



**STATE OF TENNESSEE
DEPARTMENT OF ENVIRONMENT AND CONSERVATION**

**REQUEST FOR INFORMATION
FOR
STATE PARKS RESERVATION SYSTEMS**

**RFI # 32701-25-261
DECEMBER 2, 2024**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Environment and Conservation issues this Request for Information ("RFI") for the purpose of gathering informational responses related to the functionality of a system or systems that will meet or exceed the needs of Tennessee State Parks in the areas of reservations for campsites, cabins, lodge rooms, group facilities, conference and meeting spaces, marinas, boat rentals, and events along with functionality for group sales, catering, retail point of sale and inventory, restaurant point of sale and inventory, golf course tee time reservations, and golf course pro shop and snack bar point of sale operations. We appreciate your input and participation in this process.

2. BACKGROUND:

Tennessee State Parks currently consists of 59 state parks that offer varied accommodations, amenities and services including but not limited to: RV and tent campgrounds, backcountry camping, hammock camping, group camps, group lodges, cabins, lodges/hotels, marinas, boat rentals, camp stores, skeet range, museums, meeting rooms, outdoor venues, gift shops, programs and events, tours, restaurants, group sales and catering, golf courses with pro shops and snack bars, and swimming pools with snack bars. We are looking to gain information that will help us in our future efforts to procure a system or systems for use in these revenue-generating operations.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI via email to the solicitation coordinator:

Lindsay Oliveras

Department of Environment and Conservation
 Davy Crockett Tower, 6th Floor
 500 James Robertson Parkway
 Nashville, TN 37243
 Lindsay.Oliveras@TN.gov
 629-219-6003

3.2. Please feel free to contact the solicitation coordinator via email with any questions regarding this RFI. The main point of contact will be:

Lindsay Oliveras
 Department of Environment and Conservation
 Davy Crockett Tower, 6th Floor
 500 James Robertson Parkway
 Nashville, TN 37243
 Lindsay.Oliveras@TN.gov
 629-219-6003

3.3. Please reference RFI # 32701-25-261 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		December 2, 2024
2.	RFI Response Deadline	2:00 p.m.	December 19, 2024
3.	Complete Review of Response		January 7, 2024
4.	Schedule Demonstration Sessions		January 8-9, 2024
5.	Conduct Virtual Demonstration and Q&A Sessions*		January 21-24, 2024

*Sessions will be recorded.

The solicitation coordinator may invite apparently responsive and responsible respondents to make an oral presentation for two hours, with questions and answers incorporated throughout the presentation.

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

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TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

Name, Title:

Address:

Phone Number:

Email:

3. Describe your experience providing similar scope of services in reservation management, including real-time availability checking; flexible booking options (e.g., single or group reservations); and support for various reservation types and multiple reservation types in one transaction (e.g., overnight accommodations, activities, events, etc.). This description should include both staff used applications as well as public facing online reservation applications.

4. Describe your system functionality and experience utilizing FIS/WorldPay for credit card processing or ability to build an API (application programming interfaces) to process through this system.

5. Describe your system functionality and experience developing customizations within a reservation system, including branding (logos, colors, etc.) to match tstateparks.com website and configurable settings for reservation types and policies.

6. Describe your system functionality for Content Management System (CMS) integration to allow for seamless integration with the enterprise website's CMS for easy updates.

7. Describe or demonstrate your experience with user interface (UI) design, including intuitive and user-friendly interface for both end-users and administrators and accessibility compliance (e.g., WCAG standards)

8. Describe your customer relationship management system functionality or integrations.

9. Describe your system functionality and experience with retail point of sale and inventory management applications. Include any experience with online gift shops and order fulfillment.

<p>10. Describe your system functionality and experience with restaurant food and beverage point of sale and inventory applications. Include descriptions of any functionality that integrates with food and beverage vendor invoicing and/or receipting of product.</p>
<p>11. Describe your system functionality and experience with event registration, including staff used applications, online user registration applications, and integration to a client website calendar.</p>
<p>12. Describe your system functionality and experience with tour registration, including staff used applications, online user registration applications, and integration to a client website calendar.</p>
<p>13. Describe your system functionality and experience with marina or boat slip management, contracts and customer billing.</p>
<p>14. Describe your system functionality and experience with property management for hotels, including guest room reservations (both staff used applications as well as online user applications), housekeeping functionality, maintenance and work order functionality, group sales (both guest rooms and meeting space) functionality, and sales and catering functionality.</p>
<p>15. Describe your system functionality and experience with golf tee time reservations and point of sale systems. Functionality needed would include ability for staff and online bookings. Please describe any food and beverage point of sale and inventory functionality that is integrated with the golf tee time system.</p>
<p>16. Describe your ability and or experience providing centralized call center reservation services.</p>
<p>17. Describe your system functionality and experience connecting with Edison PeopleSoft for financial reporting.</p>
<p>18. Describe your import/export functionality, including ability to manage various product/experience types; ability to import inventory data; and ability to export data.</p>
<p>19. Describe your integration functionality, including: (1) Single Sign-On (SSO) to support a seamless experience for users between TDEC website and reservations system; (2) integration with Google Analytics for tracking of marketing data and conversion tracking, and (3) support for third-party integrations (e.g., marketing tools, analytics).</p>

20. Describe your user account management features, including user registration/authentication (e.g., social login, email verification) and profile management (view/edit personal information).
21. Describe your experience of ability to support APIs, including (1) RESTful APIs for seamless data exchange; (2) webhooks for real-time updates and notifications; (3) full API access to all inventory details (for integration with external web platforms); (4) full API access to reservation data; (5) full API access to analytics data; and (6) ability to do lookup of upcoming reservations by user ID.
22. Describe your cross-platform compatibility to support mobile responsiveness and compatibility with various devices and browsers.
23. Describe your scalability to handle varying loads (high traffic during peak times) and support for future growth (e.g. additional services or locations).
24. Describe your data security and compliance with relevant regulations.
25. Describe your technical support offerings, including availability of customer support; comprehensive documentation and resources for troubleshooting; regular updates to ensure security and feature enhancements; downtime related to enhancements or updates; and information on how upgrades will affect existing integrations.
26. Describe your company structure and any partnerships or subcontractors you would use to accomplish the needs outlined in this Request for Information.
27. Describe your preferred approach to system implementation and user training processes and tasks.

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):

2. Describe the typical price range for similar services or goods

ADDITIONAL CONSIDERATIONS

1. Please provide input on alternative approaches or additional things to consider that might benefit the State: