

## **Section C Statement of Work**

### **1. AGAR 452.211-4 ATTACHMENTS TO STATEMENT OF WORK / SPECIFICATIONS (FEB 1988).**

The attachments to the Statement of Work/Specifications listed in Section J are hereby made part of this solicitation and any resultant contract.

### **2. GENERAL INFORMATION.**

This is a service contract to develop, implement, and operate a National Recreation Reservation Service™ (NRRS™) The abbreviation NRRS is used within this contract. The contract requires a Contractor-developed and -operated, state-of-the-art reservation service, complete with facilities, personnel, marketing, materials, equipment, communications, information distribution, and transaction record processing. The NRRS will provide opportunities for customers to reserve, in advance, specific Federal recreation facilities and activities. A Glossary of Terms and Definitions used in this contract appears in Attachment C-1.

The NRRS will provide “one-stop” reservation shopping for a wide range of Federal recreation facilities and activities. The public will be able to make reservations through a toll-free telephone number, through the Internet, and at selected Field Locations. The system will also be capable of expanding to include Future Sales Channels, such as kiosks, third parties, multimedia to the home, and other developing technologies.

Although the main NRRS focus is on making reservations, the service will also provide information on recreation facilities and activities. It will refer users who require more detailed trip-planning information to other sources. Electronic Sales Channels such as Internet will provide more detailed information on recreation facilities and activities. Additionally, the NRRS will have the capability to refer customers to other nearby participating recreation facilities when requested facilities or activities are unavailable. The NRRS will include a Customer Service Desk to resolve customer questions/issues; it will also provide access for persons with disabilities. The NRRS will be capable of handling distributed, real-time reservations at selected Field Locations, as well as block sales for locations not operating a real-time link.

**2.1. Background.** The Agencies and/or private concessionaires or lessees operate and maintain recreational facilities and activities nationwide for public uses. Facilities and activities

include, but are not limited to, campgrounds, picnic areas, group use areas, caves, cabins, lookouts, river and wilderness access. They are located on Federal lands, national recreation areas, wildernesses, water resource development projects, and historic sites.

Many of these Federal recreational opportunities are currently available for reservation by the public through contracted, agency-wide, telephone-based reservation services, regional contract reservation services, or local agency reservation services. Most reservations are made for campsites or for entry to controlled access Wilderness areas. Agency facilities vary widely, ranging from very large campgrounds with more than 100 campsites too small, dozen-unit campgrounds. They are open during periods of seasonal demand, and some are available year round. They are located near urban areas and in rural and remote areas. Many facilities do not have phone or electrical service.

**2.2. Agencies Involved in This Contract.** The initial Agencies participating in this contract are the Bureau of Land Management (BLM), U.S. Department of the Interior; the Corps of Engineers (CoE), U.S. Army; and the Forest Service (FS), U.S. Department of Agriculture, hereafter referred to as the Agencies. Other Agencies may be added in accordance with specifications outlined in this contract. Agencies joining the NRRS in 2003 include the Bureau of Reclamation (Reclamation) and the National Park Service (NPS), both in the U.S. Department of Interior.

**2.2.1. Bureau of Land Management.** The BLM manages a total of 412 campgrounds, as well as other recreation facilities and activities. These facilities and activities are located predominately in the Western States and Alaska. Most of these facilities lack electrical and phone service. The BLM currently provides limited, local reservations for selected facilities, but has no agency or nationwide reservation system.

**2.2.2. Bureau of Reclamation.** Reclamation has 310 recreation areas visited by 90 million people a year. Federal, State or local public entities manage most these areas in partnership with Reclamation. Reclamation directly manages 51 areas. These areas are located in 17 Western States. Reclamation currently provides very limited, local reservations for selected facilities, but has no agency or nationwide reservation system.

**2.2.3. Corps of Engineers.** The CoE operates and maintains selected campgrounds that are available for reservation by the public through local, campground-based reservation services. In 1995, the CoE processed more than 104,000 reservations for use of approximately 13,800 campsites located in 264 CoE-managed campgrounds across the United States. Most of these campgrounds are operated by contract gate attendants who are retired persons without extensive backgrounds in electronic communications. Many of these Field Locations use the CoE-developed Automated User Permit System (AUPS) to record reservations and transactions, and to track financial and management data. Currently, the CoE operates two different types of reservation services:

**2.2.3.1. Local Reservation Services.** The Corps maintains a number of local reservation services that require customers to call individual campgrounds or to call or visit the CoE office nearest the recreational facility to make a reservation. A fee that ranges from \$2.00 to \$5.00 per reservation is charged for this service. This fee is in addition to the recreation use fee for the campsite.

**2.2.3.2. Contract Reservation Service.** The CoE's recreation areas in Texas, managed by the Fort Worth District, have reservation services provided through a contracted, district-wide reservation service. This service takes reservations either by telephone through a toll-free service number or by mail. A service fee of \$6.50 and a cancellation fee of \$6.00 are charged by the reservation service contractor. These fees are in addition to the recreation user fees for the campsite. (Note: This contract has been terminated and no contract services will be used during the 1998 field season.)

#### **2.2.4. Forest Service.**

**2.2.4.1. Contract Reservation Services.** The Forest Service and its private concession operators maintain campgrounds, group use areas, and other recreation facilities on the national forests and national grasslands nationwide. There are 633 campgrounds containing 14,254 campsites available for reservation by the public through a contracted, nationwide reservation service. Fewer than 20 percent of these campgrounds have electrical or phone service communications between the reservation service and the Agency field units. Communications for these campgrounds are usually provided through the nearest Forest Service office, concessionaire office, or nearby telephone/fax facilities. The reservation service takes reservations by telephone, mail, or fax. Reservations for individual campsites are taken up to 240 days in advance of the customers arrival date and reservations for group facilities are taken for up to 360 days in advance of the customers arrival. In 1997, a service fee of \$8.25 for a campsite and \$16.50 for a group camping unit will be charged for each reservation. In the event of a cancellation, a service fee of \$8.25 is charged. In 1998, the service fee increased to \$8.65 for a campsite and \$17.35 for a group camping unit and the cancellation fee increased to \$8.65. These fees are in addition to the recreation user fees for the campsite.

**2.2.4.2. Boundary Waters Canoe Area Wilderness (BWCAW).** The BWCAW is a one million-acre wilderness in northern Minnesota. It is administered by the Superior National Forest as part of the National Wilderness Preservation System. The BWCAW is heavily used by canoeists and motor boat operators and has been under a system which restricts use for over 20 years. The existing permit reservation service consists of taking applications, conducting a lottery and booking permit requests. This is done by phone, fax, mail and over the Internet. Work includes collecting and processing recreation use and reservation fees and transmitting reservation bookings to the eight Forest Service Offices and approximately 80 cooperators permit issuing stations.

The BWCAW has a carrying capacity of 280.5 overnight quotas and approximately 8,000 day use motor quotas per season. The season runs from May 1<sup>st</sup> to September 30<sup>th</sup> and a total of approximately 43,000 quotas per season are issued. Though some Entry Points fill up on a regular basis, there has never been a case when all of the quotes were filled for every Entry Point. The average number of permits issued and/or reserved is 39,000. Of that, 4,300 are Quick Permits and 700 are Exempt Permits. In addition, an estimated 50 information brochures and 140 video packets (video and brochure) containing wilderness information are sent out to customers.

**2.2.5. National Park Service.** The NPS manages and operates recreational facilities and activities nationwide for public uses in urban, rural and remote park areas. Facilities and activities include, but are not limited to, campgrounds, caves and historic homes, picnic and group use areas. The NPS currently provides reservation services for more than 30 NPS Parks, through the National Park Reservation Service (NPRS). Facilities added to the NRRS are not a part of NPRS. The NPS will add 31 campgrounds to the NRRS representing approximately 1,200 campsites located at 12 National Parks. Many of these facilities lack phone or electrical service.

**2.3. Existing Reservation Services.** Existing Agency and concessionaire reservation services, such as those for campgrounds, group facilities, group shelters, cabins will be phased out and replaced by those offered through the NRRS. Lookouts, river and wilderness access permits, and tour ticketing may be added at a later date. Minor exceptions may be approved by the Contracting Officers Representative, on a case-by-case basis.

**2.4. Customer Demand.** Demand for reservations varies widely by facility type and location.

**2.4.1. Campgrounds, Shelters and Cabins.** Demand for many popular Federal areas often exceeds the supply; campgrounds are often filled to capacity every day during peak recreation periods, especially during holiday periods and weekends. At other campgrounds across the country where demand is less, campsites are not full even on some summer weekends. Table C-1 summarize past transactions, indicating historical customer use.

**2.4.2. Boundary Waters Canoe Area Wilderness.** There are approximately 39,000 permits issued each year. About 34,000 of these permits are reservations made in advance of the trip. Advance reservations may be made up to the time of arrival at the Entrance Station. The remaining 5,000 permits are issued to persons on the day of the trip. The average annual use each year is about 128,000 people. The average party size is four (4), however the maximum party size allowed is nine (9) people. See Table C-2 for details.

