

County of San Luis Obispo

Parks Reservation System RFP #966 Pre Proposal Conference Call Q&A –

August 21, 2007

Q&A:

1. Do you know what your current transaction volume is, that is, how many reservations for each place do you currently process each year?

Our volume with this new format is 20k to 25k reservations per year. There are peaks and troughs in that also. Busy times of the year are spring and summer obviously winter is slower. The goal of this project is to increase those reservations.

2. Are we also interested in IVR, at least the ability to call in their reservations as well as making them on the web?

There are a series of telephone numbers in combination with a central reservation desk today and direct dial to reservation sites. One of the things the County is looking at is a central reservation system (call center) or to distribute them to the appropriate sites. The web is where a lot of people go to research reservations so we want them to be able to make their reservations there. It is also the case where we have group day use and special events and a member of the Parks team will also be involved in that. We're looking to improve that customer contact and service where we can.

FOLLOW UP TO THE ABOVE RESPONSE:

The primary purpose of the RFP is to select a new Reservation & Cash Management system. Vendors may propose IVR functionality as an "add-on" but this is not a core requirement. If Vendors propose IVR, it must be clearly broken out as an "option" and must be a separate line item on their cost proposal sheet.

3. Your intention is to award on Feb 7. Do you have a targeted implementation date or launch date?

Just to clarify, the award will be ratified by the Board of Supervisors on 2/7. Prior to that as you can see from the proposed scheduled of events on page 16 of the RFP that we'll have notified that final vendor and have conducted contract negotiations up to that point. We have set no expectations about implementation but have asked for vendors to propose their timeline and resource requirements. It depends upon the individual responders and what is proposed as their approach. We will seek input from the winning vendor based on their previous implementation experiences. From an operations perspective we'd like to avoid the busy peak season for implementation, which for this is January, February, March as the busiest time of year.

4. My question is on page 33, the number of campsites for all areas is around 720. Is it your intention that all of those campsites will be available to the reservation system or do you maintain a certain number of campsites for "first come-first served" or walk in use only?

If you look into the Requirements Matrix spreadsheet one of the things we talk about is the ability to block out certain kinds of reserveable sites for a variety of different reasons, so some of those sites may not be available for maintenance issues, etc., or other issues such as staff needing flexibility for last minute changes and that those kinds of things might be different at different campgrounds and also that the flexibility of the reservations has to be granular in terms of the type of users, so for

example, it may be that a web based user could not see a campsite as being available, be marked as unavailable, whereas an appropriate member of staff, like a supervisor, would be able to override that based on our business rules, so what we're looking for there is flexibility . So to the first instance all campgrounds and reserveable areas would be configured in the system as being able to be reserved, but then how that would apply would be based on the flexibility that I just described. Bottom line: All of the campsites will be configured in the system but will need to apply business rules.

5. I just want clarification... you're looking for a vendor who will provide the reservation system and the point of sale servicing? I'm just not quite clear on that. We wanted to clarify what that includes.

We're looking for reservations, point of sale, and cash management including all back office functions. We're also looking for a degree of integration with our enterprise financial system which is SAP.

6. Question on data conversion. The RFP says the County currently has a dozen different systems being used. Is the vendor going to be required to pull data out of the systems and integrate it, and with what types?

Yes, data migration and conversion is a large part of this and we are going to need you to pull in the data. The file format types are coming out of the reservation systems that we have purchased so it may require working with that vendor. What file formats are you looking for?

7. I didn't have anything particular I'm looking for – just wondering if we have a bunch of different file formats coming in.

There are two systems the data would be coming from. The information is clear in the RFP. Part of it depends upon which migration method the vendor might be proposing. We need to discuss it further in the short list process. The team will provide further info on the website if we can further identify the file formats. There are really only 2 places we would need you to pull data from.

FOLLOW UP TO THE ABOVE RESPONSE:

The data we need to extract, convert and load into the new system currently resides in a SQL Server 2000 – 8.00.194 database and Access 2000 databases. We can provide the data in the following format; delimited text files, Excel or XML.