Solicitation

1. Solicitation#: 0900000238

2. Solicitation Issue Date: Nov. 8, 2016

3. Brief Description of Requirement:

The Office of Management and Enterprise Services, Information Services, along with the Oklahoma Department of Tourism is currently in the process of replacing their existing Hotel and Hospitality Services System.

Bidders are welcome to bid on all or part of this RFP, multiple Supplier awards will be considered.

4. Response Due Date: Dec. 14, 2016

Time: 3 p.m. Central Time

5. Issued By and Return Sealed Bid To:

Office of Management and Enterprise Services
Central Purchasing/IT Procurement
ATTN: Sheri Diehm
5005 N. Lincoln Blvd., Suite 200
Oklahoma City, OK 73105

6. Contracting Officer:

Name: Sheri Diehm
Phone: 405-522-8840
Email: sheri.diehm@omes.ok.gov

Communications Concerning Solicitation

The contracting officer listed on the cover page of this solicitation is the only individual in which the bidder should be in contact with concerning any issues with this solicitation. Failure to comply with this requirement may result in the bidder response being considered non-responsive and not considered for further evaluation.

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A. GENERAL PROVISIONS

The following provisions shall apply where and as applicable to this Solicitation.

A.1. Definitions

As used herein, the following terms shall have the following meaning unless the context clearly indicates otherwise:

“Acquisition” means items, products, materials, supplies, services and equipment acquired by purchase, lease purchase, lease with option to purchase, or rental pursuant to applicable state law.

“Addendum” means a written restatement of or modification to a Contract Document executed by both parties.

“Amendment” means a written change, addition, correction or revision to a Solicitation made by the state agency responsible for making the Acquisition.

“Bid” means an offer in the form of a bid, proposal or quote a Bidder submits in response to this Solicitation.

"Bidder" means an individual or Business Entity that submits a Bid in response to this Solicitation.

“Business Entity” means any individual, business, partnership, joint venture, corporation, S-corporation, limited liability corporation, limited liability partnership, limited liability limited partnership, sole proprietorship, joint stock company, consortium, or other legal entity recognized by statute.

“COTS” means software that is commercial off the shelf.

“Contract” means this Solicitation, which together with other Contract Documents, as may be amended from time to time, evidences the final agreement between the parties with respect to the contract awarded pursuant to this Solicitation.

“Contract Document” means, when executed by all applicable parties as necessary, this Solicitation, the Bid of the awarded Supplier, any statement of work, work order, rider or similar document related hereto, any purchase order related hereto, other statutorily required or mutually agreed documents related hereto, and any Addendum to any of the foregoing.

“Closing Date and Time” is 3:00 P.M. Central Time on the date this Solicitation closes.

“OMES - IS” means the Office of Management and Enterprise Services, Information Services, on behalf of the State. “State” means the government of the State of Oklahoma, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the State of Oklahoma.

“State CIO” is the State Chief Information Officer or designee.

“Solicitation” means this document inviting Bids for the Acquisition referenced herein.

“Supplier” means the Bidder with whom the State enters into the Contract awarded pursuant to this Solicitation.

“Utilities” means a Bidder’s reusable or pre-existing proprietary intellectual property that forms the basis for a customized or developed software deliverable for the State and which is specifically identified as such by the Bidder in writing prior to execution of the Contract awarded pursuant to this Solicitation.

A.2. Certification Regarding Debarment, Suspension, and Other Responsibility Matters

By submitting a Bid to this Solicitation:

The Bidder certifies that the Bidder and its principals or participants:

A.2.1.1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal, state or local department or agency;

A.2.1.2. Have not within a three-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) contract; or for violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

A.2.1.3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state or local) with commission of any of the foregoing offenses enumerated in this certification; and

A.2.1.4. Have not within a three-year period preceding this Contract had one or more public (federal, state or local) contracts terminated for cause or default.

Where the Bidder is unable to certify to any of the statements in the certification above, Bidder shall attach an explanation to the Bid.

A.3. Bid Public Opening

Sealed Bids may be opened upon public request at the time and date specified herein as the Closing Date and Time.

A.4. Late Bid

Bids received by the State after the Closing Date and Time shall be deemed non-responsive and shall not be considered for any resultant award.

A.5. Legal Contract

Submitted Bids are rendered as a legal offer and when accepted by the State, shall constitute a contract. Acceptance of a submitted Bid by the State may require negotiation of terms included in the submitted Bid.

The Contract Documents resulting from this Solicitation shall have the following order of precedence: any Addendum; this Solicitation; the Bid of the awarded Supplier; any statement of work, work order or other similar ordering document, as applicable; other mutually agreed Contract Documents and a properly issued purchase order related thereto. If there is a conflict between the terms of any Contract Document and applicable Oklahoma law, rules or regulations, such laws, rules and regulations shall prevail over the conflicting terms of the Contract Document.

Any Contract Document related to this Solicitation shall be legibly written or typed.

All transactions related to this Solicitation, and any Contract Document related hereto, may be conducted by electronic means pursuant to the Oklahoma Uniform Electronic Transactions Act.

A.6. Pricing

Bids shall remain firm for a minimum of one-twenty (120) days after the Closing Date and Time.

Bidders guarantee unit prices to be correct.

In accordance with 74 O.S. §85.40, all travel expenses to be incurred by Bidder in performance of the Contract shall be included in the total Bid price/contract amount.

All costs incurred by the Bidders for Bid preparation and participation in this competitive procurement shall be the sole responsibility of the Bidder. The State of Oklahoma shall not reimburse any Bidder for any such costs.

A.7. Firm Fixed Price

Unless this Solicitation specifies otherwise, a Bidder shall submit a firm, fixed price for the term of the Contract.

A.8. Pricing Requirements

If Bidder pricing does not meet requirements of the section herein titled Price and Cost, the Bid may be considered non-responsive.

A.9. Manufacturers' Name and Approved Equivalents

Unless otherwise specified in this Solicitation, manufacturers' names, brand names, information, and/or catalog numbers listed in a specification are for information and not intended to limit competition. Bidder may offer any brand for which it is an authorized representative, which meets or exceeds the specification for any item(s). However, if a Bid is based on equivalent products, indicate on the Bid form the manufacturer's name and number. Bidder shall submit sketches, descriptive literature, and/or complete specifications with their Bid. Reference to literature submitted with a previous Bid shall not satisfy this provision. The Bidder shall also explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Bids that do not comply with these requirements are subject to rejection.

A.10. Rejection of Offer

The State reserves the right to reject any Bids that do not comply with the requirements and specifications of this Solicitation. A Bid may be rejected when the Bidder imposes terms or conditions that would modify requirements of this Solicitation or limit the Bidder's liability to the State. Other possible reasons for rejection of Bids are listed in OAC 260:115-43-11.

Attempts to impose unacceptable conditions on the State, or impose alternative terms not in the best interest of the State shall not be tolerated. Continued attempts to impose unacceptable conditions or terms on the State shall result in a determination of non-responsiveness of the Bid due to lack of compliance with the terms and conditions of negotiation or this Solicitation.

A.11. Award of Contract

The State may award the contract to more than one Bidder by awarding the contract(s) by item or groups of items, or may award the contract on an all or none basis, whichever is deemed to be in the best interest of the State of Oklahoma.

Contract awards shall be made to the lowest and best Bid(s) unless this Solicitation specifies that best value criteria is being used.

In order to receive an award or payments from the State of Oklahoma, Bidder must be registered. The Bidder registration process can be completed electronically through the website at the following link: https://www.ok.gov/dcs/vendors/index.php.

It is the preference of the State to award to a single Bidder. However, the State reserves the right to award to multiple Bidders when it has been determined to be in the best interest of the State.

A.12. Contract Modification

The Contract Documents issued as a result of this Solicitation are under the authority of the State personnel signing the Contract Documents. The Contract may be modified only through a written Addendum, signed by the State.

Any change to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is not specifically authorized by OMES - IS in writing, or that is made unilaterally by the Supplier, is a material breach of the Contract. Unless otherwise specified by applicable law or rules, such changes shall be void and without effect, and the Supplier shall not be entitled to any claim under the Contract based on those changes. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the Contract.

A.13. Delivery, Inspection and Acceptance

All deliveries shall be F.O.B. Destination. The Supplier shall prepay all packaging, handling, shipping and delivery charges and prices quoted shall include all such charges. Any products delivered pursuant to this Contract shall be subject to final inspection and acceptance by the State at destination and the State has no responsibility for the delivered products prior to acceptance. Title and risk of loss or damage to all items shall be the responsibility of the Supplier until accepted. The Supplier shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance. “Destination” shall mean delivered to the receiving dock or other point specified in the applicable purchase order.

Supplier shall be required to deliver products as offered on or before the required date. Deviations, substitutions, or changes in the products shall not be made unless expressly authorized in writing by the State.

A.14. Invoicing and Payment

Upon submission of an accurate and proper invoice, the invoice shall be paid in arrears after products have been delivered or services provided and in accordance with applicable law. Invoices shall contain the purchase order number, a description of the products delivered or services provided, and the dates of such delivery or provision of services.

State Acquisitions are exempt from sales taxes and federal excise taxes.

A.15. Audit and Records Clause

As used in this clause, “records” includes books, documents, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form. In accepting any contract with the State, the Supplier agrees any pertinent state or federal agency shall have the right to examine and audit all records relevant to execution and performance of this Contract.

The Supplier is required to retain records relative to this Contract for the duration of this Contract and for a period of seven (7) years following completion and/or termination of this Contract. If an audit, litigation, or other action involving such records is started before the end of the seven-year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the seven (7) year retention period, whichever is later.

A.16. Non-Appropriation Clause

The terms of this Contract and any purchase order issued for multiple years under this Contract are contingent upon sufficient appropriations being made by the applicable state legislature, federal government or other appropriate government entity. Notwithstanding any language to the contrary in this Solicitation or any other Contract Document, the State may terminate its obligations under this Contract if sufficient appropriations are not made by the Oklahoma Legislature, federal government or other appropriate governing entity to pay amounts that may become due under the terms of multiple year agreements in connection with this Contract. The decision as to whether sufficient appropriations are available shall be accepted by, and be final and binding on, the Supplier.

A.17. Choice of Law and Venue

Any claims, disputes or litigation relating to the Contract Documents, singularly or in the aggregate, or the execution, interpretation, performance, or enforcement thereof shall be governed by the laws of the State of Oklahoma without regard to application of choice of law principles.

Venue for any action, claim, dispute, or litigation relating in any way to the Contract Documents shall be in Oklahoma County, Oklahoma.

A.18. Termination for Cause

The Supplier may terminate this Contract in whole or in part for default with both a thirty (30) day written request and upon written approval from the State. The State may terminate this Contract in whole or in part for default or any other just cause upon a thirty (30) day written notification to the Supplier.

The State may terminate this Contract immediately, in whole or in part, without a thirty (30) day written notice to the Supplier, when violations are found to be an impediment to the function of the State, when conditions preclude the thirty (30) day notice, or when the State determines that an administrative error occurred prior to Contract performance.

If this Contract or certain obligations hereunder are terminated, the State shall be liable only for payment for products delivered and accepted and such termination shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law.

A.19. Termination for Convenience

The State may terminate this Contract, in whole or in part, for convenience if the State Chief Information Officer determines that termination is in the State's best interest. The State shall terminate this Contract by delivering to the Supplier a notice of termination for convenience specifying the terms and effective date of termination. The Contract termination date shall be a minimum of sixty (60) days from the date the notice of termination is issued by the State.

If this Contract or certain obligations hereunder are terminated pursuant to this section, the State shall be liable only for products delivered and accepted and such termination shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law.

A.20. Insurance

The Supplier shall maintain and promptly provide proof to the State of the following insurance coverage, and any renewals, additions or changes thereto, as long as the Supplier has any obligation under a Contract Document:

a) Worker's Compensation and Employer's Liability Insurance in accordance with applicable law.

b) Commercial General Liability Insurance on a per occurrence basis with limits of liability not less than $1,000,000 per occurrence and aggregate combined single limit, Personal Injury, Bodily Injury and Property Damage;

c) Automobile Liability Insurance with limits of liability of not less than $1,000,000 per occurrence combined single limit including bodily injury and property damage and with coverage, if applicable, for all owned vehicles, all non-owned vehicles, and all hired vehicles;

d) Professional Errors and Omissions Insurance which shall include Consultant's Computer Errors and Omissions Coverage with limits not less than $1,000,000 per claim and in the aggregate; and

e) Additional coverage required by the State in writing in connection with a particular Acquisition.

A.21. Employment Relationship

This Contract does not create an employment relationship between the parties. Individuals performing services required by this Contract are not employees of the State and, accordingly, shall not be eligible for rights or benefits accruing to such employees including but not limited to health insurance benefits, workers' compensation insurance, paid vacation or other leave, or any other employee benefit.

A.22. Compliance with the Oklahoma Taxpayer and Citizen Protection Act of 2007

By submitting a Bid to this Solicitation, the Bidder certifies that it is registered and participates in the Status Verification System, available at www.dhs.gov/E-Verify, as required under applicable State law and is in compliance with applicable federal immigration laws and regulations. The Bidder agrees that compliance with the certification set forth in this section shall be a continuing obligation.

A.23. Compliance with Applicable Laws

In connection with its performance of obligations under the terms of this Contract, the Bidder certifies compliance with and, if awarded the Contract pursuant to this Solicitation, shall continue to comply with all applicable federal, state, and local laws, rules, regulations, ordinances and orders, as amended, including but not limited to the following:

a) Drug-Free Workplace Act of 1988 and as implemented at 45 C.F.R. part 76, Subpart F;

b) If the payments pursuant to the Contract are expected to exceed $100,000.00, Section 306 of the Clean Air Act, Section 508 of the Clean Water Act, Executive Order 11738, and Environmental Protection Agency Regulations which prohibit the use under nonexempt Federal contract, grant or loans of facilities included on the EPA List of Violating Facilities;

c) Prospective participant requirements set forth at 45 C.F.R. part 76 in connection with debarment, suspension and other responsibility matters;

d) 1964 Civil Rights Act, Title IX of the Education Amendment of 1972, Section 504 of the Rehabilitation Act of 1973 and Executive Orders 11246 and 11375, Americans with Disabilities Act of 1990;

e) For Persons entering into a grant or cooperative agreement over $100,000.00 (as defined at 45 C.F.R. §93.105 and 93.110), Anti-Lobbying Law set forth at 31 U.S.C. §1325 and as implemented at 45 C.F.R. part 93;

f) Obtaining certified independent audits conducted in accordance with Government Auditing Standards and Office of Management and Budget Circular A-133 with approval and work paper examination rights of the State; and

g) Be registered as a business entity licensed to do business in the State, (registration through the Oklahoma Secretary of State at https://www.sos.ok.gov), have obtained a sales tax permit and be current on franchise tax payments to the State, as applicable.

The Supplier shall maintain all applicable licenses and permits required in association with its obligations hereunder.

The Supplier shall inform its employees, agents and proposed subcontractors who perform services for the State under this Contract of the Supplier's obligations hereunder and shall require compliance accordingly. At the request of the State, Supplier shall promptly provide adequate evidence that such persons are its employees, agents or approved subcontractors and have been informed of their obligations hereunder.

A.24. Gratuities

The rights of Supplier under the terms of this Contract may be immediately terminated , in whole or in part, by written notice if it is determined that the Supplier, its employee, agent or another representative offered or gave a gratuity (e.g., an entertainment or gift) to any State employee directly involved in this Contract. In addition, a Supplier determined to be guilty of such a violation may be suspended or debarred.

A.25. Preclusion from Resulting Contracts

Any Bidder that has provided any consulting services or technical assistance that resulted in any specifications or concepts in this Solicitation, either directly or indirectly, is precluded from being awarded the Contract and from securing a sub-contractor that has provided such services.

A.26. Mutual Responsibilities

The State and Supplier agree that:

Neither party grants the other the right to use any trademarks, trade names, or other designations in any promotion or publication without express written consent by the other party.

This is a non-exclusive Contract and each party is free to enter into similar agreements with others.

Each party grants the other only the licenses and rights specified in the Contract Document and all other rights and interests are expressly reserved.

Except as otherwise set forth herein, where approval, acceptance, consent, or similar action by either party is required under this Contract, such action shall not be unreasonably delayed or withheld

A.27. Background Checks and Verifications

At the sole discretion of the State, employees of the Supplier and any subcontractor of the Supplier may be subject to background checks. If background check information is requested, the Supplier must submit, or cause to be submitted, the required information in a timely manner and the Supplier's access to facilities, data and information may be withheld prior to completion of background verification acceptable to the State.

A.28. Confidentiality

The Supplier shall maintain strict security of all State data and records entrusted to it or to which the Supplier gains access, in accordance with and subject to applicable federal and state laws, rules, regulations and policies and shall use any such data or records only as needed by Supplier for performance of its obligations hereunder. The Supplier further agrees to evidence such confidentiality obligation in a separate writing if required under such applicable federal or state laws, rules and regulations. If Supplier utilizes a permitted subcontractor, Supplier shall obtain specific written assurance, and provide a copy to the State, that the subcontractor shall maintain this same level of security of all data and records entrusted to or accessed by the subcontractor and agree to the same obligations as Supplier, to the extent applicable. Such written assurance may be set forth in the required subcontractor agreement referenced herein.

No State data or records shall be provided or the contents thereof disclosed to a third party unless specifically authorized to do so in writing by the State CIO or in compliance with a valid court order. The Supplier shall immediately forward to the State and the State CIO any request by a third party for data or records in the possession of the Supplier or any subcontractor or to which the Supplier or subcontractor has access and Supplier shall fully cooperate with all efforts to protect the security and confidentiality of such data or records in response to a third party request.

A.29. Unauthorized Obligations

At no time during the performance of this Contract shall the Supplier have the authority to obligate any other party hereto for payment of any goods or services over and above those set forth in this Contract. If the need arises for goods or services over and above the products, Supplier shall cease the project and contact the State for written approval prior to proceeding.

A.30. Electronic and Information Technology Accessibility

Supplier shall comply with federal and state laws, rules and regulations related to information technology accessibility, as applicable, including but not limited to Oklahoma Information Technology Accessibility Standards ("Standards") set forth at http://www.ok.gov/cio/documents/isd_itas.pdf and Supplier shall provide a Voluntary Product Accessibility Template ("VPAT") describing such compliance, which may be provided via a URL linking to the VPAT. If the products will require development or customization, additional requirements and documentation may be required and compliance shall be necessary by Supplier. Such requirements may be stated in appropriate documents including but not limited to state bids, request for proposals, statements of work, riders, agreements, purchase orders and Addendums. Accordingly, in each statement of work or similar document issued pursuant to this Contract, Supplier shall describe such compliance and identify, if and as applicable, (i) which exception to the Standards applies or (ii) a description of the tasks and estimated cost to make the proposed products and/or services compliant with applicable Standards.

All representations contained in the VPAT provided will be relied upon by the State for accessibility compliance purposes.

A.31. Patents and Copyrights

Without exception, the products prices shall include all royalties or costs owed by the Supplier to any third party arising from the use of a patent or copyright.

If a third party claims that any portion of the products provided by Supplier under the terms of this Contract infringes that party's patent or copyright, the Supplier shall defend the State against the claim at the Supplier's expense and pay all related costs, damages, and attorneys' fees incurred by, or assessed to, the State, provided the State (i) promptly notifies the Supplier in writing of the claim and (ii) to the extent authorized by the Attorney General of the State, allows the Supplier to control the defense and any related settlement negotiations. If the Attorney General of the State does not authorize sole control of the defense and settlement negotiations to Supplier, Supplier shall be granted authorization to equally participate in any proceeding related to this section but Supplier shall remain responsible to indemnify the State for all associated costs, damages and fees incurred by or assessed to the State.

If such a claim is made or appears likely to be made, the Supplier shall enable the State to legally continue to use, or modify for use, the portion of products at issue or replace such potential infringing products with at least a functional non-infringing equivalent. If the Supplier determines that none of these alternatives is reasonably available, the State shall return such portion of the products at issue to the Supplier, upon written request, in exchange for a refund of the price paid for such returned goods as well as a refund, if applicable, of other products which are rendered materially unusable as intended due to removal of the portion of products at issue.

Supplier has no obligation regarding a claim based on any of the following: (i) modification of a product by any party other than Supplier, its employee, agent, representative, permitted subcontractor, or any State employee acting in conjunction with the Supplier; (ii) a program's use in other than its specified operating environment; (iii) the combination, operation, or use of a product with other products not provided by Supplier as a system or (iv) infringement solely by a non-Supplier product that has not been provided to the State by, through or on behalf of the Supplier as opposed to its combination with products Supplier provides to or develops for the State as a system.

A.32. Assignment

Supplier's obligations under a Contract Document may not be assigned or transferred to any other person or entity without the prior written consent of the State which may be withheld in its sole discretion. Rights granted to the State under the terms of this Contract may be assigned or transferred, at no additional cost, to other entities within the State.

A.33. Severability

If any provision for this contract shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of this contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

A.34. Paragraph Headings

The headings used in this Contract are for convenience only and do not constitute part of the Contract.

A.35. Failure to Enforce

Failure by the State, as applicable, at any time to enforce a provision of, or exercise a right under, any Contract Document shall not be construed as a waiver of any such provision. Such failure to enforce or exercise shall not affect the validity of any Contract Document, or any part thereof, or the right of the State to enforce any provision of, or exercise any right under, a Contract Document at any time in accordance with its terms. Likewise, a waiver of a breach of any provision in a Contract Document shall not affect or waive a subsequent breach of the same provision or a breach of any other provision in a Contract Document.

A.36. Conflict of Interest

Bidder must provide immediate disclosure of any contractual relationship or any other relevant contact with any State personnel or another Supplier involved in the development of a Bidder's response to this Solicitation. Any conflict of interest shall, at the sole discretion of the State, be grounds for rejection of the Bid or termination of project involvement.

