request for Proposal, RFP Number 5093Z1 for the purpose of selecting a qualified contractor to provide a statewide, web-based State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System.

Written questions are due no later than August 25, 2015, and should be submitted via e-mail to [as.materielpurchasing@nebraska.gov](mailto:as.materielpurchasing@nebraska.gov). Written questions may also be sent by facsimile to (402) 471-2089.

Bidder should submit one (1) original of the entire proposal. Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE REQUIREMENTS OUTLINED IN THIS REQUEST FOR PROPOSAL TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed proposals must be received in State Purchasing Bureau by the date and time of proposal opening per the schedule of events. No late proposals will be accepted. No electronic, e-mail, fax, voice, or telephone proposals will be accepted.
2. This form "REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES" MUST be manually signed, in ink, and returned by the proposal opening date and time along with bidder's proposal and any other requirements as specified in the Request for Proposal in order for a bidder's proposal to be evaluated.
3. It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows:  
<http://das.nebraska.gov/materiel/purchasing.html>
4. It is understood by the parties that in the State of Nebraska's opinion, any limitation on the Contractor's liability is unconstitutional under the Nebraska State Constitution, Article XIII, Section 3, and that any limitation of liability shall not be binding on the State of Nebraska despite inclusion of such language in documents supplied with the Contractor's bid or in the final contract.

**IMPORTANT NOTICE:** Pursuant to Neb. Rev. Stat. §84-602.02, all State contracts in effect as of January 1, 2014 will be posted to a public website beginning July 1, 2014. All information not specifically excluded by State Law **WILL BE POSTED FOR PUBLIC VIEWING**.

Contractor hereby grants permission to the State of Nebraska and/or its agencies to reprint or republish any and all copyrighted documents related to Contractor's response to this Request for Proposal, and any and all figures, illustrations, photographs, charts, and other supplementary material

on a website accessible by the public pursuant to Neb. Rev. Stat. §84-602.02. This waiver does not apply to proprietary information properly submitted in a separate sealed, package clearly marked "Proprietary."

Contractor represents and warrants that the contents of this response to Request for Proposal and all figures, illustrations, photographs, charts, and other supplementary material herein are original and do not libel anyone or infringe upon any patent, copyright, proprietary right, or any other right whatsoever of any other party. Contractor represents and warrants that Contractor has full power and authority to execute this Copyright Release and to grant the State of Nebraska and/or its agencies the right granted herein.

Contractor agrees to indemnify, defend, and hold harmless the State of Nebraska and/or its agencies against any and all claims, suits, and/or judgments, including costs, expenses, damages, and reasonable legal fees based upon and arising from Contractor's violation of the rights of others and/or by reason of a breach of any of the foregoing warranties.

### **BIDDER MUST COMPLETE THE FOLLOWING**

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions unless otherwise agreed to (see Section III) and certifies that bidder maintains a drug free work place environment.

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 RFP.

\_\_\_\_\_ 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.

FIRM: \_\_\_\_\_

COMPLETE ADDRESS: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_ FAX NUMBER: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

TYPED NAME & TITLE OF SIGNER: \_\_\_\_\_

# TABLE OF CONTENTS

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM .....	i
TABLE OF CONTENTS .....	iii
GLOSSARY OF TERMS .....	vi
<b>I. SCOPE OF THE REQUEST FOR PROPOSAL .....</b>	<b>1</b>
<b>A. SCHEDULE OF EVENTS .....</b>	<b>1</b>
<b>II. PROCUREMENT PROCEDURES .....</b>	<b>2</b>
<b>A. PROCURING OFFICE AND CONTACT PERSON .....</b>	<b>2</b>
<b>B. GENERAL INFORMATION .....</b>	<b>2</b>
<b>C. CUSTOMER SERVICE .....</b>	<b>2</b>
<b>D. COMMUNICATION WITH STATE STAFF AND EVALUATORS .....</b>	<b>2</b>
<b>E. WRITTEN QUESTIONS AND ANSWERS .....</b>	<b>3</b>
<b>F. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS .....</b>	<b>3</b>
<b>G. SUBMISSION OF PROPOSALS .....</b>	<b>4</b>
<b>H. PROPOSAL OPENING .....</b>	<b>5</b>
<b>I. LATE PROPOSALS .....</b>	<b>5</b>
<b>J. REJECTION OF PROPOSALS .....</b>	<b>5</b>
<b>K. EVALUATION OF PROPOSALS .....</b>	<b>5</b>
<b>L. EVALUATION COMMITTEE .....</b>	<b>6</b>
<b>M. MANDATORY REQUIREMENTS .....</b>	<b>7</b>
<b>N. REFERENCE CHECKS .....</b>	<b>7</b>
<b>O. SECRETARY OF STATE/TAX COMMISSIONER REGISTRATION REQUIREMENTS .....</b>	<b>7</b>
<b>P. VIOLATION OF TERMS AND CONDITIONS .....</b>	<b>8</b>
<b>III. TERMS AND CONDITIONS .....</b>	<b>9</b>
<b>A. GENERAL .....</b>	<b>9</b>
<b>B. AWARD .....</b>	<b>10</b>
<b>C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION .....</b>	<b>10</b>
<b>D. PERMITS, REGULATIONS, LAWS .....</b>	<b>11</b>
<b>E. OWNERSHIP OF INFORMATION AND DATA .....</b>	<b>11</b>
<b>F. INSURANCE REQUIREMENTS .....</b>	<b>11</b>
<b>G. COOPERATION WITH OTHER CONTRACTORS .....</b>	<b>14</b>
<b>H. INDEPENDENT CONTRACTOR .....</b>	<b>14</b>
<b>I. CONTRACTOR RESPONSIBILITY .....</b>	<b>14</b>
<b>J. CONTRACTOR PERSONNEL .....</b>	<b>15</b>
<b>K. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION .....</b>	<b>16</b>
<b>L. CONFLICT OF INTEREST .....</b>	<b>16</b>
<b>M. PROPOSAL PREPARATION COSTS .....</b>	<b>16</b>
<b>N. ERRORS AND OMISSIONS .....</b>	<b>17</b>
<b>O. BEGINNING OF WORK .....</b>	<b>17</b>
<b>P. ASSIGNMENT BY THE STATE .....</b>	<b>17</b>
<b>Q. ASSIGNMENT BY THE CONTRACTOR .....</b>	<b>17</b>



R.	DEVIATIONS FROM THE REQUEST FOR PROPOSAL .....	18
S.	GOVERNING LAW .....	18
T.	ATTORNEY'S FEES .....	18
U.	ADVERTISING .....	19
V.	STATE PROPERTY .....	19
W.	SITE RULES AND REGULATIONS.....	19
X.	NOTIFICATION .....	20
Y.	EARLY TERMINATION .....	21
Z.	FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS .....	22
AA.	BREACH BY CONTRACTOR.....	22
BB.	ASSURANCES BEFORE BREACH .....	23
CC.	ADMINISTRATION – CONTRACT TERMINATION .....	23
DD.	PENALTY .....	23
EE.	FORCE MAJEURE.....	25
FF.	PROHIBITION AGAINST ADVANCE PAYMENT .....	25
GG.	PAYMENT .....	25
HH.	INVOICES .....	26
II.	RIGHT TO AUDIT.....	26
JJ.	TAXES .....	27
KK.	INSPECTION AND APPROVAL .....	28
LL.	CHANGES IN SCOPE/CHANGE ORDERS .....	28
MM.	SEVERABILITY .....	28
NN.	CONFIDENTIALITY.....	29
OO.	PROPRIETARY INFORMATION .....	29
PP.	CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING .....	30
QQ.	STATEMENT OF NON-COLLUSION .....	30
RR.	PRICES.....	31
SS.	BEST AND FINAL OFFER .....	31
TT.	ETHICS IN PUBLIC CONTRACTING.....	32
UU.	INDEMNIFICATION.....	32
VV.	NEBRASKA TECHNOLOGY ACCESS STANDARDS.....	33
WW.	ANTITRUST .....	34
XX.	DISASTER RECOVERY/BACK UP PLAN.....	34
YY.	TIME IS OF THE ESSENCE .....	34
ZZ.	RECYCLING .....	34
AAA.	DRUG POLICY.....	35
BBB.	EMPLOYEE WORK ELIGIBILITY STATUS.....	35
CCC.	CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY.....	36
DDD.	POLITICAL SUB-DIVISIONS.....	36
EEE.	OFFICE OF PUBLIC COUNSEL .....	37
FFF.	LONG-TERM CARE OMBUDSMAN.....	37
GGG.	LICENSE/SERVICE OR OTHER AGREEMENTS .....	37
<b>IV.</b>	<b>PROJECT DESCRIPTION AND SCOPE OF WORK.....</b>	<b>38</b>
A.	PROJECT OVERVIEW .....	38
B.	NGPC.....	38
C.	CURRENT OPERATING ENVIRONMENT .....	39
D.	SCOPE OF WORK.....	40

E.	PROJECT REQUIREMENTS .....	40
F.	TECHNICAL REQUIREMENTS.....	43
G.	ESCROW .....	47
H.	PROJECT PLANNING AND MANAGEMENT .....	47
I.	PERFORM IMPLEMENTATION .....	49
J.	PROVIDE POST IMPLEMENTATION SUPPORT .....	49
K.	TRAINING REQUIREMENTS.....	50
L.	TRANSITION PLAN REQUIREMENTS .....	51
M.	END OF CONTRACT PROVISIONS .....	52
<b>V.</b>	<b>PROPOSAL INSTRUCTIONS .....</b>	<b>54</b>
A.	TECHNICAL PROPOSAL SUBMISSION .....	54
B.	COST PROPOSAL REQUIREMENTS .....	57
C.	PAYMENT SCHEDULE.....	58
	<b>Form A Bidder Contact Sheet.....</b>	<b>59</b>

## GLOSSARY OF TERMS

**Acceptance Test Procedure:** Benchmarks and other performance criteria, developed by the State of Nebraska or other sources of testing standards, for measuring the effectiveness of products or services and the means used for testing such performance.

**Account Number:** The account number is the combination of a fund identifier, business unit code, object code, subsidiary code, subledger type, and subledger code. Each business unit is tied to one fund. A fund can be tied to multiple business units.

**Addendum:** Something to be added or deleted to an existing document; a supplement.

**Agency:** Any state agency, board, or commission other than the University of Nebraska, the Nebraska State colleges, the courts, the Legislature, or any other office or agency established by the Constitution of Nebraska.

**Agent/Representative:** A person authorized to act on behalf of another.

**Amend:** To alter or change by adding, subtracting, or substituting.

**Amendment:** A written correction or alteration to a document.

**Appropriation:** Legislative authorization to expend public funds for a specific purpose. Money set apart for a specific use.

**ARO:** After Receipt of Order

**Authentication:** The process of uniquely identifying an individual. Authentication ensures that the individual is who he or she claims to be, but says nothing about the access rights of the individual.

**Authorization:** The process of giving individuals access to system objects based on their identity which allows them to add, update, delete or view information for a web application.

**Award:** All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State.

**Best and Final Offer (BAFO):** In a competitive bid, the final offer submitted which contains the bidder's (vendor's) most favorable terms for price.

**Bid/Proposal:** The offer submitted by a vendor in a response to written solicitation.

**Bid Bond:** An insurance agreement, accompanied by a monetary commitment, by which a third party (the surety) accepts liability and guarantees that the vendor will not withdraw the bid.

**Bidder:** A vendor who submits an offer bid in response to a written solicitation.

**Business:** Any corporation, partnership, individual, sole proprietorship, joint-stock company, joint venture, or any other private legal entity.

**Business Day:** Any weekday, except State-recognized holidays.

**Business Rules:** The policies and procedures determined by the Nebraska Game and Park Commission (NGPC) that are necessary to administer reservations on a fair and equal basis for guests, and to provide direction to contractor while conducting reservation business for NGPC. Business rules are subject to change at the discretion of NGPC to enhance the administration of a centralized campground reservation system.

**Business Unit Code:** An alphanumeric code (consisting of 12 characters) that is unique to each entity within the State and is used to track costs.

**Calendar Day:** Every day shown on the calendar including Saturdays, Sundays, and State/Federal holidays.

**Calendar Year:** The one (1) year period beginning January 1<sup>st</sup> and ending December 31<sup>st</sup>.

**Camping Limit:** A fourteen (14) day limit in any consecutive 30-day period at one (1) State Park facility.

**Cancellation:** To call off or revoke a purchase order without expectation of conducting or performing it at a later time.

**Change Fee:** The fee charged to process a reservation change.

**Channel:** In this RFP, channel refers to the source of a reservation. Reservations can be made through the call center, via the internet, or at a park office.

**Collusion:** An agreement or cooperation between two or more persons or entities to accomplish a fraudulent, deceitful, or unlawful purpose.

**Commodities:** Any equipment, material, supply or goods; anything movable or tangible that is provided or sold.

**Commodities Description:** Detailed descriptions of the items to be purchased; may include information necessary to obtain the desired quality, type, color, size, shape, or special characteristics necessary to perform the work intended to produce the desired results.

**Competition:** The effort or action of two or more commercial interests to obtain the same business from third parties.

**Confidential Information:** Unless otherwise defined below, "Confidential Information" shall also mean proprietary trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Nebraska Attorney General Opinions 92068 and 97033, proof that information is proprietary requires identification of specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive.

**Confirmed Reservation:** A reservation is confirmed when a payment on that reservation has been received.

**Contract:** An agreement between two or more parties creating obligations that are enforceable or otherwise recognizable at law; the writing that sets forth such an agreement.

**Contract Administration:** The management of the contract which includes and is not limited to; contract signing, contract amendments and any necessary legal actions.

**Contract Management:** The management of day to day activities at the agency which includes and is not limited to ensuring deliverables are received, specifications are met, handling meetings and making payments to the Contractor.