*Table C-1. Summary of Historical Reservation Data by for 1995 – 1997 and 2003.*

<b>Agency Name (Dates of Statistics)</b>	<b>Reservable Recreation Facilities</b>	<b>Total Reservations Made</b>	<b>Total Cancellations Made</b>	<b>Total Transactions (Reservation and Cancellations)</b>
<b>1995</b>				
BLM	n/a	n/a	n/a	n/a
CoE (Texas only)	3,200	15,699	1,389	17,088
CoE (other) *	10,119	86,222	@ 5,173	91,395
FS (campgrounds)	14,018	111,412	7,203	118,615
<b>Total</b>	<b>27,337</b>	<b>213,333</b>	<b>13,765</b>	<b>227,098</b>
<b>1996</b>				
BLM **	3	96	32	128
CoE (Texas only)	3,447	15,392	2,109	17,501
CoE (other) *	9,916	108,073	@ 6,484	114,557
FS (campgrounds) ***	14,254	151,020	9,669	160,689
<b>Total</b>	<b>27,620</b>	<b>274,581</b>	<b>18,294</b>	<b>292,875</b>
<b>1997</b>				
BLM **	6	148	31	179
CoE (Texas only)	3,436	15,620	2,056	17,676
CoE (other) *	10,028	116,215	@ 6,973	123,188
FS (campgrounds) ***	16,384	173,710	9,887	183,597
<b>Total</b>	<b>29,854</b>	<b>305,693</b>	<b>18,947</b>	<b>324,640</b>
<b>2003</b>				
BLM (campgrounds)	100	n/a	n/a	n/a
Reclamation	320	n/a	n/a	n/a
NPS	1,200	n/a	n/a	n/a
<b>Total New Inventory</b>	<b>1,620</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>

n/a Means that the data is not available.

\* Data for Fiscal Year (October 1 through September 30).

@ Cancellation data is estimated using a 6 percent factor. Currently, local field policies are all different and no records are kept on this type of transaction.

\*\* BLM Data represents reservations for group camp facilities.

\*\*\* Service contract modifications and changes in field operations resulted in significant increases in transactions compared to historic trends.

**Table C-2. Estimated BWCAW Permits Issued.**

<b>Type of Permit</b>	<b>Advance Reservation Permits *</b>	<b>Quick Permits</b>	<b>Exempt Permits</b>	<b>Total Permits</b>
Overnight / Motor	29,500	2,800	0	32,300
Day Use Motor Permits	4,500	1,500	0	6,000
Exempt	0	0	700	700
<b>Totals</b>	<b>34,000</b>	<b>4,300</b>	<b>700</b>	<b>39,000</b>

\* This column includes cancellations.

## **2.5. National Recreation Reservation Service™.**

**2.5.1. Mission.** The mission of the NRRS is to provide an innovative, easy way for the public to reserve Federal recreation facilities and activities. Through collaboration between the Agencies and Contractor, the NRRS will:

- Provide high-quality service to the public.
- Emulate other commercial reservation systems.
- Emulate reservation industry service standards.
- Market Federal recreation opportunities at existing recreation facilities.
- Respond to Agency needs.

**2.5.2. Objectives.** The NRRS is designed to:

### **2.5.2.1. Meet Customer Needs.**

- Provide one-stop shopping for customers at a wide variety of Federal recreation facilities, activities, and information.
- Assure availability of recreation facilities and activities through reservations.
- Provide equal opportunity for easy access to Federal recreation facilities and activities.
- Furnish information about participating recreation facilities and activities.

### **2.5.2.2. Improve Existing Reservation Service.**

- Add new means of making reservations.
- Implement performance incentives for service providers.
- Provide more reservable facilities and activities.

- Provide more diverse facilities and activities.
- Provide referrals to other participating facilities and activities.

#### **2.5.2.3. Support Agency Field Personnel.**

- Provide one-stop shopping for Agency personnel seeking to implement reservation services.
- Better utilize facilities through interagency referrals.
- Improve business practices for field personnel.
- Reduce the handling of cash and checks in the field.
- Provide easy and efficient means to manage field operations.
- Promote use of developed recreation sites and protect over utilized sites.

#### **2.5.2.4. Be Cost Effective.**

- Make innovative use of emerging technologies.
- Utilize innovative management practices.
- Achieve economies of scale through interagency cooperation.

**2.5.3. Principal Characteristics.** The following characteristics of the NRRS represent the combined contribution of the Contractor and the Agencies.

- High-productivity user interface for Call Center sales agents.
- User interface for Agency administration staff.
- An extensive, flexible, expandable reporting and tracking function that allows managers direct access to desired reports.
- Capability for detailed audit trails.
- Comprehensive financial processes that service the cash management function, etc.
- Inclusion of the recreation use fee charged by Agencies in the cost of reservation services provided under this contract.
- E-mail capability that permits communications between the Contractor and Field Locations using existing Agency communications channels.
- Capability of handling real-time (online) as well as block (offline) reservations.
- Design that minimizes costs of providing real-time access across a widely distributed network of sales and Field Locations.
- A system that minimizes manual workload required in all functions.
- Potential for a client server architecture that supports an onsite management function.
- A data base that is industry standard and easy to migrate to an alternative

- platform (application software or hardware).
- An applications programming interface (API) that establishes an easy interface for connecting Future Sales Channels.
- Real-time linkages with selected Field Locations using Intranet through agency network connections to a linked personal computer (PC).
- Hardware and software for Field Locations that incorporate advanced point-of-sale capability.
- Ability to manage inventory from Field Locations, i.e., to update inventory and to make reservations from remote sites with the appropriate authorization.
- System training for field personnel.
- High customer awareness of the service in the recreation and tourism communities.
- Options for field personnel during migration from existing CoE software to the new Field Reservation Program (FRP) until the new software is fully operational.

**2.5.4. Critical Success Factors.** In order for the NRRS to succeed, several critical success factors must be addressed:

**2.5.4.1. Prior to Launch.**

- Customers must know about the NRRS in order to use it.
- Contractor-provided technology must work at the:
  - Contractor-provided NRRS facilities.
  - Field sites.
- Inventory must be in place and accurate.
- Agency field offices must participate and effectively implement the NRRS.
- Effective teamwork must exist between the Contractor and the Agencies.

**2.5.4.2. Continued Successful Operation.**

- Marketing must drive sufficient customer demand at the appropriate time of the year.
- Access to reservation services must be adequate to satisfy demand.
- Demand must be converted into sales.
- Reservation referrals must be available for customers when a requested site is not available.
- The service level must satisfy customers.
- The service must be cost-effective.
- The service must be fully accessible, serving all customers.

- Protect the integrity of the system.

### 3. NATIONAL RECREATION RESERVATION SERVICE™ .

**3.1. General Description.** The NRRS integrates a wide variety of Agencies, private sector organizations, Contractor-provided service components, and other parties that work together to provide quality reservation services to the public. Figure C-1 shows the major parties involved in a successful NRRS. These parties include:

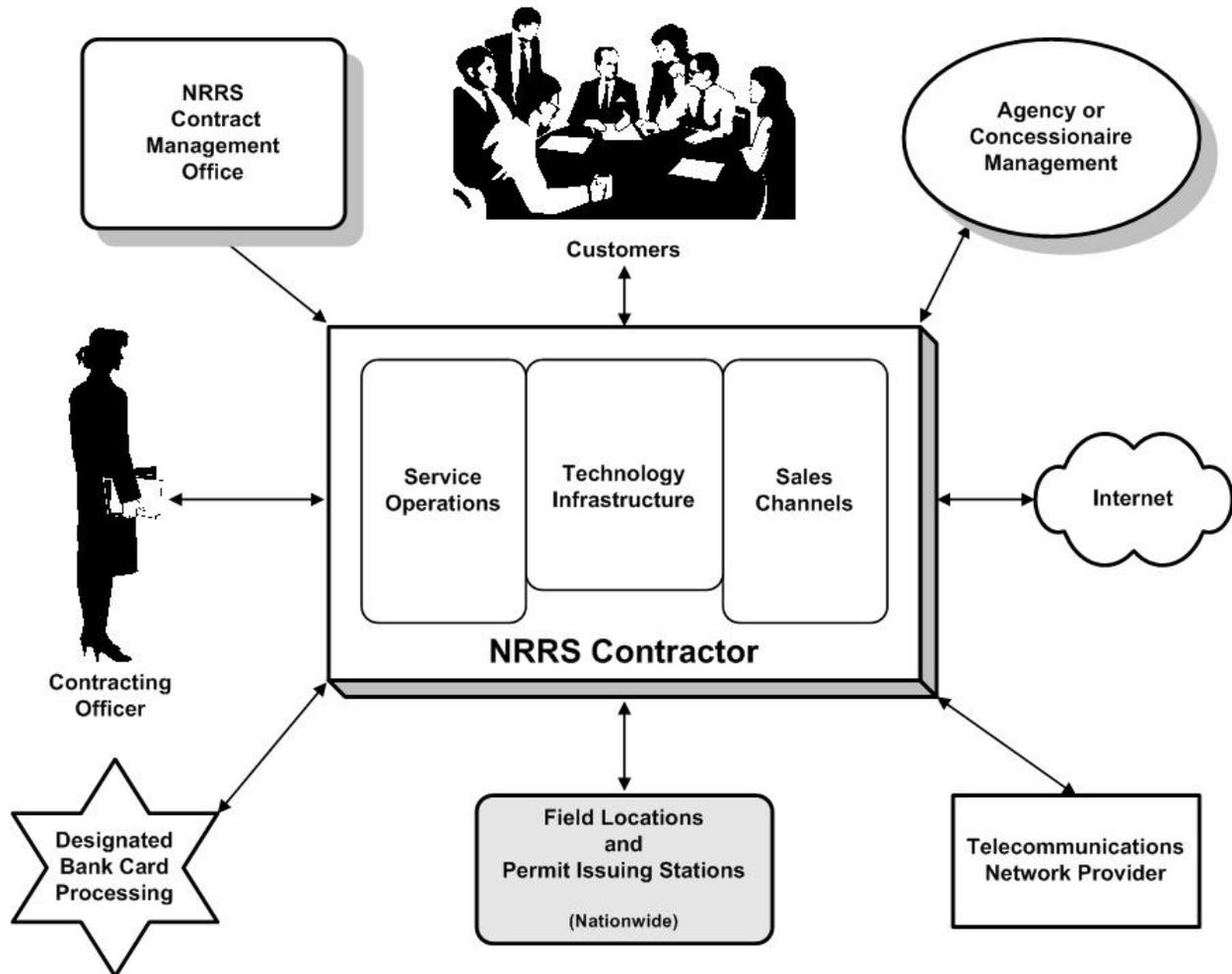
- Customers.
- Management at participating Federal Agencies, concessionaires, and lessees.
- Personnel who operate participating recreation facilities and activities at Field Locations (Section C, paragraph 6.4).
- The designated bank card processing center under the Federal Financial Management Service, U.S. Treasury (Section C, paragraph 4.4.3.1).
- The World Wide Web on Internet (Section C, paragraph 6.3).
- The long-distance telecommunications services (Section C, paragraph 5.3.2.1.6).
- Contractor-provided reservation service components (Section C, paragraphs 4 through 6).
  - System Operations.
  - Technology Infrastructure.
  - Sales Channels.
- The NRRS Contract Management Office (NCMO) (Section G, paragraph 5).
  - The Contracting Officer's Representative (COR).
  - Financial management for the NRRS.