In addition to any requirement of law or through a professional code of ethics or conduct, the Supplier and the Supplier's employees performing services for the State are required to disclose any outside activity or interest that conflicts or may conflict with the best interest of the State. Further, without prior written approval of the State, such employees shall not plan, prepare, or engage in any activity that conflicts or may conflict with the best interest of the State as long as the Supplier has an obligation under this Contract. Prompt disclosure is required under this section if the activity or interest is related, directly or indirectly, to any person or entity currently under contract with or seeking to do business with the State, its employees or any other third-party individual or entity awarded a contract with the State.

A.37. Limitation of Liability

To the extent any limitation of liability in any Contract Document is construed by a court of competent jurisdiction to be a limitation of liability in violation of applicable law, such limitation of liability shall be void.

A.38. Media Ownership (Disk Drive and/or Memory Chip Ownership)

In accordance with the State of Oklahoma Information Security Policy, Procedures, Guidelines set forth online at http://www.ok.gov/cio/documents/InfoSecPPG.pdf ("Electronic Media Retention Requirements"), any disk drives and memory cards purchased with or included for use in leased or purchased equipment under this Contract remain the property of the State.

Personal Identification Information may be retained within electronic media devices and components; therefore, the State shall not allow the release of electronic media either between State Entities or for the resale of refurbished equipment that has been in use by State Entities, by the Supplier to the general public or other entities. Electronic Media Retention Requirements shall also be applied to replacement devices and components, whether purchased or leased, the Supplier may supply during the downtime (repair) of equipment purchased or leased through this Contract. If a device has to be removed from a location for repairs, the State shall have sole discretion, prior to removal, to determine and enforce sufficient safeguards (such as a record of hard drive serial numbers) to protect Personal Identification Information that may be stored within the hard drive or memory of the device.

A.39. Offshore Services

No offshore services are provided for under this Contract. State data shall not be used or accessed internationally, for troubleshooting or any other use not specifically provided for herein without prior written permission, which may be withheld in the State's sole discretion, from the appropriate authorized representative of the State.

A.40. Failure to Provide

The Supplier's repeated failure to provide defined services, without reasonable basis as determined in the sole discretion of the State CIO, shall constitute a material breach of the Supplier's obligations, which may result in partial or whole cancellation of the Contract.

A.41. Agency Policies

The Supplier's employees and/or sub-contractors must adhere to the applicable State policies including, but not limited to acceptable use of Internet and electronic mail, facility and data security, press releases, and public relations. It is up to the Supplier to review and relay State policies covering the above to the consulting staff.

A.42. Compliance with Technology Policies

The Supplier agrees to adhere to the State of Oklahoma "Information Security Policy, Procedures, and Guidelines" available at:

www.ok.gov/OSF/documents/StateOfOklahomaInfoSecPPG_osf_12012008.pdf

A.43. High Technology System Performance and Upgrades

If an Acquisition pursuant to this Contract includes a "high technology system" as defined under Oklahoma law, the Supplier shall provide documentation of the projected schedule of recommended or required system upgrades or improvements to such system for the three (3) year period following the target purchase date. If Supplier does not plan such system upgrades or improvements, the Supplier shall provide documentation that no system upgrades or improvements to the high technology system are planned for the three (3) year period following the target purchase date.

Any Acquisition pursuant to this Contract of an upgrade or enhancement to a high technology system shall be conditioned upon the Acquisition being provided at no charge to the State; the Acquisition being provided to the State at no additional charge pursuant to a previous agreement with the Supplier; the Supplier providing documentation that any required or recommended upgrade will enhance or is necessary for performance of the applicable State agency duties and responsibilities; or the Supplier providing documentation that it will no longer supply maintenance assistance to the applicable State agency and the applicable State agency documenting that the functions performed by the high technology system are necessary for performance of the State agency duties and responsibilities.

A.44. Emerging Technologies

The State of Oklahoma reserves the right to modify the terms of this Contract at any time to allow for technologies not identified in this Contract. If there are repeated requests for an “emerging technology” and the State feels it is warranted to add such technologies, the State reserves the right to include such technology hereunder or to issue an Addendum to this Contract.

A.45. Ownership Rights

Any software developed by the Supplier is for the sole and exclusive use of the State including but not limited to the right to use, reproduce, re-use, alter, modify, edit, or change the software as it sees fit and for any purpose. Moreover, except with regard to any deliverable based on the Utilities, the State shall be deemed the sole and exclusive owner of all right, title, and interest therein, including but not limited to all source data, information and materials furnished to the State, together with all plans, system analysis, and design specifications and drawings, completed programs and documentation thereof, reports and listing, all data and test procedures and all other items pertaining to the work and services to be performed pursuant to this Contract including all copyright and proprietary rights relating thereto. With respect to Utilities, the Supplier grants the State, for no additional consideration, a perpetual, irrevocable, royalty-free license, solely for the internal business use of the State, to use, copy, modify, display, perform, transmit and prepare derivative works of Utilities embodied in or delivered to the State in conjunction with the products.

Except for any Utilities, all work performed by the Supplier of developing, modifying or customizing software and any related supporting documentation shall be considered as Work for Hire (as defined under the U.S. copyright laws) and, as such, shall be owned by and for the benefit of State.

In the event that it should be determined that any portion of such software or related supporting documentation does not qualify as “Work Made for Hire”, Supplier hereby irrevocably grants to the State, for no additional consideration, a non-exclusive, irrevocable, royalty-free license to use, copy, modify, display, perform, transmit and prepare derivative works of any such software and any Utilities embodied in or delivered to the State in conjunction with the products.

Supplier shall assist the State and its agents, upon request, in preparing U.S. and foreign copyright, trademark, and/or patent applications covering software developed, modified or customized for the State. Supplier shall sign any such applications, upon request, and deliver them to the State. The State shall bear all expenses that incurred in connection with such copyright, trademark, and/or patent applications.

If any Acquisition pursuant to this Contract is funded wholly or in part with federal funds, the source code and all associated software and related documentation owned by the State may be shared with other publicly funded agencies at the discretion of the State without permission from or additional compensation to the Supplier.

It is understood and agreed that the Software is being developed by the Supplier for the sole and exclusive use of the State of Oklahoma. Moreover, except with regard to any deliverable based on Supplier’s Utilities, the State of Oklahoma shall be deemed the sole and exclusive owner of all right, title, and interest therein, including all copyright and proprietary rights relating thereto.

Except for any Utilities, all work performed by the Supplier of software and any supporting documentation therefore shall be considered as Works for Hire (as such are defined under the U.S. Copyright Laws) and, as such, shall be owned by and for the benefit of State of Oklahoma.

A.46. Source Code Escrow – Reference Title 62 O.S. § 34.31

If required under applicable Oklahoma law relating to customized computer software developed or modified exclusively for the State, the Supplier shall have a continuing obligation to comply with such law and place the source code for such software and any modifications thereto into escrow with an independent third party escrow agent. Supplier shall pay all fees charged by the escrow agent and enter into an escrow agreement, the terms of which are subject to the prior written approval of the State, with the escrow agent including terms that provide the State receives ownership of all escrowed source code upon the occurrence of any of the following:

a) A bona fide material default of the obligations of the Supplier under the agreement with the agency;

b) An assignment by the Supplier for the benefit of its creditors;

c) A failure by the Supplier to pay, or an admission by the Supplier of its inability to pay, its debts as they mature;

d) The filing of a petition in bankruptcy by or against the Supplier when such petition is not dismissed within sixty (60) days of the filing date;

e) The appointment of a receiver, liquidator or trustee appointed for any substantial part of the Supplier’s property;

f) The inability or unwillingness of the Supplier to provide the maintenance and support services in accordance with the agreement with the agency;

g) The ceasing of a Supplier of maintenance and support of the software; or

h) Such other condition as may be statutorily imposed by the future amendment or enactment of applicable Oklahoma law.

A.47. Right to Renegotiate

Prior to exercising the State's right to cancel this Contract, the State may renegotiate the Contract for the purpose of obtaining more favorable terms for the State, provided that the term of the Contract is not modified.

A.48. Used or New Products

Bidder shall offer new items of current design unless this Solicitation specifies used, reconditioned, or remanufactured products are acceptable. Warranties in both cases should be the same.

A.49. Publicity

The award of this Contract to Supplier is not in any way an endorsement by the State of Supplier or the products and shall not be so construed by Supplier in any advertising or publicity materials. Supplier agrees to submit to the State all advertising, sales promotion, and other publicity matters relating to this Contract wherein the State's name is mentioned or language used from which the connection of the State's name therewith may, in the State's judgment, be inferred or implied as an endorsement. Supplier further agrees not to publish or use such advertising, sales promotion, or publicity matter or release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning this Contract without obtaining the prior written approval of the State.

A.50. Mandatory and Non-Mandatory Terms

Whenever the terms "shall", "must", "will", or "is required" are used in this Solicitation, the specification being referred to is a mandatory specification of this Solicitation. Failure to meet any mandatory specification may cause rejection of a Bid.

Whenever the terms "can", "may", or "should" are used in this Solicitation, the specification being referred to is a desirable item and failure to provide any item so termed shall not be cause for rejection of a Bid.

A.51. Non Tobacco – Smoke Free

By order of the Governor's Executive Order 2012-01, effective August 06, 2012 the use of any tobacco product shall be prohibited on any and all properties owned, leased or contracted for use by the State of Oklahoma, including but not limited to all buildings, land and vehicles owned, leased or contracted for use by agencies or instrumentalities of the State of Oklahoma.

A.52. OMES - IS / Agency Relationship

Pursuant to the Oklahoma Information Technology Consolidation and Coordination Act, OMES - IS is the entity designated to purchase information technology assets on behalf of the State of Oklahoma. The Act directs OMES - IS to acquire necessary hardware and software, and directs OMES - ISD to authorize the use of these assets by other State agencies. OMES - IS, as the owner of information technology assets on behalf of the State of Oklahoma, allows other State agencies to use these assets while retaining ownership and the right to reassign them upon written notification to the Supplier.

A.53. Special Provisions

Special Provisions apply with the same force and effect as these General Provisions. However, conflicts or inconsistencies shall be resolved in favor of the Special Provisions.

B. SPECIAL PROVISIONS

B.1. Contract Term, Renewal and Extension Option

The initial Contract period shall begin on the effective date and shall extend through One (1) Year (the "Initial Term") unless renewed, extended, or terminated in accordance with applicable Contract provisions. By mutual consent of the parties hereto, there shall be seven (7) options to renew, subject to the terms and conditions set forth herein, each for duration of one (1) year. The Supplier shall not commence work, commit funds, incur costs, or in any way act to obligate the State until so notified in writing of the approval of the contract. The authorized State representative is the only individual who can transmit that approval to the Supplier.

After the Initial Term, the Contract may be renewed annually upon mutual written consent of the parties. Prior to each renewal, the State shall subjectively consider the value of this Contract to the State, the Supplier's performance under the Contract and shall review certain other factors, including but not limited to the a) terms and conditions of Contract Documents to determine validity with current State and other applicable statutes and rules; b) then current products pricing and price discounts offered by Supplier; and c) then current products and support offered by Supplier.

If the State determines changes to a Contract Document are required as a condition precedent to renewal, the State and Supplier will cooperate in good faith to evidence such required changes in an Addendum.

The State, at its sole option, may choose to exercise an extension for ninety (90) days beyond the final renewal option period, at the Contract pricing rate. If this option is exercised, the State shall notify the Suppler in writing prior to contract end date. The State, at its sole option, may choose to exercise subsequent ninety (90) day extensions, by mutual consent and at the Contract pricing rate, to facilitate the finalization of related terms and conditions of a new award or as needed for transition to a new Supplier.

In the alternative, the State CIO reserves the right to extend any Contract awarded if it is determined to be in the best interest of the State.

B.2. Obligations of Permitted Subcontractor

If the Contractor is permitted to utilize subcontractors in support of this Contract, the Contractor shall remain solely responsible for its obligations under the terms of this Contract and for its actions and omissions and those of its agents, employees and subcontractors. Any proposed subcontractor shall be identified by entity name and by employee name in the applicable proposal and shall include the nature of the services to be performed. Prior to a subcontractor being utilized by the Supplier in connection with provision of the products, the Supplier shall obtain written approval of the State of such subcontractor and each employee of such subcontractor proposed for use by the Supplier. Such approval is within the sole discretion of the State. As part of the approval request, the Contractor shall provide a copy of a written agreement executed by the Contractor and subcontractor setting forth that such potential subcontractor is bound by and agrees to perform the same covenants and be subject to the same conditions, and make identical certifications to the same facts and criteria, as the Supplier under the terms of all applicable Contract Documents. Contractor agrees that maintaining such agreement with any subcontractor and obtaining prior approval by the State of any subcontractor and associated employees shall be a continuing obligation. The State further reserves the right to revoke approval of a subcontractor or an employee thereof in instances of poor performance, misconduct or for other similar reasons.

All payments for products shall be made directly to the Contractor. No payments shall be made to the Contractor for any services performed pursuant to this Contract by unapproved or disapproved employees of the Contractor or a subcontractor.

B.3. Warrants

Bidder warrants and represents that products or deliverables specified and furnished by or through the Bidder shall individually, and where specified by Bidder to perform as a system, be substantially uninterrupted and error-free in operation and guaranteed against faulty material and workmanship for a warranty period of a minimum of ninety (90) days from the date of acceptance or the maximum allowed by the manufacturer. Defects in products or deliverables specified and furnished by or through the Bidder shall be repaired or replaced by Bidder at no cost or expense to the State if such defect occurs during the warranty period.

B.4. Manufacturer Accessibility VPAT Website

The Bidder may provide a URL link for a website maintained by the Bidder or product manufacturer which provides VPAT's for all products offered through the Contract.

B.5. Commercial Off-The-Shelf (Cots) Software

In the event that Bidder specifies terms and conditions or clauses in an electronic license agreement notice that conflict with the terms of this Contract, the additional terms and conditions or conflicting clauses shall not be binding on the State and the provisions of this Contract shall prevail.

B.6. Hosting Services

Any Bidder proposing to provide hosted services as part of its Bid shall include any hosting provisions and service level agreements in its Bid. Such provisions and service level agreements are subject to negotiation with the State and additional provisions related to hosting services may be required prior to any award being issued.

B.7. Supplier Services

The State of Oklahoma shall not guarantee any minimum or maximum amount of the Supplier services that may be required under this Contract.

C. SOLICITATION SPECIFICATIONS

C.1 Executive Summary

The Office of Management and Enterprise Services (OMES) Information Services Division (ISD) along with the Oklahoma Department of Tourism is currently in the process of replacing their existing Hotel and Hospitality Services System.

Bidders are welcome to bid on all or part of this RFP, multiple Supplier awards will be considered.

C.2 Background:

Tourism currently uses three different programs from Micros. Opera Express (PMS), Point of Sale (POS), and MyFidelio (online reservations) for their Lodging and Cabin Management. For warehouse operations: Microsoft Access Database, Quickbooks for printing of price tags and Oklahoma Interactive On-line store for internal ordering only. For location gift shops, mixture of Oracle POS, cash registers and hand written tickets with inventory kept on Microsoft Excel. For housekeeping linen and supplies, Microsoft Excel spreadsheets.

1. Micros Opera Express (Oracle) is the **main** property management system (PMS); used for all check-in, checkout, reservations, confirmations, cashiering, gift shop, housekeeping, maintenance, packages and promotions, seasonal pricing & rates, deposits, direct billing, A/R accounts, night audit, individual and company profiles, booking group meetings & catering, and reports.

    a. Version V5.0 (5.0.01.0.1/6) & V5.0 (5.0.01.02/10)
    b. Currently used at nine locations, Sequoyah-formerly Western Hills, Lake Murray Lodge, Roman Nose Lodge, Lakeview Lodge, Beavers Bend Cabins, Robbers Cave, Greenleaf, Tenkiller, and Keystone. Being considered for Lake Wister.
    c. **Sales & Catering** was an add on purchased for five of the parks, Sequoyah, Lake Murray Lodge, Roman Nose Lodge, Lakeview Lodge, & Robbers Cave to handle all aspects of group bookings and events, generates BEO (banquet Event Orders) and group contracts.

2. Micros Point of Sales (POS)

    a. Version 3700
    b. Used only at three parks; Sequoyah, Lake Murray and Roman Nose for restaurant sales. Sends orders to kitchen, generates guest checks, keeps track of inventory used & logs tips Credit cards are authorized and charged at the time of sale then all credit cards are batched and settled with Merchant Link during the night audit.
    c. Other locations use cash registers or hand written tickets for Point of Sale. Credit card machines are stand-alone units.

3. **Micros MyFidelio Version 5.0, Service Pack 5.0.03.01/15** -is our online reservations system. The same version is used for all nine locations.

    a. Handles all of our online reservations. Rates and availability are distributed from Opera in live time. We maintain the information, photos and room/cabins descriptions.
    b. Used at all nine locations.

4. **Call Accounting -** Telecost Shadow Voice & Data Hospitality system 9.0 (5) type 500 V2.
Lakeview Lodge, Lake Murray, and Roman Nose has call accounting with AT&T phone system that works with Opera for wake up calls and room phone charges. Sequoyah has an older AT&T phone system.

5. **Locations and Circuit Types:**

Location	City	Machine Type	Circuit_Type	Circuit_Carrier
Keystone State Park	Sand Springs	Cisco Catalyst 295024 G	DSL - 768/256	Cimarron
Beavers Bend	Broken Bow	Cisco Catalyst 2960-48		
Lake Murray	Ardmore	Cisco Catalyst 2960-48	Cable	Cable One
Lakeview	Broken Bow	Juniper EX2200 Switch	DSL - 768/256	OneNet
Robbers Cave	Wilburton	Juniper EX2200 Switch	T1-1.544 Meg	AT&T
Tenkiller	Vian	Juniper EX2200 Switch	DSL - 768/256	Cross Systems
Roman Nose	Watonga	Juniper EX2200 Switch	T1-1.544 Meg	OneNet
Roman Nose	Watonga	Juniper EX2200 Switch	T1-1.544 Meg	OneNet
Tenkiller	Vian	Juniper EX2200 Switch	DSL - 768/256	Cross Systems
Roman Nose	Watonga	Juniper EX2200 Switch	T1-1.544 Meg	OneNet
Ft. Cobb	Fort Cobb	Juniper EX2200 Switch	DSL - 768/256	Hinton Telephone
Lake Murray	Ardmore	Juniper EX2200 Switch	Wireless	Arbuckle Communications (wireless)
Sallisaw	Sallisaw	Juniper EX2200 Switch	10 Meg	Diamond Net
Osagehills	Bartlesville	Juniper EX2200 Switch	T1-1.544 Meg	AT&T
Oklahoma City	Oklahoma City	Juniper EX4200	100 Meg	OMES
Oklahoma City	Oklahoma City	Juniper EX4200	10 Meg	Cox
Keystone State Park	Sand Springs	Unknown	DSL - 768/256	Cimarron
Oklahoma City	Oklahoma City	Juniper EX2200 Switch	100 Meg	OMES
Sequoyah	Hulbert	Summit x350-48t		

6. **State Parks with Rooms and Cabins**

State Parks with Opera PMS/ MyFidelio Online Reservations	**Rooms**	**Cabins**	**Bunkhouse**	**Total**
Sequoyah Lodge-Cabins	104	45	1	150
Lake Murray Lodge-Cabins	32	57		89
Beavers Bend Cabins		48		48
Lakeview Lodge at Beavers Bend	40			40
Robbers Cave Belle Starr Lodge & Cabins	20	26		46
Roman Nose Lodge-Cabins	22	11		33
Tenkiller		48		48
Keystone		22		22
Greenleaf		16		16
Total				**492**
State Parks without PMS				
Lake Wister		15		15
Osage Hills		8		8

Great Salt Plains		6		6
Boiling Springs		4		4
Total				**33**
State Parks currently with POS for Restaurants				
Sequoyah				
Lake Murray				
Roman Nose				
State Parks currently with Call Accounting				
Sequoyah				
Lake Murray				
Roman Nose				
Lakeview Lodge at Beavers Bend				
Lake Murray rooms listed are for the new lodge (old lodge will close)				
Beavers Bend Cabins & Lakeview Lodge at Beavers Bend are treated as two separate parks due to distance				

7. Warehouse location: facilities order resale, linen, supplies, uniforms, promotional items through Oklahoma Interactive on-line store. On-line store is for internal use only. No outside customers. All facilities: Parks, Lodges, Golf Courses, Travel Information Centers use the store.

   a. Orders from the store are placed into Microsoft Access which controls warehouse inventory, receiving, and billing.
   b. Quick Books POS is used for printing price tags for resale merchandise. Other functions of Quick Books are not used.

C.3 Purpose

The purpose of this Request for Proposal (RFP) is limited to the procurement, installation, configuration, and training of an Enterprise Hospitality Management System to support the core business functions of the Oklahoma Department of Tourism.

C.4 Overview of Services

Bidder shall provide software, expertise and services to evaluate the existing processes and tools, install, and support an Enterprise Hospitality System, and train technical staff in the configuration of the System.

OMES/ISD seeks professional services to:

C.4.1 Provide for the following environments; Development, Training, and Production.

C.4.2 Provide the necessary hardware and configuration necessary for the implementation of the System.

C.4.3 Training of the staff in the installation and configuration of the Enterprise System.

C.4.4 Training of the staff in the utilization of the system, utilizing a train the trainer approach, of up to 20 trainers.

C.4.5 Replace their current Systems and gain additional functionality that does not

currently exist. The State is looking for an integrated system

that provides part or all of the following modules/functionality:

a) Reservations for Lodge rooms and cabins, RV and tent campsites, stand-alone park lodging including but not limited to walled tents, primitive cabins and yurts, group camps, day–use facilities.

b) Groups Sales and Catering

c) Field Application

d) POS System for Restaurants, Gift Shops, and Inventory management.

e) Warehouse and Retail Inventory

f) Restaurant Management

g) Housekeeping

h) Reports

i) Financial Accounting Management

j) Credit Card Processing

k) Customer Surveys

l) Customer Management/Marketing

m) Fees/Discounts/Promotions/Packages

n) Application Security

C.5 Approach

The Project will adhere to industry best practices by following an incremental approach to system development. To the maximum extent possible and based on Bidder's recommendations,

The Project will implement as much out of the box functionality as possible.