**Contract Period:** The duration of the contract.

**Contractor:** Any individual or entity having a contract to furnish commodities or services.

**Cooperative Purchasing:** The combining of requirements of two or more political entities to obtain advantages of volume purchases, reduction in administrative expenses or other public benefits.

**Copyright:** A property right in an original work of authorship fixed in any tangible medium of expression, giving the holder the exclusive right to reproduce, adapt and distribute the work.

**CPU:** Any computer or computer system that is used by the State to store, process, or retrieve data or perform other functions using Operating Systems and applications software.

**Critical Program Error:** Any Program Error, whether or not known to the State, which prohibits or significantly impairs use of the Licensed Software as set forth in the documentation and intended in the contract.

**Customer Service:** The process of ensuring customer satisfaction by providing assistance and advice on those products or services provided by the Contractor.

**Cutoff:** The number of days prior to arrival that a guest is allowed to make a reservation. After the cutoff date, the unit becomes available on a first-come, first-serve basis.

**Designated Campsite:** A campsite that is identified by a numbered post.

**Default:** The omission or failure to perform a contractual duty.

**Deviation:** Any proposed change(s) or alteration(s) to either the terms and conditions or deliverables within the scope of the written solicitation or contract.

**Double Booking:** The booking of a unit by more than one (1) party for the same date, to include any portion of a reservation stay with overlapping days, whether or not the reservations were made through the call center, via the reservation website, or at a park office.

**Evaluation:** The process of examining an offer after opening to determine the vendor's responsibility, responsiveness to requirements, and to ascertain other characteristics of the offer that relate to determination of the successful award.

**Evaluation Committee:** Committee(s) appointed by the requesting agency that advises and assists the procuring office in the evaluation of bids/proposals (offers made in response to written solicitations).

**Extension:** Continuance of a contract for a specified duration upon the agreement of the parties beyond the original Contract Period. Not to be confused with "Renewal Period".

**First-Come, First-Serve:** Registration of walk-in guests for immediate stay at, or use of, campsites, cabins, lodge rooms, horse stalls, picnic shelters, and meeting rooms that are not occupied either due to no reservation for the unit by the cutoff date or the campsite is identified as non-reservable. No reservation fee is charged to the guest.

**Fiscal Year:** July 1 through the following June 30.

**Free on Board (F.O.B.) Destination:** The delivery charges are included in the quoted price and prepaid by the vendor. Vendor is responsible for all claims associated with damages during delivery of product.

**Free on Board (F.O.B.) Point of Origin:** The delivery charges are not included in the quoted price and are the responsibility of the agency. Agency is responsible for all claims associated with damages during delivery of product.

**Front Desk:** The main component of the State Park Reservation System used by park staff to begin a reservation for an individual customer.

**Foreign Corporation:** A foreign corporation that was organized and chartered under the laws of another state, government, or country.

**Fund Identifier:** An alphanumeric code (consisting of 5 characters) that identifies an independent accounting entity with a self-balancing set of accounts.

**Go Live:** The date, mutually agreed upon between the contractor and NGPC, on which the State Park Reservation System begins accepting and processing reservations for Nebraska.

**Group Event Planning:** The main component of the State Park Reservation System used by park staff to begin a reservation for a group or business.

**Initial Reservation:** The initial contact to reserve a unit (e.g., campsite, cabin, lodge room, meeting room, picnic shelter, horse stall) for a specific period of time in a particular State Park facility. The initial reservation includes the issuance of a reservation number.

**Installation Date:** The date when the procedures described in "Installation by Contractor", and "Installation by State", as found in the RFP, ITB (written solicitation) or contract are completed.

**Internet:** In general, a collection of networks connected to each other using TCP/IP technology. The general public is able to use the internet to access the State Park Reservation System.

**Interruption:** When determining potential penalties for performance failures, interruption is any disruption of full functionality or intermittent outages extending over a two (2) hour period.

**Late Bid/Proposal:** An offer received after the Opening Date and Time.

**Licensed Software Documentation:** The user manuals and any other materials in any form or medium customarily provided by the Contractor to the users of the Licensed Software which will provide the State with sufficient information to operate, diagnose, and maintain the Licensed Software properly, safely, and efficiently.

**LDAP:** LDAP (Lightweight Directory Access Protocol) is an Internet protocol that applications use to look up user information from a server, such as Microsoft Active Directory.

**Lodging:** Cabins and/or lodge rooms.

**Mandatory/Must:** Required, compulsory, or obligatory.

**May:** Discretionary, permitted; used to express possibility.

**Merchandise:** All items available for purchase or use at a park that is not a reservable unit. As used in this RFP, merchandise includes items such as meals, firewood, cribs, roll-away beds, and extra picnic tables.

**Method of Payment:** The following are acceptable forms of payment at the present time. MasterCard, Visa, money orders, personal checks, NGPC bucks, camping coupons, Travelers' checks, NGPC promotional coupons, gift certificates, Inter-Agency Billing Transactions (IBTs), NGPC vouchers, and cash. Reservations made via the internet accept payment by MasterCard or Visa.

**Module (see System):** A collection of routines and data structures that perform a specific function of software.

**Must:** See Shall/Will/Must.

**National Institute for Governmental Purchasing (NIGP):** National Institute of Governmental Purchasing – Source used for assignment of universal commodity codes to goods and services.

**NGPC:** The Nebraska Game and Parks Commission is a unit of State Government in the State of Nebraska.

**NGPC Bucks:** A gift certificate issued by NGPC for a specified value and accepted as payment as indicated on the certificate.

**NGPC Fee:** A fee determined by NGPC and collected as payment to use a campsite, lodge room, cabin, picnic shelter, horse stall, meeting room, activity, etc.

**NGPC Project Manager:** The NGPC staff person assigned to administer the State Park Reservation System and serve as the main point of contact between the contractor and NGPC for administrative issues.

**Non-Reservable Units:** No reservations are allowed for non-reservable units.

**Object code:** An alphanumeric code (consisting of 6 characters) that identifies a cost category within a cost code, such as labor, materials, equipment, and subcontracts. It can further divide a cost category into subcategories.

**Open Market Purchase:** Authorization may be given to an agency to purchase items above direct purchase authority due to the unique nature, price, quantity, location of the using agency, or time limitations by the AS Materiel Division, State Purchasing Bureau.

**Opening Date and Time:** Specified date and time for the public opening of received, labeled, and sealed formal proposals.

**Operating System:** The control program in a computer that provides the interface to the computer hardware and peripheral devices, and the usage and allocation of memory resources, processor resources, input/output resources, and security resources.

**Order ID Number:** A unique number is assigned to each separate financial transaction or amount charged to the guest and associated with a reservation.

**Outsourcing:** The contracting out of a business process which an organization may have previously performed internally or has a new need for, to an independent organization from which the process is purchased back.

**Partial Reservation Cancellation:** When a guest requests to drop one (1) or more nights (e.g. drop last night of a three (3) night stay) of a multiple night reservation.

**Payroll & Financial Center (PFC):** Electronic procurement system of record.

**Performance Bond:** An insurance agreement, accompanied by a monetary commitment, by which a third party (the surety) accepts liability and guarantees that the Contractor fulfills any and all obligations under the contract.

**Platform:** A specific hardware and Operating System combination that is different from other hardware and Operating System combinations to the extent that a different version of the Licensed Software product is required to execute properly in the environment established by such hardware and Operating System combination.

**Pre-Bid/Pre-Proposal Conference:** A meeting scheduled for the purpose of clarifying a written solicitation and related expectations.

**Product:** Something that is distributed commercially for use or consumption and that is usually (1) tangible personal property, (2) the result of fabrication or processing, and (3) an item that has passed through a chain of commercial distribution before ultimate use or consumption.

**Program Error:** Code in Licensed Software which produces unintended results or actions, or which produces results or actions other than those described in the specifications. A program error includes, without limitation, any Critical Program Error.

**Program Set:** The group of programs and products, including the Licensed Software specified in the RFP, plus any additional programs and products licensed by the State under the contract for use by the State.

**Project:** The total scheme, program, or method worked out for the accomplishment of an objective, including all documentation, commodities, and services to be provided under the contract.

**Proposal:** See Bid/Proposal.

**Proprietary Information:** Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, proof that information is proprietary requires identification of specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive.

**Protest/Grievance:** A complaint about a governmental action or decision related to an Invitation to Bid or resultant contract, brought by a vendor who has timely submitted a bid response in connection with the award in question, to AS Materiel Division or another designated agency with the intention of achieving a remedial result.



**Public Proposal Opening:** The process of opening correctly submitted offers at the time and place specified in the written solicitation and in the presence of anyone who wished to attend.

**Recommended Hardware Configuration:** The data processing hardware (including all terminals, auxiliary storage, communication, and other peripheral devices) to the extent utilized by the State as recommended by the Contractor.

**Registration:** Registrations are available by walk-in, without a reservation, for an immediate stay, on a first-come, first-serve basis, at a State Park facility. The guest is not charged a reservation fee to register.

**Release Date:** The date of public release of the written solicitation to seek offers

**Renewal Period:** Optional contract periods subsequent to the original Contract Period for a specified duration with previously agreed to terms and conditions. Not to be confused with Extension.

**Request for Information (RFI):** A general invitation to vendors requesting information for a potential future solicitation. The RFI is typically used as a research and information gathering tool for preparation of a solicitation.

**Request for Proposal (RFP):** A written solicitation utilized for obtaining competitive offers.

**Reservation:** The advance booking (in advance of designated reservation cut-off time) of a reservable unit and/or activity for a contiguous period of time and a commitment to hold the unit for a guest's use.

**Reservation Cancellation:** A cancellation of the entire reservation.

**Reservation Change:** Subsequent to the initial reservation, a guest contacts via telephone to change one (1) or more of the parameters of the guest's reservation.

**Reservation Number:** A unique number assigned to each initial reservation entered into the State Park Reservation System (tentative or confirmed), which allows park staff to quickly identify a guest's specific reservation.

**Reservation Date:** The date on which the reservation was made.

**Reservation Transaction:** Each new telephone contact, walk-in contact, or online session that results in a successful reservation, change(s) to a reservation, or cancellation of the reservation.

**Reservation Fee:** The fee charged to process a reservation.

**Reservation Window:** A rolling period of time during which a customer is allowed to make a reservation, the period begins one year prior to arrival and ends a few days prior to arrival.

**Responsible Bidder:** A bidder who has the capability in all respects to perform fully and lawfully all requirements with integrity and reliability to assure good faith performance.

**Responsive Bidder:** A bidder who has submitted a bid which conforms to all requirements of the solicitation document.

**Shall/Will/Must:** An order/command; mandatory.

**Should:** Expected; suggested, but not necessarily mandatory.

**Software License:** Legal instrument with or without printed material that governs the use or redistribution of licensed software.

**Sole Source – Commodity:** When an item is available from only one source due to the unique nature of the requirement, its supplier, or market conditions.

**Sole Source – Services:** A service of such a unique nature that the vendor selected is clearly and justifiably the only practical source to provide the service. Determination that the vendor selected is justifiably the sole source is based on either the uniqueness of the service or sole availability at the location required.

**Specifications:** The detailed statement, especially of the measurements, quality, materials, and functional characteristics, or other items to be provided under a contract.

**State:** The State of Nebraska.

**State Park Reservation System:** A web-based centralized Nebraska State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System.

**State Parks:** When used in general context, this shall mean all State Park areas (State Parks (SP), State Recreation Areas (SRA), and State Historical Parks (SHP)).

**Subledger code:** An 8-character alphanumeric code that is a subset of the object code.

**Subledger type:** A 1-character alphanumeric code used with the subledger code to identify the subledger type.

**Subsidiary code:** An 8-character alphanumeric code that is a subset of the object code that includes detailed records of the accounting activity.

**System (see Module):** Any collection or aggregation of two (2) or more Modules that is designed to function, or is represented by the Contractor as functioning or being capable of functioning, as an entity.

**Termination:** Occurs when either party, pursuant to a power created by agreement or law, puts an end to the contract prior to the stated expiration date. All obligations which are still executory on both sides are discharged but any right based on prior breach or performance survives.

**Trade Secret:** Information, including, but not limited to, a drawing, formula, pattern, compilation, program, device, method, technique, code, or process that (a) derives independent economic value, actual or potential, from not being known to, and not being ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; and (b) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy (see Neb. Rev. Stat. §87-502(4)).

**Trademark:** A word, phrase, logo, or other graphic symbol used by a manufacturer or vendor to distinguish its product from those of others, registered with the U.S. Patent and Trademark Office.

**Unconfirmed Reservation:** When no money has been received for a reservation or when a non-sufficient fund (NSF) check or declined credit card has been received as payment for a reservation.

**Unit:** Reservable or non-reservable inventory (e.g., cabins, lodge rooms, campsites, picnic shelters, meeting rooms, horse stalls.)

**Upgrade:** Any change that improves or alters the basic function of a product or service.

**Vendor:** An individual or entity lawfully conducting business in the State of Nebraska, or licensed to do so, who seeks to provide goods or services under the terms of a written solicitation.

**Vendor Performance Report:** A report issued to the Contractor by State Purchasing Bureau when products or services delivered or performed fail to meet the terms of the purchase order, contract, and/or specifications, as reported to State Purchasing Bureau by the agency. The State Purchasing Bureau shall contact the Contractor regarding any such report. The vendor performance report will become a part of the permanent record for the Contractor. The State may require vendor to cure. Two such reports may be cause for immediate termination.

**Void:** A void is a transaction made to reverse a transaction that was made in error and needs to be eliminated from the State Park Reservation System. Voids are intended only to correct transactions that should not have occurred. They are not intended to replace the cancellation process.

**Walk-In Guest:** A guest who is registered by staff at a State Park facility on a first-come, first-serve basis into the State Park Reservation System for campsites, cabins, lodge room, horse stall, picnic shelter, or meeting room (no reservation fee is charged).

