ADDENDUM No. 2

FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION
DEP Procurement Section
3800 Commonwealth Boulevard, MS#93
Tallahassee, Florida 32399-3000

May 20, 2019

Addendum To: DEP Solicitation No. 2019001, entitled
Park Business System

The Department hereby answers questions posed by prospective Vendors. This addendum does not need to be returned with the bid. The Department hereby answers the following questions:

Question #	Solicitation Section	Solicitation Page #	Question / Answer
1.	-	-	Can you confirm that the RFP [sic] documents were not shared with an outside party prior to the RFP being released? If it was, who and what was shared. *Answer #1: The ITN in its current form was not released to anyone prior to the posting. Certain preliminary documents to be used to draft a scope of work for the DEP Park Business System solicitation were made available to a non-Department employee in the early drafting phases of this solicitation. Christopher Voehl, Contracted Consultant with Kyra Solutions, was given temporary access to a shared drive to help draft a scope of work, since he works with the Department on a staff augmentation contract. His access was revoked and he provided no work product that was used in the final ITN.* *The documents that were provided are available at https://ftpportal.dep.state.fl.us/public/folder/XhLHA1GNm0uL7RCoWvSpuQ/Additional%20Documents%20for%20ITN%202019001* *The password to the FTP site is ITN2019001*
2.	1.04 ITN Goals, bullet 10.	5	Is the state requiring onsite vendor support of the hardware, or can hardware support be provided through remote access by vendor staff and equipment replacement? *Answer #2: The state is not requiring onsite vendor support; however, all requirements must be met by the vendor through support provided.*
3.	Section 1.08 (c) Parks with Day-Use Admission Fees	9	What forms of payment are accepted at each channel, including Honor Boxes? *Answer #3: Currently, the following payment types are accepted through each sales channel:* • *Field (Parks) – cash, checks, credit cards and gift cards are accepted* • *Online/Call Center – credit cards and gift cards are accepted* • *Honor Boxes – cash and checks are accepted*
4.	Section 1.08 (c) Parks with Day-Use Admission Fees	9	Does the State have Network and Internet connectivity at Honor Boxes? If so, does the State desire to accept electronic payment at Honor Boxes? *Answer #4: The State does not currently have Internet connectivity at all Honor Box locations, but per Section 1.08, (f) (page 11) of the ITN, DEP will provide*

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			Internet connectivity to all locations that have and plan to leverage this new Park Business System.
5.	3.01 Instructions for Minimum Mandatory System Requirements	22	Section 3.01 states Respondents shall complete and submit the Minimum Mandatory System Requirements Response Excel spreadsheet, are Respondents to submit to the mailing address on page 3 the excel file as an electronic file on a USB or as a paper copy of the completed Excel spreadsheet? *Answer #5: The Respondent's Reply to the Minimum Mandatory System Requirements must be provided to the mailing address identified in Section 1.02 of the ITN, see below, as one (1) electronic copy (excel format). The electronic copy must be either a CD, DVD, or USB. See Section 3.03(g) for additional information on Electronic Copies.* *Mail to Department:* **ITN 2019001- Minimum Mandatory System Requirements Response** *Bureau of General Services, Procurement Section* *3800 Commonwealth Blvd, MS93* *Tallahassee, Florida 32399-3000*
6.	4.07 Implementation Performance Timeframe & Section 17.18 of the contract	54 & 86	Section 17.18 of the Proposed Contract contains liquidated damages, as does Section 4.07 of the ITN. Is it the DEP's intent for the liquidated damages in Section 4.07 of the ITN to apply in lieu of the liquidated damages in the proposed contract? *Answer #6: No. Both liquidated damages clauses will apply to the resulting Contract. Liquidated damages described in Section 4.07 pertain specifically to the Park Business System Implementation. The Section 17.18 liquidated damages are in addition to other remedies elsewhere in this contract (i.e., Section 4.07), and as provided by law.*
7.	4.08 (vii) Technology Refresh	56	The ITN states that a technology refresh will occur each five years during the term of the Contract. We note that the initial term of the Contract is six years, and thus a technology refresh would be complete with only one year remaining on the initial term. Would the State consider aligning the technology refresh timing with the timing of the execution of the renewal option in order to allow the contractor to have some certainty that it will earn revenue to fund the technology refresh? *Answer #7: The expectation is to have the refresh completed by the end of the first term, however the department is willing to consider an alternative approach if it is deemed beneficial to the department.*
8.	Exhibit 1	All	Please confirm that the park facilities in Exhibit 1 represent all locations where sales in person sales would be made. Does each site in Exhibit 1 equate to one workstation, or are there multiple workstations provided at any location? *Answer #8: The park facilities and corresponding requirements were accurate as of the initial posting of the ITN to the Vendor Bid System and the numbers have not changed significantly. Please use the numbers in the initial posting for formulating your response. Updated numbers will be provided at the negotiation phase of the solicitation. Per Section 1.08 (b) (page 8) of the ITN,*

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			these reference documents are subject to change. DEP does anticipate some expansion of sales locations in the future, both within a single park, as well as should new Florida State Parks be added to DEP management. *The "Devices" worksheet of the Exhibit 1 workbook includes details per park regarding the number of workstations provided at each location.*
9.	1.08 (h)	11/108	Please identify the name, title and employer of the non-Department employee who received the referenced documents. (Reference text: A non-Department employee was given access to certain documents that related to the early drafting phases of this solicitation.) *Answer #9: See Answer #1.*
10.	1.08 (h)	11/108	Please identify the relationship of the non-Department employee to the Department. *Answer #10: See Answer #1.*
11.	1.08 (h)	11/108	Was the non-Department employee previously an employee of the Department? *Answer #11: See Answer #1. No, he was not previously an employee of the Department. However, he works with DEP as part of a staff augmentation contract.*
12.	1.08 (h)	11/108	Please identify the relationship of the non-Department employee's employer to the Department. *Answer #12: See Answer #11.*
13.	1.08 (h)	11/108	Please provide an explanation as to why the non-Department employee was provided access to these documents. *Answer #13: See answer #1.*
14.	1.08 (h)	11/108	Is it expected that the non-Department employee, or his/employer, will be submitting a response/proposal to this ITN? *Answer #14: No. Kyra Solutions did not attend and was not represented at the Mandatory Pre-Reply Conference, per Section 2.01 (page 14) of the ITN. Therefore it is not expected that they will respond.*
15.	1.11	13/108	Will certified small, minority-, veteran-, and women-owned businesses be given any preference in scoring of proposals? (Reference text: The Department is dedicated to fostering the continued development and economic growth of small, minority-, veteran-, and women-owned businesses. Participation of a diverse group of Respondents doing business with the State is central to the Department's effort. To this end, small, minority-, veteran-, and women-owned business enterprises are encouraged to participate in the State's procurement process as both prime Respondents and subcontractors under prime contracts. Enterprises that desire to be certified as a small, minority-, veteran-, or women-owned business can request certification information from the State's Office of Supplier Diversity.)

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			Answer #15: The Department will review, evaluate, and score the Replies of Respondents receiving the tope five Qualification scores using the Evaluation Criteria and procedures contained within Section 2.10 of the ITN.
16.	2.07 (Potential Area For Evaluation)	-	The ITN does not specifically require experience in building, implementing, operating and supporting systems used to manage Park Business Systems as described in this solicitation. Will the Department consider selecting a vendor that has never provided the majority of the services described in the ITN to other, similar sized, state park agency operations? *Answer #16: Experience will be considered as part of the response, reference Section 3.12 of the ITN; however specific experience in building, implementing, operating, and support systems used to manage Park Business Systems is not a mandatory requirement for award.*
17.	2.07 (Potential Area For Evaluation)	-	Typically, solicitations regarding Park Business Systems of the size and scope described in this ITN will require responding vendors to have minimum levels of experience (years and number of parks management systems in use in state agencies) in providing the same services to other state park agencies of similar size to the Department. What is the minimum number of years of experience and the minimum number of solutions installed in substantially similar state park management agencies that the Department is requiring for a vendor to be considered as having the minimum criteria needed to be a successful vendor? *Answer #17: The Department has not established required specific minimum years of experience or solutions installed.*
18.	2.08(b)	16/108	What is the Department's demonstration of the system intended to show, and how will it be conducted? Does the Department intend to demonstrate the administrative functions of the system or only the customer functions? If the Department intends to demonstrate the administrative functions of the current system, what steps will the Department take to protect the confidential and proprietary information contained in the system? (Reference text: (b)Pre-Negotiation Site Visit The purpose of the site visit is to provide a demonstration of the system currently in place at a Florida State Park.) *Answer #18: The Solution Demonstration is intended to allow the Department to gain a greater understanding of the built-in capabilities of the proposed Solution and the level of customization that will be required. The Solution Demonstration should show the Department how the Solution functionality can meet the Department's needs, as well as the ease of use. Solution Demonstrations will be provided during the first negotiation meeting (per Section 2.08) to be conducted in Tallahassee, Florida. The Respondent may conduct the Solution Demonstration in the best method to exhibit the functionality of the proposed Solution to the Department.*