OMES/ISD desires a system that is highly configurable by State staff.

The state is planning to implement the product in a phased approach;

Phase I - Lodges and Cabin Reservations and management
Phase II - Warehouse Operations and On-line Public and Internal Store
Phase III – Campsite Reservations

C.6 Non-responsive Statement

Proposals submitted by Bidders that do not meet all stated Mandatory Requirements will be considered non-responsive and given no further consideration.

C.7 Performance Requirements:

The following are OMES/ISD response time tolerance for transactions:

C.7.1 Display of search results for records should be within four seconds, and within two seconds 95% of the time.

C.7.2 Editing records should provide screen refresh and error notification results within four seconds, and within two seconds 95% of the time.

C.7.3 Printing of existing reports, non-ad hoc, should begin within 15 seconds, and within 10 seconds 95% of the time.

C.7.4 Response time when navigating between screens should be within four seconds, and within two seconds 95% of the time.

C.8 Supportability

C.8.1 Bidder should be able to support the product via a US Based Phone support 24x7x365.

C.8.2 Bidder should be able to provide on-site support to any of the supported facilities within 5 hours if it is deemed onsite support is warranted, as requested by OMES/IS or OTRD.

C.8.3 The system should be available 98% of the time. Bidder should design and implement with maximum redundancy and failover.

C.9 IMPLEMENTATION SERVICES

The successful Bidder should articulate a clear and repeatable approach to their implementation strategy for achieving the overall implementation. Price and cost descriptions may reflect the tiered, staged, or phased approach to the implementation strategy.

C.9.1 Bidder should describe implementation services in detail, limit your response to six pages.

C.9.2 Bidder should follow a documented and proven implementation methodology.

C.9.3 Bidder should provide a detailed implementation plan with deliverable schedule from each, tier, stage or phase.

C.9.4 Bidder should provide standard configuration documentation.

C.10 Training Requirements

The successful Bidder should propose various levels, types, and modes of training to support engagements with each group of users. The successful Bidder should articulate a clear and repeatable approach to their training strategy that complements the overall implementation plan. Price and cost descriptions, should reflect the tiered, staged, or phased approach to training delivery.

C.10.1 Provide classroom training for up to 20 train the trainers.

C.10.2 Provide class room training for at least 5 staff in the setup and configuration of the system.

C.10.3 Provide one on one mentoring of up to 3 staff in the setup and configuration of the system, a minimum of 15 mentoring days.

C.10.4 Training offerings:

C.10.4.1 Bidder’s offering should provide training materials to support users.

C.10.4.2 Bidder’s offering should provide a training plan and describe the approach in detail.

C.10.4.3 Bidder’s offering should provide training materials that are configurable to the environment.

C.10.4.4 Bidder’s offering should provide follow-up training on-site.

C.10.4.5 Bidder’s offering should provide on-line and downloadable tutorials to support users.

C.10.4.6 Bidder’s website should have searchable content (e.g., issues, tutorials, download, etc.).

C.10.4.7 Bidder’s website should provide on-line video and webinars for their solution.

C.10.4.8 Bidders solution should provide for training mode capability to allow new employees to practice utilizing the system.

C.11 Added Value

The Bidder is encouraged to propose added value functionality that they have available that will aid the Department of Tourism in achieving its goals.

Examples of some added value items;

C.11.1 A public on line store for purchase of retail items. The warehouse would control what is available for sale and have ability to add pictures and text.

C.11.2 A Golf Management System

C.11.2.1 Provide the ability to support a monthly golf membership fee applied to the customers debit and/or credit cards.

C.11.3 A customer rewards program

C.12 Reservations –General

C.12.1 The Reservation System should be capable of electronically loading historical data so that no reservation or customer data will be lost.

C.12.2 The system should allow reservations to be made at any time of day via the internet within individual property restrictions.

C.12.3 The system should allow park facilities and administrators the capability to set or amend future reservation dates to be made up to 11 months and (+ or - days) in advance.C.12.4 The Reservation System should use real time technology to transmit data between the parks and the online reservation site. The Bidder's data storage system so that users can see a continuously up to date inventory of available reservable facilities.

C.12.4 The system should provide the ability to check on the status of any reservation at any time from any workstation in the system.

C.12.5 Each reservation will have its own unique identification number. Any extension of an existing reservation should be considered part of the original reservation and should have the same reservation identification number as the original reservation.

C.12.6 The system should calculate all fees for a reservation at the time of reservation. The system should also be able to collect any necessary fees at the time of reservation.

C.12.7 The system should be structured to prevent "overbooking" of any particular facility.

C.12.8 The Reservation System should collect a customer name, address, phone number, and email address and number of occupants.

C.12.9 The system should be capable of registering walk-in customers. Reservation fees will apply.

C.12.10 The system should be able to easily check-in customers who have made advanced reservations.

C.12.11 The system should allow for comments to be added to a reservation.

C.12.12 The System should be able to generate email confirmations for all advanced reservations, cancellations or modifications completed via the internet, call in, or field. Email confirmations should be able to be re-sent to customers upon request of the customer. The system should allow for park specific and date specific information to be included in the confirmations.

C.12.13 The System should have the flexibility to deal with unique conditions or requirements between parks such as varying minimum stay requirements.

C.12.14 The System should have the flexibility to have varying minimum stay requirements within the same park based on the time of year and sales channel, such as no minimum stay requirement for field reservations and different stay minimum stays for peak season and the off season.

C.12.15 The System should permit different booking windows depending on the facility type.

C.12.16 The Reservation System should configurable to the business rules adopted by OTRD.

C.12.17 The System should allow for daily inventories for new reservations to coincide the release with the opening of the Park Offices.

C.12.18 The System should allow up to two reservations in one transaction through the public website. Reservations through the field should have no limit.

C.12.19 For reservations made online, the System should provide the ability to add a retail item to the reservation. This could include items such as firewood, ice or a promotional package.

C.12.20 The Bidder should provide specific links to include on the OTRD web pages for each park that direct customers to the reservation page for that park. This is to allow customers to bypass searching for and selecting a park on the reservation website.

C.12.21 The Bidder should provide a secure internet site for the public to make reservations for all reservable items.

C.12.22 The website should be “mobile friendly” so it can easily be used on smart phones or tablet devices.

C.12.23 The internet site should be easy to navigate with all content approved by OTRD.

C.12.24 The internet site should have the capability of allowing clickable links to the OTRD website and other sites approved or requested by OTRD.

C.12.25 There shall be no advertising on the reservation website without the consent of OTRD.

C.12.26 The total fees for internet based reservations should be displayed for the customer to review prior to proceeding to a “check-out” screen.

C.12.27 The web page should advise an Internet user who is unsuccessful in making a reservation because of established parameters why the reservation could not be completed. The site will direct the customer as to what needs to be modified in order to make a successful search.

C.12.28 The website should be compatible with all commonly used browsers, including but not limited to, Internet Explorer, Chrome, Firefox, Safari, and Mozilla.

C.12.29 The website should allow OTRD access to an analytics software product that tracks user activity on all OTRD related web pages hosted by the Supplier. The analytics software should provide reports and data to OTRD.

C.12.30 The website should allow users to cancel or modify an existing reservation in compliance with all OTRD cancellation and change policies.

C.12.31 The website should allow a customer to make a donation by credit card to Oklahoma State Parks or to a non-profit organization that supports Oklahoma State Parks. The donation will be allowed while making a purchase or as a standalone transaction.

C.12.32 The website should allow the customer to check availability and rates without having to make a reservation.

C.12.33 The System should have the ability to easily change minimum stay requirements for a defined time period.

C.12.34 The System should allow for photos and videos to be posted of rooms, cabins, campsites, RV sites, etc.

C.12.35 The system should allow for links to be added to pages that will allow for navigation to other pages/sites; such as brochure ordering, activities pages, specific park pages, etc.

C.13 Reservations –Cabins and Lodges

C.13.1 The System should be capable of taking advanced reservations for Cabins/Lodges, through an online website. Advanced reservations should also be able to be completed through a field application in a state lodge.

C.13.2 Any room or cabin that is not occupied should be available to walk-in customers.

C.13.3 The system should allow for modifications or cancellations of existing reservations through the internet or through each of the lodges. Modifications include room or cabin changes, date changes, occupant changes, discount changes and park changes. The system should apply all applicable fees to any cancellation or modification made either online or through one of the lodges or park offices.

C.13.4 Any change in status to a reservable room or cabin as a result of a reservation, a cancellation or a modification should be immediately available in the field application. Any cancelled rooms or cabins should be available through the public website immediately when new inventory is released. If there is a waitlist for the room or cabin, the system should provide for the capability to not allow the new inventory to be made available until the waitlist no longer exists.

C.13.5 The system should provide the ability for Oklahoma State Parks Staff to place any rooms on hold for administrative or maintenance purposes. Rooms that are placed on hold should be removed from the available room inventory and should not be subject to reservations during the hold period until released by the staff. It is desired that notes be included with any room hold so that staff will know who placed a hold and why the hold was placed.

C.13.6 The system should be capable of allowing the check-in of multiple rooms in a single transaction, even if reserved under different reservation numbers or names.

C.13.7 The System should have the ability to allow customers to view their reservation histories on the internet. Reservation histories should include park name, dates of visit, reservation ID number, and facility type and room number.

C.13.8 The website should have a feature for customers to easily check availability at all parks for rooms or cabins based on a date range and number of nights. This page should link into the reservation process to streamline the process if a customer finds availability at a park they would like to reserve.

C.13.9 The software should provide the option of displaying facility availability in a grid format for the following attributes:

- All rooms and cabins on a grid format;
- For a period of 14 days;
- From today's date to the maximum window in the future; and
- Indicate whether rooms or cabins are Open, Reserved or Held.

User should have the option to printout any portion of the grid.

C.13.10 The website should allow photos of each room or cabin to be uploaded so customers can view a photo of the site during the reservation process.

C.13.12 The system should provide for an interactive room chart and layout of the lodge and cabins.

C.13.13 The system should allow for unlimited guest comments and allow them to be ranked.

C.13.14 The following attributes should also be included to provide customers with additional information about a specific Cabin or Room Rental.

- **Included Items** – list of what amenities is provided with the cabin/room **Lodge Amenities**
- **Pet Friendly or Not Pet Friendly**
- Other items may be included as well.

C.14 Reservations – Campsites, Group Camps and Day Use

C.14.1 The System should be capable of taking advanced reservations for Campsites, stand-alone park lodging including but not limited to walled tents, primitive cabins and yurts, Group Camps, and Day Use Facilities through an online website. Advanced reservations should also be able to be completed through a field application in a park office.

C.14.2 Any campsite in a reserved area in a campground that is not occupied or marked by a reserved sign and based on daily occupancy, should be available to walk-in customers.

C.14.3 The system should allow for modifications or cancellations of existing reservations through the internet or through each of the park offices. Modifications include site changes, date changes, , discount changes and park changes. The system should apply all applicable fees or refunds to any cancellation or modification made either online or through one of the park offices.

C.14.4 Any change in status to a reservable site as a result of a reservation, a cancellation or a modification should be immediately available in the field application. Any cancelled sites should be available through the public website immediately when new inventory is released.

C.14.5 The system should provide the ability for Oklahoma State Parks Staff to place any sites on hold for administrative or maintenance purposes. Sites that are placed on hold should be removed from the available site inventory and should not be subject to reservations during the hold period until released by the park staff. It is desired that notes be included with any site hold so that staff will know who placed a hold and why the hold was placed.

C.14.6 The system should be capable of allowing the check-in of multiple sites in a single transaction, even if reserved under different reservation numbers or names.

C.14.7 The system should be able to print camping permits to post on the camp sites. Camping permits should include at a minimum the site number, occupant last name and date due out and be printed in a minimum of a 48 point font.

C.14.8 The System should have the ability to allow customers and administrators to view their reservation histories on the internet. Reservation histories should include park name, dates of visit, reservation ID number, and facility type and site number.

C.14.9 The System should be structured to allow for both site standard (site selected upon arrival at the park) and site specific (site selected at time of reservation) at each park within the same year.

C.14.10 For Day Use Facilities, the System should be able to allow both half-day and full-day reservations for designated facilities. Most day use facilities will be designated by OTRD as available for full-day reservations only, but there are some that should be available for half-day rentals.

C.14.11 The software should provide reservation functionality for reservations for at least the following listed attributes. These attributes should be visible to users of the internet reservation site, and the information should be available to Park Office operators so the operators can provide the information to customers who have called the Park Office.

- **Park** – name of park and Campground information
- **Type** –Electric Campsite, Non-electric Campsite, Premium Campsite, Group, Shelter, Day Lodge or other types as may be designated by the OTRD;
- **Site Number or Name** – the number or name assigned to the site within the park;
- **Site Status** – reserved, available, closed, or held for administrative reasons;
- **Pet or Non-Pet Site** – Identify each site to determine if a pet is permitted on the site
- **Maximum Number of Occupants**
- **Cost per Night**

C.14.12 The following attributes should also be included to provide customers with additional information about a specific campsite:

- **Shade** - Full, partial, none;
- **Electric Service** □□ 20, 30, 50 Amp
- **Water**
- **Sewer**
- **Slideouts**
- **Pad Grade** – level, slight, moderate, severe
- **Pad surface –** asphalt, stone, grass, other;
- **Pad size** - none, small 8x8, medium 10x10, large 12x12, extra-large;10' by 50', 12' by 24', etc.
- **Site Dimensions**
- **Distance to certain park features** – shower house, beach, etc.
- Other items may be included as well.

C.14.13 The following attributes should also be included to provide customers with additional information about a Day Use facility.

- **Location In Park**
- **Electric available or not available**
- **Water available or not available**
- **Grill or grills available**
- **Number of tables**
- **Distance to certain park features** – playground, beach, etc.
- Other items may be included as well.

C.14.14 The internet site should allow users to search multiple parks for available campsites based on a customer's desired features. Features should include park name, region of the state, type of facility, amenities (i.e. electric, full hook up, etc.) and park features (i.e. boating, trails, and beach).

C.14.15 The website should have a feature for customers to easily check availability at all parks for either campsites, group camps or day use facilities based on a date range and number of nights. This page should link into the reservation process to streamline the process if a customer finds availability at a park they would like to reserve.

C.14.16 The software should provide the option of displaying facility availability in a grid format for the following attributes:

- All sites/day use facilities on a grid format;
- For a period of 14 days;
- From today's date to the maximum window in the future; and
- Indicate whether the site is Open, Reserved or Held.

User should have the option to printout any portion of the grid.

C.14.17 The website should allow photos of each site to be uploaded so customers can view a photo of the site during the reservation process.

C.14.18 The software will provide for an interactive map system for each park with the following minimum attributes:

- A main park map showing the entire park;
- An accurate, detailed color map of the campground areas that identifies proximity of each site to park attributes including restrooms, playgrounds and other nearby recreation attractions, physical features (such as lakes, rivers, and trails), entrance to the park and public roadways on this map.
- Clickable hotspots to bring up maps of smaller park areas such as camp loops and specific sites.
- Each map will have a north compass arrow, and all maps for a particular park should be oriented in the same direction, preferably north at the top.
- Each site on the map, at a minimum, will display site number, type of site, and availability through symbols, color-coding, and/or alphanumeric characters.
- Each site will have a pop-up table showing all site attributes that is activated by clicking the site on the map.
- Sites should be reservable directly from the map.
- The map should be easy to use by the public.

C:14.19 After reservation is complete the system should suggest buying Annual Day Pass if reservation is for campgrounds that have Annual Day passes. If purchased by guest, route information to Warehouse for fulfillment.

C.15 Group Sales and Catering

C.15.1 The System should allow for online requests for group quotes.

C.15.2 The System should allow for importing of room lists.

C.15.3 The System should allow for creation and tracking contracts for groups.

C.15.4 The System should allow for invoicing for groups.

C.15.5 The System should have an efficient process of check in/out for direct billed, large groups.

C.15.6 The System should allow adding guest's names to billing folio when group reservation made under another name.

C.15.7 The System should have the ability to allow for banquet catering.

C.15.7.1 Include tracking of at least the following: Type of Event, Number of Guests, Room set-up, Menu, Cost per Person, Permits (if needed).

C.15.7.2 Automatic Tax and Service Charge Calculations

C.15.7.3 Customizable BEO's (Banquet Event Order)

C.15.7.4 Batch Print and Copy of Banquet Event Orders

C.15.7.5 Creation of Banquet Checks

C.15.7.6 Pre-load menus

C.15.7.7 Manage Deposits

C.15.7.8 Customizable Group Contracts

C.15.8 The System should allow for the creation of prospecting letters and introduction letters.

C.15.9 The System should allow for contracts to be exported into Microsoft word and/or PDF.

C.15.10 They System Should provide for function book features such as:

C.15.10.1 Booking space

C.15.10.2 Copy Whole events

C.15.10.3 Prevent Double booking

C.15.10.4 Manage Setup and Breakdown Times

C.15.10.5 Change Calendar views

C.16 Field Application

C.16.1 The System will allow queries from the field workstations in order to determine the occupancy status of reservable facilities in other parks in the system.

C.16.2 The field application should include interactive maps that are identical to the maps included on the public website.

C.16.3 The field application should allow users the ability to register a customer for a campsite, check-in and check-out customers with reservations, view customer histories, sell POS items, modify or cancel an existing reservation based on the applicable cancellation policies, manage POS inventories and access reports.

C.16.4 The field application should allow for users with designated security levels the ability to override cancellation policies and minimum stay requirements.

C.16.5 The field application should be accessible on a mobile device such as a tablet with an internet connection to allow for remote sales or camper check-ins outside of the camp office/store.

C.16.6 The mobile field application should have the ability to print receipts via a wireless mobile printer.

C.16.7 The field application should have the option of sending a receipt to a customer electronically via text message or email message.

C.16.8 The Field Application should allow for the creation of a new reservation or the modification of an existing reservation and the sale of a POS item in a single transaction.

C.16.9 The field application should only allow users access to the park or parks where they are assigned. The user should be able to access all parks to which they are assigned with a single username and password.

C.16.10 The system should allow for the warehouse to control what is available for resale to the public and how internal orders are filled.

C.17 POS System for Restaurants, Gift Shops and Inventory Management

C.17.1 The System should have a fully integrated point of sale function that allows for the sale of merchandise and features cash management controls, including cash drawer close out features.

C.17.2 System should accept transfer of merchandise numbers from warehouse as items are purchased by the facility. Item numbers are unique to the item. System should also allow adding of item numbers at facility for items not transferred from the warehouse.

C.17.3 The System should generate an itemized receipt, including name of the product, price paid and any applicable taxes, for the purchase or rental of goods and services with a unique transaction number for each receipt.

C.17.4 The System should display the POS products on-screen. Descriptor fields should allow a minimum of 25 alpha and numeric characters. These descriptors would transfer for warehouse purchases and can also be added by the facility for products not transferred from the warehouse.

C.17.5 The System should display the product name in the shopping cart so it is easy for the staff to identify what is in the cart.

C.17.6 The System should be able to handle the rental of items such as boats or bicycles in various time increments (30 minutes, 1 hour, half-day, full day, etc.)

C.17.7 The System should be able to handle the sale of items that can be sold in varying quantities, such as gallons, pounds, each.

C.17.8 The System should allow items to be directly added to the cart by various methods, including the use of barcode scanning and one touch keys. Adding products to the shopping cart should not require any additional steps after the one touch key is selected or the barcode is scanned.

C.17.9 The System should utilize manufacturer's UPC codes on retail items as a means to scan products for sale. The System should allow a minimum of 25 UPC codes to be associated with a single product.

C.17.10 The System should only allow field users with the proper security levels to change prices on items.

C.17.11 The point of sale component should allow for a single payment for a walk in registration or modification and purchase of retail items in one transaction.

C.17.12 The System should have the ability to calculate and distribute refunds to a customer.

C.17.13 The System should also be able to provide any refund of camping fees along with a purchase in a single transaction.

C.17.14 The name of the park where the transaction occurred should be printed on all transaction receipts.

C.17.15 The System should allow the option to not print a receipt for a cash transaction.

C.17.16 The System should calculate change due on a cash transaction and display this amount for sufficient time to allow the operator to make the change from the drawer.

C.17.17 The System should allow for the return of merchandise for a refund or exchange. Refunds should be allowed with or without a receipt. Any returns should be reflected in the inventory for that location.

C.17.18 The System should allow refunds by cash, check and credit card (when used as the original form of payment).

C.17.19 The System should be able to limit the amount of a cash refund if a receipt is not presented.

C.17.20 The System should allow for multiple POS items to be returned and refunded in a single transaction.

C.17.21 The System should allow for point of sale functionality to take place if connectivity is lost temporarily. Transactions can be limited to cash or check only when there is no connectivity. Transaction data should be transferred to the system database when connectivity is restored.

C.17.22 The System should allow for a minimum of 20 quick sale buttons for the most frequently sold POS items to quickly add these items to a cart.

C.17.23 The System should allow for quick lookup of a product by item number or description if the barcode scan does not function.

C.17.24 The System should allow to group items to sell as a package.

C.17.25 The System should integrate with the Reservation module.

C.17.26 Bidder should describe how their Sales module offline functioning would be performed.

C.17.27 The System should allow for touch screen capability allowing staff to look up inventory quickly.

C.17.28 An internal on line store for the ordering/purchase of retail items, linen, supplies, uniforms, promotional items, and brochures. A facility places an order, enters their payment (credit card number), the warehouse edits the order based on inventory available, the order is pulled and can be edited again, and invoice is created and charged to the credit card, invoices are e-mailed to facility.

C.18 Inventory (Retail/Warehouse)

C.18.1 The System should have a fully developed inventory feature to track retail/warehouse product inventories, including a method of tracking Supplier returns and write-offs. Products including but not limited to: retail, linen, supplies, uniforms, annual passes, gift certificates.