**Web Applications:** Web server based applications that are accessed using a web browser. This definition includes custom developed systems and third party software systems.

**Will:** See Shall/Will/Must.

**Work Day:** See Business Day.

## I. SCOPE OF THE REQUEST FOR PROPOSAL

The State of Nebraska, Administrative Services (AS), Materiel Division, State Purchasing Bureau (hereafter known as State Purchasing Bureau), is issuing this Request for Proposal, RFP Number 5093Z1 for the purpose of selecting a qualified Contractor to provide a statewide, web-based State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System. Any resulting contract is not an exclusive contract to furnish the services provided for in this Request for Proposal, and does not preclude the purchase of similar services from other sources.

A contract resulting from this Request for Proposal will be issued approximately for a period of five (5) years effective the date of award. The contract has the option to be renewed for three (3) additional one (1) year periods as mutually agreed upon by all parties. The State reserves the right to extend the period of this contract beyond the termination date when mutually agreeable to the Contractor and the State of Nebraska.

**ALL INFORMATION PERTINENT TO THIS REQUEST FOR PROPOSAL CAN BE FOUND ON THE INTERNET AT:** <http://das.nebraska.gov/materiel/purchasing.html>

### A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	<b>ACTIVITY</b>	<b>DATE/TIME</b>
1.	Release Request for Proposal	August 13, 2015
2.	Last day to submit written questions	August 25, 2015
3.	State responds to written questions through Request for Proposal "Addendum" and/or "Amendment" to be posted to the Internet at <a href="http://das.nebraska.gov/materiel/purchasing.html">http://das.nebraska.gov/materiel/purchasing.html</a>	September 2, 2015
4.	Proposal opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	September 14, 2015 2:00 PM Central Time
5.	Review for conformance of mandatory requirements	September 14, 2015
6.	Evaluation period	September 16, 2015 thru September 25, 2015
7.	"Oral Interviews/Presentations and/or Demonstrations" (if required)	TBD
8.	Post "Letter of Intent to Contract" to Internet at: <a href="http://das.nebraska.gov/materiel/purchasing.html">http://das.nebraska.gov/materiel/purchasing.html</a>	October 9, 2015
9.	Contract finalization period	October 13, 2015 through November 3, 2015
10.	Contract award	November 4, 2015
11.	Contractor start date	TBD

## **II. PROCUREMENT PROCEDURES**

### **A. PROCURING OFFICE AND CONTACT PERSON**

Procurement responsibilities related to this Request for Proposal reside with the State Purchasing Bureau. The point of contact for the procurement is as follows:

Name: Nancy Storant/Connie Heinrichs  
Agency: State Purchasing Bureau  
Address: 1526 K Street, Suite 130  
Lincoln, NE 68508

Telephone: 402-471-6500  
Facsimile: 402-471-2089  
E-Mail: [as.materielpurchasing@nebraska.gov](mailto:as.materielpurchasing@nebraska.gov)

### **B. GENERAL INFORMATION**

The Request for Proposal is designed to solicit proposals from qualified vendors who will be responsible for providing a statewide, web-based State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System at a competitive and reasonable cost. Proposals that do not conform to the mandatory items as indicated in the Request for Proposal will not be considered.

Proposals shall conform to all instructions, conditions, and requirements included in the Request for Proposal. Prospective bidders are expected to carefully examine all documentation, schedules, and requirements stipulated in this Request for Proposal, and respond to each requirement in the format prescribed.

A fixed-price contract will be awarded as a result of this proposal. In addition to the provisions of this Request for Proposal and the awarded proposal, which shall be incorporated by reference in the contract, any additional clauses or provisions required by the terms and conditions will be included as an amendment to the contract.

### **C. CUSTOMER SERVICE**

In addition to any specified service requirements contained in this agreement, the Contractor agrees and understands that satisfactory customer service is required. Contractor will develop or provide technology and business procedures designed to enhance the level of customer satisfaction and to provide the customer appropriate information given their situation. Contractor, its employees, Sub-Contractors, and agents must be accountable, responsive, reliable, patient, and have well-developed communication skills as set forth by the customer service industry's best practices and processes.

### **D. COMMUNICATION WITH STATE STAFF AND EVALUATORS**

From the date the Request for Proposal is issued until a determination is announced regarding the selection of the Contractor, contact regarding this project between potential Contractors and individuals employed by the State is restricted to only written communication with the staff designated above as the point of contact for this Request for Proposal. Bidders shall not have any communication with, or attempt to communicate with or influence in any way, any evaluator involved in this RFP.

Once a Contractor is preliminarily selected, as documented in the intent to contract, that Contractor is restricted from communicating with State staff until a contract is signed. Violation

of this condition may be considered sufficient cause to reject a Contractor’s proposal and/or selection irrespective of any other condition.

The following exceptions to these restrictions are permitted:

1. written communication with the person(s) designated as the point(s) of contact for this Request for Proposal or procurement;
2. contacts made pursuant to any pre-existing contracts or obligations;
3. state-requested presentations, key personnel interviews, clarification sessions or discussions to finalize a contract.

Violations of these conditions may be considered sufficient cause to reject a bidder’s proposal and/or selection irrespective of any other condition. No individual member of the State, employee of the State, or member of the Evaluation Committee is empowered to make binding statements regarding this Request for Proposal. The buyer will issue any clarifications or opinions regarding this Request for Proposal in writing.

**E. WRITTEN QUESTIONS AND ANSWERS**

Any explanation desired by a bidder regarding the meaning or interpretation of any Request for Proposal provision must be submitted in writing to the State Purchasing Bureau and clearly marked “RFP Number 5093Z1; a statewide, web-based State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System Questions”. It is preferred that questions be sent via e-mail to [as.materielpurchasing@nebraska.gov](mailto:as.materielpurchasing@nebraska.gov). Questions may also be sent by facsimile to 402-471-2089, but must include a cover sheet clearly indicating that the transmission is to the attention of Nancy Storant/Connie Heinrichs, showing the total number of pages transmitted, and clearly marked “RFP Number 5093Z1; a statewide, web-based State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System Questions”.

It is recommended that Bidders submit questions sequentially numbered, include the RFP reference and page number using the following format.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>

Written answers will be provided through an addendum to be posted on the Internet at <http://das.nebraska.gov/materiel/purchasing.html> on or before the date shown in the Schedule of Events.

**F. ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS**

The Evaluation Committee(s) may conclude after the completion of the Technical and Cost Proposal evaluation that oral interviews/presentations and/or demonstrations are required in order to determine the successful bidder. All bidders may not have an opportunity to interview/present and/or give demonstrations; the State reserves the right to select only the top scoring bidders to present/give oral interviews in its sole discretion. The scores from the oral interviews/presentations and/or demonstrations will be added to the scores from the Technical and Cost Proposals. The presentation process will allow the bidders to demonstrate their proposal offering, explaining and/or clarifying any unusual or significant elements related to their proposals. Bidders’ key personnel may be requested to participate in a structured interview to determine their understanding of the requirements of this proposal, their authority

and reporting relationships within their firm, and their management style and philosophy. Bidders shall not be allowed to alter or amend their proposals. Only representatives of the State and the presenting bidders will be permitted to attend the oral interviews/presentations and/or demonstrations.

Once the oral interviews/presentations and/or demonstrations have been completed the State reserves the right to make a contract award without any further discussion with the bidders regarding the proposals received.

Detailed notes of oral interviews/presentations and/or demonstrations may be recorded and supplemental information (such as briefing charts, et cetera) may be accepted; however, such supplemental information shall not be considered an amendment to a bidders' proposal. Additional written information gathered in this manner shall not constitute replacement of proposal contents.

Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the bidder and will not be compensated by the State.

#### **G. SUBMISSION OF PROPOSALS**

The following describes the requirements related to proposal submission, proposal handling, and review by the State.

To facilitate the proposal evaluation process, one (1) original of the entire proposal should be submitted. Proposals must be submitted by the proposal due date and time. **A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials.** All proprietary information the bidder wishes the State to withhold must be submitted in accordance with the instructions outlined in Section III, Proprietary Information. Proposal responses should include the completed Form A, Bidder Contact Sheet. Proposals must reference the Request for Proposal number and be sent to the specified address. Please note that the address label should appear as specified in Section II part A on the face of each container or bidder's bid response packet. Rejected late proposals will be returned to the bidder unopened, if requested, at bidder's expense. If a recipient phone number is required for delivery purposes, 402-471-6500 should be used. The Request for Proposal number must be included in all correspondence.

Emphasis should be concentrated on conformance to the Request for Proposal instructions, responsiveness to requirements, completeness, and clarity of content. If the bidder's proposal is presented in such a fashion that makes evaluation difficult or overly time consuming, it is likely that the proposal will be rejected.

**IMPORTANT NOTICE:** Pursuant to Neb. Rev. Stat. §84-602.02, all State contracts in effect as of January 1, 2014 will be posted to a public website beginning July 1, 2014. All information not specifically excluded by State Law **WILL BE POSTED FOR PUBLIC VIEWING**.

The Technical and Cost Proposals should be packaged separately (loose-leaf binders are preferred) on standard 8 ½" by 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 ½" by 11" format. Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections. Figures and tables must be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text. The Technical Proposal must not contain any reference to dollar amounts. However, information such as data concerning labor hours and categories, materials, subcontracts and so forth, shall be considered in the Technical

Proposal so that the bidder's understanding of the scope of work may be evaluated. The Technical Proposal shall disclose the bidder's technical approach in as much detail as possible, including, but not limited to, the information required by the Technical Proposal instructions.

**H. PROPOSAL OPENING**

The sealed proposals will be publicly opened and the bidding entities announced on the date, time, and location shown in the Schedule of Events. Proposals will be available for viewing by those present at the proposal opening. Vendors may also contact the State to schedule an appointment for viewing proposals after the Intent to Award has been posted to the website.

**I. LATE PROPOSALS**

Proposals received after the time and date of the proposal opening will be considered late proposals. Rejected late proposals will be returned to the bidder unopened, if requested, at bidder's expense. The State is not responsible for proposals that are late or lost due to mail service inadequacies, traffic, or any other reason(s).

**J. REJECTION OF PROPOSALS**

The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State.

**K. EVALUATION OF PROPOSALS**

All responses to this Request for Proposal which fulfill all mandatory requirements will be evaluated. Each category will have a maximum possible point potential. The State will conduct a fair, impartial, and comprehensive evaluation of all proposals in accordance with the criteria set forth below. The State may elect to use a third-party to conduct credit checks as part of the corporate overview evaluation. Areas that will be addressed and scored during the evaluation include:

1. Corporate Overview shall include but is not limited to:
  - a. the ability, capacity, and skill of the bidder to deliver and implement the system or project that meets the requirements of the Request for Proposal;
  - b. the character, integrity, reputation, judgment, experience, and efficiency of the bidder;
  - c. whether the bidder can perform the contract within the specified time frame;
  - d. the quality of bidder performance on prior contracts;
  - e. such other information that may be secured and that has a bearing on the decision to award the contract;
2. Technical Approach; and
3. Cost Proposal.

**Neb. Rev. Stat. §73-107 allows for a preference for a resident disabled veteran or business located in a designated enterprise zone.** When a state contract is to be awarded to the lowest responsible bidder, a resident disabled veteran or a business located in a designated enterprise zone under the Enterprise Zone Act shall be allowed a preference over any other resident or nonresident bidder, if all other factors are equal.



**Resident disabled veterans means any person (a) who resides in the State of Nebraska, who served in the United States Armed Forces, including any reserve component or the National Guard, who was discharged or otherwise separated with a characterization of honorable or general (under honorable conditions), and who possesses a disability rating letter issued by the United States Department of Veterans Affairs establishing a service-connected disability or a disability determination from the United States Department of Defense and (b)(i) who owns and controls a business or, in the case of a publicly owned business, more than fifty percent of the stock is owned by one or more persons described in subdivision (a) of this subsection and (ii) the management and daily business operations of the business are controlled by one or more persons described in subdivision(a) of this subsection. Any contract entered into without compliance with this section shall be null and void.**

Therefore, if a resident disabled veteran or business located in a designated enterprise zone submits a bid in accordance with Neb. Rev. Stat. §73-107 and has so indicated on the RFP cover page under “Bidder must complete the following” requesting priority/preference to be considered in the award of this contract, the following will need to be submitted by the vendor within ten (10) business days of request:

- a. Documentation from the United States Armed Forces confirming service;
- b. Documentation of discharge or otherwise separated characterization of honorable or general (under honorable conditions);
- c. Disability rating letter issued by the United States Department of Veterans Affairs establishing a service-connected disability or a disability determination from the United States Department of Defense; and
- d. Documentation which shows ownership and control of a business or, in the case of a publicly owned business, more than fifty percent of the stock is owned by one or more persons described in subdivision (a) of this subsection; and the management and daily business operations of the business are controlled by one or more persons described in subdivision (a) of this subsection.

Failure to submit the requested documentation within ten (10) business days of notice will disqualify the bidder from consideration of the preference.

Evaluation criteria will become public information at the time of the Request for Proposal opening. Evaluation criteria and a list of respondents will be posted to the State Purchasing Bureau website at <http://das.nebraska.gov/materiel/purchasing.html>. Evaluation criteria will not be released prior to the proposal opening.

#### **L. EVALUATION COMMITTEE**

Proposals will be independently evaluated by members of the Evaluation Committee(s). The Evaluation Committee(s) will consist of staff with the appropriate expertise to conduct such proposal evaluations. Names of the members of the Evaluation Committee(s) will not be published.

Prior to award, bidders are advised that only the point of contact indicated on the front cover of this Request for Proposal For Contractual Services Form can clarify issues or render any opinion regarding this Request for Proposal. No individual member of the State, employee of the State, or member of the Evaluation Committee(s) is empowered to make binding statements regarding this Request for Proposal.

Any contact, or attempted contact, with an evaluator that is involved with this RFP may result in the rejection of this proposal and further administrative actions may be taken.

**M. MANDATORY REQUIREMENTS**

The proposals will first be examined to determine if all mandatory requirements listed below have been addressed to warrant further evaluation. Proposals not meeting mandatory requirements will be excluded from further evaluation. The mandatory requirement items are as follows:

1. Request for Proposal For Contractual Services form, signed in ink;
2. Corporate Overview;
3. Technical Approach; and
4. Cost Proposal.

**N. REFERENCE CHECKS**

The State reserves the right to check any reference(s), regardless of the source of the reference information, including but not limited to, those that are identified by the company in the proposal, those indicated through the explicitly specified contacts, those that are identified during the review of the proposal, or those that result from communication with other entities involved with similar projects. The State may use a third-party to conduct reference checks.

Information to be requested and evaluated from references may include, but is not limited to, some or all of the following: financial stability of the company, project description and background, job performed, functional and technical abilities, communication skills and timeliness, cost and schedule estimates and accuracy, problems (poor quality deliverables, contract disputes, work stoppages, et cetera), overall performance, and whether or not the reference would rehire the firm or individual. Only top scoring bidders may receive reference checks, and negative references may eliminate bidders from consideration for award.

**O. SECRETARY OF STATE/TAX COMMISSIONER REGISTRATION REQUIREMENTS**

All bidders should be authorized to transact business in the State of Nebraska. All bidders are expected to comply with all Nebraska Secretary of State Registration requirements. It is the responsibility of the bidder to comply with any registration requirements pertaining to types of business entities (e.g. person, partnership, foreign or domestic limited liability company, association, or foreign or domestic corporation or other type of business entity). The bidder who is the recipient of an Intent to Award will be required to certify that it has so complied and produce a true and exact copy of its current (within ninety (90) calendar days), valid Certificate of Good Standing or Letter of Good Standing; or in the case of a sole proprietorship, provide written documentation of sole proprietorship. This must be accomplished prior to the award of the contract. Construction Contractors are expected to meet all applicable requirements of the Nebraska Contractor Registration Act and provide a current, valid certificate of registration. Further, all bidders shall comply with any and all other applicable Nebraska statutes regarding transacting business in the State of Nebraska. Bidders should submit the above certification(s) with their bid.

If a bank is registered with the Office of Comptroller of Currency, it is not required to register with the State. However, the Office of Comptroller of Currency does have a certificate of good standing/registration. The bank could provide that for verification. (Optional)

**P. VIOLATION OF TERMS AND CONDITIONS**

Violation of the terms and conditions contained in this Request for Proposal or any resultant contract, at any time before or after the award, shall be grounds for action by the State which may include, but is not limited to, the following:

1. Rejection of a bidder's proposal;
2. Suspension of the bidder from further bidding with the State for the period of time relative to the seriousness of the violation, such period to be within the sole discretion of the State.

**III. TERMS AND CONDITIONS**

By signing the “Request for Proposal for Contractual Services” form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

Bidders are expected to closely read the Terms and Conditions and provide a binding signature of intent to comply with the Terms and Conditions; provided, however, a bidder may indicate any exceptions to the Terms and Conditions by (1) clearly identifying the term or condition by subsection, and (2) including an explanation for the bidder’s inability to comply with such term or condition which includes a statement recommending terms and conditions the bidder would find acceptable. Rejection in whole or in part of the Terms and Conditions may be cause for rejection of a bidder’s proposal. **Bidders must include completed Section III with their proposal response.**

**A. GENERAL**

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

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

1. Amendment to Contract Award with the most recent dated amendment having the highest priority;
2. Contract Award and any attached Addenda;
3. The Request for Proposal form and the Contractor’s Proposal, signed in ink
4. Amendments to RFP and any Questions and Answers; and
5. The original RFP document and any Addenda.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a 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 to Contract Award with the most recent dated amendment having the highest priority, 2) Contract Award and any attached Addenda, 3) the signed Request for Proposal form and the Contractor’s Proposal, 4) Amendments to RFP and any Questions and Answers, 5) the original RFP document and any Addenda.

Any ambiguity in any provision of this contract which shall be discovered after its execution shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

Once proposals are opened they become the property of the State of Nebraska and will not be returned.

**B. AWARD**

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

All purchases, leases, or contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, in whole or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend the Request for Proposal at any time. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. The Request for Proposal does not commit the State to award a contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended.

By submitting a proposal in response to this Request for Proposal, the bidder grants to the State the right to contact or arrange a visit in person with any or all of the bidder's clients.

Once intent to award decision has been determined, it will be posted to the Internet at: <http://das.nebraska.gov/materiel/purchasing.html>

Grievance and protest procedure is available on the Internet at: [http://das.nebraska.gov/materiel/purchase\\_bureau/docs/vendors/protest/ProtestGrievanceProcedureForVendors.pdf](http://das.nebraska.gov/materiel/purchase_bureau/docs/vendors/protest/ProtestGrievanceProcedureForVendors.pdf)

Any protests must be filed by a vendor within ten (10) business days after the intent to award decision is posted to the Internet.

**C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION**

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

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 Sub-Contractors, 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 sub-contracts for services to be covered by any contract resulting from this Request for Proposal.

**D. PERMITS, REGULATIONS, LAWS**

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

The Contractor shall procure and pay for all permits, licenses, and approvals necessary for the execution of the contract. The Contractor shall comply with all applicable local, state, and federal laws, ordinances, rules, orders, and regulations.

**E. OWNERSHIP OF INFORMATION AND DATA**

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

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

The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this contract. The contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks, and copyrights that are in any way involved in the contract. It shall be the responsibility of the Contractor to pay for all royalties and costs, and the State must be held harmless from any such claims.

**F. INSURANCE REQUIREMENTS**

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

The Contractor shall not commence work under this contract until all the insurance required hereunder has been obtained and such insurance has been approved by the State. The Contractor shall maintain all required insurance for the life of this contract and shall ensure that the State Purchasing Bureau has the most current certificate of insurance throughout the life of this contract. If Contractor will be utilizing any Sub-Contractors, the Contractor is responsible for obtaining the certificate(s) of insurance required herein under from any and all Sub-Contractor(s). The Contractor is also responsible for ensuring Sub-Contractor(s) maintain

the insurance required until completion of the contract requirements. The Contractor shall not allow any Sub-Contractor to commence work on any Sub-Contract until all similar insurance required of the Sub-Contractor has been obtained and approved by the Contractor. Approval of the insurance by the State shall not limit, relieve, or decrease the liability of the Contractor hereunder.

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.

**1. WORKERS' COMPENSATION INSURANCE**

The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contractors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the Sub-Contractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the Sub-Contractor'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. This policy shall include a waiver of subrogation in favor of the State. The amounts of such insurance shall not be less than the limits stated hereinafter.

**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 Sub-Contractor 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 Sub-Contractor 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 excess and non-contributory. The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

**3. INSURANCE COVERAGE AMOUNTS REQUIRED**

**a. WORKERS' COMPENSATION AND EMPLOYER'S LIABILITY**

Coverage A	Statutory
Coverage B	
Bodily Injury by Accident	\$100,000 each accident
Bodily Injury by Disease	\$500,000 policy limit
Bodily Injury by Disease	\$100,000 each employee

- b. COMMERCIAL GENERAL LIABILITY**
  - General Aggregate \$2,000,000
  - Products/Completed Operations Aggregate \$2,000,000
  - Personal/Advertising Injury \$1,000,000 any one person
  - Bodily Injury/Property Damage \$1,000,000 per occurrence
  - Fire Damage \$50,000 any one fire
  - Medical Payments \$5,000 any one person
- c. COMMERCIAL AUTOMOBILE LIABILITY**
  - Bodily Injury/Property Damage \$1,000,000 combined single limit
- d. UMBRELLA/EXCESS LIABILITY**
  - Over Primary Insurance \$1,000,000 per occurrence
- e. SUBROGRATION WAIVER**

“Waiver of Subrogation on the Worker’s Compensation in favor of the State of Nebraska.”
- f. LIABILITY WAIVER**

“The State of Nebraska, Certificate holder, is an additionally insured, primary & noncontributory on the General Liability.”

**4. EVIDENCE OF COVERAGE**

The Contractor should furnish the State, with their proposal response, a certificate of insurance coverage complying with the above requirements to the attention of the Buyer at 402-471-2089 (fax)

Administrative Services  
 State Purchasing Bureau  
 1526 K Street, Suite 130  
 Lincoln, NE 68508

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.

Notice of cancellation of any required insurance policy must be submitted to Administrative Services State Purchasing Bureau when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.



**G. COOPERATION WITH OTHER CONTRACTORS**

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

The State may already have in place or choose to award supplemental contracts for work related to this Request for Proposal, or any portion thereof.

The State reserves the right to award the contract jointly between two or more potential Contractors, if such an arrangement is in the best interest of the State.

The Contractor shall agree to cooperate with such other Contractors, and shall not commit or permit any act which may interfere with the performance of work by any other Contractor.

**H. INDEPENDENT CONTRACTOR**

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

It is agreed that nothing contained herein is intended or should be construed in any manner as creating or establishing the relationship of partners between the parties hereto. The Contractor represents that it has, or will secure at its own expense, all personnel required to perform the services under the contract. The Contractor's employees and other persons engaged in work or services required by the contractor under the contract shall have no contractual relationship with the State; they shall not be considered employees of the State.

All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination against the Contractor, its officers, or its agents) shall in no way be the responsibility of the State. The Contractor will hold the State harmless from any and all such claims. Such personnel or other persons shall not require nor be entitled to any compensation, rights, or benefits from the State including without limit, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

**I. CONTRACTOR RESPONSIBILITY**

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

The Contractor is solely responsible for fulfilling the contract, with responsibility for all services offered and products to be delivered as stated in the Request for Proposal, the Contractor's

proposal, and the resulting contract. The Contractor shall be the sole point of contact regarding all contractual matters.

If the Contractor intends to utilize any Sub-Contractor's services, the Sub-Contractor's level of effort, tasks, and time allocation must be clearly defined in the Contractor's proposal. The Contractor shall agree that it will not utilize any Sub-Contractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State. Following execution of the contract, the Contractor shall proceed diligently with all services and shall perform such services with qualified personnel in accordance with the contract.

**J. CONTRACTOR PERSONNEL**

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

The Contractor warrants that all persons assigned to the project shall be employees of the Contractor or specified Sub-Contractors, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor. The Contractor shall include a similar provision in any contract with any Sub-Contractor selected to perform work on the project.

Personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of key personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

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

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

1. any and all 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 and submitting any reports on such insurance to the extent required by governing State law; and
5. determining the hours to be worked and the duties to be performed by the Contractor's employees.

**K. STATE OF NEBRASKA PERSONNEL RECRUITMENT PROHIBITION**

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

The Contractor shall not, at any time, recruit or employ any State employee or agent who has worked on the Request for Proposal or project, or who had any influence on decisions affecting the Request for Proposal or project.

**L. CONFLICT OF INTEREST**

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

By submitting a proposal, bidder certifies that there does not now exist any relationship between the bidder and any person or entity which is or gives the appearance of a conflict of interest related to this Request for Proposal or project.

The bidder certifies that it shall not take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its services hereunder or which creates an actual or appearance of conflict of interest.

The bidder certifies that it will not employ any individual known by bidder to have a conflict of interest.

**M. PROPOSAL PREPARATION COSTS**

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

The State shall not incur any liability for any costs incurred by bidders in replying to this Request for Proposal, in the demonstrations and/or oral presentations, or in any other activity related to bidding on this Request for Proposal.

**N. ERRORS AND OMISSIONS**

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

The bidder shall not take advantage of any errors and/or omissions in this Request for Proposal or resulting contract. The bidder must promptly notify the State of any errors and/or omissions that are discovered.

**O. BEGINNING OF WORK**

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

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

**P. ASSIGNMENT BY THE STATE**

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

The State shall have the right to assign or transfer the contract or any of its interests herein to any agency, board, commission, or political subdivision of the State of Nebraska. There shall be no charge to the State for any assignment hereunder.

**Q. ASSIGNMENT BY THE CONTRACTOR**

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

The Contractor may not assign, voluntarily or involuntarily, the contract or any of its rights or obligations hereunder (including without limitation rights and duties of performance) to any

third party, without the prior written consent of the State, which will not be unreasonably withheld.

**R. DEVIATIONS FROM THE REQUEST FOR PROPOSAL**

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

The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal, mandatory requirements, or applicable state or federal laws or statutes. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.

**S. GOVERNING LAW**

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

The contract shall be governed in all respects by the laws and statutes of the State of Nebraska. Any legal proceedings against the State of Nebraska regarding this Request for Proposal or any resultant contract shall be brought in the State of Nebraska administrative or judicial forums as defined by State law. The Contractor must be in compliance with all Nebraska statutory and regulatory law.

**T. ATTORNEY'S FEES**

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

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Contractor agrees to pay all expenses of such action, as permitted by law, including attorney's fees and costs, if the State is the prevailing party.

**U. ADVERTISING**

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

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

**V. STATE PROPERTY**

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

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

**W. SITE RULES AND REGULATIONS**

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

The Contractor shall use its best efforts to ensure that its employees, agents, and Sub-Contractors 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 between the State and the Contractor.

**X. NOTIFICATION**

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

During the bid process, all communication between the State and a bidder shall be between the bidder’s representative clearly noted in its proposal and the buyer noted in Section II.A. Procuring Office and Contact Person, of this RFP. After the award of the contract, all notices under the contract shall be deemed duly given upon delivery to the staff designated as the point of contact for this Request for Proposal, in person, or upon delivery by U.S. Mail, facsimile, or e-mail. Each bidder should provide in its proposal the name, title, and complete address of its designee to receive notices.

