



Maryland Department of Budget & Management

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**Request for Proposals (RFP)
CALL CENTER SERVICES # 050R4800165
Addendum #2
February 4, 2004**

Ladies/Gentlemen:

This Addendum is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. Revise, Section 1.11 Proposals Due (Closing) Date

An unbound original and ~~eight-six (86)~~ bound copies of each proposal (technical and financial) must be received by the Procurement Officer, at the address listed in Section 1.6, no later than 2:00 PM (local time) on ~~January 15, 2004 February 12~~ **March 15, 2004**, in order to be considered. An electronic version (diskette or CD) of the Technical Proposal in MS Word format must be enclosed with the original technical proposal. An electronic version (diskette or CD) of the Financial Proposal in MS Excel format must be enclosed with the original financial proposal. Insure that the diskettes are labeled with the Date, RFP title, RFP number, Offeror name and packaged with the original copy of the appropriate proposal (technical or financial).

Requests for extension of this date or time will not be granted. Offerors mailing proposals should allow sufficient mail delivery time to ensure timely receipt by the Procurement Officer. Except as provided in COMAR 21.05.02.10, proposals received by the Procurement Officer after the due date, ~~January 15, 2004 February 12~~, **March 15, 2004** at 2:00 PM (local time) will not be considered. Proposals may not be submitted by e-mail or facsimile.

2. Delete portion of Section 2.1.2 Agencies

~~Maryland Transportation Authority Contractor is to provide only overflow support of telephone calls for the Transit Information Center (TIC) in the event of a major transportation crisis.~~

Delete Section 2.27.20 MTA

3. MTA

~~2.27.20 The Maryland Transit Administration (MTA) in-house Transit Information Center (TIC), which is a division of Customer Information, handles 12,000-15,000 calls a day through its Interactive Voice Response System and its in-house telephone agents. A major transportation crisis could cause a serious hardship on Transit Information to adequately respond to its customers' information requests. There will be occasions where an instant backup call center group will be needed to support TIC. Offeror will address only this need as part of the Comprehensive Plan.~~

PLEASE NOTE: MTA REQUIREMENTS ARE NO LONGER PART OF THIS SOLICITATION

3. Revise Section 2.2.1 General Requirements:

Contractor shall be located within a ~~100~~ **150** mile radius ~~requiring no more than two (2) hours driving time~~ from zip code 21201, to facilitate routine on-site visits and training for Contractor's representatives.

4. Revise: Functional Area Two DNR
ADD to 2.3 Key Criteria:

Customer database:

Full Name

Two line complete address

County for Maryland residents

Country of residence

Telephone number (Home and Work)

If the customer is a first time user of DNR inventory (Y or N)

The year of last use of DNR inventory

Balance due or credits applied

Customer alerts

Customer identification number

Information on site type:

Family Camping Site: Whether they are bringing pets, camping unit length, camping unit type, number of people in-group, number of vehicles, vehicle tag number(s), whether they are bringing a boat, contact person for each site, Golden Age Pass number if applicable.

Cabins: Number of occupants, request for: Extra wood, one additional person, crib rental, highchair rental, and stroller rental

Picnic Shelters: Anticipated number of users, group name, group contact/telephone #

Reservation database:

Forest/Park

Site number

Arrival date

Departure date

Customer bringing a pet (Y or N)

Payment type (method)

Discounts applied

Reservation number

Type of camping unit

Pricing breakdown

Other Functions:

- **The System must provide for a text description of a Forest/Park that can be easy accessed by an operator at the request of the customer.**
- **The System must provide for the ability for call center and park staff to view a list of features describing a particular site within a Forest/Park.**
- **The System must alert the operator if the size of a group is over the maximum occupancy of the site type. The System should not accept the reservation unless the caller rents additional sites.**
- **In the case of campsites, the System must prohibit the selection of sites that cannot handle the specified type of camping equipment. Example: a forty-foot trailer on a site that only takes a tent.**
- **A reservation must be compatible with the restrictions put on a site (Example: no pets, maximum camping unit length, maximum number of people).**
- **The System must provide the capability for the DNRSA to enter site alerts, which will be displayed when a site is selected by the Call Center operator for a reservation or the Remote Location operator for a walk-in**

registration. Alerts will warn of unusual circumstances that may make a customer decide to alter his reservation date or park. Examples: 1) Construction will be going on nearby, 2) the restroom will be temporarily closed, 3) a big special event overlaps a customer's stay.

- The System must provide a way of noting that multiple camping parties have chosen adjacent sites in order to camp together. This information would be utilized by forests/parks which have unexpected site holds. They would need to know that they should move the customers as a group.
- The Offeror must propose a way that the System can accommodate overflow camping sites. Several of our Forests/Parks have overflow areas for campers when the campground is full. We need to be able to reserve and register campers into the overflow area. But, overflow sites should be added or subtracted, as they are needed so that empty overflow sites are not considered in occupancy rates. The use of overflow sites should be tracked for reporting purposes.
- The System must track for reporting and comparison purposes the number of reservations taken by the Call Center and number of walk-in registrations taken at each remote location. For each reservation/registration the system should also track the length of the stay.
- The System must provide for information upload and download between computers each time the remote computer calls the central computer to check-in a reservation customer or register a walk-in customer. The information upload/download must include only changes in the databases since the last upload/download. To allow for registration of more than one customer, the system must have a delayed disconnect.

Finalizing a Reservation:

Prior to finalizing a reservation, the Call Center operator must recap the reservation information for the customer. The system must have the capability to provide the operator a list of operating policies that must be read to the customer prior to finalizing the reservation. This must include the cancellation policy. If all information is correct and the customer agrees to the conditions outlined, the reservation process will be finalized. The operator will then provide the customer with their reservation number.

Confirmation Voucher:

If a reservation is made four or more day prior to the arrival date, the Contractor should print and mail a confirmation voucher to the customer. If the arrival date is three days or less from the day the reservation is made, the customer may choose to have the confirmation voucher sent by Fax, E-Mail or not sent. If a confirmation voucher is not sent, the Contractor must provide additional verbal information to the customer to replace certain policy information that would have been received with the confirmation voucher. DNR will work with the Contractor to develop a short message to highlight these points.

The Contractor must insure that confirmation vouchers are not mailed to credit/debit card customers until the State's credit/debit card service provider has approved the credit/debit card.

The Confirmation voucher must contain at a minimum:

Customer Name

Customer ID Number

Customer Address

Customer Phone Number

Reservation Number

Method of Payment

Pricing Breakdown. The rate/night, the number of nights, discounts if applicable, the total service charges paid.

Notes section for Forest/Park specific information

Directions to the Forest/Park area

Reservation information: Arrival date, Length of stay, Departure date,

Forest/Park name, site identifier

For camping, Type of camping unit

Bringing pet (Y or N)

Electric site (Y or N)

Special Event that coincide wit the customer's stay

Cabin combinations for cabin reservation, (supplied by the DNRSA)

DNR must have approval of the design of the confirmation voucher.

The Contractor must provide duplicate confirmation vouchers to the customer upon request at no cost to the customer or DNR. The voucher must indicate if it is a duplicate.

2.28.1 Overview

The State Forest and Park Service (SFPS) of the Maryland DNR requires a full service call center with a “real time” system that takes reservations, makes cancellations (and issues credit) for campsites, cabins and picnic shelters. DNR requires the system to be expanded to reserve multiple day nature and education programs, take site specific or type specific reservations depending on the time of year and make boat slip reservations for marinas. DNR also requires the Contractor to provide the software to support the call center operation, reservation check-in and same day registration for walk-in customers at each Forest and Park and the capability to make reservations using the Internet.

2.28.7 Credit/Debit Card Transactions

The System must ensure that individual credit/debit card charges and refunds are not processed multiple times.

2.28.17 Internet Requirements

Customers must have the ability to make reservations over the Internet only during the Call Center hours. Any new inventory shall only become available on line at the same time the call center opens. This will insure that individuals have an equal opportunity to reserve new inventory either by web or call center ~~for the first 12 hours.~~

Should you require clarification of the information provided in this addendum, please contact me at (410) 260-7678 as soon as possible.

Date: _____

By _____
Gisela Blades
Procurement Officer