C.18.2 The System should allow each park to maintain its own inventory.

C.18.3 The System should allow the Warehouse to connect to each location and view their inventory and pull reports based on their inventory.

C.18.4 The System should allow for the parks to enter new products not transferred from the warehouse into the inventory so they can be sold at that location. When a product is entered at the park level, the product should be available for other user-selected retail locations within the park using the same information. Transfers (purchases) from the warehouse should flow upon receipt into location inventory.

C.18.5 The System should allow for the parks to adjust retail prices in the inventory. Supervisor approval is needed to change costs or prices and a report of those transactions should be produced.

C.18.6 The System should allow for in-park additions to the inventory using multiple entry methods. Methods should include use of bar code technology in entering inventory items when received from Suppliers.

C.18.7 The System should be able to use both most recent cost or calculate an average cost price for retail items in the inventory. If average cost price is used it should be aggregated for all purchases of that product, not just the most recent entry. The formula for Average Cost Price is Total Price Paid/Total Quantity=Average Cost Price.

C.18.8 The System should be able to calculate a dollar value for the retail inventory at each location by product, by group of related products (i.e. – apparel) and for the entire inventory. Categories and sub categories are set by the warehouse for all purchases including those made outside of the warehouse. All facility inventories will follow the same categories/subcategories.

C.18.9 The System should allow for a partial physical inventory to be completed without impacting the entire inventory. The System should allow report to be pulled by item number as well as description (i.e. Mugs).

C.18.10 The System should allow for physical inventories to be completed using a hand-held scanning device. Data collected on the device should be uploaded into the System to complete the inventory.

C.18.11 The System should allow transfers of stock to other parks and warehouse.

C.18.12 The System should allow locations to receive stock transfers from other parks and warehouse.

C.18.13 All inventory transactions should be recorded and tracked for auditing purposes. Users with appropriate permission levels should be able to view and print these details in order to conduct an audit of the inventory.

C.18.14 Inventory items can be deleted with proper permission levels and zero in stock.

C.18.15 Field users should be able to view inventory in groupings of like items (i.e. Apparel, Sundries, and Food) and by item number.

C.18.16 The System should have the following inventory reports/forms. All reports should be printable and exportable to Excel.

- Physical Recording Form – This is a form listing all items entered as inventory at a specific location. It is used for recording a physical inventory.
- Inventory Snapshot – This is a report of all inventories on hand at a retail location. This report should be able to print a complete inventory, or a user should be able to enter a date range, category, item number or description and inventory information is pulled.
- Par level-Reorder report – par levels would be set on products that are considered core products. Once par is reached a report will generate to re-order item. Par may not be required on all items such as seasonal items.
- Inventory Discrepancy Report – This report will show any discrepancies between a physical inventory count and the amounts recorded in the inventory system.
- Inventory Transaction Report – Will show all inventory transactions including type of transaction (add products, sale of products, returns, write-offs, etc.), product information, what changes were made, date and time of transaction, value of the transaction (cost of goods entered), user name and any comments.
- All reports should be filtered so it can be run for certain types of transactions such as orders received, transfers, sales, and write-offs for a user specified date range, and/or specific products.

C.18.17 For any POS item, the System should be able to generate a unique barcode for price tags that is printable on label so the barcodes can be placed on items with no barcodes. Price tags should not only contain the bar code but the unique item number for that item and the retail price. Price tags need to be a standard brand label and small enough to fit most products. Avery #5167 is currently used. Printing price tags needs to be a feature of the warehouse operating system as well since most tags are printed before transferred to the facility. Facilities need to be able to print tags to replace missing tags and to add for inventory purchased outside the warehouse.

C.18.18 The System should allow each facility to track their linen inventory. For Rooms Department, linen would consist of linen for beds and terry cloth for bath rooms. For Food Department, linen would consist of table linens and table drapes. System would receive new transfers from the warehouse and other Suppliers and allow stained inventory to be removed from inventory. Inventory reports and functioning would be the same as above for retail inventory.

C.18.19 The System should allow each facility to track their supplies. For Rooms Department, supplies could include: bar soap for rooms, toilet paper, and window cleaner. For Food Department, supplies could include: paper plates, cups, dining room flat ware, dishes. System would receive new transfers from the warehouse and other Suppliers and allow broken/used items to be removed. Inventory reports and functioning would be the same as above for retail inventory. (Sub categories: hard goods which would be dishes and disposable goods like toilet paper).

C.18.20 The System should allow each facility to manage uniforms for their facility. Not only what uniform is in stock but which employee was issued the uniform and when it was returned. Reports would be the same as above.

C.18.21 The System should allow each facility to track sales of gift certificates and annual passes recording guest information.

C.18.22 The System should have all the above inventories for the warehouse with the same reports. Categories: Retail, Linen, Supplies, Uniforms, Promotional, Brochures and sub categories for each category, for instance, sub category first aid supplies under the Supply category.

C.19 Restaurant Management

C.19.1 The System should have the ability to create and edit menus online.

C.19.2 The System should have the ability to monitor staff hours worked.

C.19.3 The System should have the ability to allow for flexible floor management. Allowing guests and staff to move table and chairs around to accommodate the guests party.

C.19.4 The System should have the ability to serve customers from anywhere in the establishment: table-side, at the bar, counter, or on the patio.

C.19.5 The System should have the ability to allow customer make modifications to their meal and options on how they receive their bill.

C.19.6 The System should have the ability to allow staff to enter orders directly into system.

C.19.7 The System should have the ability to create timed promotions. Create a happy hour or weekly drink special and set discounts to run for a preset time period.

C.19.8 The System should have the ability to allow for split bills at customer's request.

C.19.9 The System should have the ability to allow individual user accounts for tracking of employee's activity.

C.19.10 The System should have the ability to use multiple sales taxes.

C.19.11 The System should have the ability to track restaurants inventory.

C.19.12 The System should have reports:

- Inventory ControlMenu Optimization
- End of Day Reports
- Staff Sales Reports
- Clock-in and Clock-out Reporting
- Real Time Reports

C.20 Housekeeping and Engineering Requirements

C.20.1 The System should display all current and future out of order rooms listed in date order as primary sort and by room number as a secondary sort.

C.20.2 The System should automatically update scheduled out of order rooms during the night audit process.

C.20.3 The System should track the following information for each room attendant and property:

- Target vs. Actual Labor hours per room
- Inspector and Guest Comments
- Number of rooms cleaned

C.20.4 The System should generate supervisory assignments and cleaning schedule for each room attendant with estimated cleaning times.

C.20.5 The System should allow for different service levels for housekeeping:

- Daily Service
- Deep Cleaning
- Carpet Cleaning
- Flip Mattress
- Inspection
- Pick up Room

C.20.6 The System should generate cleaning and maintenance history.

C.20.7 The System should forecast daily cleaning requirements at least 4 weeks in advance based on type of service (e.g. daily, mid-weekly, weekly)

C.20.8 The System should equally distribute workloads by assigning a value to each room type.

C.20.9 The System should track customer requests so that housekeeping can ensure meeting guests needs.

C.20.10 The System should track room repair or maintenance requests, so that facilities receive notice to perform the work.

C.20.11 The system should provide a housekeeping dashboard displaying work tasks.

C.20.12 The system should allow for querying of rooms cleaned by a specific housekeeper.

C.20.13 The system should provide a housekeeping ‘Task Sheet” containing room information and cleaning instructions per room.

C.20.14 The system should be able to pull inventory lists of linens, supplies, etc. to allow for ordering from the warehouse.

C.20.15 The system should be able to allow sites to modify their counts within their inventory items.

C.20.16 The system should allow for preventive maintenance scheduling.

C.20.17 The system should allow for the creation of workorders and processing of workorders.

C.20.18 The system should allow for room status updates through one screen.

C.20.19 The system should allow for the tracking and management of lost and found items.

C.20.20 The system should allow for real time view of house statistics to view occupancy and room stats.

C.21 Reports

C.21.1 The System should allow OTRD staff to access and run reports on a daily basis.

C.21.2 Reports should be downloadable into Microsoft Excel without additional data fields being added. The output and formatting in Excel should closely approximate the output displayed in the system.

C.21.3 All reports should have the ability to be printed. All printed reports should include the report title, column headings, date and time report was generated on all pages.

C.21.4 All reports should be able to be run for a user specified date range. The minimum range should be a period of one year for historic reports and 31 days for future reports.

C.21.5 All non-financial reports should be sortable by each of the fields in the report.

C.21.6 All reports should be able to be run for a specific location or locations within a park or multiple parks for which the user has access.

C.21.7 All reports should be able to be run for multiple parks at one time and the results should be provided by park for comparison purposes.

C.21.8 Bidder should describe their ability to provide ad hoc reporting capability.

C.21.9 Bidder should list the standard canned reports available to the state without modification to the system.

C.21.10 Bidder should describe their plan to provide the list of reports as outlined in Appendix B - State List of Required Reports.

C.22 Financial Accounting Requirements

C.22.1 The System should allow all OTRD retail outlets to accept cash, credit cards, debit cards, gift certificates, coupons, and checks as payment.

C.22.2 The System should data capture all payments, including transaction number, reservation number, name and location where reservation or point of sale is taken.

C.22.3 The System should accommodate at least ten (10) tax types for all reservation and retail transactions, including sales tax, bed tax, resort tax, lodging tax, township tax and county tax. The tax rates and applicability will vary based on location and type of sale.

C.22.4 The System should be able to be easily adjusted to reflect changes in tax rates and tax laws.

C.22.5 The System should allow for the field to exempt a reservation or retail sale from any or all of the taxes for that particular transaction.

C.22.6 The Reservation System will allow for variations in campsite/cabin fees within the same park, between parks, and for certain days of the week and certain time periods during the calendar year.

C.22.7 The System should allow each park to make appropriate and necessary price adjustments for guests of that park for site changes, extended stays, early departures, and no-shows, based on permission levels and with a required comment to explain the adjustment.

C.22.8 The System should allow for each park to provide price adjustments to guests for up to 60 days after the departure date when the customer provides proof that they were eligible for a discount but did not use a discount during the stay or for other customer service related circumstances. The refunds that result from the adjustments will default to the original form of payment or to a check in the case of a cash payment. Park staff should have the option to override the default refund method in order to issue the refund by gift card or check.

C.22.9 The System should allow for a means of providing refunds for customers beyond this 60 day window in case of extraordinary circumstances. These refunds should all run through central office for approval. The System should provide a means for the field to request approval of these refunds from Central Office.

C.22.10 Any manual price adjustments should be based on permission levels and the System should require that comments explaining the adjustment be added prior to completing the transaction.

C.22.11 The System should be able to identify funds due to the State the day following the transaction.

C.22.12 The System should identify revenue by source.

C.22.13 The system should provide for a functioning Accounts Receivable module used to maintain all ledger accounts including direct bill, posting of adjustments, case receipts, voucher/invoices, voids and transfers.

C.22.14 The system should provide for a functioning Accounts Payable module designed for processing all invoices, maintaining Supplier account information; to include Supplier history inquires, cash requirement reports, printing of year end 1099 vouchers, direct link to the general ledger to all updates are processed automatically.

C.23 Credit Card Processing

C.23.1 Software should be capable of handling credit card payments by phone at the individual lodges, at all in-park sites, and through the reservation website. System should be capable of handling internal orders and payments through an on line internal store.

C.23.2 The System should utilize a real-time, on-line verification process to avoid customer callbacks.

C.23.3 The System should accept Visa, MasterCard, Discover Card, American Express credit cards and bank debit cards backed by any of these cards.

C.23.4 Any fees for the use of the cards online or through the in Park Sites should be paid by the Supplier.

C.23.5 For all workstations in the Parks, the credit card system should utilize the credit card processor designated by the State. The system may utilize another processor for transactions handled through the website.

C.23.6 Credit card information should be captured through a swipe or chip reader capture feature.

C.23.7 The System should also capture the CVV number when accepting credit cards.

C.23.8 If the swipe feature of the credit card module does not work, the System should allow for the manual entry of personal information including name on the card, credit card number, CVV number, expiration date, address and/or zip code for fraud protection.

C.23.9 The System should be secured so that personal information of customers is protected.

C.23.10 The System should be PCI compliant.

C.23.11 If the processor declines a credit card transaction, the System should require the user to choose another credit card number before allowing completion of reservation and provide a reason code for the declined transaction.

C.23.12 Supplier's credit card processor should guarantee funds from credit card transactions completed through the Call Center or website.

C.23.13 Credit card number and expiration dates should be encrypted. No more than the last four (4) digits of the credit card number should be displayed on transaction receipts and the expiration date should also be masked.

C.23.14 The System should allow for refunds to credit cards when the credit card is used as an original form of payment.

C.23.15 When making a refund, the user will have the option of changing the expiration date on the credit card in the event the card has expired after the purchase date but prior to the date of the refund.

C.23.16 The System should allow credit card refunds up to 13 months after the original transaction date.

C.23.17 In order to address credit card disputes, the System should include a component that will allow OTRD Central Office staff to research all credit card transactions that originate from any location in the system based on date of transaction, last four (4) digits of the credit card number, amount of transaction, or customer last name. The search should return, at a minimum, receipt number for the transaction and park where transaction occurred.

C.24 Customer Surveys

C.24.1 The System should have a component to allow customers to complete an online satisfaction surveys for their reservation or after any visit to an Oklahoma State Park facility.

C.24.2 Content of the surveys should be approved by Oklahoma State Parks. Content of the surveys will vary by park depending on the services and amenities available at that park.

C.24.3 The System should compile the responses by park for all surveys completed so there is a composite survey result for each park. These results will be compiled in an electronic format approved by OTRD and sent to OTRD at the end of each month.

C.24.4 Users with the appropriate permission levels should be able to view individual surveys responses.

C.24.5 The System should allow users with the appropriate permission levels to respond to a survey via email.

C.24.6 The System should be able to generate an email with a link to the survey for a specific park after the departure date of a customer reservation.

C.24.7 For those customers that do not have a reservation, the survey for each park should be on a website that can be accessed through the Oklahoma State Parks website.

C.25 Customer Management/Marketing

C.25.1 The System should be structured as to limit the possibilities that one individual has multiple customer records in the database.

C.25.2 The System should have the ability to periodically check the database for duplicate customer records for the same individual. Multiple records for the same customer should be merged into a single record so that when a customer search is performed, the System only returns one record for the individual.

C.25.3 The system should allow customers to opt-in to marketing offers provided by OTRD. The customer should be able to opt-in when making reservations online, through the Call Center or in the field application.

C.25.4 The System should allow reminder confirmations to be sent to a customer up to fourteen (14) days prior to their reservation arrival date. This reminder confirmation should be customizable with park specific information.

C.25.5 The System should allow operators with appropriate permission levels to pull email lists for customers who have stayed at the park during an operator selected time frame.

C.25.6 The System should allow comments to be added to a customer account. These comments will stay with the customer account and will be viewable at all locations by users with the necessary security levels.

C.25.7 The System should allow users in Central Office to pull customer lists from the system, based on different filters, such as lodge customers, campsite customers, etc.

C.25.8 The System should allow the field to update customer information, including address, phone number, email, etc.

C.25.9 The system should allow for the capability to place digital ads on different web pages within the online reservation system.

C.25.10 The system should allow OTRD staff to customize the home page so that it will have the same look and feel as the rest of the OTRD website.

C.25.11 The system should allow for customers to select that their email be used for research or marketing purposes, to include agreement language.

C.25.12 They system should allow for pixel/tracking codes to be added to pages to allow for data gathering.

C.26 Fees/Discounts

C.26.1 The System should be able to handle varying fees for each facility type. Fees can vary depending on day of the week, holidays, and season.

C.26.2 The System should be able to collect an additional fees in addition to the base camping fee or room fee for camping reservations for up to 2 extra tents.

C.26.3 The System should be able to handle fees on a per night basis for camping, lodge rooms and cabins, and on a per day basis for day use facilities.

C.26.4 Several group camp fees are charged per person. The System should have the ability to calculate fees based on a per person rate, with a different per person rate for adults and youth.

C.26.5 The System should calculate all applicable taxes for each reservation.

C.26.6 The System should be able to process discounts for reservations. The discounts will include standard discounts available anytime, such as the Disabled Veterans Discount, group discounts, senior discounts as well as special discounts as developed by OTRD.

C.26.7 The System should allow only one discount per time period for each discount card, regardless of where the reservation is created.

C.26.8 The system should allow the administrators of the system to allow more than one discount per time period for each discount card, regardless of where the reservation is created.

C.26.9 The System should calculate and collect any additional fees that result from a change in a reservation or registration.

C.26.10 The System should calculate and process any refund owed to a customer as a result of a change in a reservation or registration.

C.26.11 The System should have the ability to utilize promo codes for specific parks, facility type and/or date ranges. The promo code feature should be able to process promo codes that are unique codes good for only one use by one customer and global promo codes that can be used by all customers. Discounts on the promo codes will include a percent off of fees, specific dollar amount discount, and Buy X, Get Y promotion.

C.26.12 They system should have the capability to put retail items on sale for a specific timeframe, by retail location.

C.27 Security Levels

C.27.1 The System should allow for a range of security levels and roles. Levels should be able to be added or deleted as operational needs change.

C.28 Technical

The Bidder should be aware that connectivity to many of the parks in remote areas is not optimal and therefore should take into account band width and network reliability challenges when proposing a solution. The state is open to a decentralized architecture to allow for adequate performance and failover allowing for the optimum uptime availability to the system.

C.28.1 Describe the Systems Business Continuity and Disaster Recovery Plan, which should include a periodic test of backup, failover, and disaster recovery procedures.

C.28.2 The Bidder should:

C.28.2.1 Acknowledge that OTRD is, and will remain, the owner of all data maintained on the database.

C.28.2.2 Describe their ability and plan to retain data for seven (7) years and maintain its accessibility to OTRD.

C.28.2.3 Describe how Personal Identifying Information (PII) is protected – without compromising bidder's security schema.

C.28.2.4 Provide a high level data recovery plan emphasizing data and system recovery timeline.

C.28.3 The Bidder should describe their data storage, replication, and backup services, which should be located in the United States.

C.28.4 The Bidder should describe, and provide a conceptual diagram of, the architecture of their solution.

C.28.4.1 Three (3) separate environments – Development, Test, and Production

C.28.4.2 Software and hardware components

C.28.4.3 Website

C.28.4.4 Browser compatibility

C.28.4.5 Bidder should include a list of additional software (e.g., Adobe Reader software plugins) and supplemental/specialized hardware required to use their system.

The State will purchase the recommended hardware based on Bidder recommendation and agreed upon final architecture.

C.28.5 The 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 publics and OTRD's demands, including description of how they monitor availability of upgrades offered by the hardware and software Suppliers.

C.28.6 The 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 Oklahoma's Information Security Policy.

C.29 Interfaces

C.29.1 The System should have the ability to interface with OTRD's Key Lock vendor KABA Locks.

C.29.2 The System should have a Golf Management Module or interface with Fore Golf Management System.

C.29.3 The Bidder should describe the Call Accounting System interfaces they support.

C.29.4 The Bidder should describe the reservation booking engine interfaces they support.

C.29.5 The Bidder should describe the Credit Card interfaces they support.

C.29.6 The Bidder should describe the Point of Sale Device Interfaces they support.

D. EVALUATION

D.1. Evaluation and Award

D.1.1. Bids shall be evaluated on the “best value” determination.

D.1.2. The State reserves the right to request demonstrations and clarifications from any or all-responding Bidders.

D.2. Proposal Clarification Questions

The State reserves the right, at its sole discretion, to request clarifications of technical Bids or to conduct discussions for the purpose of clarification with any or all Bidders. The purpose of any such discussions shall be to ensure full understanding of the Bid. If clarifications are made because of such discussion, the Bidder(s) shall put such clarifications in writing. The clarification shall not alter or supplement the Bid.

D.3. Competitive Negotiations of Offers

The State reserves the right to negotiate with one, selected, all or none of the Bidders responding to this Solicitation to obtain the best value for the State. Negotiations could entail discussions on products, services, pricing, contract terminology or any other issue material to an award decision or that may mitigate the State’s risks. The State shall consider all issues negotiable and will not be artificially constrained by internal corporate policies. Negotiation may be with one or more Bidders, for any and all items in the Bid.

Firms that contend that they lack flexibility because of their corporate policy on a particular negotiation item shall face a significant disadvantage and may not be considered. If such negotiations are conducted, the following conditions shall apply:

D.3.1. Negotiations may be conducted in person, in writing, or by telephone.

D.3.2. Negotiations shall only be conducted with potentially acceptable Bids. The State reserves the right to limit negotiations to those Bids that received the highest rankings during the initial evaluation phase.

D.3.3. Terms, conditions, prices, methodology, or other features of the Bid may be subject to negotiations and subsequent revision. As part of the negotiations, the Bidder may be required to submit supporting financial, pricing, and other data in order to allow a detailed evaluation of the feasibility, reasonableness, and acceptability of the Bid.

D.3.4. The requirements of this Solicitation shall not be negotiable and shall remain unchanged unless the State determines that a change in such requirements is in the best interest of the State Of Oklahoma.

D.3.5. BEST and FINAL – The State may request best and final Bids if deemed necessary, and shall determine the scope and subject of any best and final request. However, the Bidder should not expect an opportunity to strengthen its Bid and should submit its best Bid based on the terms and condition set forth in this solicitation.

D.4. Selection Criteria

The resultant contract will be awarded to the Bidder whose proposal and pricing are deemed most advantageous to the State. Proposal considerations may include (in no order of precedence):

a) Mandatory and Non-Mandatory Specifications

e) Answers to Clarifying Questions

f) Information received on any requested Demonstrations

g) Pricing

h) Responses to References and Experience of Firm and Employees assigned to the Contract

i) Financial Data Pass/Fail

j) Accessibility requirements

D.5. Evaluation Process

D.5.1. Determination of Solicitation Responsiveness

A responsive Bid is a Bid that meets all the following Solicitation requirements:

- Responding Bidder Information Sheet Complete Form 076
- Certification for Competitive Bid and Contract (Non-Collusion Certification) Form 004
- VPAT
- Amendments, if issued, are acknowledged.