**3.2. NRRS Contractor Functional Model.** Figure C-2 shows functional aspects of Contractor-provided services, including how the various components of the Contractor's service interrelate. The major components of this functional model are Service Operations, Technology Infrastructure, and Sales Channels. A brief discussion of these components is provided below. Each functional element of these components is discussed in the order described, in paragraphs 4 through 6 below.

**3.2.1. Service Operations.** Service Operations encompass all major management functions necessary to support the Contractor's operations, including General Service Management, Inventory Management, Reservation Management, Customer Service, Information and Financial Management, and Tracking and Reporting.

**3.2.2. Technology Infrastructure.** The Technology Infrastructure consists of the Central Reservation System (CRS), including associated hardware and software;

Figure C-1. Overview of the NRRS

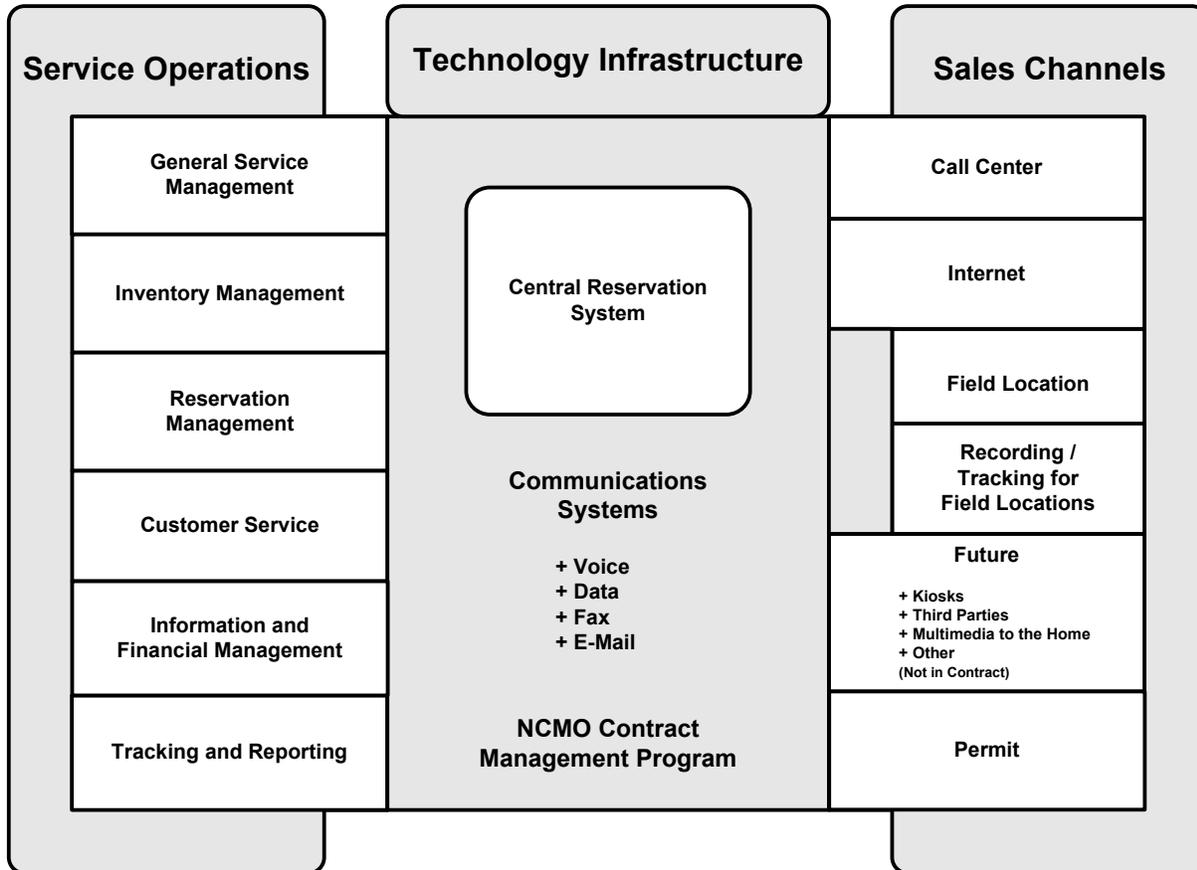


Communications Systems for communicating with customers, Agencies, and concessionaires; the Field Reservation Program (FRP) that is used to record and manage reservation transactions at Field Locations; the Permit Management Program (PMP) that is used to record and reservation transactions at Permit Issuing Stations; and the NCMO Contract Management Program (NCMP).

**3.2.3. Sales Channels.** The Sales Channels deal with all aspects of interfacing with customers to close reservation sales, including:

- Providing information from the system, such as product details and availability.

*Figure C-2. NRRS Contractor Functional Model.*



- Referring customers, if necessary, to alternative information sources for customer trip planning.
- Collecting payment information and passing it through to the Designated Bank and the NCMO.
- Closing sales.
- Gathering customer reservation data and passing it to the reservation system.
- Confirming reservations to customers, if required.
- Making changes and cancellations.
- Tracking performance and results.

## 4. SERVICE OPERATIONS.

**4.1. Description.** In accordance with the specifications in this contract, Service Operations include:

- General Service Management.
- Inventory Management.
- Reservation Management.
- Customer Service.
- Information and Financial Management.
- Tracking and Reporting.

### 4.2. General Service Management.

**4.2.1. Description.** General Service Management includes Contractor management, NRRS marketing and public information, training, the NRRS Service Desk, the NRRS Business Center and Performance Measurements.

#### 4.2.2. Contractor Management.

**4.2.2.1. Description.** Contractor Management includes all management aspects of providing the reservation services specified in this contract. This function integrates all elements of the NRRS Contractor functional model (Figure C-2) into a total project. Within the total business plan, several aspects are of particular concern because of their relationship to the critical success factors identified in paragraph 2.5.4. These aspects are addressed in the following specific requirements. Contractor Management also includes acknowledging that inventory and other contract data are Government property and returning these data to the Government as required, providing access to NRRS data and Contractor services to field personnel through the NRRS Business Center and provision for performance measurements.

**4.2.2.2. Contractor Responsibilities.** The Contractor shall:

**4.2.2.2.1. Services.** Provide all facilities, personnel, management, equipment, services, and maintenance necessary to fully implement all specifications of this contract, unless otherwise specified.

**4.2.2.2.2. Names and Logo.** Refer to the reservation service as the National Recreation Reservation Service™ (NRRS). An approved logo will be provided in the future. This name, these letters, and this logo are the property of the Government and are provided to the Contractor for use in promoting this service. They shall be returned to the Government at the termination of this contract.

**4.2.2.2.3. Operating Procedures.** Implement the operating procedures for the NRRS shown in Attachment C-2. These procedures may be revised by the Government as required.

**4.2.2.2.4. Annual Management Plan.** Develop and annually update a plan for the implementation and overall management of NRRS reservation services. The plan shall be updated, coordinated with the Agencies, and approved by the COR no later than January 1 of each year. A separate Management Plan shall be developed for the operations of the Permit Sales Channel by October 1 of each year. At a minimum, the following requirements shall be incorporated into the Annual Management Plans.

**4.2.2.2.4.1. Implementation.** Develop an implementation plan during the first year and each time there are major additions of inventory. The plan shall include milestones that addresses all aspects of contract startup through completion of the phase-in requirements listed in Section F, Table F-1. Develop a time line chart showing all of the work items and their interrelationships along with the current status. Provide an updated copy to the COR every 2 weeks, as directed by the COR, during the startup periods, each inventory phase-in, major additions of inventory, the addition of new agencies, and the addition of Future Sales Channels.

**4.2.2.2.4.2. Organization, Staffing, and Facilities.** Develop an approach to organizing and staffing the NRRS, specifying work areas/equipment necessary to meet the requirements of this contract. The plan shall identify changes required to implement new blocks of inventory, add new Sales Channels, and introduce new technologies. It shall also include a list of key personnel and their areas of responsibility for use by Interagency Contract Management personnel.

**4.2.2.2.4.3. Training.** Develop a comprehensive, effective, ongoing training plan for employees, Agency/concessionaire/lessee management, and field personnel. The plan shall address key training needs for each implementation phase and for any major additions to inventory. It shall also be tailored to meet the needs of the different users of the NRRS.

**4.2.2.2.4.4. Marketing.** Develop an effective marketing plan to promote developed recreation facilities within the NRRS and to make identified segments of the public aware of the NRRS and how to use it. The plan shall include public information activities and shall recommend activities to be undertaken by the Agencies. The plan shall address the need for appropriate marketing of the NRRS during startup and for every major addition to inventory. The plan shall address external communications with present and future customers; internal communications with Agency personnel, concessionaires, and lessees; and communications within the Contractor's organization.