1. Except as otherwise expressly specified herein, all notices, requests, or other communications shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth above, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or three (3) calendar days following deposit in the mail.
  
2. Whenever the Contractor encounters any difficulty which is delaying or threatens to delay its timely performance under the contract, the Contractor shall immediately give notice thereof in writing to the State reciting all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery schedule or be construed as a waiver by the State of any of its rights or remedies to which it is entitled by law or equity or pursuant to the provisions of the contract. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery schedule because of such delay.

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.

For the duration of the contract, all communication between Contractor and the State regarding the contract shall take place between the Contractor and individuals specified by the State in writing. Communication about the contract between Contractor and individuals not designated as points of contact by the State is strictly forbidden.

**Y. EARLY TERMINATION**

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

The contract may be terminated as follows:

1. The State and the Contractor, by mutual written agreement, may terminate the contract at any time.
  
2. The State, in its sole discretion, may terminate the contract 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 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;
  - i. second or subsequent documented "vendor performance report" form deemed acceptable by the State Purchasing Bureau; or
  - j. Contractor engaged in collusion or actions which could have provided Contractor an unfair advantage in obtaining this contract.



**Z. FUNDING OUT CLAUSE OR LOSS OF APPROPRIATIONS**

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

The State may terminate the contract, in whole or in part, in the event funding is no longer available. The State's obligation to pay amounts due for fiscal years following the current fiscal year is contingent upon legislative appropriation of funds for the contract. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal years 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 any termination, and advise the Contractor of the location (address and room number) of any related equipment. All obligations of the State to make payments after the termination date will cease and all interest of the State in any related equipment will terminate. 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.

**AA. BREACH BY CONTRACTOR**

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

The State may terminate the contract, in whole or in part, if the Contractor fails to perform its obligations under the contract in a timely and proper manner. The State may, by providing a written notice of default to the Contractor, allow the Contractor to cure a failure or breach of contract within a period of thirty (30) calendar days (or longer at State's discretion considering the gravity and nature of the default). Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing the Contractor time to cure a failure or breach of contract does not waive the State's 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.

**BB. ASSURANCES BEFORE BREACH**

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

If any document or deliverable required pursuant to the contract does not fulfill the requirements of the Request for Proposal/resulting contract, upon written notice from the State, the Contractor shall deliver assurances in the form of additional Contractor resources at no additional cost to the project in order to complete the deliverable, and to ensure that other project schedules will not be adversely affected.

**CC. ADMINISTRATION – CONTRACT TERMINATION**

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

1. Contractor must provide confirmation that upon contract termination all deliverables prepared in accordance with this agreement shall become the property of the State of Nebraska; subject to the ownership provision (section E) contained herein, and is provided to the State of Nebraska at no additional cost to the State.
2. Contractor must provide confirmation that in the event of contract termination, all records that are the property of the State will be returned to the State within thirty (30) calendar days. Notwithstanding the above, Contractor may retain one copy of any information 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.

**DD. PENALTY**

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

Contractor shall restore the functionality of the State Park Reservation System within two (2) hours during peak usage periods which are 7 a.m. to 7 p.m. Central Time each day April 15th through October 15th, and within three (3) hours during off peak usage periods. For more than two (2) occurrences of interruption of more than two (2) hours or a total of four (4) hours of interruption during peak usage periods in a calendar month, the penalty will be imposed beginning the first hour of the next interruption. For more than two (2) occurrences of

interruption of more than three (3) hours or a total of six (6) hours of interruption during off-peak usage periods in a calendar month, the penalty will be imposed beginning the first hour of the next interruption.

In the event the interruption of the State Park Reservation System is attributable to a defect due to the acts of omission or negligence of Contractor, Contractor shall pay a penalty of two thousand dollars (\$2,000) per hour for each hour the State Park Reservation System is not fully functional after the time periods set out above; if, however the State determines such non-functionality is caused by reasons other than the acts or negligence of Contractor, Contractor shall not be subject to this penalty.

The State Park Reservation System must provide immediate response to user input. Continued delays in response time shall be considered an interruption in service and subject to penalty as described above.

The determination of loss of functionality shall be made by the State and such determination shall be final.

In the event that the State Park Reservation System allows a reservation double-booking of any facility, the contractor will refund all fees and charges to the guests affected, and return three (3) times this amount to Nebraska Game and Parks Commission (NGPC). Reservation double-booking means accepting more than one reservation for a specific facility with overlapping stays, no matter which channel or where the reservations were made.

In the event that the State Park Reservation System loses a reservation, the contractor will refund all fees and charges to the guests affected, and return three (3) times this amount to NGPC. A reservation is lost or missing when it could not be found in the State Park Reservation System at least by arrival day and can be substantiated by evidence, such as a confirmation notice or reservation number, and reviewed by NGPC Project Manager and Contractor.

Failure by the State Park Reservation System to enforce the Reservation System Business Rules, as outlined in Appendix B within this RFP, will result in a fine of \$100 per occurrence. In the event that the Contractor fails to perform any substantial obligation under the contract, the State may withhold all monies due and payable to the Contractor, without penalty, until such failure is cured or otherwise adjudicated.

If any of the performance standards were not attained, based on review of the required monthly performance standard reports, the contractor will be assessed penalties as outlined above. The NGPC Project Manager will meet with the contractor's Project Manager, if necessary, to determine whether those standards were met and if any corrective action is needed when they were not met. Any penalty is assessed against that month's contractor's invoice.

**EE. FORCE MAJEURE**

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

Neither party shall be liable for any costs or damages resulting from its inability to perform any of its obligations under the contract due to a natural disaster, or other similar event outside the control and not the fault of the affected party (“Force Majeure Event”). A Force Majeure Event shall not constitute a breach of the contract. The party so affected shall immediately give notice to the other party of the Force Majeure Event. The State may grant relief from performance of the contract if the Contractor is prevented from performance by a Force Majeure Event. The burden of proof for the need for such relief shall rest upon the Contractor. To obtain release based on a Force Majeure Event, the Contractor shall file a written request for such relief with the State Purchasing Bureau. Labor disputes with the impacted party’s own employees will not be considered a Force Majeure Event and will not suspend performance requirements under the contract.

**FF. PROHIBITION AGAINST ADVANCE PAYMENT**

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

Payments shall not be made until contractual deliverable(s) are received and accepted by the State.

**GG. PAYMENT**

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

State will render payment to Contractor when the terms and conditions of the contract and specifications have been satisfactorily completed on the part of the Contractor as solely determined by the State. Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408). 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 services provided by the Contractor prior to the Effective Date, and the Contractor hereby waives any claim or cause of action for any such services.

**HH. INVOICES**

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

Invoices for payments should be submitted by the contractor to the Nebraska Game and Parks Commission via mail and email in a sortable Excel Spreadsheet (2200 N. 33<sup>rd</sup> Street, Lincoln, NE 68503 and to an email address to be determined) 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 (USD)

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.

**II. RIGHT TO AUDIT**

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

Contractor shall establish and maintain a reasonable accounting system that enables the State to readily audit contract. The State and its authorized representatives shall have the right to audit, to examine, and to make copies of or extracts from all financial and related records (in whatever form they may be kept, whether written, electronic, or other) relating to or pertaining to this contract kept by or under the control of the Contractor, including, but not limited to those kept by the Contractor, its employees, agents, assigns, successors, and Sub-Contractors. Such records shall include, but not be limited to, accounting records, written policies and procedures; all paid vouchers including those for out-of-pocket expenses; other

reimbursement supported by invoices; ledgers; cancelled checks; deposit slips; bank statements; journals; original estimates; estimating work sheets; contract amendments and change order files; back charge logs and supporting documentation; insurance documents; payroll documents; timesheets; memoranda; and correspondence.

Contractor shall, at all times during the term of this contract and for a period of five (5) years after the completion of this contract, maintain such records, together with such supporting or underlying documents and materials. The Contractor shall at any time requested by the State, whether during or after completion of this contract and at Contractor's own expense make such records available for inspection and audit (including copies and extracts of records as required) by the State. Such records shall be made available to the State during normal business hours at the Contractor's office or place of business. In the event that no such location is available, then the financial records, together with the supporting or underlying documents and records, shall be made available for audit at a time and location that is convenient for the State. Contractor shall ensure the State has these rights with Contractor's assigns, successors, and Sub-Contractors, and the obligations of these rights shall be explicitly included in any subcontracts or agreements formed between the Contractor and any Sub-Contractors to the extent that those sub-contracts or agreements relate to fulfillment of the Contractor's obligations to the State.

Costs of any audits conducted under the authority of this right to audit and not addressed elsewhere will be borne by the State unless certain exemption criteria are met. If the audit identifies overpricing or overcharges (of any nature) by the Contractor to the State in excess of one-half of one percent (.5%) of the total contract billings, the Contractor shall reimburse the State for the total costs of the audit. If the audit discovers substantive findings related to fraud, misrepresentation, or non-performance, the Contractor shall reimburse the State for total costs of audit. Any adjustments and/or payments that must be made as a result of any such audit or inspection of the Contractor's invoices and/or records shall be made within a reasonable amount of time (not to exceed 90 days) from presentation of the State's findings to Contractor.

**JJ. TAXES**

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

The State is not required to pay taxes of any kind and assumes no such liability as a result of this solicitation. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor.

**KK. INSPECTION AND APPROVAL**

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

Final inspection and approval of all work required under the contract shall be performed by the designated State officials. The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or Sub-Contractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

**LL. CHANGES IN SCOPE/CHANGE ORDERS**

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

The State may, upon the written agreement of Contractor, make changes to the contract within the general scope of the RFP. The State may, at any time work is in progress, by written agreement, make alterations in the terms of work as shown in the specifications, require the Contractor to make corrections, decrease the quantity of work, or make such other changes as the State may find necessary or desirable. The Contractor shall not claim forfeiture of contract by reasons of such changes by the State. 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, or a pro-rated value.

Corrections of any deliverable, service or performance of work required pursuant to the contract shall not be deemed a modification. Changes or additions to the contract beyond the scope of the RFP are not permitted.

**MM. SEVERABILITY**

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

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

**NN. CONFIDENTIALITY**

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

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

It is incumbent upon the Contractor to inform its 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 to Contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of a Contractor, 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.

**OO. PROPRIETARY INFORMATION**

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

Data contained in the proposal and all documentation provided therein, become the property of the State of Nebraska and the data becomes public information upon opening the proposal. If the bidder wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska’s public record statutes. **All proprietary information the bidder wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the proposal, and provide supporting documents showing why such documents should be marked proprietary.** The separate package must be clearly marked PROPRIETARY on the outside of the package. **Bidders may not mark their entire Request for Proposal as proprietary.** Bidder’s cost proposals may not be marked as proprietary information. Failure of the bidder to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other bidders and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which if released would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. §84-712.05(3)). In accordance with Attorney



General Opinions 92068 and 97033, bidders submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

**IMPORTANT NOTICE:** Pursuant to Neb. Rev. Stat. §84-602.02, all State contracts in effect as of January 1, 2014 will be posted to a public website beginning July 1, 2014. All information not specifically excluded by State Law **WILL BE POSTED FOR PUBLIC VIEWING.**

**PP. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION/COLLUSIVE BIDDING**

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

By submission of this proposal, the bidder certifies that it is the party making the foregoing proposal and that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further that the bidder has not, directly or indirectly, submitted the proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

**QQ. STATEMENT OF NON-COLLUSION**

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

The proposal shall be arrived at by the bidder independently and be submitted without collusion with, and without any direct or indirect agreement, understanding or planned common course of action with, any person; firm; corporation; bidder; Contractor of materials, supplies, equipment or services described in this RFP. Bidder shall not collude with, or

attempt to collude with, any state officials, employees or agents; or evaluators or any person involved in this RFP. The bidder shall not take any action in the restraint of free competition or designed to limit independent bidding or to create an unfair advantage.

Should it be determined that collusion occurred, the State reserves the right to reject a bid or terminate the contract and impose further administrative sanctions.

**RR. PRICES**

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

All prices, costs, and terms and conditions outlined in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made (and for bidder receiving award, prices shall remain as bid for the duration of the contract unless otherwise so stated in the contract) or the Request for Proposal is cancelled.

Contractor represents and warrants that all prices for services, now or subsequently specified, are as low as and no higher than prices which the Contractor has charged or intends to charge customers other than the State for the same or similar products and services of the same or equivalent quantity and quality for delivery or performance during the same periods of time. If, during the term of the contract, the Contractor shall reduce any and/or all prices charged to any customers other than the State for the same or similar products or services specified herein, the Contractor shall make an equal or equivalent reduction in corresponding prices for said specified products or services.

Contractor also represents and warrants that all prices set forth in the contract and all prices in addition, which the Contractor may charge under the terms of the contract, do not and will not violate any existing federal, state, or municipal law or regulations concerning price discrimination and/or price fixing. Contractor agrees to hold the State harmless from any such violation. Prices quoted shall not be subject to increase throughout the contract period unless specifically allowed by these specifications.

**SS. BEST AND FINAL OFFER**

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

The State will compile the final scores for all parts of each proposal. The award may be granted to the highest scoring responsive and responsible bidder. Alternatively, the highest scoring bidder or bidders may be requested to submit best and final offers. If best and final offers are requested by the State and submitted by the bidder, they will be evaluated (using the stated criteria), scored, and ranked by the Evaluation Committee. The award will then be

granted to the highest scoring bidder. However, a bidder should provide its best offer in its original proposal. Bidders should not expect that the State will request a best and final offer.

**TT. ETHICS IN PUBLIC CONTRACTING**

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

No bidder shall pay or offer to pay, either directly or indirectly, any fee, commission compensation, gift, gratuity, or anything of value to any State officer, legislator, employee or evaluator based on the understanding that the receiving person’s vote, actions, or judgment will be influenced thereby. No bidder shall give any item of value to any employee of the State Purchasing Bureau or any evaluator.