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			Both administrative-facing functions and customer-facing functions should be included with the Solution Demonstrations to provide a demonstration of overall Solution functionality.
			The Pre-Negotiation Site Visit is intended to allow Respondents to observe and gain understanding at a sample Park Ranger Station where both day-use and overnight accommodation transactions take place. This site visit will allow respondents to understand daily challenges faced in a park environment, including long admission lines, camper check-ins scenarios, and park infrastructure. The Department does not intend to focus on administrative-facing functions of the existing system during this site visit. The focus will be on customer-facing functions.
			The demonstrations will be recorded in full. All paperwork exchanged at the demonstrations will become public record. It will be up to the vendors to indicate what portions of their demonstration constitute a trade secret or that they otherwise consider confidential. The Department will treat public records requests for documents marked as confidential (as described in section 3.06 of the ITN) will be handled according to the process described in the ITN section 3.11. Portions of the demonstration recording that the vendor considers confidential will be recorded on a separate recording and that recording will be handled according to the process described in the ITN section 3.11.
19.	2.08 (c) (ii)	16/108	Solution Demonstrations: Will the Department award additional points to vendors that demonstrate fully functional systems in use today by state park management agencies as compared to vendors that show systems that are not live with any state park management agencies today?
			Answer #19: All evaluation criteria that will be considered is available in Section 2.10 (page 19) of the ITN.
20.	2.08 (c) (ii) Solution	16/108	Demonstrations: During Solution Demonstrations will the Department verify that, for items each vendor noted as currently available and that do not require customization in their response to the ITN, are, in fact, currently live and in use with state park management agencies?
			Answer #20: Per Section 2.08 (ii) (page 17) of the ITN, the Respondent will be responsible for indicating customizations when giving the demonstration.
21.	2.08(d)	17/108	In reviewing whether or not a Respondent has the ability to perform the Solicitation, will the Department consider whether or not a Respondent has experience in providing campground or State Park reservation services?
			And if so, the scale of the services that a Respondent has demonstrated the ability to meet the Solicitation requirements.
			Does the Department contemplate asking potential Respondents about their experience in providing reservation services to campgrounds and/or State Parks? (Reference text: (d) Award Phase

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			In determining Respondent responsibility, the Department may consider any information or evidence which comes to its attention and which reflects upon a Respondent's capability to fully perform the Solicitation requirements.)
			Answer #21: Please see responses for Question #16 and #17.
22.	2.10(a)	19/108	Will the attempts to reach reference clients occur between 8:00 AM and 5:00 PM in the CONTACT'S time zone? (Reference text: The Department will conduct a Past Performance Evaluation of the Client References the Respondent provided as part of the Business Reply. Each Reference will be asked the questions in the Past Performance Evaluation Form. The Department will contact Respondent's references to complete the Evaluation of Past Performance Form. 1. If the contact person cannot be reached following the specified number of attempts, the Respondent shall receive a score of zero (0) for that reference. 2. The Department will contact references during normal working hours (8:00 AM - 5:00 PM). 3. The Department will make up to three (3) contact attempts during a one (1) week period.) *Answer #22: The Department will contact references between 8:00 AM -5:00 PM ET. Per Section 1.02 (page 4) of the ITN, all times referenced in this solicitation are in local time in Tallahassee, Florida.*
23.	2.10(a)	19/108	Should a reference client not be available when a reference call is placed, will a message be left regarding the reason for the call, provided a return call phone number, and be invited to call the Department at their convenience to complete the reference interview? (Reference text: The Department will conduct a Past Performance Evaluation of the Client References the Respondent provided as part of the Business Reply. Each Reference will be asked the questions in the Past Performance Evaluation Form. The Department will contact Respondent's references to complete the Evaluation of Past Performance Form. 1. If the contact person cannot be reached following the specified number of attempts, the Respondent shall receive a score of zero (0) for that reference. 2. The Department will contact references during normal working hours (8:00 AM - 5:00 PM). 3. The Department will make up to three (3) contact attempts during a one (1) week period.) *Answer #23: The Department will contact references as indicated by the ITN. Messages will be left with references should the client not be available when the reference call is placed.*
24.	2.10(a) Evaluation Criteria and Past Performance Evaluation	19/108	Is the Past Performance Evaluation and Evaluation requirement restricted to seeking experience related to providing services for campground and park reservations? If not, what other type of relevant experience will be considered? (Reference text: Past Performance Evaluation requirement directs that Respondent's references complete the Past Performance Evaluation Form.)

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	Form, page 80 of ITN		*Answer #24: Per Section 3.02 (iv) (page 23) of the ITN, reference forms should be provided for three customers to whom the Respondent has provided contractual services of similar scope and size as those identified in the ITN.*
25.	2.10(a)(2)	19/108	If a vendor reference is located in the Pacific time zone, will the Department expand its hours to contact the reference outside of the 8:00 a.m. to 5:00 p.m. Eastern Standard Time?

Will the Department consider allowing a Vendor to submit or have references submit the responses to the ITN on the approved form? (Reference text: Past Performance Evaluation states that the Department will contact references during working hours (8:00 a.m. and 5:00 p.m.))

Answer #25: No. The Department will contact references between 8:00 AM - 5:00 PM ET. Per Section 1.02 (page 4) of the ITN, all times referenced in this solicitation are in local time in Tallahassee, Florida. The Department will not expand its hours to contact a reference outside of these hours.

Per Section 2.10 (a) (page 19) of the ITN, the Department will conduct all Past Performance Evaluations. |
| **26.** | 2.10(a)(2); Past Performance Evaluation Form | 19/108 | The ITN does not designate number of references sought that will be scored.

What is the total number of references sought by the Department? Can a vendor submit more than 3 references for scoring? (Reference text: If the contact person cannot be reached following the specified number of attempts, the Respondent shall receive a score of zero (0) for that reference.)

Answer #26: Three. See Section 3.02 (iv) (page 23), each Respondent must complete Client Reference Forms for three customers. |
| **27.** | 2.10(a)(2); Past Performance Evaluation Form | 19/108 | What is the total number of attempts that the Department will make in reaching a reference before issuing a score of zero (0)? (Reference text: If the contact person cannot be reached following the specified number of attempts, the Respondent shall receive a score of zero (0) for that reference.)

Answer #27: Up to three contact attempts. See Section 2.10(a)(19). |
| **28.** | 2.10(a)(2); Past Performance Evaluation Form | 19/108 | Does this mean that the Department will attempt to contact each reference up to three (3) times in a one (1) week period, or that the Department may attempt to contact a reference more than three (3) times over a period longer than one (1) week? For example, if the Department is unable to contact a reference in a one (1) week period, will the Department try to contact the reference during a second week? (Reference text: The Department will make up to three (3) contact attempts during a one (1) week period.)

Answer #28: The Department will only attempt to contact each reference during a one week period. Per the Timeline of Events (Section 1.02, page 4) of the ITN, that week is July 29-August 2, 2019. |
| **29.** | 3.02(b)(Tab D) | 25/108 | When the Department references "high skills in areas related to the services requested in the solicitation," is the Department restricting the experience sought to the services of providing reservation services for campgrounds and state parks? |

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			If the Department is not seeking experience in providing reservation services for campgrounds and state parks, what other types of "high skills in areas related to the services" is the Department seeking? (Reference text: Key Personnel Experience- DEP requires the vendor's contract manager and identified key project personnel to have a minimum of one (1) year experience within the last three (3) years and high skills in areas related to the services requested in this solicitation.)
			Answer #29: Respondents should consider key personnel with experience of similar scope and size as identified by the ITN.
30.	Section 9.00 Vendor Responsibility Disclosure	70/108	Should a vendor disclose having participated in an audit which resulted in a finding, not against the vendor, by the agency or department?
			What does the Department mean as "findings related to CRS, POS< or other revenue collecting contracts?"
			(Reference text: Vendor Responsibility Disclosure 3. Been subject of an audit with findings related to CRS, POS, or other revenue collecting contracts?)
			Answer #30: The vendor should disclose if their contract was subject to audit and the audits resulted in a finding. The Department is describing the types of contracts in which we have interest in the audit findings. That is, we want to know if you have a CRS, POS or other revenue collecting contract that has been audited and had a finding and whether said audit resulted in a finding. We encourage you to choose "yes" if you are unsure. If you think it's "yes," you should provide a written explanation with your Vendor Responsibility Disclosure.] A "yes" will not automatically disqualify a vendor.
31.	2.04, 3.01, 18.00	15, 22, 108	What is the desired format and quantities of Minimum Mandatory System Requirements document due on June 3, 2019? For instance, should we submit paper copy(ies), electronic media, email only, or a combination of these formats?
			Answer #31: See answer to Question #5.
32.	F18507_ITN2019001ParkBusinessSystem, (f) Existing IT Infrastructure Information	Page 10	Will a software tool be allowed over the existing Florida DEP infrastructure to connect remotely to terminals for vendor support?
			Answer #32: Terminals will be connected to the Internet and segregated from DEP's internal network. If the software can operate across the Internet, then it is allowable that those terminals can be supported in this manner.
33.	F18507_ITN2019001ParkBusinessSystem, (f) Existing IT Infrastructure Information	Page 10	Since the Florida DEP is providing the internet connections at all park locations, will the Florida DEP be providing web access exceptions for the vendor to implement?
			Answer #33: Terminals will have access to the Internet and segregated from DEP's internal network.

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34.	F18507_ITN2019001ParkBusinessSystem, (g) Existing Park Business System Hardware Information,	Page 11	Will the Florida DEP be providing the credit card terminals? *Answer #34: No. The Respondent would be required to provide the credit card terminals as part of Hardware.*
35.	F18507_ITN2019001ParkBusinessSystem, (g) Existing Park Business System Hardware Information	Page 11	What make and model of credit card terminals does the Florida DEP currently support through their bank? *Answer #35: Florida State Parks currently utilize either FD130 or FD130Duo (FD130 with external pin pad) models of credit card terminals.*
36.	F18507_ITN2019001ParkBusinessSystem, (g) Existing Park Business System Hardware Information	Page 11	Do the credit card terminals need to be integrated with the vendor's software? *Answer #36: Yes.*
37.	F18507_ITN2019001ParkBusinessSystem, 6.06 Contract Manager Identification.	Page 66	Why can't the Contract Manager be located outside the State of Florida if they can still meet all of the other requirements of the Contract Manager? *Answer #37: It is important to the Department for the Contract Manager to have the ability to be able to easily and regularly meet with Department staff and develop a familiarity with Florida State Parks in order to better support the Contract.*
38.	Attachment G - Requirements Document	Req #42 (d)	Concerning mobility. Does the current IT infrastructure have Wi-Fi hot spots or will the vendor have to rely on cellular connectivity for all mobile devices? *Answer #38: Parks locations have a very limited Wi-Fi implementation. Most sites are completely without Wi-Fi. It should be assumed that cellular connectivity would be needed for mobile devices but would have the capability to use Wi-Fi in the locations it is available.*
39.	Attachment G - Requirements Document	Req #44 (a)	What other applicable Florida DEP and State enterprise systems, databases, and commercial applications will need to run on the vendor hardware? *Answer #39: The PBS will need to interface with the Department's Financial Information Network - Parks Revenue Application for the reporting of revenue. See Addendum No. 1 Answers to questions 6 and 7 for additional information.*

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40.	Attachment G - Requirements Document	Req #73 (c) and Req #68 (f)	How can a vendor supply a "Cloud based" solution with "offline" functionality when the vendor software cannot be locally installed? *Answer #40: The intent is for software to seamlessly operate in an offline capacity when an Internet connection is unavailable, allowing for synchronization once an Internet connection is re-established.*
41.	Attachment G - Requirements Document	Req #38 (c)	What are your monthly call volumes for your call center? *Answer #41: Below are monthly call center call volumes for the past 12 months:*

April 2018	*15,446*
May 2018	*15,154*
June 2018	*12,803*
July 2018	*13,075*
August 2018	*11,011*
September 2018	*8,651*
October 2018	*13,471*
November 2018	*9,866*
December 2018	*9,683*
January 2019	*14,050*
February 2019	*14,539*
March 2019	*16,356*

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42.	Attachment G - Requirements Document	Req #43 (d)	What are your monthly call volumes for your Help Desk? *Answer #42: Below are monthly Contractor Help Desk call volumes for the past 12 months:*

April 2018	*74*
May 2018	*87*
June 2018	*62*
July 2018	*46*
August 2018	*50*
September 2018	*53*
October 2018	*93*
November 2018	*60*
December 2018	*74*
January 2019	*93*
February 2019	*71*

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43.	Attachment G - Requirements Document	Req #37	Given that the gift card program has ended under the current contract, please clarify the purpose to the implementation of gift card functionality under the new contract *Answer #43: The Department is interested in having the ability to offer gift cards (sales and redemption) to our visitors. The gift card program was ended under the current contract due to program management concerns.*
44.	Attachment G - Requirements Document	Req #74 (h)	Please clarify the business case to importing 15 years worth of data from the current service provider. *Answer #44: The Department regularly utilizes attendance, revenue, occupancy, sales, etc. data for planning purposes. Having 15 years' worth of existing data merged with future data will allow the Department adequate data for long term analysis.*
45.	Attachment I - Minimum Mandatory System Requirements	Req #11 (g)	What kind of "access" is anticipated here - is the intent for a user to be able to log in as themselves and then adopt the permissions of another user? *Answer #45: The intent of this requirement is to allow support staff to access at least some level of a user's account. For example, if a user locked themselves out of their account, a support staff member can unlock their account and re-set a temporary password for them so the user can once again access their account. In this example, the support staff member would not need the user's original password to take this action.*
46.	Attachment I - Minimum Mandatory System Requirements	Req #18 (a)	The 'High Level Requirements' statement seems to reference more functionality than the 'Specific Requirements' statement. Please confirm or clarify the requirements for this section. *Answer #46: The requirements listed are correct. The Specific Requirement listed as 18 (a) in Attachment I Minimum Mandatory System Requirements is the only minimum mandatory requirement from the corresponding Attachment G Requirements Document – Requirement #20.*
47.	Attachment I - Minimum Mandatory System Requirements	Req #33 (c)	Please clarify whether the 'Ability to collect attendance counts' is based on specific sales transactions, or a separate function to manually enter values for statistical aggregation. *Answer #47: Requirement #33 (c) on Attachment I Minimum Mandatory System Requirements refers to capturing attendance counts associated with some type of day use transaction as visitors enter a park.*
48.	Attachment I - Minimum Mandatory System Requirements	Req #35 (e)	Does the ability to process credit cards in real-time and only confirm a reservation when a card payment is confirmed acceptable for this requirement? *Answer #48: No. Requirement #35 (e) of Attachment I Minimum Mandatory System Requirements requires the ability to send written notices of non-Confirmation for all declined credit card transactions for Reservations within 48 hours in electronic form.*

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49.	Attachment I - Minimum Mandatory System Requirements	Req #36 (b)	Please provide examples of the type of content that is anticipated to be 'ingested' by the reservation system. *Answer #49: One example that would apply If campsite site photos are linked to the CRS through DEPs content management system. If a photo is updated on the DEP content management system, then it would also be updated on the CRS.*
50.	-	-	What is the expected call volume? If possible an hourly interval report (showing how many calls at what hour of the day come in) would be most helpful for appropriate agent headcount. *Answer #50: Please see response to Question #41. The Department only maintains call center volume data on a monthly level.*
51.	-	-	We have a nationwide work at home force, a facility in Santo Domingo, Dominican Republic and in Ft. Lauderdale, Florida. Is there a preference as to what location we would take calls or would you like me to provide a comparison? *Answer #51: While the Department does not specify a specific required location for the call center, Requirement #38 (b) of Attachment G Requirements Document, requires that all Reservation Agents be US based. Optional Requirement #38 (b) of Attachment G Requirements Document, states the Contractor shall provide telephone Reservation Agents who are based in Florida.*
52.	-	-	Is English the only language needed at this time or should we also provide a Spanish option? If any other languages are needed we can accommodate that as well. Please specify. *Answer #52: English is the only language requested at this time.*
53.	-	-	Would we be using their ACD telephony system or utilizing ours? Typically our clients use their own but we provide a phone number for them to forward those calls to. If they intend to use ours we would have to charge extra to cover the telco charges incurred. I am assuming they have this in place already in their current infrastructure. *Answer #53: As part of providing Call Center services, the Contractor will be responsible for providing all Call Center equipment needed, including telephone systems.*
54.	-	-	Would they like to utilize these agents to also reply to tickets (or emails) on their behalf? *Answer #54: Based on the question asked, it is unclear which "agents" are being referred to. The Department does require that a Contractor maintain a network of Reservation Agents to provide telephone Reservation services to visitors, as well as to handle problem resolution of visitor calls. The Department also requires that a contractor provides technical and software support, including a Help Desk, to support Department staff. Both Reservation Agents and Help Desk staff will be required to reply to emails.*
55.	-	-	Would the agents be collecting payment information? *Answer #55: Based on the question asked, it is unclear which "agents" are being referred to. As described in Requirement #38 of Attachment G-*

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			Requirements Document, Reservation Agents shall furnish current site availability information to visitors and conduct all Reservation, Transfer, and Cancellation activities. These activities include collecting and processing payments from visitors.
56.	-	-	Would the DEP prefer a solution that allows for Business Level Users to configure new reports, workflows, and features without the need for line by line coding or IT assistance? *Answer #56: Yes. Per Requirements #21 and #22 of Attachment G-Requirements Document, the Department requires a dashboard to be configurable by user account level, as well as for ad hoc reporting capability.*
57.	-	-	What is the minimum Availability % for the DEP's Service Level Agreements? 99.99%? 99.999%? *Answer #57: Minimum acceptable standards vary by SLA performance standard as shown in Attachment H – Service Level Agreement (SLA) Performance Standards.*
58.	-	-	If year 1 is anticipated for the build-out, but we can deliver a fully configured system in much less time, have funds been allocated to support an accelerated deployment and payment schedule? *Answer #58: Deployment of the Park Business System through the Contract procured through this ITN shall not happen until May 5, 2021. This deployment date is not dependent on funding.*
59.	2.04 & 3.01	15 & 22	How many copies of the Minimum Mandatory System Requirements Response Excel spreadsheet should be submitted? Are they required in hard copy only? *Answer #59: See answer to Question #5.*
60.	PUR_1001 Para 9	3	If Attestation is required in regard to PUR_1001 Paragraph 9, should it be included at the end of this Section B? *Answer #60: If an additional Attestation is required specific to PUR_1001 Paragraph 9, then this information should be submitted under Tab C Disclosures and Attestations.*
61.	13	74	Vendor Scrutinized Companies Lists Attestation is not on the check list. Please confirm that it is required and if it should be included in Section C of the Business Volume. *Answer #61: The Checklist contained within Section 18 of the ITN is provided merely for the convenience of the Respondent and may not be relied upon in lieu of the instructions or requirements of this Solicitation. Each Respondent must complete and include all of the Disclosures and Attestations listed in Section 3.02(a)(iii) under Volume I, Tab C of the ITN.*
62.	3.2.a.v	23-24	Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents in electronic format only? *Answer #62: Yes.*
63.	Attachment G	All	Please confirm Attachment G is not required with response. *Answer #63: Attachment G – Requirements Document is not required as part of the Respondent's Reply. This document outlines all of the system capabilities/requirements, performance standards, and other contractual*

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			requirement for the PBS. The final document as negotiated will be attached to the resulting Contract.
64.	Attachment G	All	Please confirm that pricing must be inclusive of every required item in Attachment G and not the optional requirements listed in G? *Answer #64: Respondent's pricing must include all things necessary to provide the commodities and contractual services as specified in the Statement of Work and Requirements as stated in Section 7 of the ITN.*
65.	3.02.c.vii & i Tab G & H	28 & 29	The DEP requests that we address our pricing model in the optional items response. As there is not space to include this pricing in the Price Sheet, should the actual pricing be included in the Technical proposal? *Answer #65: Optional items are to be provided as part of the Respondent's Response as outlined in Section 1.06 Questions to be Explored. There is no preferred format.*
66.	Attachment G & I	All	There are differences in the wording of similar requirements between Attachment G & I. What is the order of precedence in regard to Attachment G and Attachment I? *Answer #66: Attachment I is the Minimum Mandatory System Requirements. These are the minimum requirements that must be met. Attachment G are the full listing of requirements, which include items which may be negotiated through the ITN process.*
67.	17.06 & Attachment D	82 & 102	Please confirm that Attachment D Subcontractor Utilization Report Form (Subcontractor Report) is not required with the proposal. *Answer #67: That is correct; however, the Respondent Subcontractor Summary Form located in Section 15 of the ITN must be completed and included in Volume 1, Tab B of the Respondent's Response as indicated in Section 3.02(a)(ii) of the ITN.*
68.	17.53	96/108	Please confirm that the Department will provide an exemption certificate or other valid documentation as evidence of its exemption from the requirement to pay any taxes on the services or goods purchased under the terms of this Contract. *Answer #68: A copy of DEP's Consumer's Certificate of Exemption is issued pursuant to Chapter 212, F.S. and is available at the below link: https://floridadep.gov/sites/default/files/Tax%20Exempt%20Certificate%20Exp%2004-30-21_0.pdf*
69.	3.03 General Formatting Instructions	29	The RFP [sic] requires Bidders to respond using 10-point font. May Bidders use a smaller, still readable font for each of the following: a) headers and footers b) requirement text *Answer #69: The Respondent's Reply should be prepared in accordance with the formatting requirements contained in Section 3.03 of the ITN.*
70.	3.03 General Formatting Instructions.	29	Can Bidders number the pages by major section (i.e., A-1, B-1)? *Answer #70: See answer to Question #69.*

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71.	General	-	Would DEP consider offering another opportunity to ask follow up questions after responses to these questions are provided? *Answer #71: The schedule contained within the ITN's Timeline of Events will be strictly adhered to in all action relative to this Solicitation. The Department reserves the right to make adjustments to this schedule and will notify participants in the Solicitation by posting an addendum on the Vendor Bid System (VBS). It is the responsibility of the Respondent to check VBS on a regular basis for such updates.*
72.	General	-	Please provide total call volume at the call center by month for calendar year 2018. *Answer #72: Below are monthly call center call volumes for calendar year 2018:* <table><tr><td>*January 2018*</td><td>*15,062*</td></tr><tr><td>*February 2018*</td><td>*15,543*</td></tr><tr><td>*March 2018*</td><td>*19,579*</td></tr><tr><td>*April 2018*</td><td>*15,446*</td></tr><tr><td>*May 2018*</td><td>*15,154*</td></tr><tr><td>*June 2018*</td><td>*12,803*</td></tr><tr><td>*July 2018*</td><td>*13,075*</td></tr><tr><td>*August 2018*</td><td>*11,011*</td></tr><tr><td>*September 2018*</td><td>*8,651*</td></tr><tr><td>*October 2018*</td><td>*13,471*</td></tr><tr><td>*November 2018*</td><td>*9,866*</td></tr><tr><td>*December 2018*</td><td>*9,683*</td></tr></table>
73.	1.05.A.ii & 3.2.c.ii	6 & 27	Please provide the brand(s) and model(s) of credit card readers that are being used in the current solution for POS and CRS. *Answer #73: Please see response for Question #35.*
74.	Attachment G – Requirement 42g & 42h & 4.08.vii	Requirement 42g & 42h ITN Page 56	In Attachment G, requirement #42g states "Contractor shall provide all new, required hardware" and requirement #42h states "Should both parties agree to use the Department's existing hardware for initial implementation". For purposes of the bid response, please confirm that all vendors should provide all new, required hardware equipment for system, including spares as stated in requirement #42g for both the initial installation and for the hardware refresh in year 5 (page 56, Technology Refresh). *Answer #74: It is the Department's preference that the Contractor provides all new, required hardware from the start of the Contract; however, the Department is open to proposed solutions that would utilize the Department's existing hardware for initial implementation.*