**4.2.2.2.4.5. Introduction of New Technology.** On a semiannual basis, monitor changes in state-of-the-art technology in all NRRS technology areas, and evaluate these changes to assure that the NRRS is providing the best quality of service at the lowest possible cost. This applies to both Contractor operations and improvements for Field Locations. Evaluate all Technology Infrastructure, including software programming, to ensure that it is current, cost-effective, efficient, and capable of meeting contract requirements. The goal is to move as many Field Locations as feasible and practical, to communications with the NRRS through the Field Reservation Program. Establish milestones to correct any deficiencies identified. In the annual update of the Management Plans, present a formal proposal with time line to the COR for introducing new technology that would improve NRRS service and/or reduce NRRS costs. Plan the introduction of new technology to ensure successful implementation without disrupting ongoing operations and customer services.

**4.2.2.2.4.6. Strategic Planning.** Implement strategic planning procedures to ensure that the NRRS anticipates and responds to changes in customer demand, technology, quantity of inventory, etc., with particular emphasis on changes that will affect overall customer service.

**4.2.2.2.4.7. Security Plan.** Provide a detailed security plan to protect the NRRS technology and data from unauthorized changes and data manipulation. Protection shall include:

- Securing the NRRS system at all external interfaces to ensure that information is not accessed by unauthorized sources.
- Preventing loss-of-service type attacks and other attempts to cause system outages or loss of data.

The plan shall identify updates and upgrades to the security procedures, and shall be tailored to provide for the different security needs of each of the Sales Channels. In accordance with the plan, the Contractor shall:

**4.2.2.2.4.7.1. Authorized Use.** Develop a multilevel security system that will provide authorized users, e.g., Contractor, Sub-Contractor personnel and Agency, Concessionaire, Cooperators and Lessee personnel, with access to appropriate data in a timely manner.

**4.2.2.2.4.7.2. Comprehensive Data Protection.** Develop systematic procedures to protect all data contained within the NRRS data base. These procedures shall document how the Contractor will provide and maintain as a minimum, the following:

- Referential integrity within the database.
- Permissions assigned to procedures rather than to tables.
- Audit trail on all transactions, changes, deletions.
- Protection for Sensitive Data from all unauthorized users.

**4.2.2.2.4.7.3. Unauthorized Use.** Develop procedures to prevent unauthorized use, detect such use if it occurs, and provide real-time intervention.

**4.2.2.2.4.7.4. Firewalls.** Work with the Agencies to establish firewalls for NRRS communications connections that will meet or exceed the Agencies' requirements. These requirements include, at a minimum, current commercial software for packet filtering, authentication, and point-to-point encryption; and compatibility with current non-repudiation software standards.

**4.2.2.2.4.7.5. Reporting.** Report all instances of security breach, especially those that result in damage to data or systems, to the COR within 4 hours of detection (see Attachment C-3, paragraph 5.3). In the event of any damages, also report to and cooperate with law enforcement agencies as directed by the COR; and provide, within 2 days of detection, a preliminary assessment of the extent of the damage, the amount of time needed for recovery, the cost of recovery, and corrective actions to preclude the security breach from recurring. Provide a final report within 2 weeks of detection that includes all corrective actions taken.

**4.2.2.2.4.7.6. Program Review.** Review the data security program every 6 months to ensure that security procedures are state-of-the-art.

**4.2.2.2.4.8. Field Location/Future Sales Channels.** Develop a plan for operating the NRRS that anticipates and accommodates reservations made through the Field Location Sales Channel as well as potential Future Sales Channels.

**4.2.2.2.5. Coordination.** Coordinate implementation and changes in operations with Agency Contracting Officer's Technical Representatives (COTR's) and Agency/concessionaire/lessee management, if appropriate. Inform personnel at Field Locations and Future Sales Channels in advance of any changes in the operation of the NRRS that would affect their service or customers.

**4.2.2.2.6. Formal Agreement.** Develop and implement a formal process to specifically authorize Agency, concessionaire, and lessee personnel at Field Locations and Future Sales Channel providers access to the NRRS for the purpose of making reservations, authorized inquiries, and requests for reports. These agreements may take a different form for

each type of user. Agreements must be approved by the COR. Service shall not be provided to Field Locations or Future Sales Channels until the agreement is executed.

**4.2.2.2.7. Materials.** Not applicable.

**4.2.2.2.8. Adding Future Sales Channels.** As desired and appropriate, propose, during the term of the contract, the addition of a Future Sales Channel. The Contracting Officer (CO) may accept the proposal or seek competitive bids.

**4.2.2.2.9. Accessibility.** Ensure that all Contractor services, equipment and facilities are fully accessible to customers and/or employees with disabilities (see Section H, paragraph 10) and that they are updated to meet revised standards over time.

**4.2.2.2.10. Data.**

**4.2.2.2.10.1. Ownership.** Acknowledge that all inventory data provided to the Contractor at the inception or during the term of this contract shall remain the property of the Government. Additionally, the Government shall own all other data that are generated during the performance of this contract, including customer names, history, and payment records, all Sensitive Data and Contractor performance data. The COR may designate other NRRS data as Sensitive Data and deserving of special security procedures. In addition, this covers altered or derivative versions of all data described in this paragraph. It shall be Government property (see paragraph 5.2.3.1 below for specifications on program ownership).

**4.2.2.2.10.2. Use or Release.** Recognize that all Government-owned data, including those described in paragraph 4.2.2.2.10.1 above, are subject to the Freedom of Information Act (FOIA) and Privacy Act. The Contractor shall not: use the data for any purpose other than to fulfill the requirements of this contract; or release to others any Government owned data described in this section, whether requested under FOIA or not; without first obtaining written permission from the COR.

**4.2.2.2.10.3. Return to Government.** Provide all data, including all Government-furnished inventory, reservation, customer, and performance data including any altered or derivative version of said data, to the Government in the format specified by the CO a minimum of 10 days prior to termination of the contract. This includes information residing on any NRRS Internet Web server. The Contractor shall purge all data from the CRS within 3 days after the Government has confirmed that these data have been successfully transferred. After purging, the Contractor shall retain only those copies of NRRS data that are required for mandatory auditing, and may use these retained data for audit purposes only.

**4.2.2.2.11. Freedom of Information Act (FOIA) Requests.**

Immediately forward any FOIA requests received by the Contractor to the COR to determine the propriety of information released.

**4.2.2.2.12. Advertising.** Any plans to use NRRS or related issues in commercial, nonprofit, or other advertising must be reviewed and approved by the CO in advance. Use of the NRRS in advertising shall convey a mutual interest among all parties and protect the Government interest.

**4.2.2.2.13. NRRS Business Center.** Develop, operate and maintain an online application providing secure access for authorized agency, Concessionaire, Cooperators and NCMO personnel, to a wide variety of Contractor-provided support services specifically identified in this contract.

**4.2.2.2.13.1. Types of Services.** The NRRS Business Center will provide full access to the following contract services:

**4.2.2.2.13.1.1. Secured Access.** Provide a comprehensive security system that will enable NCMO personnel to effectively authorize and implement access for agency personnel and concessionaires/lessees to the NRRS Business Center (reference Paragraph 4.6.2.4 below). Maintain the security system so that authorized individuals can access specifically authorized contract services.

**4.2.2.2.13.1.2. Reports.** Provide authorized field managers with access to NRRS approved reports (reference Paragraph 4.6.2.5.1 below).

**4.2.2.2.13.1.3. Advance Reservation Sales.** Provide link to online application that allows authorized NRRS personnel to book advance reservations at NRRS Field Locations across the United States and to accept bank card, personal checks and cash as payment (reference Paragraph 6.3.2.7 below).

**4.2.2.2.13.1.4. Point of Sale.** Reserved

**4.2.2.2.13.1.5. Inventory Changes.** Provide access for authorized personnel to request changes to NRRS inventory data for individual Field Locations or Entry Points (reference Paragraphs 4.3.2.4 and 4.3.2.5 below).

**4.2.2.2.13.1.6. Reference Materials.** Provide field managers with access to Contractor-provided materials such as to marketing materials (reference 4.2.3.2.1 below) and self-directed training materials (reference 4.2.4.2.4.3 below).

**4.2.2.2.13.2. Availability.** Operate and maintain the NRRS Business Center Internet site during the same operating hours as the Internet Sales Channel (reference Paragraph 6.3.2.2 below).

**4.2.2.2.13.3. Look and Feel.** Develop browser screens so that they are user friendly, visually appealing, easy to learn and operate, with point-and-click selections, easy-to-use menus, and simple navigation between the different options authorized for the individual user. Software shall provide for easy access to retrieve reports.

**4.2.2.2.14. Performance Measurements.** Develop and implement a performance measurement system to track the delivery of critical customer services under this contract. The performance standards specified in Section E of this contract are designed to ensure that the Contractor meets overall contract requirements on a continuing basis. These measurements shall include both customer surveys and technical performance measurements for Call Center, Internet, Field Location, Future and Permit Management Sales Channels. Performance data shall be generated by the Contractor, stored in a NRRS database and made available to the NCMO for performance monitoring based on a schedule approved by the COR. The COR will use these data to monitor Contractor performance and apply the results as adjustments (from a plus five (5) percent to a minus ten (10) percent) to the quarterly pay of the specified CLIN's.

**4.2.2.3. Government Assistance.** The Agencies will:

**4.2.2.3.1. NRRS Business Center.** NCMO personnel will provide field access to the Contractor-provided and operated security system.

**4.2.2.3.2. Performance Measurements.** The NRRS will develop the methodology for and perform the analysis on the customer survey data and the technical performance measurements, at no cost to the Contractor.

#### **4.2.3. NRRS Marketing and Public Information.**

**4.2.3.1. Description.** Marketing and public information entail development and implementation of a comprehensive marketing program to inform different types of customers about the NRRS, promote recreation opportunities at developed Federal recreation facilities for participating Agencies, and provide information on how to use the system.