Bidders shall be prohibited from utilizing the services of lobbyists, attorneys, political activists, or consultants to secure the contract. It is the intent of this provision to assure that the prohibition of state contact during the procurement process is not subverted through the use of lobbyists, attorneys, political activists, or consultants. It is the intent of the State that the process of evaluation of proposals and award of the contract be completed without external influence. It is not the intent of this section to prohibit bidders from seeking professional advice, for example consulting legal counsel, regarding terms and conditions of this Request for Proposal or the format or content of their proposal.

If the bidder is found to be in non-compliance with this section of the Request for Proposal, they may forfeit the contract if awarded to them or be disqualified from the selection process.

**UU. INDEMNIFICATION**

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

**1. GENERAL**

The Contractor agrees to defend, indemnify, hold, and save harmless the State and its employees, volunteers, agents, and its elected and appointed officials (“the indemnified parties”) from and against any and all 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, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, Sub-Contractors, consultants, representatives, and agents, 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, Sub-Contractors, 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 RFP.

**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 provided by the Contractor.

**VV. NEBRASKA TECHNOLOGY ACCESS STANDARDS**

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

Contractor shall review the Nebraska Technology Access Standards, found at <http://nitc.nebraska.gov/standards/2-201.html> and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards. In the event such standards change during the Contractor’s performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

**WW. ANTITRUST**

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

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

**XX. DISASTER RECOVERY/BACK UP PLAN**

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

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

**YY. TIME IS OF THE ESSENCE**

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

Time is of the essence in this contract. The acceptance of late performance with or without objection or reservation by the State shall not waive any rights of the State nor constitute a waiver of the requirement of timely performance of any obligations on the part of the Contractor remaining to be performed.

**ZZ. RECYCLING**

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

Preference will be given to items which are manufactured or produced from recycled material or which can be readily reused or recycled after their normal use as per Neb. Rev. Stat. §81-15,159.

**AAA. DRUG POLICY**

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

Contractor certifies it maintains a drug free work place 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.

**BBB. EMPLOYEE WORK ELIGIBILITY STATUS**

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

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 <http://das.nebraska.gov/materiel/purchasing.html>

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

2. 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.
3. 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.

**CCC. CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND INELIGIBILITY**

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

The Contractor, by signature to this RFP, certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency from participating in transactions (debarred). The Contractor also agrees to include the above requirements in any and all sub-contracts into which it enters. The Contractor shall immediately notify the Department if, during the term of this contract, Contractor becomes debarred. The Department may immediately terminate this contract by providing Contractor written notice if Contractor becomes debarred during the term of this contract.

Contractor, by signature to this RFP, certifies that Contractor has not had a contract with the State of Nebraska terminated early by the State of Nebraska. If Contractor has had a contract terminated early by the State of Nebraska, Contractor must provide the contract number, along with an explanation of why the contract was terminated early. Prior early termination may be cause for rejecting the proposal.

**DDD. POLITICAL SUB-DIVISIONS**

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

The Contractor may extend the contract to political sub-divisions conditioned upon the honoring of the prices charged to the State. Terms and conditions of the Contract must be met by political sub-divisions. Under no circumstances shall the State be contractually obligated or liable for any purchases by political sub-divisions or other public entities not authorized by Neb. Rev. Stat. §81-145, listed as “all officers of the state, departments, bureaus, boards, commissions, councils, and institutions receiving legislative appropriations.” A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

**EEE. OFFICE OF PUBLIC COUNSEL**

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

If it provides, under the terms of this contract and on behalf of the State of Nebraska, health and human services to individuals; service delivery; service coordination; or case management, Contractor shall submit to the jurisdiction of the Office of Public Counsel, pursuant to Neb. Rev. Stat. §§ 81-8,240 et seq. This section shall survive the termination of this contract and shall not apply if Contractor is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq.

**FFF. LONG-TERM CARE OMBUDSMAN**

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

If it is a long-term care facility subject to the Long-Term Care Ombudsman Act, Neb. Rev. Stat. §§ 81-2237 et seq., Contractor shall comply with the Act. This section shall survive the termination of this contract.

**GGG. LICENSE/SERVICE OR OTHER AGREEMENTS**

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

Any License/Service or other such agreements which the bidder may want the State to consider must be submitted with the bid. Any License/Service or other such agreements submitted to the State post bid opening may result in the bid being rejected in its entirety. Any such agreement, if agreed to by the State, will be considered an addendum to the contract. Any terms and conditions contained in any such accepted agreement (addendum) must not conflict with or alter the State's Terms and Conditions (Terms and Conditions) as contained in the RFP and finalized in the contract. In the event of any conflict between the Terms and Conditions and any addendum the Terms and Conditions will prevail.

The State reserves the right to reject any submitted addendum and considers the submission of any such addendum to be a proposed alteration of the Terms and Conditions.

This clause does not apply to any third party license or service agreements.



#### IV. PROJECT DESCRIPTION AND SCOPE OF WORK

The bidder should provide the following information in response to this Request for Proposal.

##### A. PROJECT OVERVIEW

Nebraska Game and Park Commission (NGPC), State Parks Division, is seeking a State Park Reservation System that accepts and processes reservations and registrations in real-time and provides cutting edge technology that is easy to understand and use for both NGPC park staff and the parks' customers. The system should provide an integrated event planning module. Reservations and registrations should be trackable and guest reservation history should be available.

There should be an integrated Revenue Management module and an integrated Sales module that comply with Generally Accepted Accounting Principles (GAAP). The system should generate transaction files of collected revenue, transaction fees, and merchandise items to be sent to the State's financial system. The system should allow for offline cash and check sales.

The system should be able to create reports to assist NGPC's decision making and assist in daily facilities management. The system should provide features that allow easy promotion of park use and attendance at special events.

NGPC intends to award to a single contractor to provide, operate, and support such a customized website and State Park Reservation System.

##### B. NGPC

The mission of the NGPC is the stewardship of the State's fish, wildlife, park, and outdoor recreation resources in the best long-term interests of the people of Nebraska and those resources.

##### Nebraska State Parks

Nebraska's State Park System currently is comprised of eight (8) State Parks (SP), ten (10) State Historical Parks (SHP), fifty-nine (59) State Recreation Areas (SRA), and two (2) State Recreation Trails. In total, the State Park System's seventy-nine (79) areas encompass an estimated 136,363 acres of land and water which, in 2014, hosted an estimated 12,348,491 visitor use days of recreation (up from 11,639,280 in 2013).

The State Park System is administered by a Division Administrator who oversees three (3) Assistant Division Administrators who are responsible for all State Parks within their respective areas. The Assistant Division Administrators have various responsibilities including budget and administration, operational oversight, and events programming. The NGPC is responsible for approving all park and reservation fees.

Reservations in Nebraska State Parks have increased year after year and this trend is expected to continue. The table below shows numbers of reservations by channel for the last 6 years. The average annual percentage increase during that period was nearly 2.3%

	<b>Website</b>	<b>Call Center</b>	<b>Park Office</b>	<b>Total</b>	<b>%Increase</b>
2014	32,525	3,503	13,364	49,392	2.6%
2013	31,334	3,628	13,169	48,131	5.1%
2012	29,079	4,017	12,718	45,814	4.1%
2011	27,092	4,237	12,660	43,989	-0.15%

2010	25,900	4,694	13,461	44,055	1.8%
2009	23,510	5,362	14,423	43,295	

Information about Nebraska State Parks may be obtained from the NGPC website at <http://outdoornebraska.ne.gov/parks.asp>

### C. CURRENT OPERATING ENVIRONMENT

#### Access

The NGPC State Parks Division (State Parks) currently uses a statewide, web-based reservation system that accepts and processes reservations in real-time using the following methods of access.

1. The current contractor hosts an internet website that permits the public to check availability of reservable units and to make and cancel reservations. The site can be accessed by the public directly.
2. The Nebraska State Parks Reservation Call Center is housed in the NGPC headquarters office in Lincoln, Nebraska, and is staffed by NGPC employees year-round. Customer service issues can be addressed and reservations can be made through the call center.
3. Reservations can be made by phone or walk-in at any staffed park facility for that facility.

#### Features

The basic features of the current State Park Reservation System are listed below; however, the following is not a complete list.

1. The current State Park Reservation System provides:
  - a. a single web-based centralized database that maintains real-time updating by park staff and the public accessing the State Park Reservation System,
  - b. Help Desk support for NGPC staff from 9am to 6pm CT with forwarding to an on-call number after hours.
  - c. a separate test database that mirrors the production database,
  - d. a reservation and registration management module,
  - e. a group event planning module,
  - f. a sales module that allows offline cash and check sales when the online module is unavailable,
  - g. a revenue management module with secure transaction, reconciliation, and remittance features, which is GAAP compliant as it handles accounts receivable and accounts payable
  - h. the ability to make, modify, and cancel reservations,
  - i. reports and reservation data in various formats to aid park staff with arrivals and day-to-day park management,

See Appendix A - Current Features and Processes for details of the current system.

#### 2. Minimum Hardware Configuration

The current State Park Reservation System is hosted and maintained by the current contractor on an Oracle database, which is accessed through the internet and by NGPC-provided hardware with a minimum configuration of Intel Q8400 Processor @ 2.66GHz, 4 GB RAM, 320 GB Hard Drive, Windows 7, Office Professional 2010, and is supported to use Internet Explorer and Firefox.

Additional hardware/equipment includes (numbers of devices currently in use are shown in parentheses below):

- a. Thermal Receipt Printers (66)
  - i. Citizen Micro HumanTech
    - a) Model CT-S2000 Series
- b. Cash Drawers (62)
  - i. MMF Cash Drawer
    - a) Model – Printer Driven
- c. Credit Card Swipes (66)
  - i. ID Tech Mini Mag Magnetic Stripe Reader
    - a) Model # IDMB-334133BX
    - b) Model # IDMB-334112B
- d. Bar Code Scanners (24)
  - i. Symbol LS2208.

Limited quantities were initially provided by the contractor and 8 more of each are supplied annually, all of which become property of the State.

#### **D. SCOPE OF WORK**

The contractor will be responsible for the implementation and maintenance of a statewide web-based State Park Reservation/Registration, Group Event Planning, Sales, and Revenue Management System (State Park Reservation System) for the State of Nebraska as specified in this RFP. This system will be the focal point for customers who want to visit the great State of Nebraska, providing a one-stop shop where visitors are able to see what Nebraska's State Park System has to offer, make their reservations at State park facilities, and pay for those reservations.

The State Park Reservation System will provide complete reservation and registration features for individual visitors and for groups wishing to use State Park facilities. It will provide a link to the NGPC website but will not otherwise gather information from, or provide data to, that system.

The State Park Reservation System will handle sales and inventory tracking of merchandise items, including collection of offline cash and check sales data when online service is not available. Accounting of receivables and refunds will be handled, and various reports and statements will be generated to provide appropriate information to customers and administrative and field staff. Files will be created to be sent to the State's accounting system but no other State systems will be directly or indirectly affected.

#### **E. PROJECT REQUIREMENTS**

The awarded contractor must, at a minimum, continue to provide the current services to customers and NGPC staff as outlined above and detailed in Appendix A - Current Features and Processes and improve on the current system to enhance productivity and efficiency. The awarded contractor will be responsible for the following services and functions.

##### **1. Reservation and Registration Processing**

The State Park Reservation System must provide complete reservation/registration services. Additionally, group event planning functions must be provided for NGPC staff. Reservations are subject to the NGPC State Parks Division Reservation System Business Rules as outlined in Appendix B. For group events, flexibility is allowed in the

enforcement of the NGPC State Parks Division Reservation System Business Rules, however, the reservation fee and the one (1) year in advance reservation window must be enforced.

The State Park Reservation System should:

- a. allow search for, description and availability of, reservable units,
- b. display narrative about each park and its activities,
- c. allow reservation of specific unit(s),
- d. allow registration of walk-in guests for units that are available,
- e. create or update a customer or group profile, including red flag alerts that can be viewed by staff when making a reservation and at registration.
- f. allow a group event to be planned and reserved, similar to events held in hotels and conference centers to include the ability to :
  - i. allow a unit that is 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,
  - ii. send a confirmation to the primary occupant rather than the original customer who made the reservation, and
  - iii. assign and track occupants of units in a group reservation,
- g. allow changes to, or cancellation of, an entire reservation, or part of a reservation,
- h. allow payment at the time of reservation, invoicing at a later date, or mailing a payment,
- i. update units as reserved when reservations are made,
- j. send a confirmation of a new, modified or cancelled reservation or a financial transaction, and
- k. generate guest registration forms, and
- l. retain historical information about reservations and profiles.

## **2. Merchandise Processing**

The Sales module of the State Park Reservation System should be able to function independently and should be integrated with the Reservation module to allow park staff to charge guests, and collect payment, for miscellaneous items, whether or not a reservation is involved. The Sales module should allow offline cash and check sales, storing pertinent information, when the online system is temporarily unavailable, for later batch processing.

The Sales module should display merchandise items based upon the channel where the item is available for sale or use (e.g., roll-away beds, cribs, firewood, extra picnic tables, meals), and provide a mechanism that allows NGPC staff with appropriate authority to designate the channels on which an item is available. The module should allow merchandise items to be purchased and paid for, allowing park staff to collect payment by all methods of payment that are acceptable via that channel, or to add the cost to a guest or group event reservation account. At the park office, all items should be available (as they currently are); at the call center and on the website, specified item(s) should be available.

The Sales module should allow processing of tips collected from customers (for all methods of payment), specifically:

- a. provide a place for the customer to enter the amount to add as the tip on the guest receipt,

- b. allow the cashier to enter the tip amount and charge the guest's credit card accordingly,
- c. accumulate tip totals by park staff ID (in order to provide proper tracking and payment of tips collected for payment to the appropriate individual).