<u>Meeting all requirements outlined above allows the offer to proceed in the evaluation process. Failure to meet all of the above may result in the proposal being disqualified from further evaluation.</u>

Note: The following evaluation process is not presented in any sequence as any selection process may overlap the other in the evaluation.

D.5.2. Evaluation of Bid

The technical section of the Bid is evaluated based on the Solicitation specifications.

D.5.3. Evaluation of Cost

Cost comparisons are performed.

D.5.4. Demonstrations

If desired by the evaluation committee, the Bidder may be required to provide product/services demonstrations.

D.5.5. Best Value Evaluation of Product/Services

The award of Contract pursuant to this Solicitation to a Bidder is based upon which Bidder best meets the needs of the State.

The State reserves the right to negotiate with one or more Bidders, at any point during the evaluation and may negotiate any and all content of the Bid.

D.5.6. Each Bidder should be prepared to participate in oral presentations and demonstrations to define the Bid, to introduce the Bidder's team, and to respond to any and all questions regarding the Bid if requested by the State prior to award.

E. INSTRUCTIONS TO BIDDER

E.1. Introduction

Prospective Bidders are urged to read this Solicitation carefully. Failure to do so shall be at the Bidder's risk. Provisions, terms, and conditions may be stated or phrased differently than in previous solicitations. Irrespective of past interpretations, practices or customs, Bids shall be evaluated and any resultant contract(s) shall be administered in accordance with the plain meaning of the contents hereof. The Bidder is cautioned that the requirements of this Solicitation can be altered only by written Amendment approved by the State and that verbal communications from whatever source are of no effect. In no event shall the Bidder's failure to read and understand any term or condition in this Solicitation constitute grounds for a claim after award of the Contact.

E.2. Preparation of Bid

E.2.1. Any usage amounts specified are estimates only and are not guaranteed to be purchased.

E.2.2. Information shall be entered on the form provided or a copy thereof.

E.3. Submission of Bid

E.3.1. All Bids should be submitted to OMES – ISD to the attention of the Procurement Specialist as identified on the front page of this Solicitation. It is the Bidder's sole responsibility to submit information in the Bid as requested by this Solicitation. The Bidder's failure to submit required information may cause its Bid to be rejected.

E.3.2. The Bid should be paginated and indexed in alpha order with reference to specific sections of this Solicitation. All Bids shall be legibly written or typed. Any corrections to Bids shall be initialed. Penciled Bids and penciled corrections shall not be accepted and shall be rejected as non-responsive. Unnecessarily elaborate brochures or other presentations beyond those necessary to present a complete and effective Bid are not desired.

E.3.3. Each Bidder should submit One (1) original hard-copy of the Bid and Four (4) duplicate copies for a total of five (5) hard-copy documents. In addition, each Bidder should submit two (2) copies of the Bid on CD, DVD, or thumb drive for a total of two (2) electronic documents in a "machine readable" format. One (1) CD, DVD, or thumb drive shall be marked as the original and will be considered the official response in evaluating responses for scoring, Open Records Requests, and protest resolution. Each Bid should be submitted in a single sealed envelope, package, or container.

E.3.4. All information relating to price/costs are to be sent in a separate binder/envelope, on a separate CD, DVD, or thumb drive clearly marked as "Price/Cost".

E.3.5. The name and address of the Bidder shall be inserted in the upper left corner of the single sealed envelope, package, or container. The solicitation number and solicitation response due date and time should appear on the face of the single envelope, package, or container.

E.3.6. Bids shall be in strict conformity with the instructions to Bidder, and shall be submitted with a completed "Responding Bidder Information" OMES Form 076, and any other forms completed as required by this Solicitation.

E.3.7. The required certification statement, "Certification for Competitive Bid and/or Contract (Non-Collusion Certification)", OMES Form 004, should be made out in the name of the Bidder and should be properly executed by an authorized person, with full knowledge and acceptance of all its provisions.

E.3.8. All Bids submitted shall be consistent with the Oklahoma Central Purchasing Act and associated Rules and subject to the Information Services Act and other statutory laws and regulations as applicable.

E.3.9. By submitting a Bid, Bidder agrees not to make any claims for damages or have any rights to damages, because of any misunderstanding or misrepresentation of the specifications or because of any misinformation or lack information.

E.3.10. If a Bidder fails to notify the State of an error, ambiguity, conflict, discrepancy, omission or other error in this Solicitation, known to the Bidder, or an error that reasonably should have been known by the Bidder, the Bidder shall submit a Bid at its own risk; and if awarded the Contract, the Bidder shall not be entitled to additional compensation, relief, or time by reason of the error or its later correction. If a Bidder takes exception to any requirement or specification contained in this Solicitation, these exceptions should be clearly and prominently stated in the Bid.

E.3.11. Bidders should note that this Solicitation reflects changes in the existing operation to increase efficiencies and streamline business environments in the State of Oklahoma. All previous solicitations or resultant contracts should not be either depended upon, perceived or interpreted to have any relevance to this Solicitation.

E.4. Bid Change

If the Bidder needs to change a Bid prior to the Solicitation Closing Date and Time, a new Bid shall be submitted to the State with the following statement: "This Bid supersedes the Bid previously submitted" in a single envelope, package, or container and shall be sealed. The name and address of the Bidder shall be inserted in the upper left corner of the single envelope, package, or container. Solicitation number and solicitation closing date and time should appear on the face of the single envelope, package, or container.

E.5. Solicitation Amendments

E.5.1. If an "Amendment of Solicitation", OMES Form 011 (or other format as provided), is issued, then the Bidder shall acknowledge agreement with each such Amendment of Solicitation by signing and returning the Solicitation Amendment. An executed Amendment may be submitted with the Bid or may be forwarded separately. If forwarded separately, the executed Amendment should contain this Solicitation number and Closing Date and Time on the front of the envelope. The State should receive the executed Amendment by the Closing Date and Time specified for receipt of bids for the Bid to be deemed responsive. Failure to agree to a Solicitation Amendment may be grounds for rejection.

E.5.2. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in this Solicitation. All Amendments to this Solicitation shall be made in writing by the State.

E.5.3. It is the Bidder's responsibility to check the State's website frequently for any possible Amendments to this Solicitation that may be issued. The State is not responsible for the Bidder's failure to download any amendment documents required to complete its Bid.

E.6. Proprietary and/or Confidential

E.6.1. Unless otherwise specified in the Oklahoma Open Records Act, Central Purchasing Act, or other applicable law, documents and information a Bidder submits as part of or in connection with a Bid are public records and subject to disclosure. If a Bidder claims any portion of its Bid as financial or proprietary confidential information, the Bidder should specifically identify what documents or portions of documents are considered confidential and identify applicable law supporting the claim of confidentiality. In addition, the Bidder shall submit the information separate and apart from the Bid and mark it Financial or Proprietary and Confidential. Pursuant to the Oklahoma State Finance Act, the State CIO shall make the final decision as to whether the separately submitted information is confidential.

E.6.2. If the State CIO does not acknowledge the information as confidential, OMES – ISD will return or destroy the information with proper notice to the Bidder and the information will not be considered in the evaluation. A Bid marked, in total, as financial or proprietary and/or Confidential shall not be considered.

E.7. Oklahoma Open Records Act

Bids are subject to public disclosure in accordance with the Oklahoma Open Records Act. To the extent permitted by such Act, the Bid will not be disclosed, except for purposes of evaluation, prior to approval by the State CIO of the awarded Contract. All material submitted becomes the property of the State. Bids will not be considered confidential after award of the Contract except that information in the Bid determined to be confidential by the State CIO shall continue to be considered confidential.

E.8. Communications Concerning Solicitation

The procurement specialist listed on the cover page of this solicitation is the only individual in which the Bidder should be in contact with concerning any issues with this solicitation. Failure to comply with this requirement may result in the Bid being considered non-responsive and not considered for further evaluation.

E.9. Administrative Review

E.9.1. Bidders who believe solicitation requirements or specifications are unnecessarily restrictive or limit competition may submit a request for administrative review, in writing, to the procurement specialist listed herein. To be considered a request for review should be received no later than 3:00 P.M. Central Time on November 16, 2016. The State shall promptly respond in writing to each written review request, and where appropriate, issue all revisions, substitutions or clarifications through a written amendment to this Solicitation. Requests for administrative review of technical or contractual requirements shall include the reason for the request, supported by information, and any proposed changes to the requirements.

E.10. General Solicitation Questions

Bidder may submit general questions concerning the specifications of this Solicitation. All questions and answers regarding this Solicitation shall be posted to the IT procurement wiki at:

https://wiki.ok.gov/display/itprocurement/0900000238

E.10.1. Questions received via any other means will not be addressed. To register with the State of Oklahoma for wiki access, please follow the link below to request access.

https://wiki.ok.gov/display/itprocurement/Home

E.10.2. In order to guarantee that wiki access is created prior to closing date for submitting questions for a solicitation, please request access at least five (5) business days prior to the closing date for questions. The State of Oklahoma cannot be responsible for a Bidder's lack of access if the request is not made within this timeline.

E.10.3. When posing questions, every effort should be made to:

a) be concise

b) include section references, when possible; and

c) avoid use of tables or special formatting (use simple lists).

E.10.4. These questions shall be answered directly on the wiki and in the form of an amendment and posted on the OMES - ISD website and linked on the wiki. Bidders are advised that any questions received after 3:00 P.M. Central Time on November 22, 2016 shall not be answered.

E.11. P-Cards

The State of Oklahoma has issued payment cards to most State agencies. The current P-Card contract holder utilizes VISA.

If awarded a contract, will your company accept the State of Oklahoma approved purchase card:

Yes __ No __ (check one)

E.12. Electronic Funds Transfer (EFT)

The State of Oklahoma passed legislation in 2012 requiring funds disbursed from the State Treasury be sent electronically.

If awarded a contract will your company accept payment for invoices from the State by EFT:

Yes __ No __ (check one)

E.13. Bid Deliverables

Hard copy Bids should be bound, tabbed by section, and clearly marked as Original or Copy.

Note: Bid deliverables are to be submitted in both hard copy and electronic copy on CD, DVD, or thumb drive machine-readable format.

E.13.1. Section One – Introduction

a) Letter of Introduction

b) Completed “Responding Bidder Information” OMES Form 076.

c) Completed “Certification for Competitive Bid and Contract” OMES Form 004.

d) Signed Amendment(s), if any.

e) Any exceptions to solicitation terms and conditions.

E.13.2. Section Two – References

Provide 5 references from customers where similar work was performed. References provided should contain a contact person with full contact information (i.e., current employer, telephone number, mailing address and e-mail address).

E.13.3. Section Three – Company Information

Bidder should provide detailed information on its company, including principals involved, number of employees, location, years in existence, a statement of financial stability, and any litigation or pending litigation for the past five years, or a statement indicating there is no litigation activity to report.

E.13.4 Section Four – Responses to Overview of Services, Approach, Performance Requirements, Supportability, Implementation Services, Training Requirements and Added Value.

E.13.5. Section Five – Response to Specifications/Requirements

<u>Provide detailed response to specifications/requirements in this Solicitation outlined in Section C – Utilizing Appendix A – Bidder Response Tool.</u>

Each of the items in Appendix A requires a response of one of the following options: Yes, Configurable, Customization Required, No and Alternative. Bidders should respond to the detailed requirements matrix using the matrix format in Appendix A and should not change the order or number of the requirements.

Only one box may be checked per requirement. If oral interviews/presentation and/or demonstrations are requested, you may be asked to demonstrate each item marked.

The response box should be completed if the Bidder feels there is additional information to differentiate the bidders solution from other bidders solutions or as the bidder desires to provide additional information.

Below is a brief definition of each response option. Bidders should carefully read the response definitions, as well as the entire **<u>response</u>** to this RFP, which will become part of any resulting contract with the awarded supplier.

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.**
Configurable	**The requirement is not completely met by the product(s) included in the proposed solution but can be met with configuration, that could be done by OMES/IS, should they choose to do so. Bidder should indicated whether the requirement can be met by the go-live date and describe any other specifics that will aid in the evaluation.**
Customization	**The requirement is not completely met by the product(s) included in the proposed solution but can be met with some Supplier required customization.**

	Bidder should indicate whether the requirement can be met by the go-live date and describe any other specifics that will aid in the 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 will be evaluated and scored by the evaluation committee.**
Alternative	**The "Alternate" option is appropriate when a requirement can be met through a separate module or product or if the module is not included in the price cost proposal. In such a case, it is recommended that the bidder note this in the cost on the Cost Proposal.**

E.13.6. Section Six – EITA Compliance

Provide adequate information defining your products level of EITA compliance by providing a Voluntary Product Accessibility Template (VPAT) that indicates compliance of all products offered with the provisions of Section 508 of the Rehabilitation Act Amendments included in the Workforce Investment Act of 1998. Please complete the VPAT & Accessibility - OMES Form that is applicable. Attached for reference is the VPAT Instructions Template.

Supplier may provide a URL link to a website providing VPAT for products deliverables through resulting Contract.

E.13.7. Section Seven – Bidder Agreements

Bidder shall provide any required software licenses, maintenance, service agreements and any other similar applicable agreements.

Note: Any such agreements the Bidder requires, should it be the awardee of the Contract, not submitted with Bidder's original Bid shall not be considered

E.13.8. Pricing

All information relating to costs are to be sent in a separate binder/envelope, on a separate CD, DVD, or thumb drive clearly marked as "Price/Cost."

E.14. Awardee Financial Status

Prior to award the State may choose to request information from the Bidder to demonstrate its financial status and performance, in the form of the last three years audited financial statements or the last three years of tax returns. A certified review may be accepted (clarification may be required). If the Bidder is a subsidiary of another entity, the last three years audited financial statements of three years' tax returns for the parent company should also be submitted. The State reserves the right to withhold award to a Bidder who is deemed financially weak. The State reserves the right to determine financial status at its sole discretion.

Clarification or additional documents may be requested.

E.15. Notice of Award

A notice of award in the form of a purchase order or other Contract Documents resulting from this Solicitation shall be furnished to the successful Bidder and shall result in a binding Contract.

F. PRICE AND COST

F.1.

NOTE: A separate pricing document should be submitted for each solution presented.

Pricing SHOULD be submitted in a separate, sealed envelope.

Software pricing should be for the first year and for six (6) subsequent option years.

Pricing included in the response should include the following components (if applicable):

F.1.1. The Bidder should provide a pricing chart or table detailing the calculations and assumptions to derive Total Cost of Ownership (TCO) by user seat, subscription, per licenses, etc. of their solution based on several levels of installed license seats or subscription bundles.

F.1.2. License seats or subscription bundles may be by site-license, volume-license or enterprise users.

F.1.3. The Bidder should detail the TCO by user seat or subscription level of functionality, e.g. full-user, requestor, viewer, or submitter.

F.1.4. Software subscription costs

F.1.5. Licensing fees

F.1.6. Maintenance agreements & fees

F.1.7. Support costs, first year and six subsequent option years

F.1.8 Hardware costs – for those items that the Bidder will be providing as part of this response.

F.1.9 Assumptions – assumptions that the Bidder has made that will affect the cost of the software, hardware, maintenance, etc.

F.1.10 Provide a detailed support cost description and model. Outline any additional costs for support, maintenance, enhancements, on-site call costs, support call costs, any other costs that the Supplier may charge for above and beyond what is included in a standard maintenance fee.

F.1.11 Provide the cost for any software release model. Describe under what circumstances the state would be charged for an update or new software release.

NOTE: Travel Costs should be included as a not to exceed amount in the Bidder's proposal response. Travel expenses should be billed at cost, with supporting documentation included.

Implementation and training Pricing

F.1.12. The Bidder should provide a chart or table detailing the calculations and assumptions to a tiered, staged, or phased approach to IMPLEMENTATION pricing and cost.

F.1.13. The Bidder should provide a chart or table detailing the calculations and assumptions to a tiered, staged, or phased approach to TRAINING pricing and cost.

F.1.14. The Bidder should provide initial Implementation and configuration price or cost for services as explained in section C.1 – Implementation Services.

F.1.15. The Bidder should provide a response to training price and cost – include types of training available or as indicated in Section C.2 – Training Services.

F.1.16. Additional training not already included in the response. Please provide options (online, instruction, CBT, etc) and pricing.

F.1.17. Creative, innovative or novel approaches, additional functionality not requested will be considered IN ADDITION to the required IMPLEMENTAION and TRAINING PRICING.

F.1.18. The Bidder should include Professional Services Fee Structures. These fee structures should include Data Migration/Conversion Services from existing systems.

APPENDIX A – BIDDER RESPONSE TOOL.