**4.2.3.2. Contractor Responsibilities.** The Contractor shall:

**4.2.3.2.1. Marketing.** Implement and maintain an effective marketing program, in accordance with the approved plan, to:

- Promote the NRRS to specific segments of the public.
- Inform Agency and field personnel about NRRS services.
- Explain how to use the NRRS.

**4.2.3.2.2. Materials.** Provide the COR by February 1 of each year with promotional materials defined in the marketing plan.

**4.2.3.3. Government Assistance.** The Agencies will:

**4.2.3.3.1. Information.** Make available existing and readily available information specific to recreation use, and information unique to a specific Agency that may be useful in developing the marketing plan.

**4.2.3.3.2. Names and Logos.** Provide trademark names, letters, and a Government-owned NRRS logo for use in marketing the NRRS.

**4.2.3.3.3. Strategy.** Provide an NRRS communications strategy for the Agencies and Congress.

**4.2.3.3.4. Agency Support.** Identify specific aspects of the marketing plan that can be implemented by local or regional Agency units, within the capability of the Agencies.

**4.2.3.3.5. Agency Communications.** Commit to promoting the NRRS program, where appropriate, in publications and through communications media and Internet resources.

#### **4.2.4. Training.**

**4.2.4.1. Description.** Involves developing and providing instruction on the operation of the NRRS for a wide variety of personnel, including staff from the Agencies, concessionaires and lessees, and members of the Contractor's staff. will be staged to reflect the different phases of the contract.

**4.2.4.2. Contractor Responsibilities.** The Contractor shall:

**4.2.4.2.1. Plan.** Implement the training portion of the approved Annual Management Plans.

**4.2.4.2.2. Training Requirements.** Provide on an annual basis, training for selected Agency, concessionaire, and lessee personnel. Conduct training sessions a minimum of once per year and prior to the peak recreation season, at times that are defined the Annual Management Plans.

**4.2.4.2.3. Training Aids, Manuals, Supplies.** Provide all necessary materials to successfully complete the training.

**4.2.4.2.4. Types of Training.**

**4.2.4.2.4.1. Management Training.** When new Agencies are added to the NRRS, the Contractor shall provide special training for mid- and upper-level managers to prepare them to support the overall implementation.

**4.2.4.2.4.2. Field Level Training.** Train Agency/concessionaire personnel so that they can go back to their organizations and train other personnel

**4.2.4.2.4.2.1. Approach.** Utilize a train-the-trainer approach to training for field personnel. The plan shall include the use of innovative techniques to provide hands-on experience for students and a means to evaluate the students' understanding. The Contractor shall also provide an opportunity for student evaluation of the materials presented and shall use comments from these evaluations to tailor future training sessions.

**4.2.4.2.4.2.2. Training for Personnel using Fax/E-mail Communications.** Provide training that is focused on the following: a general overview of all reservation services provided by the Contractor, NRRS policies and procedures as they are implemented through fax/Email communications between the Contractor and the Field Location; information on how to use the Help desk; detailed descriptions on how to access the various management and financial reports; a review of the Field Reservation Program (FRP), and instruction on effective training methods. Provide this training at a minimum of four geographically dispersed, major metropolitan areas each year, as approved by the COR.

**4.2.4.2.4.2.3. Training for Personnel using the FRP.** Provide an intensive and in-depth training experience for selected personnel. Class size will be limited so that there is a good student/teacher ratio. Training will use primarily a "hands on" approach with each student having access to a computer that is fully outfitted with all of the FRP software. Training will focus on the following: a general overview of all other reservation services provided by the Contractor; NRRS policies and procedures as they are implemented through the FRP; setting up the computer hardware, telecommunications and software to support the FRP; communications procedures between the Contractor and the Field Location; information on how to use the Help desk; troubleshooting the initial installation; extensive training on the operation and use of all aspects of the FRP; detailed descriptions on how to access the various management and financial reports; and instruction on effective training methods. Training will be scheduled based on Agency's annual training needs beginning in the Fall and extending up to the March 31 cutoff date for training. Additional classes will be needed to handle initial start-up training for an Agency, based on requirements identified in the initial

inventory. Skilled cadre training shall be maintained during the remaining term of the contract. The training will be held at one or more of the Contractor's work areas, using existing, networked computer training stations.

**4.2.4.2.4.2.4. Training for Personnel using the Permit Management Program (PMP).** Provide and intensive and in-depth training experience for selected personnel at one or more designated Agency work sites. Training will use primarily a "hands on" approach with each student having access to a computer equipped with Internet access. Training will focus on the following: a general overview of all other reservation services provided by the Contractor; NRRS policies and procedures as they are implemented through the PMP; software support for the PMP; information on how to use the NRRS Help desk; extensive training on the operation and use of all aspects of the PMP; and procedures to access and print management and financial reports. Training will be scheduled based on the Annual Management Plan. Additional classes will be needed to handle initial start-up training for a new location or Agency, based on the initial inventory.

**4.2.4.2.4.3. Self Directed Training.** Produce self-training materials for use by personnel at field locations. Materials shall be available in alternate formats for persons with disabilities. Provide one set of materials for each Field Location.

**4.2.4.2.4.4. Contractor Training.** Train all appropriate Contractor employees, and, when needed or directed by the COR, conduct remedial training of Contractor employees.

**4.2.4.2.5. Accessibility.** Conduct all training in accessible facilities and provide effective communication as needed.

**4.2.4.3. Government Assistance.** The Agencies will:

**4.2.4.3.1. Needs.** Identify specific training needs for inclusion in the training plan.

**4.2.4.3.2. Expenses.** Pay for travel, per diem, and salary for selected Agency employees to attend Contractor sponsored training sessions. Pay for travel for one contractor employee to conduct PMP training at agency site. The COR will confirm with Contractor annually, potential requirement for additional Contractor-provided trainers for PMP training.

**4.2.4.3.3. Facilities.** Provide, at no cost, Agency facilities and equipment for Contractor-conducted training sessions, based upon availability and as approved by the COR.

**4.2.4.3.4. Materials.** Provide Agency publications, photographs, videotapes, and maps, as appropriate, in support of the training program.

**4.2.4.3.5. Speakers.** Provide speakers to present Agency management information and policies.

#### **4.2.5. NRRS Help Desk.**

**4.2.5.1. Description.** The NRRS Help Desk is a Contractor-provided service to help answer questions from field personnel and to solve problems related to Contractor-provided services and systems.

**4.2.5.2. Contractor Responsibilities.** The Contractor shall provide:

**4.2.5.2.1. Assistance to Field Users.** Provide and operate an NRRS Help Desk with sufficient capacity and resources to effectively resolve field issues concerning Contractor-furnished services and systems, and operation of the overall NRRS. Service shall be available during Call Center operating hours. In addition, the Help Desk shall open at 7:00 a.m. Eastern Time, between May 1 and September 30 each year to respond to BWCAW issues. The Help Desk shall also accept and respond to questions received by Email and fax.

**4.2.5.2.2. Communications.** Furnish, at Contractor expense, two toll-free telephone service for field personnel to access the NRRS Help Desk (one for developed recreation facilities and one for permit management). This service shall use different phone numbers from those used by customers to access the NRRS.

**4.2.5.2.3. Reporting.** Document and report inbound NRRS Help Desk calls in accordance with Attachment C-3, paragraph 5.2. This information shall be categorized, summarized, and reported to the COR on a weekly basis for use in identifying problems, trends, and training needs.

**4.2.5.3. Government Assistance.** None.

#### **4.2.6. Contractor Quality Control.**

**4.2.6.1. Description.** The Contractor will establish and maintain an adequate quality control system to inspect all work and to ensure that all work performed is in full compliance with this contract.

**4.2.6.2. Contractor Responsibilities.** The Contractor shall:

COR. **4.2.6.2.1.** Develop a detailed quality control plan for approval by the

**4.2.6.2.2.** Implement the COR-approved quality control plan.

**4.2.6.2.3.** Record and maintain quality control records in a separate data base in the CRS.

**4.2.6.2.4. Acceptance of Contractor-Provided Services.** Facilitate Government monitoring of the Contractor's performance, in accordance with both the Contractor's quality control plan and applicable provisions of Section E.

**4.2.6.2.5. Performance Evaluation Meetings.** Consult with the COR monthly, or more often if necessary, to discuss performance.

**4.2.6.3. Government Assistance.** None.

### **4.3. Inventory Management.**

**4.3.1. Description.** Inventory of recreation facilities and activities will be provided by agencies who are current and future participants in the NRRS. This inventory may be made available in phases to minimize impact on field personnel. Contractor inventory management encompasses all maintenance and management required to implement and maintain inventory data provided by the Agencies. It includes inputting or importing data, expanding inventory as necessary, performing quality control checks, and updating data to reflect changes in field conditions. Inventory is managed for equal access by all Sales Channels.

**4.3.2. Contractor Responsibilities.** The Contractor shall:

**4.3.2.1. General.** Develop and maintain a comprehensive and well documented database in the CRS that will contain all of the data that describes the facilities at Field Locations and Entry Points as well as all of the restrictions and customer alerts that apply to the sale of reservations or permits.

**4.3.2.2. Importing/Inputting Data.** Read and import into the Contractor's CRS all existing reservation and customer data provided by the Agencies.

**4.3.2.3. Inventory Phasing.** Import into the CRS, all inventory data made available by current and future agencies participating in the NRRS. Inventory data for the initial implementation phases, will be provided in Section F of this contract. For both current and past reservations, import reservation data from previous reservation contracts, linked to specific inventory, in phases corresponding to the phases for inventory described in Table C-3 below.

**Table C-3. Summary of Inventory Phases.**

<b>Description</b>	<b>Phase 1 Inventory October 15, 1998</b>	<b>Phase 2 Inventory March 1, 1999</b>	<b>BWCAW Permits</b>	<b>Total Inventory</b>
Campgrounds	883	245	n/a	1,128
Reservable Facilities *	26,254	18,000	n/a	44,254
Cabins (Alaska)	192	0	n/a	192
BWCAW Permits	0	0	43,000	43,000

\* Most of these facilities are campsites.

n/a means not applicable.