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75.	-	-	Will the Florida Department of Environmental Protection recognize MCS of Tampa and it's Minority Business Enterprise certification with National Minority Supplier Development Council (NMSDC www.nmsdc.org) and City of Tampa, FL. (www.tampagov.net) as a certified MBE for this ITN? *Answer #75: See answer to Question #15.*
76.	-	-	If documentation is required for verification of existing MBE certification with the City of Tampa and NMSDC, please advise us. *Answer #76: See answer to Question #15.*
77.	Section 1.04 "ITN Goals,"	5	*4. Meets technical requirements related to security, availability, reliability, mobility, and the ability to support POS revenue collection in an* **offline mode**. Can you clarify which types of POS revenue collection are mandatory for an offline mode? Is it mandatory for credit card payments to be processed? *Answer #77: The intent is for software to seamlessly operate in an offline capacity when an Internet connection is unavailable, allowing for synchronization once an Internet connection is re-established. The Department is interested in options that would allow for all POS revenue collection as well as payment processing in an offline mode.*
78.	Section 1.05 "Services Sought," *addl services	6	*ii. Mobile ticketing application* Is DEP looking for Barcode or QR code scanning functionality? *Answer #78: The Department is interested in the best technology to meet the Solution requirements.*
79.	Section 1.05 "Services Sought," *addl services	6	*v. Technology to support fast-pass entrance lanes* Would the vendor be providing all hardware and software to support fast-pass entrance lanes? Will you require the entrance lanes to accept *only passes* or all payment methods? Is this similar to RFID technology on Toll Road Systems? *Answer #79: Please see Requirements #77, 78, 79 and 80 of Attachment G-Requirements Document for complete list of related requirements.*
80.	Section 1.08 "Current Park Business System,"	7	*C. 1. [Current payment processing features include] A statewide POS system, including uniform hardware, that offers live data where internet capabilities are sufficient and* **next-day data where internet capabilities do not exist**. Can you explain in more detail the "next-day data" system you currently have in place? *Answer #80: In some park locations, there is not currently constant internet connectivity available at the Park Business System transaction location within the park. The existing Park Business System allows for these parks to synchronize and upload data once internet is available. So, instead of receiving real-time data from these locations, data is received by the next morning.*

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81.	Section 3.02 "Instructions for Preparation of the Reply,"	29	*6) Online **Park Guide** or Park Guide Application* How should this differ from the information included on https://www.floridastateparks.org/? Are you looking for a Florida State Park "app" that would be available in the App stores for guests to download? *Answer #81: The Department is open to considering outcomes beyond CRS and POS functionality. We encourage Respondents to include any additional services which would benefit the Department with their response.*
82.	-	-	What is the expected call volume currently? *Answer #82: Please see responses to Questions #41 and #72.*
83.	-	-	Does the help desk need to be able to take credit card remotely? *Answer #83: As described by the Attachment G-Requirements Document, the Help Desk focus is to provide Department facing support for all system components and hardware. Reservation Agents through a Call Center would need to accept and process credit card payments.*
84.	-	-	We need to support existing hardware and it looks like they use a laptop and docking station currently? Do they have any failure rates they can expand on? *Answer #84: It is the Department's preference that the Contractor provides all new, required hardware from the start of the Contract; however, the Department is open to proposed solutions that would utilize the Department's existing hardware for initial implementation. While the Department does not maintain failure rate information about existing POS laptops and docking stations, we have not experienced any significant failure rates.*
85.	-	-	If the laptop is or goes obsolete is there a back up or transition device currently? It looks like hardware upgrade would not be for a couple years. *Answer #85: Currently the Department maintains a small supply of back-up hardware (laptops and other PBS hardware) in six central locations throughout the state for easy deployment to park locations.*
86.	3.01 Instructions for Minimum Mandatory System Requirements	22	Please provide additional clarity on submission requirements for the Vendor's Minimum Mandatory System Requirements Response Form: Should the vendor mail or email the response? Should the vendor submit printed or digital copies, and how many? Should the digital file be in XLS format? *Answer #86: See answer to Question #5.*
87.	3.01 Instructions for Minimum Mandatory System Requirements	22	Please provide additional clarity on submission requirements for the Vendor's Minimum Mandatory System Requirements Response Form: Is the vendor allowed to include additional content such as written narrative and sample screenshots to fully explain "Contractor Response: Degree of Fit/Level of Effort" or is only a standard, canned response allowed? *Answer #87: Attachment I – Minimum Mandatory System Requirements shall be submitted in accordance with the instructions contained within Section 3.01 of the ITN. The Respondent is not allowed to add additional content.*

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88.	-	-	As a company, we did not directly participate in the April 8 pre-reply public meeting. I wanted to know if that precludes us from participating in any response, either as a principal (prime) respondent, or as part (sub contractor) of another response. *Answer #88: As stated in Section 2.01, attendance at the Pre-Reply Conference was mandatory. Failure by a Respondent ("Prime") to attend or be represented at this Pre-Reply Conference will constitute a nonresponsive determination of their proposal package. Replies found to be nonresponsive will not be considered.* *If a subcontractor partners with a Respondent that meets the above criteria, the subcontractor would not be excluded for not attending the Pre-Reply Conference.*

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