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.12	Reservations –General					
C.12.1	The Reservation System should be capable of electronically loading historical data so that no reservation or customer data will be lost.					
Response:						
C.12.2	The system should allow reservations to be made at any time of day via the internet within individual property restrictions.					
Response:						
C.12.3	The system should allow park facilities and administrators the capability to set or amend future reservation dates to be made up to 11 months and (+ or - days) in advance.C.12.4 The Reservation System should use real time technology to transmit data between the parks and the online reservation site. The Bidder's data storage system so that users can see a continuously up to date inventory of available reservable facilities.					
Response:						
C.12.4	The system should provide the ability to check on the status of any reservation at any time from any workstation in the system.					
Response:						
C.12.5	Each reservation will have its own unique identification number. Any extension of an existing reservation should be considered part of the original reservation and should have the same reservation identification number as the original reservation.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.12.6	The system should calculate all fees for a reservation at the time of reservation. The system should also be able to collect any necessary fees at the time of reservation.					
Response:						
C.12.7	The system should be structured to prevent “overbooking” of any particular facility.					
Response:						
C.12.8	The Reservation System should collect a customer name, address, phone number, and email address and number of occupants.					
Response:						
C.12.9	The system should be capable of registering walk-in customers. Reservation fees will apply.					
Response:						
C.12.10	The system should be able to easily check-in customers who have made advanced reservations.					
Response:						
C.12.11	The system should allow for comments to be added to a reservation.					
Response:						
C.12.12	The System should be able to generate email confirmations for all advanced reservations, cancellations or modifications completed via the internet, call in, or field. Email confirmations should be able to be re-sent to customers upon request of the customer. The system should allow for park specific and date specific information to be included in the confirmations.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.12.13	The System should have the flexibility to deal with unique conditions or requirements between parks such as varying minimum stay requirements.					
Response:						
C.12.14	The System should have the flexibility to have varying minimum stay requirements within the same park based on the time of year and sales channel, such as no minimum stay requirement for field reservations and different stay minimum stays for peak season and the off season.					
Response:						
C.12.15	The System should permit different booking windows depending on the facility type.					
Response:						
C.12.16	The Reservation System should configurable to the business rules adopted by OTRD.					
Response:						
C.12.17	The System should allow for daily inventories for new reservations to coincide the release with the opening of the Park Offices.					
Response:						
C.12.18	The System should allow up to two reservations in one transaction through the public website. Reservations through the field should have no limit.					
Response:						
C.12.19	For reservations made online, the System should provide the ability to add a retail item to the reservation. This could include items such as firewood, ice or a promotional package.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.12.20	The Bidder should provide specific links to include on the OTRD web pages for each park that direct customers to the reservation page for that park. This is to allow customers to bypass searching for and selecting a park on the reservation website.					
Response:						
C.12.21	The Bidder should provide a secure internet site for the public to make reservations for all reservable items.					
Response:						
C.12.22	The website should be “mobile friendly” so it can easily be used on smart phones or tablet devices.					
Response:						
C.12.23	The internet site should be easy to navigate with all content approved by OTRD.					
Response:						
C.12.24	The internet site should have the capability of allowing clickable links to the OTRD website and other sites approved or requested by OTRD.					
Response:						
C.12.25	There shall be no advertising on the reservation website without the consent of OTRD.					
Response:						
C.12.26	The total fees for internet based reservations should be displayed for the customer to review prior to proceeding to a “check-out” screen.					
Response:						
C.12.27	The web page should advise an Internet user who is unsuccessful in					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	making a reservation because of established parameters why the reservation could not be completed. The site will direct the customer as to what needs to be modified in order to make a successful search.					
Response:						
C.12.28	The website should be compatible with all commonly used browsers, including but not limited to, Internet Explorer, Chrome, Firefox, Safari, and Mozilla.					
Response:						
C.12.29	The website should allow OTRD access to an analytics software product that tracks user activity on all OTRD related web pages hosted by the Bidder. The analytics software should provide reports and data to OTRD.					
Response:						
C.12.30	The website should allow users to cancel or modify an existing reservation in compliance with all OTRD cancellation and change policies.					
Response:						
C.12.31	The website should allow a customer to make a donation by credit card to Oklahoma State Parks or to a non-profit organization that supports Oklahoma State Parks. The donation will be allowed while making a purchase or as a standalone transaction.					
Response:						
C.12.32	The website should allow the customer to check availability and rates without having to make a reservation.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.12.33	The System should have the ability to easily change minimum stay requirements for a defined time period.					
Response:						
C.12.34	The System should allow for photos and videos to be posted of rooms, cabins, campsites, RV sites, etc.					
Response:						
C.12.35	The system should allow for links to be added to pages that will allow for navigation to other pages/sites; such as brochure ordering, activities pages, specific park pages, etc.					
Response:						
C.13	Reservations–Cabins and Lodges					
C.13.1	The System should be capable of taking advanced reservations for Cabins/Lodges, through an online website. Advanced reservations should also be able to be completed through a field application in a state lodge.					
Response:						
C.13.2	Any room or cabin that is not occupied should be available to walk-in customers.					
Response:						
C.13.3	The system should allow for modifications or cancellations of existing reservations through the internet or through each of the lodges. Modifications include room or cabin changes, date changes, occupant changes, discount changes and park changes. The system should apply all applicable fees to any cancellation or modification made either					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	online or through one of the lodges or park offices.					
Response:						
C.13.4	Any change in status to a reservable room or cabin as a result of a reservation, a cancellation or a modification should be immediately available in the field application. Any cancelled rooms or cabins should be available through the public website immediately when new inventory is released. If there is a waitlist for the room or cabin, the system should provide for the capability to not allow the new inventory to be made available until the waitlist no longer exists.					
Response:						
C.13.5	The system should provide the ability for Oklahoma State Parks Staff to place any rooms on hold for administrative or maintenance purposes. Rooms that are placed on hold should be removed from the available room inventory and should not be subject to reservations during the hold period until released by the staff. It is desired that notes be included with any room hold so that staff will know who placed a hold and why the hold was placed.					
Response:						
C.13.6	The system should be capable of allowing the check-in of multiple rooms in a single transaction, even if reserved under different reservation numbers or names.					
Response:						
C.13.7	The System should have the ability to allow customers to view their reservation histories on the internet. Reservation histories should include					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	park name, dates of visit, reservation ID number, and facility type and room number.					
Response:						
C.13.8	The website should have a feature for customers to easily check availability at all parks for rooms or cabins based on a date range and number of nights. This page should link into the reservation process to streamline the process if a customer finds availability at a park they would like to reserve.					
Response:						
C.13.9	The software should provide the option of displaying facility availability in a grid format for the following attributes: • All rooms and cabins on a grid format; • For a period of 14 days; • From today's date to the maximum window in the future; and • Indicate whether rooms or cabins are Open, Reserved or Held. User should have the option to printout any portion of the grid.					
Response:						
C.13.10	The website should allow photos of each room or cabin to be uploaded so customers can view a photo of the site during the reservation process.					
Response:						
C.13.11	The system should provide for an interactive room chart and layout of the lodge and cabins.					
Response:						
C.13.12	The system should provide for an interactive					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	room chart and layout of the lodge and cabins.					
Response:						
C.13.13	The system should allow for unlimited guest comments and allow them to be ranked.					
Response:						
C.13.14	The following attributes should also be included to provide customers with additional information about a specific Cabin or Room Rental. • Included Items – list of what amenities is provided with the cabin/room Lodge Amenities • Pet Friendly or Not Pet Friendly • Other items may be included as well.					
Response:						
C.14	Reservations–Campsites,Group Camps and Day Use					
C.14.1	The System should be capable of taking advanced reservations for Campsites, stand-alone park lodging including but not limited to walled tents, primitive cabins and yurts, Group Camps, and Day Use Facilities through an online website. Advanced reservations should also be able to be completed through a field application in a park office.					
Response:						
C.14.2	Any campsite in a reserved area in a campground that is not occupied or marked by a reserved sign and based on daily occupancy, should be available to walk-in customers.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.14.3	The system should allow for modifications or cancellations of existing reservations through the internet or through each of the park offices. Modifications include site changes, date changes, , discount changes and park changes. The system should apply all applicable fees or refunds to any cancellation or modification made either online or through one of the park offices.					
Response:						
C.14.4	Any change in status to a reservable site as a result of a reservation, a cancellation or a modification should be immediately available in the field application. Any cancelled sites should be available through the public website immediately when new inventory is released.					
Response:						
C.14.5	The system should provide the ability for Oklahoma State Parks Staff to place any sites on hold for administrative or maintenance purposes. Sites that are placed on hold should be removed from the available site inventory and should not be subject to reservations during the hold period until released by the park staff. It is desired that notes be included with any site hold so that staff will know who placed a hold and why the hold was placed.					
Response:						
C.14.6	The system should be capable of allowing the check-in of multiple sites in a single transaction, even if reserved under different reservation numbers or names.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.14.7	The system should be able to print camping permits to post on the camp sites. Camping permits should include at a minimum the site number, occupant last name and date due out and be printed in a minimum of a 48 point font.					
Response:						
C.14.8	The System should have the ability to allow customers and administrators to view their reservation histories on the internet. Reservation histories should include park name, dates of visit, reservation ID number, and facility type and site number.					
Response:						
C.14.9	The System should be structured to allow for both site standard (site selected upon arrival at the park) and site specific (site selected at time of reservation) at each park within the same year.					
Response:						
C.14.10	For Day Use Facilities, the System should be able to allow both half-day and full-day reservations for designated facilities. Most day use facilities will be designated by OTRD as available for full-day reservations only, but there are some that should be available for half-day rentals.					
Response:						
C.14.11	The software should provide reservation functionality for reservations for at least the following listed attributes. These attributes should be visible to users of the					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	internet reservation site, and the information should be available to Park Office operators so the operators can provide the information to customers who have called the Park Office. • Park – name of park and Campground information • Type –Electric Campsite, Non-electric Campsite, Premium Campsite, Group, Shelter, Day Lodge or other types as may be designated by the OTRD; • Site Number or Name – the number or name assigned to the site within the park; • Site Status – reserved, available, closed, or held for administrative reasons; • Pet or Non-Pet Site – Identify each site to determine if a pet is permitted on the site • Maximum Number of Occupants • Cost per Night					
Response:						
C.14.12	The following attributes should also be included to provide customers with additional information about a specific campsite: • Shade - Full, partial, none; • Electric Service □□ 20, 30, 50 Amp • Water • Sewer • Slideouts					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	• Pad Grade – level, slight, moderate, severe • Pad surface – asphalt, stone, grass, other; • Pad size - none, small 8x8, medium 10x10, large 12x12, extra-large;10' by 50', 12' by 24', etc. • Site Dimensions • Distance to certain park features – shower house, beach, etc. Other items may be included as well.					
Response:						
C.14.13	The following attributes should also be included to provide customers with additional information about a Day Use facility. • Location In Park • Electric available or not available • Water available or not available • Grill or grills available • Number of tables • Distance to certain park features – playground, beach, etc. Other items may be included as well.					
Response:						
C.14.14	The internet site should allow users to search multiple parks for available campsites based on a customer's desired features. Features should include park name, region of the state, type of facility, amenities (i.e. electric, full hook up, etc.) and park features (i.e. boating, trails, and beach).					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.14.15	The website should have a feature for customers to easily check availability at all parks for either campsites, group camps or day use facilities based on a date range and number of nights. This page should link into the reservation process to streamline the process if a customer finds availability at a park they would like to reserve.					
Response:						
C.14.16	The software should provide the option of displaying facility availability in a grid format for the following attributes: • All sites/day use facilities on a grid format; • For a period of 14 days; • From today's date to the maximum window in the future; and • Indicate whether the site is Open, Reserved or Held. User should have the option to printout any portion of the grid.					
Response:						
C.14.17	The website should allow photos of each site to be uploaded so customers can view a photo of the site during the reservation process.					
Response:						
C.14.18	The software will provide for an interactive map system for each park with the following minimum attributes: • A main park map showing the entire park;					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	• An accurate, detailed color map of the campground areas that identifies proximity of each site to park attributes including restrooms, playgrounds and other nearby recreation attractions, physical features (such as lakes, rivers, and trails), entrance to the park and public roadways on this map. • Clickable hotspots to bring up maps of smaller park areas such as camp loops and specific sites. • Each map will have a north compass arrow, and all maps for a particular park should be oriented in the same direction, preferably north at the top. • Each site on the map, at a minimum, will display site number, type of site, and availability through symbols, color-coding, and/or alphanumeric characters. • Each site will have a pop-up table showing all site attributes that is activated by clicking the site on the map. • Sites should be reservable directly from the map. The map should be easy to use by the public.					
Response:						
C.14.19	After reservation is complete the system should suggest buying Annual Day Pass if reservation is for campgrounds that have					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	Annual Day passes. If purchased by guest, route information to Warehouse for fulfillment.					
Response:						
C.15	Group Sales and Catering					
C.15.1	The System should allow for online requests for group quotes.					
Response:						
C.15.2	The System should allow for importing of room lists.					
Response:						
C.15.3	The System should allow for creation and tracking contracts for groups.					
Response:						
C.15.4	The System should allow for invoicing for groups.					
Response:						
C.15.5	The System should have an efficient process of check in/out for direct billed, large groups.					
Response:						
C.15.6	The System should allow adding guest's names to billing folio when group reservation made under another name.					
Response:						
C.15.7	The System should have the ability to allow for banquet catering.					
Response:						
C.15.7.1	Include tracking of at least the following: Type of Event, Number of Guests, Room set-up, Menu, Cost per Person, Permits (if needed).					
Response:						
C.15.7.2	Automatic Tax and Service Charge Calculations					
Response:						
C.15.7.3	Customizable BEO's (Banquet Event Order)					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.15.7.4	Batch Print and Copy of Banquet Event Orders					
Response:						
C.15.7.5	Creation of Banquet Checks					
Response:						
C.15.7.6	Pre-load menus					
Response:						
C.15.7.7	Manage Deposits					
Response:						
C.15.7.8	Customizable Group Contracts					
Response:						
C.15.8	The System should allow for the creation of prospecting letters and introduction letters.					
Response:						
C.15.9	The System should allow for contracts to be exported into Microsoft word and/or PDF.					
Response:						
C.15.10	They System Should provide for function book features such as:					
Response:						
C.15.10.1	Booking space					
Response:						
C.15.10.2	Copy Whole events					
Response:						
C.15.10.3	Prevent Double booking					
Response:						
C.15.10.4	Mange Setup and Breakdown Times					
Response:						
C.15.10.5	Change Calendar views					
Response:						
C.16	Field Application					
C.16.1	The System will allow queries from the field workstations in order to determine the occupancy					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	status of reservable facilities in other parks in the system.					
Response:						
C.16.2	The field application should include interactive maps that are identical to the maps included on the public website.					
Response:						
C.16.3	The field application should allow users the ability to register a customer for a campsite, check-in and check-out customers with reservations, view customer histories, sell POS items, modify or cancel an existing reservation based on the applicable cancellation policies, manage POS inventories and access reports.					
Response:						
C.16.4	The field application should allow for users with designated security levels the ability to override cancellation policies and minimum stay requirements.					
Response:						
C.16.5	The field application should be accessible on a mobile device such as a tablet with an internet connection to allow for remote sales or camper check-ins outside of the camp office/store.					
Response:						
C.16.6	The mobile field application should have the ability to print receipts via a wireless mobile printer.					
Response:						
C.16.7	The field application should have the option of sending a receipt to a customer electronically via text message or email message.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.16.8	The Field Application should allow for the creation of a new reservation or the modification of an existing reservation and the sale of a POS item in a single transaction.					
Response:						
C.16.9	The field application should only allow users access to the park or parks where they are assigned. The user should be able to access all parks to which they are assigned with a single username and password.					
Response:						
C.16.10	They system should allow for the warehouse to control what is available for resale to the public and how internal orders are filled.					
Response:						
C.17	POS System for Restaurants, Gift Shops and Inventory Management					
C.17.1	The System should have a fully integrated point of sale function that allows for the sale of merchandise and features cash management controls, including cash drawer close out features.					
Response:						
C.17.2	System should accept transfer of merchandise numbers from warehouse as items are purchased by the facility. Item numbers are unique to the item. System should also allow adding of item numbers at facility for items not transferred from the warehouse.					
Response:						
C.17.3	The System should generate an itemized					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	receipt, including name of the product, price paid and any applicable taxes, for the purchase or rental of goods and services with a unique transaction number for each receipt.					
Response:						
C.17.4	The System should display the POS products on-screen. Descriptor fields should allow a minimum of 25 alpha and numeric characters. These descriptors would transfer for warehouse purchases and can also be added by the facility for products not transferred from the warehouse.					
Response:						
C.17.5	The System should display the product name in the shopping cart so it is easy for the staff to identify what is in the cart.					
Response:						
C.17.6	The System should be able to handle the rental of items such as boats or bicycles in various time increments (30 minutes, 1 hour, half-day, full day, etc.)					
Response:						
C.17.7	The System should be able to handle the sale of items that can be sold in varying quantities, such as gallons, pounds, each.					
Response:						
C.17.8	The System should allow items to be directly added to the cart by various methods, including the use of barcode scanning and one touch keys. Adding products to the shopping cart should not require any additional steps after the one touch key is selected or the barcode is scanned.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.17.9	The System should utilize manufacturer's UPC codes on retail items as a means to scan products for sale. The System should allow a minimum of 25 UPC codes to be associated with a single product.					
Response:						
C.17.10	The System should only allow field users with the proper security levels to change prices on items.					
Response:						
C.17.11	The point of sale component should allow for a single payment for a walk in registration or modification and purchase of retail items in one transaction.					
Response:						
C.17.12	The System should have the ability to calculate and distribute refunds to a customer.					
Response:						
C.17.13	The System should also be able to provide any refund of camping fees along with a purchase in a single transaction.					
Response:						
C.17.14	The name of the park where the transaction occurred should be printed on all transaction receipts.					
Response:						
C.17.15	The System should allow the option to not print a receipt for a cash transaction.					
Response:						
C.17.16	The System should calculate change due on a cash transaction and display this amount for sufficient time to allow the operator to make the change from the drawer.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.17.17	The System should allow for the return of merchandise for a refund or exchange. Refunds should be allowed with or without a receipt. Any returns should be reflected in the inventory for that location.					
Response:						
C.17.18	The System should allow refunds by cash, check, credit card (when used as the original form of payment).					
Response:						
C.17.19	The System should be able to limit the amount of a cash refund if a receipt is not presented.					
Response:						
C.17.20	The System should allow for multiple POS items to be returned and refunded in a single transaction.					
Response:						
C.17.21	The System should allow for point of sale functionality to take place if connectivity is lost temporarily. Transactions can be limited to cash or check only when there is no connectivity. Transaction data should be transferred to the system database when connectivity is restored.					
Response:						
C.17.22	The System should allow for a minimum of 20 quick sale buttons for the most frequently sold POS items to quickly add these items to a cart.					
Response:						
C.17.23	The System should allow for quick lookup of a product by item number or description if the barcode scan does not function.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.17.24	The System should allow to group items to sell as a package.					
Response:						
C.17.25	The System should integrate with the Reservation module.					
Response:						
C.17.26	Bidder should describe how their Sales module offline functioning would be performed.					
Response:						
C.17.27	The System should allow for touch screen capability allowing staff to look up inventory quickly.					
Response:						
C.17.28	An internal on line store for the ordering/purchase of retail items, linen, supplies, uniforms, promotional items, and brochures. A facility places an order, enters their payment (credit card number), the warehouse edits the order based on inventory available, the order is pulled and can be edited again, and invoice is created and charged to the credit card, invoices are e-mailed to facility.					
Response:						
C.18	Inventory (Retail/Warehouse)					
C.18.1	The System should have a fully developed inventory feature to track retail/warehouse product inventories, including a method of tracking Bidder returns and write-offs. Products including but not limited to: retail, linen, supplies, uniforms, annual passes, gift certificates.					
Response:						
C.18.2	The System should allow each park to maintain its own inventory.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.18.3	The System should allow the Warehouse to connect to each location and view their inventory and pull reports based on their inventory.					
Response:						
C.18.4	The System should allow for the parks to enter new products not transferred from the warehouse into the inventory so they can be sold at that location. When a product is entered at the park level, the product should be available for other user-selected retail locations within the park using the same information. Transfers (purchases) from the warehouse should flow upon receipt into location inventory.					
Response:						
C.18.5	The System should allow for the parks to adjust retail prices in the inventory. Supervisor approval is needed to change costs or prices and a report of those transactions should be produced.					
Response:						
C.18.6	The System should allow for in-park additions to the inventory using multiple entry methods. Methods should include use of bar code technology in entering inventory items when received from Bidders.					
Response:						
C.18.7	The System should be able to use both most recent cost or calculate an average cost price for retail items in the inventory. If average cost price is used it should be aggregated for all purchases of that product, not just the most recent entry. The formula for Average Cost Price is					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	Total Price Paid/Total Quantity=Average Cost Price.					
Response:						
C.18.8	The System should be able to calculate a dollar value for the retail inventory at each location by product, by group of related products (i.e. – apparel) and for the entire inventory. Categories and sub categories are set by the warehouse for all purchases including those made outside of the warehouse. All facility inventories will follow the same categories/subcategories.					
Response:						
C.18.9	The System should allow for a partial physical inventory to be completed without impacting the entire inventory. The System should allow report to be pulled by item number as well as description (i.e. Mugs).					
Response:						
C.18.10	The System should allow for physical inventories to be completed using a hand-held scanning device. Data collected on the device should be uploaded into the System to complete the inventory.					
Response:						
C.18.11	The System should allow transfers of stock to other parks and warehouse.					
Response:						
C.18.12	The System should allow locations to receive stock transfers from other parks and warehouse.					
Response:						
C.18.13	All inventory transactions should be recorded and tracked for auditing purposes. Users with appropriate permission levels should be able to					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	view and print these details in order to conduct an audit of the inventory.					
Response:						
C.18.14	Inventory items can be deleted with proper permission levels and zero in stock.					
Response:						
C.18.15	Field users should be able to view inventory in groupings of like items (i.e. Apparel, Sundries, and Food) and by item number.					
Response:						
C.18.16	The System should have the following inventory reports/forms. All reports should be printable and exportable to Excel. • Physical Recording Form – This is a form listing all items entered as inventory at a specific location. It is used for recording a physical inventory. • Inventory Snapshot – This is a report of all inventories on hand at a retail location. This report should be able to print a complete inventory, or a user should be able to enter a date range, category, item number or description and inventory information is pulled. • Par level-Reorder report – par levels would be set on products that are considered core products. Once par is reached a report will generate to re-order item. Par may not be required on all items such as seasonal items. • Inventory Discrepancy Report –					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	This report will show any discrepancies between a physical inventory count and the amounts recorded in the inventory system. • Inventory Transaction Report – Will show all inventory transactions including type of transaction (add products, sale of products, returns, write-offs, etc.), product information, what changes were made, date and time of transaction, value of the transaction (cost of goods entered), user name and any comments. All reports should be filtered so it can be run for certain types of transactions such as orders received, transfers, sales, and write-offs for a user specified date range, and/or specific products.					
Response:						
C.18.17	For any POS item, the System should be able to generate a unique barcode for price tags that is printable on label so the barcodes can be placed on items with no barcodes. Price tags should not only contain the bar code but the unique item number for that item and the retail price. Price tags need to be a standard brand label and small enough to fit most products. Avery #5167 is currently used. Printing price tags needs to be a feature of the warehouse operating system as well since most tags are printed before transferred to the facility. Facilities need to be able to print tags to replace missing tags and to add for inventory purchased outside the warehouse.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.18.18	The System should allow each facility to track their linen inventory. For Rooms Department, linen would consist of linen for beds and terry cloth for bath rooms. For Food Department, linen would consist of table linens and table drapes. System would receive new transfers from the warehouse and other Bidders and allow stained inventory to be removed from inventory. Inventory reports and functioning would be the same as above for retail inventory.					
Response:						
C.18.19	The System should allow each facility to track their supplies. For Rooms Department, supplies could include: bar soap for rooms, toilet paper, and window cleaner. For Food Department, supplies could include: paper plates, cups, dining room flat ware, dishes. System would receive new transfers from the warehouse and other Bidders and allow broken/used items to be removed. Inventory reports and functioning would be the same as above for retail inventory. (Sub categories: hard goods which would be dishes and disposable goods like toilet paper).					
Response:						
C.18.20	The System should allow each facility to manage uniforms for their facility. Not only what uniform is in stock but which employee was issued the uniform and when it was returned. Reports would be the same as above.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.18.21	The System should allow each facility to track sales of gift certificates and annual passes recording guest information.					
Response:						
C.18.22	The System should have all the above inventories for the warehouse with the same reports. Categories: Retail, Linen, Supplies, Uniforms, Promotional, Brochures and sub categories for each category, for instance, sub category first aid supplies under the Supply category.					
Response:						
C.19	Restaurant Management					
C.19.1	The System should have the ability to create and edit menus online.					
Response:						
C.19.2	The System should have the ability to monitor staff hours worked.					
Response:						
C.19.3	The System should have the ability to allow for flexible floor management. Allowing guests and staff to move table and chairs around to accommodate the guest's party.					
Response:						
C.19.4	The System should have the ability to serve customers from anywhere in the establishment: table-side, at the bar, counter, or on the patio.					
Response:						
C.19.5	The System should have the ability to allow customer make modifications to their meal and options on how they receive their bill.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.19.6	The System should have the ability to allow staff to enter orders directly into system.					
Response:						
C.19.7	The System should have the ability to create timed promotions. Create a happy hour or weekly drink special and set discounts to run for a preset time period.					
Response:						
C.19.8	The System should have the ability to allow for split bills at customer's request.					
Response:						
C.19.9	The System should have the ability to allow individual user accounts for tracking of employee's activity.					
Response:						
C.19.10	The System should have the ability to use multiple sales taxes.					
Response:						
C.19.11	The System should have the ability to track restaurants inventory.					
Response:						
C.19.12	The System should have reports: • Inventory ControlMenu Optimization • End of Day Reports • Staff Sales Reports • Clock-in and Clock-out Reporting • Real Time Reports					
Response:						
C.20	Housekeeping and Engineering Requirements					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.20.1	The System should display all current and future out of order rooms listed in date order as primary sort and by room number as a secondary sort.					
Response:						
C.20.2	The System should automatically update scheduled out of order rooms during the night audit process.					
Response:						
C.20.3	The System should track the following information for each room attendant and property: • Target vs. Actual Labor hours per room • Inspector and Guest Comments • Number of rooms cleaned					
Response:						
C.20.4	The System should generate supervisory assignments and cleaning schedule for each room attendant with estimated cleaning times.					
Response:						
C.20.5	The System should allow for different service levels for housekeeping: • Daily Service • Deep Cleaning • Carpet Cleaning • Flip Mattress • Inspection • Pick up Room					
Response:						
C.20.6	The System should generate cleaning and maintenance history.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.20.7	The System should forecast daily cleaning requirements at least 4 weeks in advance based on type of service (e.g. daily, mid-weekly, weekly)					
Response:						
C.20.8	The System should equally distribute workloads by assigning a value to each room type.					
Response:						
C.20.9	The System should track customer requests so that housekeeping can ensure meeting guests needs.					
Response:						
C.20.10	The System should track room repair or maintenance requests, so that facilities receives notice to perform the work.					
Response:						
C.20.11	The system should provide a housekeeping dashboard displaying work tasks.					
Response:						
C.20.12	The system should allow for querying of rooms cleaned by a specific housekeeper.					
Response:						
C.20.13	The system should provide a housekeeping 'Task Sheet" containing room information and cleaning instructions per room.					
Response:						
C.20.14	The system should be able to pull inventory lists of linens, supplies, etc. to allow for ordering from the warehouse.					
Response:						
C.20.15	The system should be able to allow sites to modify their counts within their inventory items.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.20.16	The system should allow for preventive maintenance scheduling.					
Response:						
C.20.17	The system should allow for the creation of workorders and processing of workorders.					
Response:						
C.20.18	The system should allow for room status updates through one screen.					
Response:						
C.20.19	The system should allow for the tracking and management of lost and found items.					
Response:						
C.20.20	The system should allow for real time view of house statistics to view occupancy and room stats.					
Response:						
C.21	Reports					
C.21.1	The System should allow OTRD staff to access and run reports on a daily basis.					
Response:						
C.21.2	Reports should be downloadable into Microsoft Excel without additional data fields being added. The output and formatting in Excel should closely approximate the output displayed in the system.					
Response:						
C.21.3	All reports should have the ability to be printed. All printed reports should include the report title, column headings, date and time report was generated on all pages.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.21.4	All reports should be able to be run for a user specified date range. The minimum range should be a period of one year for historic reports and 31 days for future reports.					
Response:						
C.21.5	All non-financial reports should be sortable by each of the fields in the report.					
Response:						
C.21.6	All reports should be able to be run for a specific location or locations within a park or multiple parks for which the user has access.					
Response:						
C.21.7	All reports should be able to be run for multiple parks at one time and the results should be provided by park for comparison purposes.					
Response:						
C.21.8	Bidder should describe their ability to provide ad hoc reporting capability.					
Response:						
C.21.9	Bidder should list the standard canned reports available to the state without modification to the system.					
Response:						
C.21.10	Bidder should describe their plan to provide the list of reports as outlined in Appendix B - State List of Required Reports.					
Response:						
C.22	Financial Accounting Requirements					
C.22.1	The System should allow all OTRD retail outlets to accept cash, credit cards, debit cards, gift certificates, coupons, and checks as payment.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.22.2	The System should data capture all payments, including transaction number, reservation number, name and location where reservation or point of sale is taken.					
Response:						
C.22.3	The System should accommodate at least ten (10) tax types for all reservation and retail transactions, including sales tax, bed tax, resort tax, lodging tax, township tax and county tax. The tax rates and applicability will vary based on location and type of sale.					
Response:						
C.22.4	The System should be able to be easily adjusted to reflect changes in tax rates and tax laws.					
Response:						
C.22.5	The System should allow for the field to exempt a reservation or retail sale from any or all of the taxes for that particular transaction.					
Response:						
C.22.6	The Reservation System will allow for variations in campsite/cabin fees within the same park, between parks, and for certain days of the week and certain time periods during the calendar year.					
Response:						
C.22.7	The System should allow each park to make appropriate and necessary price adjustments for guests of that park for site changes, extended stays, early departures, and no-shows, based on permission levels and with a required comment to explain the adjustment.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.22.8	The System should allow for each park to provide price adjustments to guests for up to 60 days after the departure date when the customer provides proof that they were eligible for a discount but did not use a discount during the stay or for other customer service related circumstances. The refunds that result from the adjustments will default to the original form of payment or to a check in the case of a cash payment. Park staff should have the option to override the default refund method in order to issue the refund by gift card or check.					
Response:						
C.22.9	The System should allow for a means of providing refunds for customers beyond this 60 day window in case of extraordinary circumstances. These refunds should all run through central office for approval. The System should provide a means for the field to request approval of these refunds from Central Office.					
Response:						
C.22.10	Any manual price adjustments should be based on permission levels and the System should require that comments explaining the adjustment be added prior to completing the transaction.					
Response:						
C.22.11	The System should be able to identify funds due to the State the day following the transaction.					
Response:						