**4.3.2.4. Approval Before Adding New Inventory.** Before the COR will authorize the implementation of additional inventory phases and new inventory blocks, demonstrate successful performance in all areas related to inventory implementation, including:

- Eliminating all critical or major software/hardware bugs identified at the Contractor’s work site (see paragraph 5.1.2.10 below).
- Solving all problems with Contractor-provided services identified at Field Locations.
- Resolving major complaints from Field Locations.
- Implementing reservation transaction tracking and reporting processes.

The COR will provide written notice of any deficiencies at least 90 days in advance of the scheduled date for phase-in of new inventory shown in Section F, Table F-1, and as soon as possible for new inventory blocks. COR authorization for implementation of the next inventory phase or new inventory blocks will be made when all deficiencies are corrected. After additional phases or new inventory blocks are approved, the Contractor shall make the data available online per schedule in Table C-4, or later if authorized by the COR.

**4.3.2.5. Inventory Changes, Additions, or Deletions.** Provide the capability to change, add, or delete inventory data at any time during the contract. Potential changes, additions, or deletions in inventory are not known, and none are guaranteed.

**4.3.2.5.1. Field Location Adjustments.** Provide the capability for field managers to update their inventory data during the annual autumn update period, and to increase or reduce the number of sites or the length of the reservation season. Minor changes and corrections of inventory may be made on an as-needed basis.

**4.3.2.5.2. Block Inventory Adjustments.** Implement increases or decreases in inventory of up to 15 percent of total inventory in any one year within the time frame specified by the COR. (Note: If blocks of inventory increase or decrease by more than 15 percent of total inventory in any one year, the change will be handled through a contract modification.)

**4.3.2.5.3. Emergency Adjustments.** Paragraph moved to Paragraph 4.3.2.6.3. below.

**4.3.2.6. Inventory Review and Update.** Provide a simple, easy electronic means for Field Locations to view their inventory at any time, to make necessary changes and to update inventory during the annual autumn review. The Contractor shall record and track all change requests that they receive and shall complete the changes in accordance with the following descriptions and Table C-4 below:

**4.3.2.6.1. Annual Update.** Provide for this update between August and October each year. Complete all submitted changes and revisions by November unless the submission period is extended. Actual dates will be defined in the Annual NRRS Management Plan. Change exceptions for the annual update are:

- Change requests that are outside a specific NRRS policy require a Policy Waiver. These are elevated to the COTR for resolution. Notice shall be provided through the entry of a high priority case in the Help Desk tracking software which can be accessed, reviewed and tracked by the COTR. In this case, the 30 day period for this specific request starts after resolution of the policy waiver issue.
- Annual Review Changes submitted outside of the established review time period. In this case, all changes shall be completed within sixty (60) days of submittal by the Field Location.

**4.3.2.6.2. Critical Inventory Changes.** Complete all Critical inventory changes, e.g., those that affect areas of reservation fees and arrival times, season open and/or close dates, Daily Arrival Report (DAR) addresses, change of reservable status and site-type changes, within five (5) days of submittal by the Field Location, outside of the Annual Update Period. Complete these changes within thirty (30) days if submitted during the Annual Update Period.

**4.3.2.6.3. Emergency Inventory Changes.** Complete all Emergency Inventory Changes and associate changes in reservations within twenty-four (24) hours of submittal by the Field Location. These changes shall result in the discontinuance of reservation availability for the affected site(s) or Field Location(s) and the cancellation and re-booking (if

possible) of all reservations that occur within the impacted time frame. Field Locations may submit Emergency changes to the Contractor by e-mail or fax.

**4.3.2.6.4. Open Season for New Field Locations.** Process all inventory data for new Field Locations after the Annual Update. This shall occur generally between the months of December through February each year. Actual dates shall be defined in the Annual NRRS Management Plan. The Contractor shall develop an individual inventory plan for each new Field Location. New locations shall be available for reservations within thirty (30) days after the Data Collection Forms are received and pass verification review for completeness. Submission of requests for new Field Locations, outside the specified time period, will be reviewed by the agency COTR, COR and the Contractor to determine feasibility of adding the new inventory, based on the current inventory work load.

*Table C-4. Summary of Inventory Change Requirements.*

<b>Type of Inventory Adjustment</b>	<b>Time Frame</b>	<b>Purpose</b>	<b>Criteria</b>	<b>Completion</b>
<b>Annual Update</b>	Defined block of time.	Complete review and update of existing inventory by field managers.	All Inventory changes that are not Emergency Change Requests.	30 days after receipt of submittals. Complete e-mail. 60 days if submitted outside of the Annual Update period.
<b>Critical Changes</b>	Year Around	Changes/corrections (on an as-needed basis) required due to changing field conditions, (e.g., maintenance) or to correct misinformation.	Directly impacts customer reservation, fees, seasons, DAR addresses, or reservable status.	5 days outside the Annual Update period.
<b>Emergency Changes</b>	Year Around	Changes required due to emergency conditions (flood, fire, etc.) beyond the control of field management.	Must result in discontinuance of availability and cancellation of existing reservations as needed.	24 hours.
<b>Open Season for New Field Locations</b>	After the Annual Review	Addition of new Field Locations to the NRRS.	New campground data in Data Collection Forms (DCF).	30 days based on the Individual Plan per Field Location.

**4.3.2.7. Types of Inventory Data.** Provide the capability to handle both recreation-facility and recreation-activity types of inventory data.

**4.3.2.8. Differential Pricing.** In accordance with Attachment C-2, paragraph 2.1.4, provide for differential pricing of recreation facilities and activities to account for differences or changes in quality, demand, etc.

**4.3.2.9. Data Accuracy.** Ensure that all new or updated Government data are transferred to the CRS with 100 percent accuracy. These data shall be verified by the Contractor and reported to the authorized inventory Point of Contact (POC) for the Field Location for approval. Inventory data for new Field Locations shall not be allowed to go online until approved by the POC.

**4.3.2.10. Maintenance.** Perform all functions necessary to maintain the integrity of the inventory management system.

**4.3.2.11. Types of Inventory Management.** Manage inventory as either online or block. Field managers will determine the method to use for each Field Location.

**4.3.2.12. Developing Maps in Electronic Format.** Reformat all types of maps (paper maps, sketches, engineering drawings, electronic files containing maps, etc.) that are provided by the Agencies and concessionaires into an approved, electronic format for NRRS use in the different Sales Channels.

**4.3.2.13. Inventory for Boundary Waters Canoe Area Wilderness Permits.** Develop and maintain permit sales type of inventory that includes data on Entry Points, permit quotas (weekly day use motor quotas, weekly overnight motor quotas and general overnight quotas) and supplemental information for use in managing the sale of BWCAW permits. Update the inventory database with new/revised quotas, within thirty (30) days of receipt from the Government. In addition track all Exempt Permits that are “no-cost” to the customer and issued by the Agency.

**4.3.3. Government-Provided Services and Supplies.** The Agencies will:

**4.3.3.1. Inventory.** Provide the inventory for each phase, as shown in Table C-3 and discussed in detail in Section F of this contract. However, the Agencies warrant no more than 85 percent of this inventory.

**4.3.3.2. Data Format.** Provide the Government-owned inventory data in the format of Microsoft Access 2.0 Relational Data base Management System for Windows. The Agencies will provide these data to the Contractor in compressed format on DC 2120-compatible QIC-80 mini-cartridges. Attachment C-4 describes a sample inventory data base structure of

these inventory data. Future inventory data will be provided by the Agencies in the above format or as specified by the COR.

**4.3.3.3. Existing Reservation and Customer Data.** Furnish all existing reservation and customer data in phases corresponding to the inventory phases described in Section F for all inventory from previous reservation contracts. These Government-provided data will be in the format identified in paragraph 4.3.3.2 above. A sample data base structure of these reservation data is shown in Attachment C-5 of this contract.

**4.3.3.4. Reliability of Data.** Be responsible for the accuracy of inventory data to assure that it correctly represents the data provided by the Agencies for the Field Locations.

**4.3.3.5. Data for Sales of Permits.** Record in the database a description of each Entry Point, the specific quotas for each type of permit for each Entry Point and an up-to-date list of Cooperators on an annual basis and as changes occur.

**4.3.4. Government Assistance.** The Agencies will:

**4.3.4.1. Site Maps.** Provide the Contractor with available site maps for all facilities identified in the inventory data base. Initially, these maps will be furnished on paper.

**4.3.4.2. Photographs.** Through Agency-established procedures, provide three color photographs of each Field Location to the Contractor as they become available. These will be updated as required.

**4.3.4.3. Inventory Change Process.** Provide a review and approval process for changes to the inventory data base. Changes or updates that are outside of NRRS policy will be routed through an Agency approval process to the Agency COTR for transmittal to the Contractor.

**4.3.4.4. Rules and Regulations.** Provide copies of all rules and regulations applicable to the management of reservations for developed recreation facilities and activities.

**4.3.4.5. Data for Permit Sales.** Provide the Contractor on an annual basis, the daily and weekly quotas for each Entry Point and information on authorized Cooperators by December 1. Provide the Contractor with changes in these data as they occur.

## **4.4. Reservation Management.**

**4.4.1. Description.** Reservation management includes specific Contractor actions to process and record a variety of transactions for the NRRS, such as processing customer data and recording transactions necessary to complete a reservation; processing bank card transactions

and cash, check, or money order transactions received at Field Locations; confirming reservations; and addressing refund requests from multiple Sales Channels. This function also requires the Contractor to provide the COR with access to the data on an as-needed basis.

