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|   | **COUNTY OF DANE**DEPARTMENT OF ADMINISTRATION**PURCHASING DIVISION**Room 425 City-County Building210 Martin Luther King Jr. Blvd.Madison, WI 53703-3345608-266-4131FAX 608-266-4425 TDD 608-266-4941 |  |
| GREG BROCKMEYERDirector of Administration |  | CHARLES HICKLINController |

DATE: July 17, 2019

TO: All Proposers

FROM: Carolyn Clow, Purchasing Agent

SUBJECT: ADDENDUM #2 to RFP #119056 – Parks Online Reservation and Parks Online Permitting Systems

**Question 1**

Can you please let us know how many concurrent staff users would be accessing the system? In other words, what is your best estimate of how many staff members would be utilizing the application at the same time?

**Answer:**  Maximum number of users during summer months could be approximately 17; however, it is rare that they would be all be concurrent -- more commonly, approximately 8 concurrent users.

Users include: 3 full time, 1 part time office staff (4); 5 full time park rangers, 2 part time rangers, 5 work unit staff (12); and 1 support staff (1). Note that office staff would be the primary editors of the data while the ranger and work unit staff would predominantly view/print the data.

**Question 2**

Pg 12: "The reservation system and/or POS software application(s) and central database(s) must reside on a secure computer hardware platform." & Pg 13: "The software may be either installed locally or hosted in the cloud." **Can the system be cloud-based only?**

**Answer:** Yes, it can be cloud based only, as the sentence on page 13 indicates. Please elaborate in the proposal how a cloud based system will address each of the following issues:

• How does the proposer anticipate reservation payments will be made? Through the system? Via U.S. Bank? Some other vendor?

• Is the system is hosted outside the U.S.? A non-US hosted system could cause problems if U.S. Bank or other U.S. based payment vendor is used. How would this issue be resolved?

• Will Dane County have unfettered access to the data collected in the system?

• Will PII be encrypted at industry standard levels?

**Question 3**

Can you provide any historical revenue data in regards to reservations?

**Answer:**

2018 was $402,400

2017 was $460,100

2016 was $383,600

**Question 4**

Does Dane County want to continue use of Reservedane and Square up, or are other solutions welcome?

**Answer:**  For Reservedane, Dane County prefers to discontinue use; therefore, another solution is required. For Square, Dane County could continue using but other solutions are welcome. To date, Square is the best solution for our park rangers to process credit card payments in the field.

**Question 5**

Can you please describe your permitting process beyond purchasing in more detail? Do the printable, temporary annual permits and daily permits have a barcode that is tied to the user so each use is tracked and attached to the person using it? Are the mailed, annual permits plastic with a barcode attached to the purchaser?

**Answer:**  Each tag, sticker, plastic card has a number printed on it (not a barcode). Parks staff use the current system to assign this number to the customer and then the permit is mailed out (or handed to the customer in the case of purchases in the field). Dane County is open to suggestions/opportunities for change.

**Question 6**

Will the creation and mailing of the permits be the vendor’s responsibility entirely?

**Answer:**  No, it would not necessarily be the vendor’s responsibility entirely. Currently Parks staff create, mail out, and hand out permits for purchases in the field. Outside merchants also manually sell permits offsite and office staff record this data (customer information and permit numbers) as information is received. Dane County is open to suggestions/opportunities for change.

**Question 7**

Do you have any Call Center numbers from previous years you can provide?

**Answer:**  No, Dane County Parks has never used a Call Center. Currently all call-in reservation are taken by office staff Monday through Friday 7:45 AM to 4:30 PM.

**Question 8**

Do all locations have stable high-speed (50M) internet access? In order to be SaaS (Software as a Service) utilized there must be continual access at a reasonable speed.

**Answer:** The RFP is for an online reservation system that could, presumably, be accessed from anywhere in the world so the County has little control over the access speed from most locations and cannot guarantee that all locations will have this level of speed available. If the question is limited to Dane County parks, the County cannot assure that level of speed at all locations.

**Question 9**

Please advise the total dollar amount of all reservations for 2018.

**Answer:** Total dollar amount of all reservations would also include all cash and check payments made at kiosks or in person: $402,400 AFTER sales tax revenue.

This does not include any additional fees such as alcohol use fees, table and tent set up, wood, dump station use.

**Question 10**

Please advise the total dollar amount of all permits for 2018

**Answer:**  $531,400

**Question 11**

Did Dane County take online bookings for campground sites for 2018? If so what percentage of campground site bookings are performed online for 2018?

**Answer:**  Answer below is not precise but is a best guess. Answer does not contain site usage or paid-on-site at the parks.

Reservations:

|  |  |  |
| --- | --- | --- |
|  | ReservationCount | ReservedDays |
| Started Online | 3195 | 9619 |
| Started by Staff | 529 | 1470 |
| TOTAL | 3724 | 11089 |

Reservation Count Percentage - Started Online: 85.79%

Reservation Count Percentage - Started by Staff: 14.21%

Reserved Days Percentage - Started Online: 86.74%

Reserved Days Percentage - Started by Staff: 13.26%

**Question 12**

Did Dane County take online bookings for the permits for 2018? If so what percentage of permits are booked online for 2018?

**Answer:**  Answer below is not precise but is a best guess. Answer does not contain site usage or paid-on-site at the parks.

Permits:

|  |  |
| --- | --- |
|  | PermitQuantity |
| Started Online | 9367 |
| Started by Staff | 7355 |
| TOTAL | 16722 |

Permits Percentage - Started Online: 56.02%

Permits Percentage - Started by Staff: 43.98%

**Please acknowledge receipt of this addendum by noting “Addendum #2 Received” on the Signature Affidavit page when you submit your bid. If you have any questions regarding this addendum, please contact me at 608-266-4966.**

Sincerely,

Carolyn A. Clow, CPPB

Lead Purchasing Agent