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
C.22.12	The System should identify revenue by source.					
Response:						
C.22.13	The system should provide for a functioning Accounts Receivable module used to maintain all ledger accounts including direct bill, posting of adjustments, case receipts, voucher/invoices, voids and transfers.					
Response:						
C.22.14	The system should provide for a functioning Accounts Payable module designed for processing all invoices, maintaining Bidder account information; to include Bidder history inquires, cash requirement reports, printing of year end 1099 vouchers, direct link to the general ledger to all updates are processed automatically.					
Response:						
C.23	Credit Card Processing					
C.23.1	Software should be capable of handling credit card payments by phone at the individual lodges, at all in-park sites, and through the reservation website. System should be capable of handling internal orders and payments through an on line internal store.					
Response:						
C.23.2	The System should utilize a real-time, on-line verification process to avoid customer callbacks.					
Response:						
C.23.3	The System should accept Visa, MasterCard, Discover Card, American Express credit cards and bank debit cards backed by any of these cards.					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
Response:						
C.23.4	Any fees for the use of the cards online or through the in Park Sites should be paid by the Bidder.					
Response:						
C.23.5	For all workstations in the Parks, the credit card system should utilize the credit card processor designated by the State. The system may utilize another processor for transactions handled through the website.					
Response:						
C.23.6	Credit card information should be captured through a swipe or chip reader capture feature.					
Response:						
C.23.7	The System should also capture the CVV number when accepting credit cards.					
Response:						
C.23.8	If the swipe feature of the credit card module does not work, the System should allow for the manual entry of personal information including name on the card, credit card number, CVV number, expiration date, address and/or zip code for fraud protection.					
Response:						
C.23.9	The System should be secured so that personal information of customers is protected.					
Response:						
C.23.10	The System should be PCI compliant.					
Response:						
C.23.11	If the processor declines a credit card transaction, the System should require the user to choose another credit card					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	number before allowing completion of reservation and provide a reason code for the declined transaction.					
Response:						
C.23.12	Bidder's credit card processor should guarantee funds from credit card transactions completed through the Call Center or website.					
Response:						
C.23.13	Credit card number and expiration dates should be encrypted. No more than the last four (4) digits of the credit card number should be displayed on transaction receipts and the expiration date should also be masked.					
Response:						
C.23.14	The System should allow for refunds to credit cards when the credit card is used as an original form of payment.					
Response:						
C.23.15	When making a refund, the user will have the option of changing the expiration date on the credit card in the event the card has expired after the purchase date but prior to the date of the refund.					
Response:						
C.23.16	The System should allow credit card refunds up to 13 months after the original transaction date.					
Response:						
C.23.17	In order to address credit card disputes, the System should include a component that will allow OTRD Central Office staff to research all credit card transactions that originate from any location in the system based on date of transaction, last four (4) digits of the credit card					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	number, amount of transaction, or customer last name. The search should return, at a minimum, receipt number for the transaction and park where transaction occurred.					
Response:						
C.24	Customer Surveys					
C.24.1	The System should have a component to allow customers to complete an online satisfaction surveys for their reservation or after any visit to an Oklahoma State Park facility.					
Response:						
C.24.2	Content of the surveys should be approved by Oklahoma State Parks. Content of the surveys will vary by park depending on the services and amenities available at that park.					
Response:						
C.24.3	The System should compile the responses by park for all surveys completed so there is a composite survey result for each park. These results will be compiled in an electronic format approved by OTRD and sent to OTRD at the end of each month.					
Response:						
C.24.4	Users with the appropriate permission levels should be able to view individual surveys responses.					
Response:						
C.24.5	The System should allow users with the appropriate permission levels to respond to a survey via email.					
Response:						
C.24.6	The System should be able to generate an email					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	with a link to the survey for a specific park after the departure date of a customer reservation.					
Response:						
C.24.7	For those customers that do not have a reservation, the survey for each park should be on a website that can be accessed through the Oklahoma State Parks website.					
Response:						
C.25	Customer Management/Marketing					
C.25.1	The System should be structured as to limit the possibilities that one individual has multiple customer records in the database.					
Response:						
C.25.2	The System should have the ability to periodically check the database for duplicate customer records for the same individual. Multiple records for the same customer should be merged into a single record so that when a customer search is performed, the System only returns one record for the individual.					
Response:						
C.25.3	The system should allow customers to opt-in to marketing offers provided by OTRD. The customer should be able to opt-in when making reservations online, through the Call Center or in the field application.					
Response:						
C.25.4	The System should allow reminder confirmations to be sent to a customer up to fourteen (14) days prior to their reservation arrival date. This reminder confirmation should be					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	customizable with park specific information.					
Response:						
C.25.5	The System should allow operators with appropriate permission levels to pull email lists for customers who have stayed at the park during an operator selected time frame.					
Response:						
C.25.6	The System should allow comments to be added to a customer account. These comments will stay with the customer account and will be viewable at all locations by users with the necessary security levels.					
Response:						
C.25.7	The System should allow users in Central Office to pull customer lists from the system, based on different filters, such as lodge customers, campsite customers, etc.					
Response:						
C.25.8	The System should allow the field to update customer information, including address, phone number, email, etc.					
Response:						
C.25.9	The system should allow for the capability to place digital ads on different web pages within the online reservation system.					
Response:						
C.25.10	The system should allow OTRD staff to customize the home page so that it will have the same look and feel as the rest of the OTRD website.					
Response:						
C.25.11	The system should allow for customers to select that their email be used for research or marketing					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	purposes, to include agreement language.					
Response:						
C.25.12	They system should allow for pixel/tracking codes to be added to pages to allow for data gathering.					
Response:						
C.26	Fees/Discounts					
C.26.1	The System should be able to handle varying fees for each facility type. Fees can vary depending on day of the week, holidays, and season.					
Response:						
C.26.2	The System should be able to collect an additional fees in addition to the base camping fee or room fee for camping reservations for up to 2 extra tents.					
Response:						
C.26.3	The System should be able to handle fees on a per night basis for camping, lodge rooms and cabins, and on a per day basis for day use facilities.					
Response:						
C.26.4	Several group camp fees are charged per person. The System should have the ability to calculate fees based on a per person rate, with a different per person rate for adults and youth.					
Response:						
C.26.5	The System should calculate all applicable taxes for each reservation.					
Response:						
C.26.6	The System should be able to process discounts for reservations. The discounts will include standard discounts available anytime, such as the Disabled Veterans					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	Discount, group discounts, senior discounts as well as special discounts as developed by OTRD.					
Response:						
C.26.7	The System should allow only one discount per time period for each discount card, regardless of where the reservation is created.					
Response:						
C.26.8	The system should allow the administrators of the system to allow more than one discount per time period for each discount card, regardless of where the reservation is created.					
Response:						
C.26.9	The System should calculate and collect any additional fees that result from a change in a reservation or registration.					
Response:						
C.26.10	The System should calculate and process any refund owed to a customer as a result of a change in a reservation or registration.					
Response:						
C.26.11	The System should have the ability to utilize promo codes for specific parks, facility type and/or date ranges. The promo code feature should be able to process promo codes that are unique codes good for only one use by one customer and global promo codes that can be used by all customers. Discounts on the promo codes will include a percent off of fees, specific dollar amount discount, and Buy X, Get Y promotion.					
Response:						
C.26.12	They system should have the capability to put retail					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	items on sale for a specific timeframe, by retail location.					
Response:						
C.27	Security Levels					
C.27.1	The System should allow for a range of security levels and roles. Levels should be able to be added or deleted as operational needs change.					
Response:						
C.28	Technical					
C.28.1	Describe the Systems Business Continuity and Disaster Recovery Plan, which should include a periodic test of backup, failover, and disaster recovery procedures.					
Response:						
C.28.2	The Bidder should:					
Response:						
C.28.2.1	Acknowledge that OTRD is, and will remain, the owner of all data maintained on the database.					
Response:						
C.28.2.2	Describe their ability and plan to retain data for seven (7) years and maintain its accessibility to OTRD.					
Response:						
C.28.2.3	Describe how Personal Identifying Information (PII) is protected – without compromising bidder's security schema.					
Response:						
C.28.2.4	Provide a high level data recovery plan emphasizing data and system recovery timeline.					
Response:						
C.28.3	The Bidder should describe their data storage, replication, and backup services, which					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	should be located in the United States.					
Response:						
C.28.4	The Bidder should describe, and provide a conceptual diagram of, the architecture of their solution.					
Response:						
C.28.4.1	Three (3) separate environments – Development, Test, and Production					
Response:						
C.28.4.2	Software and hardware components					
Response:						
C.28.4.3	Website					
Response:						
C.28.4.4	Browser compatibility					
Response:						
C.28.4.5	Bidder should include a list of additional software (e.g., Adobe Reader software plugins) and supplemental/specialized hardware required to use their system.					
Response:						
C.28.5	The 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 publics and OTRD's demands, including description of how they monitor availability of upgrades offered by the hardware and software Suppliers.					
Response:						
C.28.6	The Bidder should describe their security safeguards for protection of the confidentiality, integrity, availability, and					

Section Number	Specifications	Yes	Configurable	Customization Required	No	Alternative
	privacy of information collected, stored, and used, addressing server security, access control, and compliance with Oklahoma's Information Security Policy.					
Response:						
C.29	Interfaces					
C.29.1	The System should have the ability to interface with OTRD's Key Lock vendor KABA Locks.					
Response:						
C.29.2	The System should have a Golf Management Module or interface with Fore Golf Management System.					
Response:						
C.29.3	The Bidder should describe the Call Accounting System interfaces they support.					
Response:						
C.29.4	The Bidder should describe the reservation booking engine interfaces they support.					
Response:						
C.29.5	The Bidder should describe the Credit Card interfaces they support.					
Response:						
C.29.6	The Bidder should describe the Point of Sale Device Interfaces they support.					
Response:						

APPENDIX B – STATE LIST OF REQUIRED REPORTS

Financial Reports for Field

1. Detailed Operator Report – This report should provide all sales transactions that a specific user completed for a specified park/all parks and date range. The report should include Date, Item Number/Reservation Number, Item Description, Discount, and Method of Payment.
2. Operators Collection Report – This report should provide a summary of all sales transactions that a user completed for a specified park or location within a park and date range. The report should include a total of all sales or refunds by the operator by payment type. This report should also include a park designed end of shift count sheet that will be used when closing out a terminal.
3. POS Report – This report should provide a summary of all sales transactions by category and sub-category for a specified park/all parks and date range.
4. Cost of Goods Report – cost of goods should be calculated for Resale inventories/sales and food department inventories/sales.
5. Total Park Summary Report – This report should include all information from the Sales and Commission Summary plus all revenue data for concession operated facilities in the specific park/all parks.
6. POS Detail Report – This report will provide all sales transactions by category, sub-category and product for a specified park/all parks for a specified date range.
7. Use Report – This report will show the number of reservations, number of nights and revenues for overnight stays and other reservable facilities based on stay date. The report will exclude any reservation fees and it should be able to be run for a designated date range.
8. Collection Report – Shows total amount collected in the park, with a breakdown of total payments by type (Cash, Check, Credit Card, etc.) and with a section showing taxable amounts and taxes paid.
9. Revenue Report – report without reservation fees included (only what the park has earned.) This should include all POS and reservation revenues.
10. Refund Report – shows all refunds for a park or for a location in a park that includes the operator, type of refund, including price changes, amount of refund and any comments associated with the refund.
11. Supplier Return Report – shows all POS products that have been written off or returned to the Supplier. Report should include the operator, product and quantity written off, value of the write-off and any comments associated with the transaction.
12. Registration Revenue Report – The report will show all revenue received and refunds issued for reservations at a specific park by facility reserved. This will include all reservations made in the Call Center, online or in the field.
13. Revenue Detail Report – This report will allow users to query options to pull revenues and refunds for a park based on a combination of date range, sales location, payment type, facility type or POS, operator, and transaction type. These queries should be able to be set to “All” to pull all transactions.
14. Revenue Query Report – This report will show the revenues based on facility type and POS on an annual, quarterly or monthly basis. This should be organized so totals for the selected time period can be easily calculated.
15. Sale Report – This report will show the number of reservations, number of nights and revenues for overnight stays and other reservable facilities based on the reservation created date for all sales channels. The report should exclude any reservation fees and it should be able to be run for a designated date range.

Financial Report for Central Office

16. Tax Report Summary – This report lists, by park, all state sales, local and county taxes collected for a specified park/all parks and date range.
17. Revenue Transmittal Field Report – This report should list all revenue, by revenue account and location, and shows totals by category of account. This report can be run by park/all parks and date range. This report can be sorted to show either all transaction, cash/check transactions or credit card transactions.
18. Revenue Transmittal Report – This report should list all revenue, by revenue account and location, and shows totals by category of account. This report can be run by park/all parks and date range.
19. Cancellation Adjustment Report – This report is used to capture refund information for reservations and POS transactions for shopping carts that are no longer accessible.
20. Sales and Commission Summary – This report lists sales and nights for a specified park/all parks and date range. It categorizes the sales by internet, field (park location) and Call Center. This report should show gross sales by cash/check, credit card and gift cards, cancellations, voids and adjustments to get to a net sales and nights figure. This report will list sales from campsites, cabins, Group Camps, and Day Use Facility rentals and point of sale items by revenue area.

21. Check Refund Report - A detailed report by park and date range listing the names and address of customers owed a refund via a check. This report should also list the reservation identification number, customer number and amount for each refund. This report is used to provide refunds to customers that originally paid via cash or check.
22. Distribution Report – This report lists the number of nights sold and number of refunds. This report will also show the distribution of sales collected by cash, check and credit card. It also lists any fees and taxes paid. Totals for all the above will be listed by Call Center, park locations and internet.
23. Sales and Commission Summary by Camp – This is a detailed report by park/all parks and specified date range. This report shows sales by campsite type, cabin type, Group Camp and Day Use Facility type as well as all POS sales for the period. These sales will be sectioned off by credit card, cash/check, and gift cards. Any commissions or adjustments made will be listed as well.
24. Credit Card Research – This report will provide information on all credit card transactions for a date range based on the last four digits of the credit card that are entered by the user. The report will return a transaction date, transaction amount, customer ID and name, park name and a receipt or reservation ID number so the transaction can be located in the System.
25. Field Credit Card Transactions – This report will show a net total of all field credit card transactions (Total Sales less Total Refunds) by credit card type (Visa, MC, AMEX, Discover) by date for a user defined date range.
26. Revenue Comparison Report – This report will show all revenues at each park by revenue type (camping, cabins, docks, POS, etc.) The report should be structured so that one report could be run to compare revenues over a specified time period (Current year compared to last year, current month compared to same month last year, etc.)
27. Comprehensive Refund Report – This report will show all refunds, adjustments, price changes and similar transactions that are completed at the field level. The report will include park name, type of refund, transaction ID and/or Reservation ID, operator, date of refund, amount of refund and any comments.

Financial Reports for Warehouse

28. Sales to each facility by category
29. Purchases by category
30. Inventory by Category
31. Adjustments by Category
32. Sales Tax Collected.

Non-Financial Reports

33. Arrival Report – This report should show all arrivals for a specific date or date range. The report should include occupant name; reservation ID; site, Getaway Rental or cabin number, Group Camp area or Day Use Facility; number in party; equipment; departure date; balance due; any discounts and name of person making reservation. Once a camper has fully checked-in, that camper should no longer appear on the Arrival Report. The report should be structured so that the user can run a report for campsites only, cabins only, Getaway Rentals only, Group Camps only, Day Use facilities only or any combination of these.
34. Campsite Selection Report – This report will be a printable report showing all available sites based on a date range and equipment type.
35. Availability Report – This report shows a list of all campsites, Getaway Rentals, cabins, Group Camps and Day Use Facilities and indicates whether the site is vacant, occupied or held and if the site is local sale or reservable. Also, the report should be structured so that the user can run a report for campsites only, cabins only, Getaway Rentals only, Group Camps only, Day Use facilities only or any combination of these.
36. Occupant Report – This report shows reservation number, occupant name, site or cabin number or Group Camp area or Day Use Facility, any discounts, number of people on site, equipment, arrival date and departure date. The report can be sorted by any of the categories listed above. The report can be run for a single day or for up to a period of 14 days. The report can be run for both dates in the future and dates in the past. The report should be structured so that the user can run a report for campsites only, cabins only, Group Camps only, Day Use facilities only or any combination of these.
37. Housekeeping Report –The Housekeeping Report will be utilized to determine cleaning and maintenance schedules for cabins and campsites. For all facilities, the report should show by day when each rentable unit is vacant, on administrative hold, or occupied and if there is a check-out, check-in or both on that day. The total check-in, check-outs and holds for each day should be on the report. The report should be available to be run in 31 day increments for future reservations.
38. Comments Report – This report will show all user entered comments for all transactions completed in the field for the specified date range. The report will include receipt or reservation ID number, user name and the comments.
39. Customer Report – This report will allow the park to pull a list of all customers who have or had a reservation in the park for a specified date range. The report will show customer ID, customer name, address, phone number and email address.
40. Facility Utilization Report – This report will show occupancy by facility type for a park or selected parks for which the user has access for a designated date range. The report should be able to be filtered by facility type and the results should show totals by park. The report will include total number of night's available, number of nights sold, and percentage occupied.