**4.4.2. Contractor Responsibilities.** The Contractor shall:

**4.4.2.1. Reservation Transactions.** Implement a sound process for completing accurate reservation and permit sales in accordance with the contract requirements, especially those contained within Attachment C-2, Operating Procedures. Process and record data on all reservation and permit transactions involving the collection of recreation use fee receipts and other authorized charges for recreation facilities and activities that are contained in the NRRS inventory. This includes recording, inputting, and maintaining all customer and financial data, and processing refund requests.

**4.4.2.2. Confirmations.**

**4.4.2.2.1. Written.** Provide a written confirmation notice (EMAIL, Fax or letter) to each customer, for each reservation generated by any Sales Channel.

**4.4.2.2.1.1. E-Mail and Fax Confirmation Notices.** The Contractor shall collect, to the maximum extent possible, information from the customer on their EMAIL address or Fax number, during the reservation process. Sending EMAIL or Fax confirmation notices is the preferred method for communicating with the customers. These confirmation notices for Call Center and Internet reservations shall be sent out within 24 hours of the day that the reservation payment is received.

**4.4.2.2.1.2. Letter Confirmation Notices.** Letter confirmation notices shall be sent to those customers who do not have an EMAIL address or fax number, within two business days of the time the reservation payment is received. If there is less than 14 days remaining from that time until the customer's arrival at the Field Location or Entry Point, a letter confirmation notice is not required.

**4.4.2.2.2. Verbal.** Verbal confirmation numbers shall be given to each Call Center customer when their arrival date at the Field Location occurs within 14 days and it is not possible to send a confirmation notice by EMAIL or Fax.

**4.4.2.2.3. Confirmation Notice.** The confirmation notice shall include at a minimum, all of the information shown in Attachment C-3, Requirements for Tracking and Reporting, Confirmation Notice.

**4.4.2.3. Prior Reservations.** At no additional cost to the customers or Agencies, honor all existing reservations made by previous contractors; incorporate all previously reserved dates, sites, and charges by the public into the Contractor's CRS; and make

appropriate arrival information available to the Agencies and/or concessionaires. The same procedures shall be used for future transfer of inventory from the Agencies.

#### **4.4.2.4. Tax Liability.**

**4.4.2.4.1. Contractor Operations.** Promptly pay all taxes assessed on the Contractor's operations by Federal, State, or local taxing authorities.

**4.4.2.4.2. Concessionaire/Lessee-Operated Field Locations.** Collect full payment of the fees specified in the inventory data base and in the operating procedures for the requested facility or activity (*Note:* Concessionaires or lessees at Field Locations are responsible for making full payment of all taxes assessed on their operations).

**4.4.2.5. Transactions From Sales Channels.** Process reservation requests and bank card authorization data for the purchase of reservation services from any Sales Channels authorized in the NRRS.

**4.4.2.6. Processing Financial Transactions.** Process financial transactions and refund requests as described in Attachment C-2, paragraph 3.7.

**4.4.2.7. Reservation and Permit Sales Documentation.** Document, track, and report on all financial transactions for reservation and permit sales processed through the NRRS.

**4.4.2.7.1. Transaction Records.** Collect and record in the NRRS data base all of the applicable data for each transaction, to include as a minimum:

- Date and time of arrival at the Field Location or Entry Point.
- Date and time of departure.
- Date of transaction.
- Reservation confirmation number.
- Entry Point (permits).
- Type of permit reservation.
- Permit Reservations, Quick and Exempt Permit.
- Sales Channel, location and sales agent (including Cooperators) where initial reservation/permit sale was made.
- Customer name, address, and telephone number worldwide.
- Name of customer who pays for reservation/permit if different from the one who will use the reservation/permit.
- Type of reservation (e.g., campsite, cabin, wilderness access permit, etc.).
- Request for accessible facility or activity.

- Length of time reserved (i.e., number of days or hours).
- Length of time use (if recorded in the CRS).
- Party size.
- Number of youths and adults.
- Permit method of travel (paddle, hike, motorized boat).
- Number of water craft per permits.
- Permit pick-up location.
- Golden Age or Golden Access Passport number, if applicable.
- Method of payment.
- Amount of transactions.
- Date/time of cancellations and the date for “no-shows”.
- Voided reservations, applications or permits.
- Agency identification information:
- Organizational code.
- Agency name.
  - Agency location (e.g., region/division and forest/district).
  - Recreation facility or activity name.
- Seasonal Fee Card sales (permits).
- Bank card transmittal information required by the bank.
- Defaulted Payments:
  - Charge back transactions.
- Non Sufficient Funds checks.
  - Other denials (e.g., credit card expirations, stop payments, etc.).
- Charge back transactions.
- Tax assessment (concessionaire/lessee only).

**4.4.2.7.2. Accuracy.** Process all transactions accurately and correct any errors within two (2) days of discovery.

**4.4.2.8. Lotteries.** Develop a statistically sound method for administering a lottery system for allocating reservations and/or permits while eliminating duplicate applications. Customer applications will be assigned a unique identifier number for tracking purposes. Methodology, use and testing of the lottery system must comply with any requirements specified in Attachment C-2, “Operating Procedures” and be approved by the COR in advance of use.

**4.4.2.8.1. Developed Recreation Facilities Lotteries.** The lottery system may be used to allocate reservation or permit sales when demand exceeds the existing capacity of the resource. Contractor compensation will be negotiated at the time of implementing a lottery system.

**4.4.2.8.2. BWCAW Lottery.** Develop and maintain software and operational procedures for conducting a permit lottery for allocating the customer applications to specific Entry Points in accordance with the procedures provided in Attachment C-2, Operating Procedures and the established quota for each Entry Point. Review the software and procedures on an annual basis and complete any modifications, programming changes and user manuals updates by November 1 each year.

**4.4.2.9. Issuing Advance Sales BWCAW Permits.** Provide permit data in electronic form to designated permit offices for direct printing and issuing to the customer. Mail to all Cooperator issuing locations, a hard copy of all permits for their Entry Point(s), within one week of the completion of the lottery. After that, provide hard copies of all new reservation permits at least three (3) times each week until the end of the recreation season.

**4.4.2.10. Providing Information to Permittees on BWCAW.** Provide information and educational materials furnished by the Government to each permit Party Leader who has not previously visited the BWCAW, to any group larger than six or those parties requesting the video. The Contractor shall recommend for COR approval, procedures to handle this information transfer by electronic processes or other procedures that will improve customer service and minimize costs to the greatest extent possible. If the first-time customer is not able to receive electronic messages/media, the Contractor shall send out the video on a loan-basis for up to two weeks. The customer is expected to return the video at their expense. If the video is not returned, the Contractor shall follow-up at least twice and then notify the Agency on a monthly basis, the names of those individuals.

**4.4.2.11. Assisting Field Personnel with BWCAW Permits.** Provide adequate number of personnel specifically trained to assist with BWCAW permit questions. Provide toll-free telephone access to Contractor personnel for handling and processing Quick permits. Additional hours may be required during critical time periods to assure that field personnel have access to Contractor-provided services and to resolve customer issues in a timely manner.

**4.4.3. Government-Provided Services and Supplies.** The Agencies will:

**4.4.3.1. Bank Card Processing.** Provide Contractor access to a designated bank card processing service that will provide authorizations, at no cost to the Contractor.

**4.4.3.2. Cash Management.** Provide cash management services for the NRRS through the NCMO. The Agencies will reconcile deposit records from the Designated Bank with transaction records from the Contractor's CRS. The NCMO will also reconcile cash and bank card data with reservation data. The Agencies will audit any of the transactions, as required.

**4.4.4. Government Assistance.** The Agencies will provide a supply of wilderness information and education materials, including a video cassette for distribution to the public. Electronic copies of these materials will also be provided, as they become available.

## **4.5. Customer Service.**

**4.5.1. Description.** Customer Service, available to all Sales Channels, involves responding to customer inquiries and complaints; resolving issues of all kinds, including billing and bank card issues; referring non-reservation inquiries to the appropriate Agency contact point; and processing refund requests through the NCMO.

**4.5.2. Contractor Responsibilities.** The Contractor shall:

**4.5.2.1. Customer Service Desk Hours.** Staff a Customer Service Desk during the same days and hours that the Call Center operates. In addition, the Customer Service Desk shall be open from 7:00 a.m. to 9:00 p.m. Eastern Time from April 30 to September 30 each year for BWCAW Quick Permit processing. Contractor staff shall be knowledgeable in all aspects of reservation and refund processing, have access to commonly needed reference sources and Agency contact numbers, and be proficient in handling challenging customers. Contractor staff shall be trained to communicate effectively with all customers, including those with disabilities.

**4.5.2.2. Customer Response.** Respond to customer inquiries and complaints as soon as possible, but not later than seven (7) days after receipt.

**4.5.2.3. Governmental Inquiries and Complaints.** Immediately refer all Federal Congressional and State governmental inquiries and complaints to the COR for response.

**4.5.2.4. Reporting.** Record and report Customer Service Desk contacts (see Attachment C-3). This includes the date, time, and nature of the call, and actions taken to resolve issues. Information obtained shall be used to identify, correct, and improve NRRS services on a continuing basis.

**4.5.2.5. Customer Refunds.** Document customer refund requests and provide for refunds in accordance with the Operating Procedures, Attachment C-2, Paragraph 3.7.3.

**4.5.3. Government Assistance.** The Agencies will:

**4.5.3.1. References.** Provide available reference materials and phone numbers of Agency contacts.

**4.5.3.2. Issue Resolution.** Assist in resolving customer complaints that involve issues that are beyond the Contractor's scope of work.