The Sales module should:

- a. allow park staff to enter a discount that will reduce the price for specified items,
- b. allow grouping of items, including reservable unit(s), to sell as one package with the appropriate object code and subledger code for each item, and
- c. allow park staff with appropriate authority to add, edit, or delete all necessary data for merchandise items.

### **3. Application Security and Administrative Functions**

The State Park Reservation System must support various levels of role-based security. The NGPC Project Manager should be able to assign staff to configurable roles. Each staff member who uses the State Park Reservation System is required to have a secure login ID, which is associated with their role.

The State Park Reservation System should allow the NGPC Project Manager to:

- a. define role profiles to designate specific permissions for park staff member access,
- b. configure:
  - i. which screens are visible to staff, based on role profile,
  - ii. who can update inventory photos, based on role profile, and
  - iii. which fields can be modified, based on role profile;
- c. set or modify business rules and other parameters, such as policies, prices, tax rates, and cut-off dates for each of the channels used to make or modify a reservation,
- d. designate reservable units in each park area, and
- e. add, modify, and remove merchandise items.

The State Park Reservation System should retain a record of actions taken on the State Park Reservation System together with information to identify who implemented the action.

### **4. Financial**

The State Park Reservation System must provide a Revenue Management module that allows billing guests for all charges incurred during their stay and allows billing groups for all charges incurred during a group event. The financial structure of the Revenue Management module must provide a breakdown of revenue that conforms to GAAP and NGPC's current accounting system. The State Park Reservation System must provide adequate security, internal controls, and management reporting to assure that revenue transactions and reservation data are processed accurately, consistently, and in a timely manner and should provide ad hoc reporting capability. The contractor will be responsible for maintenance and storage of financial data for seven (7) years from date of transaction.

The Revenue Management module must provide a comprehensive audit trail and reconciliation reporting that should be flexible enough to allow reconciliation at various time intervals. The module should allow staff to trace a guest's payment back to the original transaction and provide specific details of the transaction.

The Revenue Management module should allow creation of new merchandise items, together with the appropriate accounting codes.

**5. Payment and Credit Card Processing**

The State Park Reservation System must be able to accept and categorize payments by check, Traveler's check, money order, all major credit card and debit card brands, voucher, gift certificate, NGPC bucks, IBT (Inter-Agency Billing Transaction), and any promotional coupons or gift cards issued by the NGPC.

The State Park Reservation System must integrate with the State of Nebraska's Merchant Credit Card Processing Service. All credit card transactions will be securely processed through the State Park Reservation System and all will undergo on-line verification prior to reservation confirmation. Processing must be compliant with Payment Card Industry's Data Security Standards ("PCI DSS").

The State Park Reservation System must have an accounts receivable (AR) module, used to post an amount due when a reservation is made that will be paid for later and to make adjustments. The module should be able to handle advance deposits for group events and recalculation of the group's account balance when a unit is separated from the group event and transferred to an individual reservation.

The State Park Reservation System must have an accounts payable (AP) module, used when handling a credit is owed to a guest or group, which should include the ability to create a voucher or issue a refund.

**6. Reports and Statements**

See Appendix C, Reports, for descriptions of required reports.

All reports should be available for on-screen display, for formatted printing, and for export into Microsoft Excel and PDF worksheets. Data should be selectable by date and location parameters. Reports should be sortable. The State Park Reservation System should allow ad hoc reporting capability.

Revenue accounting reports should breakdown revenue collected by accounting categories to facilitate NGPC deposits. These reports should be sortable.

The State Park Reservation System should allow the printing of an advance statement with payment and balance information upon guest arrival. Upon check out, an itemized statement should be printed reflecting all payments and providing a current balance.

See Appendix D for lists of fields needed in reports, confirmations, registrations, and on screen display of reservable units.

**F. TECHNICAL REQUIREMENTS**

**1. BUSINESS CONTINUITY PLANNING AND DISASTER RECOVERY**

The contractor must provide a primary site and a secondary site as bi-directional (or fail over ready) sites. Both facilities need to be classified as "Tier IV" under the guidelines set forth by the National Uptime Institute at [http://www.gpxglobal.net/wp-content/uploads/2012/10/TIERSTANDARD\\_Topology\\_120801.pdf](http://www.gpxglobal.net/wp-content/uploads/2012/10/TIERSTANDARD_Topology_120801.pdf).

Contractor will be required to create, document, and test quarterly the backup, failover, and disaster recovery procedures and provide a report of the results to NGPC.

## **2. DATA OWNERSHIP AND STORAGE, REPLICATION, AND BACKUP**

All data must be migrated from the current reservation system to the new contractor's State Park Reservation System prior to the go-live date. Testing of data migration must be done in advance according to the Testing Plan to ensure data has not been lost or corrupted.

NGPC is, and will remain, the owner of all data maintained on the database. The contractor will be responsible for storing, and for the safe keeping of, all data on a central database and for maintaining a full backup copy of the production database. The contractor will be responsible for maintaining and storing all data for seven (7) years from the time the reservation is made. All data must remain accessible to NGPC.

Data storage, replication, and backup services must be located in the United States and must use leading technologies. Contractor must provide a high-speed Storage Area Network (SAN) fabric that allows for fiber data transfer speeds for offsite replication of the State Park Reservation System's data. Contractor is responsible for having a data recovery plan emphasizing data and system recovery timeline.

The contractor must provide a Secure File Transfer Protocol (SFTP) server as the means to upload and download data during scheduled exchanges of bulk information.

A backup of all databases will be provided to NGPC on at least a monthly basis, or as requested, to include a database mapping when the structure/fields of the database change(s).

## **3. HOSTED ENVIRONMENT**

### **Three Environments**

The contractor will provide a development environment and a Customer Acceptance Testing (CAT) environment as well as a production environment. The development environment will be used by the contractor's staff to test the product, make enhancements, and correct deficiencies before new code is moved to the CAT environment. The NGPC Project Manager and designee(s) should have access to the development environment throughout the development process.

A CAT site and database that mirrors the structure and functions of the production environment will be available at all times for training purposes. This CAT database will be synchronized with the production database on at least a quarterly basis. The CAT environment must be completely separate and should have a distinctly different look than the production environment. The contractor should provide a test credit card number, and accept only this credit card number, for use on the development and CAT sites. After the initial development and implementation is complete, the CAT environment must be kept and maintained for training and for user acceptance testing of any subsequent additions or modifications to the State Park Reservation System.

### **Hardware**

NGPC will provide personal computers and document printers at the park offices and the call center.

The contractor's State Park Reservation System must be able to operate at the State's current minimum hardware configuration. The contractor's State Park Reservation System must be compatible with the NGPC's current additional hardware/equipment or the contractor must provide compatible hardware/equipment (see Section IV. C. CURRENT OPERATING ENVIRONMENT Item 2 under Features above) and must provide all additional hardware/equipment needed for efficient operation of the State Park Reservation System (currently eight (8) each of thermal printers, cash drawers, credit card swipes, and bar code scanners annually), to include replacement with newer/advanced devices as technology progresses.

### **Software**

The contractor will either include the NGPC as a named licensee on all Third Party Software licenses used in the operation of the State Park Reservation System, or covenants that at such time the contractor's obligation to operate the State Park Reservation System terminates, the contractor shall deliver Third Party Software to NGPC and will cooperate with the NGPC's efforts to obtain assignment of such licenses.

### **Internet Connectivity**

NGPC is responsible for internet connectivity at the park offices and the NGPC's administrative offices.

### **Integration with Nebraska Directory Services**

State of Nebraska standards require that all state government web applications that require authentication and authorization of users will utilize Nebraska Directory Services (NDS) to access web-based applications. NDS is based upon Microsoft Active Directory and can be accessed via native Active Directory methods or Secure LDAP (LDAPS). Multi-factor authentication is available.

### **Browser Compatibility**

The State Park Reservation System should be accessible using popular, widely available browsers such as Microsoft Internet Explorer, Safari, Firefox, and Chrome, including all currently supported versions, as well as on Apple and Android devices, and on other personal mobile devices. No custom software will be required to reside on the user's device.

### **Website**

NGPC's website must be accessible by the public directly. The web page should be dedicated to the NGPC Nebraska State Parks and may not contain any non-NGPC advertising. Changes in the design of the web page after receiving NGPC approval will be coordinated through the NGPC Project Manager. The web page may be associated with a broader scale site, but as soon as a guest selects or searches for Nebraska State Parks, the guest shall be directed to the dedicated page that deals only with Nebraska State Parks. The State Park Reservation System shall provide a link to the NGPC homepage <http://www.outdoornebraska.ne.gov/default.asp>



#### 4. MAINTENANCE

The contractor must have a plan for updating, enhancing, and modifying their system in response to technological advances and the need for additional features to improve efficiency and ability to meet the public's and NGPC's demands.

Normal and preventative maintenance shall be performed at a time that shall not adversely impact daily operations, with prior notification to NGPC of the downtime.

The contractor shall provide a list of all enhancements and changes to be made to the State Park Reservation System in a maintenance release prior to the release.

The contractor shall monitor availability of upgrades offered by their hardware and Third-party software vendors and make timely installation of such changes when technically appropriate, at no additional cost to NGPC.

#### 5. INFORMATION SECURITY

The Nebraska Information Technology Commission (NITC) has adopted an Information Security Policy to provide a uniform set of reasonable and appropriate security safeguards for protection of the confidentiality, integrity, availability, and privacy of information collected, stored, and used to serve to citizens of the State.

##### a. Server Security

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

##### b. Access Control

In order to preserve confidentiality, integrity, and availability, state information assets must be protected by logical and physical access control mechanisms.

- i. Logon banners should be implemented to inform users that the State Park Reservation System is for official agency use, or other approved use consistent with agency policy, and that user activities may be monitored, and the user should have no expectation of privacy. Logon banners are usually presented during the authentication process.
- ii. The issuance and use of privileged accounts will be restricted and controlled.
- iii. Access to an agency's trusted internal network must require all authorized users to authenticate themselves through the use of an individually assigned User ID and an authentication mechanism (e.g., password, token, smart card).

- iv. Access to operating system code, services, and commands must be restricted to only those individuals who need such access in the normal performance of their job responsibilities.

The contractor's system must comply with the NITC Information Security Policy. (Full NITC 8-101: Information Security Policy is at: <http://nitc.nebraska.gov/standards/8-101.html>) NITC 8-301: Password Standard is at: <http://nitc.nebraska.gov/standards/8-301.html>. NITC 8-302: Identity and Access Management Standard for State Government Agencies is at: <http://nitc.nebraska.gov/standards/8-302.html>.)

## **G. ESCROW**

The contractor shall deposit on a monthly basis, at its own expense, with an escrow agent mutually chosen by the contractor and NGPC, a copy of all items that are necessary for the operation and support of the State Park Reservation System, or provide an alternate, similar arrangement. Escrow items shall, at a minimum, include the following:

1. the software source code and executables,
2. a list of Third Party Software used and how it's used,
3. documentation for the source code,
4. software architecture and design documentation,
5. diagram of network design and hardware configuration,
6. entity relationship and table and field definitions of the database,
7. all State Park Reservation System documentation,
8. all current and valid passwords and encryption keys, and
9. any other necessary or useful documentation.

Contractor will have the authority to remove superseded source code and documentation if it is simultaneously replaced with the most current version of the superseded source code and documentation.

The Contractor shall include, along with its annual audited financial statements required in Section III, II Right to Audit, evidence to the State of continued payment of the escrow fees and/or evidence of the ongoing existence of such escrow relationship (or alternate arrangement).

The escrow agreement will include direction to the escrow agent to send confirmation to NGPC (contact to be determined at contract award) of initial deposit and any and all subsequent deposits.

The escrow agreement will include direction to the escrow agent to release all escrowed items to the NGPC within three (3) calendar days of a termination for breach of contract, litigation, or failed transition to a successor contractor.

## **H. PROJECT PLANNING AND MANAGEMENT**

### **Project Management Plan**

The contractor must assign a Project Manager who has been involved in the implementation of systems similar to the one proposed in response to this RFP and will manage the project to ensure the project stays on task and within scope of the contract. The contractor must employ appropriately skilled staff to build and support the State Park Reservation System.

Within ten (10) business days after the contract is awarded, the contractor shall provide a full Project Management Plan. The contractor and NGPC will jointly discuss timing and staffing

issues that will impact the timeline. The result shall be an updated Project Management Plan. The Project Management Plan shall be mutually agreed to and further developed by both the contractor and NGPC. The finalized Project Management Plan must be completed within twenty (20) business days after the contract is awarded and shall be subject to NGPC's approval. The contractor must send a copy of the signed finalized Project Management Plan to NGPC.

The Project Management Plan should include the following items:

1. A description of how the project will be defined, managed, controlled, verified, and communicated to the contractor's and NGPC's project teams.
2. A description of all of the major project tasks that shall be completed by the contractor.
3. Identification of the specific tasks within each component of the plan that will be completed by NGPC.
4. A complete data mapping document and data conversion strategy.
5. A project schedule consolidating all tasks into a logical and manageable flow. This should be a time-based representation of each major task of the project: milestones, dependencies, resource requirements, task durations, and deadlines. The schedule will be detailed enough to show each task to be performed, the start and end date of each task, the expected duration of the task, and turnaround times for NGPC to review, approve, and formally accept or reject the components of the work performed.
6. A listing of all key contract participants, what their role is, if they will be onsite, and for what period of time, and who is responsible for completing the task represented in the schedule. NGPC reserves the right to approve or reject any changes to the contractor's Project Manager or other key personnel after the contract is awarded. NGPC also reserves the right to require key personnel changes, with reasonable notice to the contractor.