41. Facility Utilization Detail Report - This report will show occupancy by site within a selected facility type for a park for a designated date range. The report will be able to be filtered by facility type and the results will show totals by site number. The report will include total number of nights available, number of nights sold, percentage occupied, and total revenue for the site, less any reservation fees.
42. Visitor Statistics Report – This report will be able to be run by park and a selected date range that will show the number of customers by zip code, city or state. The report will be able to be filtered so that the user can select All Customers, Oklahoma-only customers or non-Oklahoma customers. The report will allow the output to be by month, quarter or full year.
43. Statewide Occupancy Report – shows occupancy by facility type for all parks for a designated date range. The report should be able to be filtered by facility type and the results should show totals by park and a statewide total.
44. Products on order for Departments as well as Warehouse
45. Backorder Report for Departments as well as Warehouse
46. Active Rates Report
47. Arrivals by Source
48. Detailed Availability - Display of campsites (by each site) available for reservation or walk-up occupancy
49. Generic Data Service Rate Code Basic
50. Generic Data Service Rate Code Detailed
51. IATA Production Report
52. InActive Rates
53. Membership reservations by booking date
54. Reservation Report
55. Reservation Report All (all nine locations)
56. Configuration Monitor Report
57. Rate Category
58. Rate Code-Detail
59. Rate Code Reservation Reconciliation
60. Reservation by Transaction Date
61. Reservations Types/Rule Schedules
62. Reservations made Yesterday
63. Reservations by Arrival Date
64. Reservations Guaranteed to Credit Cards
65. Reservation Details
66. Source Summary Revenue
67. E-mail Report - Report of e-mail addresses and phone information of users who have made reservations

Responding Bidder Information

State of Oklahoma

OMES – Office of Management & Enterprise Services

*"Certification for Competitive Bid and Contract" **MUST** be submitted along with the response to the Solicitation.*

1. RE: Solicitation # ______________________________

2. Bidder General Information:

FEI / SSN : ______________________________ Supplier ID: ____________________

Company Name: ____

3. Bidder Contact Information:

Address: ____

City: ______________________________ State: ____ Zip Code: ____________

Contact Name: ____

Contact Title: ____

Phone #: ______________________________ Fax #: ____________________

Email: ______________________________ Website: ____________________

4. Oklahoma Sales Tax Permit[1]:

☐ YES – Permit #: ______________

☐ NO – Exempt pursuant to Oklahoma Laws or Rules – Attach an explanation of exemption

5. Registration with the Oklahoma Secretary of State:

☐ YES - Filing Number: ______________________________

☐ NO - Prior to the contract award, the successful bidder will be required to register with the Secretary of State or must attach a signed statement that provides specific details supporting the exemption the supplier is claiming (www.sos.ok.gov or 405-521-3911).

6. Workers' Compensation Insurance Coverage:

Bidder is required to provide with the bid a certificate of insurance showing proof of compliance with the Oklahoma Workers' Compensation Act.

☐ YES – Include a certificate of insurance with the bid

☐ NO - Attach a signed statement that provides specific details supporting the exemption you are claiming from the Workers' Compensation Act (Note: Pursuant to Attorney General Opinion #07-8, the exemption from 85 O.S. 2011, § 311 applies only to employers who are natural persons, such as sole proprietors, and does not apply to employers who are entities created by law, including but not limited to corporations, partnerships and limited liability companies.)[2]

______________________________ ______________________________
Authorized Signature Date

______________________________ ______________________________
Printed Name Title

[1] **For frequently asked questions concerning Oklahoma Sales Tax Permit, see http://www.tax.ok.gov/faq/faqbussales.html**
[2] **For frequently asked questions concerning workers' compensation insurance, see** http://www.ok.gov/oid/faqs.html#c221

Certification for Competitive Bid and/or Contract (Non-Collusion Certification)

NOTE: *A certification shall be included with any competitive bid and/or contract exceeding $5,000.00 submitted to the State for goods or services.*

Solicitation or Purchase Order #: ____________________

Supplier Legal Name: ____________________

SECTION I [74 O.S. § 85.22]:

A. For purposes of competitive bid,

1. I am the duly authorized agent of the above named bidder submitting the competitive bid herewith, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and state officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to said bid;
2. I am fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and have been personally and directly involved in the proceedings leading to the submission of such bid; and
3. Neither the bidder nor anyone subject to the bidder's direction or control has been a party:
   a. to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,
   b. to any collusion with any state official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contract, nor
   c. in any discussions between bidders and any state official concerning exchange of money or other thing of value for special consideration in the letting of a contract, nor
   d. to any collusion with any state agency or political subdivision official or employee as to create a sole-source acquisition in contradiction to Section 85.45j.1 of this title.

B. I certify, if awarded the contract, whether competitively bid or not, neither the contractor nor anyone subject to the contractor's direction or control has paid, given or donated or agreed to pay, give or donate to any officer or employee of the State of Oklahoma any money or other thing of value, either directly or indirectly, in procuring this contract herein.

SECTION II [74 O.S. § 85.42]:

For the purpose of a contract for services, the supplier also certifies that no person who has been involved in any manner in the development of this contract while employed by the State of Oklahoma shall be employed by the supplier to fulfill any of the services provided for under said contract.

The undersigned, duly authorized agent for the above named supplier, by signing below acknowledges this certification statement is executed for the purposes of:

☐ **the competitive bid attached herewith and contract, if awarded to said supplier;**

OR

☐ the contract attached herewith, which was not competitively bid and awarded by the agency pursuant to applicable Oklahoma statutes.

Supplier Authorized Signature	Certified This Date
Printed Name	Title
Phone Number	Email
Fax Number	

OMES
OFFICE OF MANAGEMENT & ENTERPRISE SERVICES

Vendor/Payee Form

Agency: OMES Vendor Management requires the following information for all new non-registered vendors (payees) before payments may be processed. Information is used to establish the payee in the State's PeopleSoft vendor file for payment and procurement activities.

DO NOT use this form for:

- **Garnishment Payees:** Use OMES Form OSF_GARNVEND located at: **http://www.ok.gov/OSF/documents/osf_garnvend.pdf**.
- **State Employees:** Use OMES FORM ADD/CHANGES FOR EMPLOYEES/BOARD MEMBERS located at: **http://www.ok.gov/OSF/documents/ap_emp_vend.pdf**.
- ***Vendors pending contract award*** *to a solicitation released by the division of Central Purchasing or another Oklahoma state agency MUST first register online with the state unless exempt per statute. For additional information, please refer to Central Purchasing Vendor Registration located at:* ***http://www.ok.gov/DCS/Central_Purchasing/Vendor_Registration/index.html***.

AGENCY SECTION (To be completed by state agency representative):
State agency should email completed and signed form to vendor.form@omes.ok.gov or fax to 405-522-3663.

Agency Name				**Contact Name**	
Phone #		**Fax #**		**Email**	

Agency Request To – Please select all applicable request types

☐ Add New Vendor	☐ Update Existing Vendor	PeopleSoft 10-digit Vendor ID			
☐ Add New Address	☐ Change Address/Location	PeopleSoft Address #		PeopleSoft Location #	
☐ Change Vendor Tax ID	☐ Change Vendor Name	☐ Add Alternate Payee Name		PeopleSoft Location #	
☐ Other	Explain				

Vendor 1099 Reportable Status

Attention Paying Agency: Please check the ***Add*** box on the left if payments to this vendor/payee are represented by Account Codes listed on page 3 of this form. If the vendor is incorrectly showing as 1099 Reportable, check the ***Remove*** box. The PeopleSoft system requires specific details regarding the type of transaction. Please check the box that applies to this vendor:

☐ **Add:**
☐ **Remove:**

☐ 1 - Rents	☐ 2 - Royalties	☐ 3 - Prizes & Awards
☐ 6 - Medical & Health Care	☐ 7 - Non-Employee Compensation	☐ 10 - Crop Insurance Proceeds
☐ 14 - Gross Proceeds to an Attorney		

VENDOR/PAYEE SECTION (To be completed by vendor/payee)

Please print legibly or type this information. Form must be completed and signed by authorized individual. Email or fax to requesting state agency.

Payee Information: *Please provide the requested information for the payee receiving funds from the Oklahoma state agency. All information should match U.S. Internal Revenue Service filing records for the business, individual or government entity receiving payment.*

Name		**Contact Name**	
Payee Legal Name for Business, Individual or Government Entity as filed with IRS		**Contact Title**	
DBA Name		**Phone #**	
Doing Business As "DBA", or Disregarded Entity Name if different than Legal Name		**Fax #**	
Tax Identification Number (TIN) and Type:		☐ Federal Employer ID (FEIN) ☐Social Security Number (SSN)	

Business Address -- *Please provide primary business address as filed with the U.S. Internal Revenue Service*

Address 1				**City**	
State		**Zip+4**		**Remittance Email**	

Optional Addresses – *Please select address type as applicable*

Type:	☐ Remitting	☐ Ordering	☐ Pricing	☐ Returning	☐ Mailing	☐ Other:	
Address 1					**City**		
State		**Zip+4**		**Remittance Email**			

Financial Registration: *Please provide contact information for the Authorized Individual who can provide financial information used for ACH Electronic Funds Transfer payment processes*. **An email will be sent providing instructions for accessing the State of Oklahoma online registration system.**

Name		**Title**		**Email**	

W-9 SUPPLEMENTAL INFORMATION – ALL VENDORS OR PAYEES

The information below is requested under U.S. Tax Laws. Failure to provide this information may prevent you from being able to do business with the state, or may result in the state having to deduct backup withholding amounts from future payments.

U.S. Taxpayer Identification Number (TIN)

Federal Employer Identification Number (FEIN) ____________________ If none, but applied for, date applied ______________

U.S. Social Security Number (SSN) ____________________ If none, but applied for, date applied ______________

Entity Filing Classification:

☐ Domestic (U.S.) Sole Proprietor ☐ Domestic (U.S.) Partnership ☐ Domestic (U.S.) Corporation Type: ______________

☐ Limited Liability Company Type: ______________ Disregarded Entity: ☐ YES ☐ NO

☐ Domestic (U.S.) Other Explain: ______________________________

☐ Foreign (Non-U.S.) Sole Proprietor* ☐ Foreign (Non-U.S.) Partnership* ☐ Foreign (Non-U.S.) Corporation* Type: ______________

☐ Foreign (Non-U.S.) Other* Explain: ______________________________

FOREIGN VENDOR INSTRUCTIONS: *** ADDITIONAL DOCUMENTATION IS REQUIRED.**

Please submit the proper U.S. Internal Revenue Service (IRS) Form W-8, Certificate of Foreign Status. Select form below matching the payee's entity or individual description. Please refer to IRS for additional instructions (http://www.irs.gov/pub/irs-pdf/iw8.pdf).

- **Form W-8BEN**: *Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding and Reporting (Individuals)*. http://www.irs.gov/pub/irs-pdf/fw8ben.pdf
- **Form W-BEN-E**: *Certificate of Status of Beneficial Owner for United States Tax Withholding and Reporting (Entities)*. http://www.irs.gov/pub/irs-pdf/fw8bene.pdf
- **Form W-8ECI**: *Certificate of Foreign Person's Claim That Income is Effectively Connected With the Conduct of a Trade or Business in the United States*. http://www.irs.gov/pub/irs-pdf/fw8eci.pdf
- **Form W-8EXP**: *Certificate of Foreign Government or Other Foreign Organization for United States Tax Withholding and Reporting*. http://www.irs.gov/pub/irs-pdf/fw8exp.pdf
- **Form W-8IMY**: *Certificate of Foreign Intermediary, Foreign Flow-Through Entity, or Certain U.S. Branches for United States Tax Withholding and Reporting*. http://www.irs.gov/pub/irs-pdf/fw8imy.pdf

This may exempt you from backup withholding. Form W-8 does not exempt you from the 30% (or lower percentage by treaty) non-resident withholding taxes. To claim this exemption, you must file IRS Form 8233 with us. For more information, refer to IRS Publication 519.

SIGNATURE - AND SUBSTITUTE IRS FORM W-9 CERTIFICATION

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and

3. I am a U.S. citizen or other U.S. person (defined below), and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions: You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement account (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN.

______________________________ ______________

Signature of Vendor Representative or Individual Payee Date

____

Title of individual signing form for company

____

Vendor/Payee (Must be the same as Payee Name from page 1)

Account Codes for 1099 Reporting - By Category *(TO BE COMPLETED BY AGENCY REPRESENTATIVE)*

☐ 1 - RENTS
532110 Rent of Office Space
532120 Rent of Land
532130 Rent of Other Building Space
532140 Rent of Equipment and Machinery
532150 Rent of Telecommunications Equip
532160 Rent of Electronic Data Processing Equipment
532170 Rent of Electronic Data Processing Software
532190 Other Rents

☐ 1 – RENTS (cont.)
532141 Rent of Motor Vehicles
532142 Lease of Motor Vehicles

☐ 2 – ROYALTIES
533170 Royalties

☐ 3 - PRIZES AND AWARDS
552140 Incentive Awards – Monetary & Material
552160 Incentive Payments – Oklahoma Horse Breeders & Owners
552170 Incentive Payments – Oklahoma Film Enhancement Rebate
553220 Indemnities, Restitution & Settlements

☐ 6 - MEDICAL & HEALTH CARE PAYMENTS
515530 Veterinary Services
515700 Offices of Physicians (except Mental Health Specialists)
515710 Offices of Physicians, Mental Health Specialists
515720 Offices of Dentists
515730 Offices of Chiropractors
515740 Offices of Optometrists
515750 Offices of Mental Health Practitioners (except Physicians)
515760 Offices of Physical, Occupational & Speech Therapists, & Audiologists
515770 Offices of Podiatrists
515780 Offices of all other Miscellaneous Health Practitioners
515790 Family Planning Centers
515800 Outpatient Mental Health & Substance Abuse Centers
515810 Other Outpatient Care Centers
515820 Medical and Diagnostic Laboratories
515830 Home Health Care Services
515840 Ambulance Services
515850 All other Ambulatory Health Care Services
515860 General Medical & Surgical Hospitals
515870 Psychiatric & Substance Abuse Hospitals
515880 Specialty Hospitals (except Psychiatric & Substance Abuse)
515890 Nursing Care Facilities
515900 Residential Services for People with Developmental Disabilities
515910 Residential Mental Health & Substance Abuse Facilities
515920 Community Care Facilities for the Elderly
515930 Other Residential Care Facilities
537210 Laboratory Services & Supplies
551230 Medical Services to Indigents (from agencies other than DHS)
551240 Hospital Services to Indigents (from agencies other than DHS)
551250 Other Health Services to Indigents (from agencies other than DHS)

☐ 7 - NON-EMPLOYEE COMPENSATION
515010 Office of Lawyers
515020 Offices of Notaries
515030 Other Legal Services
515060 Accounting, Tax Preparation, Bookkeeping & Payroll Services
515210 Payments for Contract Mentor Services
515220 Architectural Services
515230 Landscape Architectural Services
515240 Engineering Services
515250 Drafting Services
515260 Building Inspection Services
515270 Geophysical Surveying & Mapping Services
515280 Surveying and Mapping (except geophysical) Services
515290 Testing Laboratories
515300 Interior Design Services
515310 Industrial Design Services
515320 Graphic Design Services
515330 Other Specialized Design Services
515350 Custom Computer Programming Services
515360 Computer Systems Design Services
515370 Computer Facilities Management Services
515380 Other Computer Related Services
515400 Administrative Management & General Management Consulting Services
515410 Human Resources & Executive Search Consulting Services
515420 Marketing Consulting Services
515430 Process, Physical Distribution, & Logistics Consulting Services
515440 Other Management Consulting Services
515450 Environmental Consulting Services
515460 Other Scientific & Technical Consulting Services
515470 Research & Development in the Physical, Engineering, & Life Sciences
515480 Research & Development in the Social Sciences & Humanities
515490 Advertising and Related Services
515500 Marketing Research & Public Opinion Polling
515510 Photographic Services
515520 Translation & Interpretation Services
515540 All other Professional, Scientific and Technical Services
515550 Management of Companies & Enterprises
515560 Office Administrative Services
515570 Employment Placement Services
515580 Business Support Services
515590 Document Preparation Services
515600 Telephone Call Centers
515610 Business Service Centers
515620 Collection Agencies
515630 Credit Bureaus
515640 Other Business Support Services
515650 Investigation & Security Services
515660 Educational Services
515940 Individual & Family Services
515950 Community Food, Housing & Emergency & Other Relief Services
515960 Vocational Rehabilitation Services
515970 Child Day Care Services
515980 Arts, Entertainment and Recreation
515990 Other Services (except Public Administration)
517110 Moving Expense – Employee Transfer
531150 Printing and Binding Contract
531160 Advertising
531170 Informational Services
531190 Exhibitions, Shows and Special Events
531220 Burial Charges
531330 Jury and Witness Fees
531500 Moving Expenses – General
533100 Maintenance & Repair – Other Items
533110 Maintenance & Repair of Buildings & Grounds (outside vendors)
533120 Maintenance & Repair – Equipment (outside vendors)
533130 Maintenance & Repair of Telephone Equipment (outside vendors)
533140 Maintenance & Repair of Data Processing Equipment (outside vendors)
533150 Maintenance & Repair of Data Processing Software (outside vendors)
533190 Maintenance & Repair – Employee Uniforms
545110 Land Improvements
546210 Buildings and Other Structures – Construction and Renovation
546220 Major Maintenance and Repair of Equipment
547110 Highway and Bridge Construction Expense – Contractual
547120 Maintenance and Repairs to Highways and Bridges
547210 Major Maintenance and Renovation – Bridges
552100 Stipends – Other
552120 Teacher Stipends ("Incentive" payments)
552130 Oklahoma Police Corps Stipends
553160 Legal Settlements Reportable to the IRS
554190 Voter Registration Services
561140 Pollution Remediation

☐ 14 - GROSS PROCEEDS TO AN ATTORNEY
553180 Settlements – Paid To/Thru Attorney

Voluntary Product Accessibility Template Instructions

The Voluntary Product Accessibility Template is a tool to assist in making preliminary assessments regarding the availability of electronic and information technology products and services with features that support accessibility.

The VPAT provides a summary view of criteria specific to various types of technologies identified in the Oklahoma Information Technology Accessibility Standards. There are three sections in each table. Section one of the Summary Table describes each section of the Standards. The second section describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third section contains any additional remarks and explanations regarding the product.

Oklahoma EITA Procurement Clause:

Pursuant to Title 74, Section 85.7d and OAC 580:15-6-21 electronic and information technology procurements, agreements, and contracts shall comply with applicable Oklahoma Information Technology Accessibility Standards issued by the Oklahoma Office of State Finance.

EIT Standards may be found at www.ok.gov/DCS/Central_Purchasing/index.html or http://www.ok.gov/OSF/documents/isd_itas.doc.

1) For Information Technology or Communications Products, Systems and Applications not requiring development and/or customization. The Contractor shall provide a description of conformance with the applicable Oklahoma Information Technology Accessibility Standards for the proposed product, system or application by means of either a Voluntary Product Accessibility Template (VPAT) or other comparable document, upon request.

   The Contractor shall indemnify and hold harmless the State of Oklahoma and any Oklahoma Government entity purchasing the products, systems, or applications not requiring development and/or customized by the Contractor from any claim arising out of the Contractor's failure to comply with applicable Oklahoma Information Technology Accessibility Standards subsequent to providing certification of compliance to such Standards.

2) For Information Technology or Communications Products, Systems or Applications requiring development and/or customization. The Contractor shall provide a description of conformance with the applicable Oklahoma Information Technology Accessibility Standards for the proposed product, system, or application developed and/or customized by means of either a Voluntary Product Accessibility Template (VPAT) or other comparable document, upon request. Additional requirements and documentation may be required and compliance will be necessary on the Contractor's part. Such requirements will be stated in documents such as State Bids, Request for Proposals, Contracts, Agreements, Purchase Orders, and Amendments.

The Contractor shall indemnify and hold harmless the State of Oklahoma and any Oklahoma Government entity purchasing the products, systems, or applications from the Contractor, from any claim arising out of the Contractor's failure to comply with applicable Oklahoma Information Technology Accessibility Standards subsequent to providing certification of compliance to such Standards. However, the Contractor shall no longer have an obligation to indemnify the State for liability resulting from products, systems or applications developed and/or customized that are not in compliance with applicable Oklahoma Information Technology Accessibility Standards ("Standards") after the State has tested and confirmed that the product, system or application meets the accessibility requirements in the Standards.

How to Get Started - Begin with your product's specification or a list of its known features:

1. Determine which subsection(s) of the Oklahoma Information Technology Accessibility Standards (IT Standards) apply to your product. Document the product's ability to meet the standards in the applicable areas, such as software, operating system, and so on.
2. For each standard in the applicable area(s), determine if the product meets or supports the standard.
   - If the product appears to meet or support the standard, then you have the option of providing examples of features that are accessible or of specific accessibility features that exist.
   - If the product appears to not meet the standard, remember that the OK Information Technology Accessibility Standards allow for alternative products provided that they result in substantially equivalent or greater access. The product can meet the standard as long as the feature performs in the same manner as it does for any other user. This is called "functional equivalency."

3. When the VPAT draft is complete, translate the technical language into language that will be understood by a state agency procurement officer. We encourage use of suggested language noted in the section "Suggested Language for Filling out the VPAT".
4. **Suggested Language for filling out the VPAT**
   Suggested language below has been developed for use when filling out a VPAT. All or some of the language may be used. You are encouraged to use consistent language in VPATs throughout the form.

Supporting Features	
Supports	Use this language when you determine the product fully meets the letter and intent of the criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the criteria, but provides some level of access relative to the criteria.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the criteria or when the product does not fully meet the intent of the criteria.
Supports when combined with Compatible AT	Use this language when you determine the product fully meets the letter and intent of the criteria when used in combination with compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Use this language when you determine the product does not meet the letter or intent of the criteria.
Not Applicable	Use this language when you determine that the criteria do not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	Use this language when you determine a fundamental alteration of the product would be required to meet the criteria (see the IT Standards for the definition of "fundamental alteration").

Remarks & Explanations (third section on VPAT)

Providing further explanation regarding features and exceptions is especially helpful. Use this section to detail how the product addresses the standard or criteria by:

- Listing accessibility features or features that are accessible;
- Detailing where in the product an exception occurs; and
- Explaining equivalent methods of facilitation (See Section 3.5 of the IT Standards for definition of "equivalent facilitation").