The Project Management Plan shall be considered finalized when the NGPC Project Manager or designee and the contractor have provided signature approval of the project plan.

The contractor's Project Manager and team lead should meet onsite with NGPC staff on an agreed-upon basis in order to report on work progress and general issues and to test approved applications.

#### Project Status Reports

For the period of contract initiation through 60 days past implementation, the contractor's Project Manager shall provide weekly Project Status Reports, which shall include;

1. significant work plan activities performed during the reporting period, with review of the completed activities and comparison with plan;
2. identification of project risks and documented recommendations to mitigate such risks;
3. deliverables completed during the reporting period and Identification of milestones reached and comparison with plan;
4. significant work plan activities and resources planned for the next reporting period;
5. deliverables expected to be completed in the next reporting period;
6. identification of problems or issues and tracking status of problems/issues;
7. documentation of what is being done to achieve resolution of problems/issues; and
8. project notes and comments.

The contractor will comply with NITC standards for Project Status Reporting on Enterprise Projects. A copy of the standards document is available at: <http://nitc.ne.gov/standards> The NGPC Project Manager will work directly with the contractor's Project Manager and will be

responsible for overall quality assurance. During development, the contractor shall conduct and document weekly management status meetings or phone calls and provide weekly written status reports including an updated electronic copy of the complete and up-to-date project work plan including major NGPC activities and milestones.

### **Coordination**

The NGPC Project Manager or designee will act as liaison between the contractor and park staff on issues related to the State Park Reservation System and communicate needs to the contractor for inclusion in future upgrades.

### **Testing**

The contractor shall provide a unit testing plan to be approved by NGPC and shall complete unit testing in the development environment before installing the contractor's system to the Customer Acceptance Testing (CAT) environment.

A user acceptance test plan will be designed by NGPC and user acceptance testing will be completed by NGPC staff, with assistance from contractor staff, before installing the contractor's system to the production environment.

### **Change Control**

The contractor must identify any changes to the project plan that affect the originally agreed to delivery date. The NGPC technical team will be included in the change management process. Change management includes assessing and reporting on the risk and timing of an implementation against the other components of the State Park Reservation System. Any plan changes must be agreed upon by both parties, documented as a change to the project plan, and shall require an approval signature on the revised project plan from the NGPC Project Manager or designee and the contractor.

Contractor must communicate and coordinate any changes to contractor's security infrastructure which directly affect the security of State Park Reservation System data. Contractor must not modify any part of the security posture of the State Park Reservation System unless this is coordinated in advance with the NGPC IT staff. This includes any changes to the hardware, software, or any technical services that may indirectly have an impact to the contractor security posture.

## **I. PERFORM IMPLEMENTATION**

The contractor will provide and configure a State Park Reservation System for agency-wide implementation.

All data must be converted from the current State Park Reservation System to the contractor's State Park Reservation System prior to the go-live date. Data migration and testing of that process must be done in advance, according to the Test Plan, to ensure seamless transition for go-live.

All components of the State Park Reservation System must be installed and implemented for all State Park facilities at the same time.

## **J. PROVIDE POST IMPLEMENTATION SUPPORT**

### **Scheduled Downtime**

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

### **Status Meetings**

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

### **Documentation**

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

### **Change Control**

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

### **Help Desk**

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

The Help Desk number must be available for year round coverage, 7 days per week, 24 hours per day for reporting problems. Call forwarding to Help Desk staff may be used during the off hours (outside the hours listed above) and a response must occur within one (1) hour of the message. The Help Desk will function to solve problems and will maintain a log of all calls reporting problems or requesting assistance, fully documenting the problem(s) and what action(s) were taken to correct the issue(s). The log will be made available to NGPC upon request.

A critical situation is one that prevents the reservation or registration of a guest; completion of Reservation or Group Event Planning functions; Sales transactions; or accounts receivable transactions. For critical situations, the contractor is required to provide notification of status (by a process agreed upon by the NGPC Project Manager and the contractor) every three (3) hours until the problem has been resolved.

A non-critical situation refers to anything in the State Park Reservation System that does not function properly, but falls outside the definition of a critical situation. For a non-critical situation, the contractor is required to provide notification of status (by a process agreed upon by the NGPC Project Manager and the contractor) at least weekly until the problem has been resolved.

## **K. TRAINING REQUIREMENTS**

Park staff will be trained in the operation of State Park Reservation System components before the program is in production and before any new function or component is made operational.

The contractor shall train approximately 80 NGPC staff on the use of the State Park Reservation System. Training sessions may be conducted at three locations across the State - East, Central, and West; video conferencing or webinar might be an option if approved by NGPC. The contractor is responsible for contractor staff costs for these training sessions (i.e., travel, hotel accommodations, food, materials, and incidentals). Initial training shall include:

1. a general overview of the proposed State Park Reservation System, its functions, capabilities, limitations, components, and physical layout,
2. walk-through of common field-oriented processes (e.g., reservation processing and cancellations, walk-in registration, unit changes, early departure, extending stays, and park changes),
3. generation and distribution of reports,
4. troubleshooting and problem resolution procedures, error messages, help features, and inquiry functions,
5. training should be broken down by staff functions for park staff, administrator(s), and managers,
6. train NGPC staff on how the website works for the general public to make reservations, and
7. Help Desk protocols.

At the completion of the training, participants should be able to create, modify, store, and retrieve reservation and profile information, print a reservation query, use the check-in/out feature, move guests, and perform other Front Desk and Group Event Planning transactions. Participants should also be able to retrieve and print standard reservation and accounting reports.

Training for NGPC administrators will include:

1. performance monitoring and procedures,
2. administrative duties such as account maintenance, policy changes, and facility addition or removal,
3. tracking past events and transactions, and who completed them, in the State Park Reservation System,
4. creation and customization of reports, and
5. executive level reporting functions.

The contractor will provide a User Manual to the NGPC Project Manager prior to the training sessions for review and approval. The contractor must provide an electronic manual that will be accessible to all park staff through a link from the main menu of the State Park Reservation System. This will enable the contractor to keep the online manual updated and provide real time instruction. Hard copies of the manual will be reproduced by NGPC.

The contractor may be responsible for training the NGPC Project Manager and designee when the services provided are enhanced or modified, at no additional cost to the State. The location for this training will be determined by the NGPC Project Manager and the contractor and should be completed during winter and spring. Expenses incurred by NGPC staff will be the responsibility of NGPC. This session should provide refresher training, as needed, and update training on State Park Reservation System enhancements.

#### **L. TRANSITION PLAN REQUIREMENTS**

The contractor must have a generic transition plan that can be used when there is a change in contractor. This plan must be written such that it can apply at both the beginning of the contract and at the end of the contract.

1. Execution of the transition plan begins on the contractor start date and ends no later than 12 months from that date. The transition plan will facilitate:
  - a. transfer of all knowledge necessary to operate all State Park Reservation System services;
  - b. documentation of all necessary support processes, procedures, functions, and staffing requirements; and
  - c. collaboration to effect an orderly transition of operational control.
  
2. At the end of the current contract, the awarded contractor will collaborate with the current contractor to create a transition plan, with oversight provided by the NGPC. The plan will be detailed within 90 days of the contractor start date. The transition plan should include:
  - a. project schedule with key milestones defined in terms of duration;
  - b. descriptions of approach to knowledge transfer, including capturing and preserving the knowledge necessary to maintain the functions, applications, and services of the State Park Reservation System;
  - c. conversion of State Park Reservation System data;
  - d. the resources and the time commitments for training and knowledge transfer activities;
  - e. measurements for proving the knowledge transfer is effective;
  - f. outline of procedures to be followed during the transition period, with no interruptions or service degradation;
  - g. roles and responsibilities as they relate to the transition;
  - h. point of contact and procedures for managing problems or issues during the transition period;
  - i. transition test plan and procedures;
  - j. communication plan;
  - k. risk mitigation plan and strategy; and
  - l. contingency plan for failed transition.
  
3. At the end of the contract awarded under this RFP, the contractor will collaborate with the successor contractor to create a transition plan, with oversight provided by the NGPC. The transition will be the joint responsibility of the two contractors, with oversight provided by the NGPC. The two transition plans will be collaboratively consolidated with additional details within 90 days of the successor contractor start date. The transition plan should include all the items listed in 2. above.

**M. END OF CONTRACT PROVISIONS**

It is imperative that the State Park Reservation System remain operational during the transition to a new contractor upon termination or expiration of this contract.

Upon termination or expiration of this contract in accordance with its terms (including, if applicable, any renewal term),

1. The contractor shall, at the option of the NGPC, continue to operate under this agreement as Project Manager in accordance with all terms and conditions of the contract entered into pursuant to this RFP, together with any amendments or modifications in existence at such time, for a period of up to 12 months from the time of expiration or notification of termination from the NGPC to contractor, whichever occurs

earlier. The intent of this provision is to ensure continuation of operations while a successor contractor is chosen and contracted.

2. The contractor agrees to make an orderly transition of the services defined in this RFP and to perform any and all tasks in good faith that are necessary to preserve the integrity of the State Park Reservation System operations. The contractor shall make every reasonable effort to ensure that any such transition shall be performed in a professional and businesslike manner, and shall comply with the reasonable requests and requirements of the NGPC, and any successor contractor, to accomplish a successful, seamless, and unhindered transfer of responsibilities.
3. The contractor will be entitled to the same fee arrangement for those revenue generating services which the current contractor continues to host and other services it performs during the transition period, as it is entitled to receive, whether hourly fees or reservation-related fees, under NGPC agreements governing compensation under the current contract at the time of termination or expiration of the contract.
4. The contractor shall cease all new project design or development licensed under this contract during such transition period. Hourly fees for new project developments licensed under this contract completed by NGPC or the successor contractor during the transition period shall be allocated to such parties at the sole discretion of the NGPC.
5. The contractor shall lose any and all claim to further compensation upon the completion of the transition period.



## **V. PROPOSAL INSTRUCTIONS**

This section documents the mandatory requirements that must be met by bidders in preparing the Technical and Cost Proposal. Bidders should identify the subdivisions of "Project Description and Scope of Work" clearly in their proposals; failure to do so may result in disqualification. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State's comparative evaluation.

Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Technical and Cost Proposal are presented separately in the following subdivisions; format and order:

### **A. TECHNICAL PROPOSAL SUBMISSION**

The Technical Proposal shall consist of three (3) sections:

#### **1. REQUEST FOR PROPOSAL FORM**

By signing the "Request for Proposal for Contractual Services" form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the Terms and Conditions stated in this Request for Proposal unless otherwise agreed to, and certifies bidder maintains a drug free work place environment.

The Request for Proposal for Contractual Services form must be signed in ink and returned by the stated date and time in order to be considered for an award.

Further, Section III. Terms and Conditions must be returned with the proposal response.

#### **2. CORPORATE OVERVIEW**

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

##### **a. BIDDER IDENTIFICATION AND INFORMATION**

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

##### **b. FINANCIAL STATEMENTS**

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

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

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

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

**c. CHANGE OF OWNERSHIP**

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

**d. OFFICE LOCATION**

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

**e. RELATIONSHIPS WITH THE STATE**

The bidder shall describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any party named in the bidder's proposal response has contracted with the State, the bidder shall identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

**f. BIDDER'S EMPLOYEE RELATIONS TO STATE**

If any party named in the bidder's proposal response is or was an employee of the State within the past sixty (60) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

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

**g. CONTRACT PERFORMANCE**

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

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

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

**h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE**

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

The bidder must address the following:

- i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this Request for Proposal. These descriptions must include:
  - a) The time period of the project;
  - b) The scheduled and actual completion dates;
  - c) The Contractor's responsibilities;
  - d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and
  - e) Each project description shall identify whether the work was performed as the prime Contractor or as a Sub-Contractor. If a bidder performed as the prime Contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.
- ii. Contractor and Sub-Contractor(s) experience must be listed separately. Narrative descriptions submitted for Sub-Contractors must be specifically identified as Sub-Contractor projects.
- iii. If the work was performed as a Sub-Contractor, the narrative description shall identify the same information as requested for the Contractors above. In addition, Sub-Contractors shall identify what share of contract costs, project responsibilities, and time period were performed as a Sub-Contractor.

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

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

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

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

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

**j. SUB-CONTRACTORS**

If the bidder intends to Sub-Contract any part of its performance hereunder, the bidder must provide:

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

**3. TECHNICAL APPROACH**

The technical approach section of the Technical Proposal must consist of the following:

- a. Bidder must respond to each item in Attachment A, Requirements Tracing Matrix, using Attachment A for the responses.

**B. COST PROPOSAL REQUIREMENTS**

This section describes the requirements to be addressed by bidders in preparing the Cost Proposal. The bidder must submit the Cost Proposal in a section of the proposal that is a separate section or is packaged separately as specified in this RFP from the Technical Proposal section.

The component costs of the fixed price proposal for providing the services set forth in the Request for Proposal must be provided by submitting forms substantially equivalent to those described below.

Bidder must indicate the fees they propose for reservation transactions in Attachment B.

Bidder will provide the hourly rate for additional consulting services for new time and materials projects to the NGPC. There is no guarantee on the number of hours that will be used.

The Bidder must list each role/title and provide an hourly rate in Attachment B. All travel expenses must be included in the rate. These rates are fixed for the initial term of the contract. At renewal time rates may increase by no more than 3% upon mutual written agreement.

**C. PAYMENT SCHEDULE**

No invoice will be approved unless the associated deliverables have been approved.

The Contractor must understand that development costs are not charged to NGPC during development or implementation. Payment to the Contractor will be made on a per Reservation/Change/Cancel Transaction Fee and will begin upon the successful completion of implementation.

# Form A

## Bidder Contact Sheet

### Request for Proposal Number 5093Z1

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:	
Bidder Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Each bidder shall 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:	
Bidder Address:	
Contact Person & Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	