## **4.6. Information and Financial Management.**

**4.6.1. Description.** This includes a variety of actions that are necessary to assure the effective management of the NRRS information and financial processes. It includes the following:

- Import financial data from Designated Banks (both Bank Cards and Lockbox).
- Development of a full range of reconciliation processes for all types of funds.
- Implementation of comprehensive security measures to protect NRRS data, with special attention to Sensitive Data.
- Development of a NCMO Contract Management Program (NCMP) that will provide the NCMO staff with the ability to manage the NRRS contract both operationally and financially.

**4.6.2. Contractor Responsibilities.** The Contractor shall:

**4.6.2.1. Import of Financial Data.** Develop and maintain effective process to import and store financial data from the Designated Bank Card and Lock Box processing centers and other organizations as designated by the COR. Modify these processes as necessary throughout the life of the contract, to assure the validity and integrity of the data retrieved from the Designated Bank or other authorized organization.

**4.6.2.2. Financial Management.** Develop and maintain effective and fully operational financial processes that will support the NRRS financial information requirements using different methodologies, as specified by the COR. These will include as a minimum the following:

**4.6.2.2.1. Record the Specified Financial Methodology.** Record within the NRRS database, the determination by the COR as to the applicable financial methodology for every Field Location and Entry Point.

**4.6.2.2.2. Implement the Identified Financial Methodology.** These methodologies include but are not limited to the following:

**4.6.2.2.2.1. All Revenues and Expenses are Reported at the Field Location/Entry Point Level.** Process all financial transactions including the following: applicable Reservation and Service Fees; refunds and customer denied sales charges;

adjustments; Contract Line Item Number (CLIN) charges from the Contractor; etc. Provide reports monthly for each designated Field Location or Entry Station (see Attachment C-3 below).

**4.6.2.2.2. Selected Revenues and Expenses are Reported at the Field Location/Entry Point Level.** Process all Reservation Sales and Customer-Initiated changes including refunds and customer denied sales charges and report them for each designated Field Location or Entry Station. This report excludes Reservation Fees, Service Fees and CLIN charges from the Contractor. A separate report will be provided to the NCMO that includes selected revenues and expenses.

**4.6.2.2.3. Reconcile all NRRS Funds.** Provide comprehensive reconciliation processes for matching data from the Designated Bank(s) with the CRS, for each type of funds received by the NRRS.

- All transactions related to cash, checks, Money Orders, Bank Checks, etc.
- All transactions related to Bank Cards (e.g., Credit and Debit).

**4.6.2.2.3.1. Cash, Checks, Money Order Reconciliation.**

Provide the capability and facilities to:

- Automatically match all payment transactions to each reservation/permit or POS item.
- Match all defaulted payments to the respective reservation/permit/POS item or match to the Field Location or Agency level.
- Identify the reconciliation totals, and the detailed items, including totals, matched transactions, exceptions and their sources.
- Capability for NCMO personnel to correct CRS data at the reservation level to correspond to data from the Designated Bank(s).
- Capability for NCMO personnel to process a Bill for Collection (BFC) that is out of adjustment with data from the Designated Bank(s).

**4.6.2.2.3.2. Bank Card Reconciliation.** Provide the capability and facilities to:

- Automatically match all Bank Card transactions (sales, refunds, charge backs and any denials) received from the Designated Bank(s), at the individual Credit/Debit card level with CRS data.
- Match all defaulted payments to the respective reservation/permit/POS or match to the Field Location or Agency level.
- Identify the reconciliation totals, and the detailed items, including matched transactions, including exceptions and their sources.
- Capability for NCMO personnel to correct CRS data at the Bank Card (Credit and Debit cards) level to correspond to data from the Designated Bank(s).

**4.6.2.2.3.3. Reconcile Funds.** Run automated reconciliation procedures each Business day of the year. Make the results of these reconciliation processes available to the COR each Business day of the year. Research and resolve any anomalies that may surface as a result of the reconciliation processes and immediately report any anomalies to the COR.

**4.6.2.2.4. Distributions of Funds.** Provide comprehensive distribution processes to account for and allocate reconciled funds to the appropriate Managing Organization, based on the identified financial methodology. Provide the mechanisms and prepare distribution reports based on the financial methodology, in accordance with the COR's schedule, to the appropriate Managing Organization for each Field Locations/Entry points.

**4.6.2.2.5. Develop and Maintain the NCMP.** Develop and maintain a state-of-the-art program over the life of the contract, that will provide NCMO staff with secure access to NRRS data and the ability to manage the NRRS information and financial data (see Paragraph 5.6 below).

**4.6.2.3. Information Management.** Provide secure access for all individuals designate by the COR to access a variety of management information including Sensitive Data. Provide the capability to view and update the data on screen, based on their security access level.

**4.6.2.4. Develop and Maintain the NCMP.** Develop and maintain a state-of-the-art program over the life of the contract, that will provide NCMO staff with secure access to NRRS data and the ability to manage the NRRS information and financial data. (see Paragraph 5.6 below).

## **4.7. Tracking and Reporting.**

**4.7.1. Description.** The tracking and reporting function requires the systematic recording, tracking, and reporting of information and data associated with the management and operation of the NRRS. This includes tracking and reporting data provided by support organizations such as the telephone network. The tracking and reporting function will provide security controls that will afford authorized Agency personnel direct access to a variety of standardized reports.

**4.7.2. Contractor Responsibilities.** The Contractor shall:

**4.7.2.1. Standardized Reports.** Develop specific standardized reports shown in Attachment C-3. These reports may be generated for any of the following criteria:

- Specific Field Location.
- Specific date or range of dates.
- Specific types of recreation facilities and/or activities.
- Specific Agency/concessionaire/lessee jurisdiction.
- General data on NRRS nationwide or by region.

**4.7.2.2. Additional Standardized Reports.** Develop and provide up to 25 unspecified additional standardized reports as directed by the COR. The format for these reports shall be developed and approved by the COR in response to the needs of the Agencies, concessionaires, and field managers.

**4.7.2.3. Changes in Standardized Reports.** Change and modify standardized reports within 30 days of notification by the COR.

**4.7.2.4. Menu of Reports.** Provide standardized reports that are available electronically through a Contractor-developed menuing system or through a fax-back system. The availability of specific reports shall be governed by the position of the individual requesting the data and the password that they are assigned. For example, a field manager could obtain information on his or her Field Location, whereas a regional or concessionaire manager could obtain information on all of the Field Locations within his or her jurisdiction.

**4.7.2.5. Availability.**

**4.7.2.5.1. Agency and Field Locations.** Provide an electronic menu for individuals who have computer access to the NRRS enabling them to select the desired report and have it sent electronically. The Contractor shall provide service to those with fax communications to the NRRS through the NRRS Help Desk; upon authentication, ensure that the report requested by an authorized individual is sent by e-mail or fax.

**4.7.2.5.2. NRRS Contract Management Office (NCMO).** Provide for full-time access to real-time data in any of the data bases in the CRS for any data necessary to monitor the Contractor’s performance and to serve as the basis for financial management of the overall NRRS. The Contractor shall provide the capability for running both pre-formatted reports and ad hoc queries.

**4.7.2.6. Prioritize Report Requests.** Provide a prioritization methodology for handling each report request, based on the criteria in Table C-5. In addition, establish criteria for whether each report shall be run in real time or in batch mode. Provide that criteria along with the resulting classification of each report to the COR for approval. Provide all users with information on any report that they select that is identified to run in batch mode. All requested reports that are established to run in batch mode shall be completed within a maximum of 18 hours of the time the report was requested by the user. Process all report requirements according to these criteria.

**Table C-5. Report Prioritization.**

<b>Priority</b>	<b>Description of the Activity</b>
<b>1</b>	Contractor established financial processes and reports in direct support of the NRRS contract.
<b>2</b>	NCMO requests for financial/information management report(s) and other Contractor reporting requirements.
<b>3</b>	COTR and Agency Headquarters personnel requests for financial and information management reports.
<b>4</b>	All other authorized NRRS personnel report requirements entered through the NRRS Business Center.

**4.7.2.7. Reporting Impacts on the System.** Provide all tracking and reporting functions to authorized NRRS users without adversely affecting the availability and speed of the CRS and Sales Channels. Operating the reporting and tracking function shall in no case degrade overall system performance (response to sales queries) by more than five (5) percent.

**4.7.2.8. Ad Hoc Queries.** Provide tracking and reporting functions that permit authorized personnel (NCMO personnel and a limited number of other individuals specifically authorized by the COR and Agency COTR’s) to develop and run ad hoc query reports at any time.

**4.7.2.9. Quality Control Procedures.** Develop quality control procedures to assure that all data generated by standardized reports, accurately reflect data stored in the CRS and that all mathematical functions are performed correctly. This applies both to the

development of new reports and the modification of existing reports. Establish quality control procedures that will evaluate the same data elements generated on different reports, to assure that the results are the same. After the quality control procedures have been completed, provide a draft report that is generated with data from the “live” database, for review and approval by the COR, prior to use.

**4.7.3. Government Assistance.** None.

## 5. TECHNOLOGY INFRASTRUCTURE.

### 5.1. General.

**5.1.1. Description.** This section defines contractual requirements for the technology infrastructure necessary to support the NRRS, including specific Contractor responsibilities for:

- The Central Reservation System (CRS).
- Communications Systems.
- The Field Reservation Program (FRP).

Figure C-3 shows how these Contractor responsibilities interrelate with other elements of the NRRS. (*Note:* The NCMO is responsible for managing this contract and is not a Contractor work item.)

**5.1.2. Contractor Responsibilities.** The Contractor shall:

**5.1.2.1. Fully Integrated Components.** Develop and maintain a fully integrated system of technical components necessary to support the full operations and all required functions of the NRRS on a nationwide basis.

**5.1.2.2. Operating Hours.** Operate all aspects of the technology infrastructure so that it is operational 24 hours each day of the year, except during scheduled maintenance and/or upgrade periods, to serve the Call Center, Internet, Intranet, communications to Field Locations, Future Sales Channels, and the NCMO.

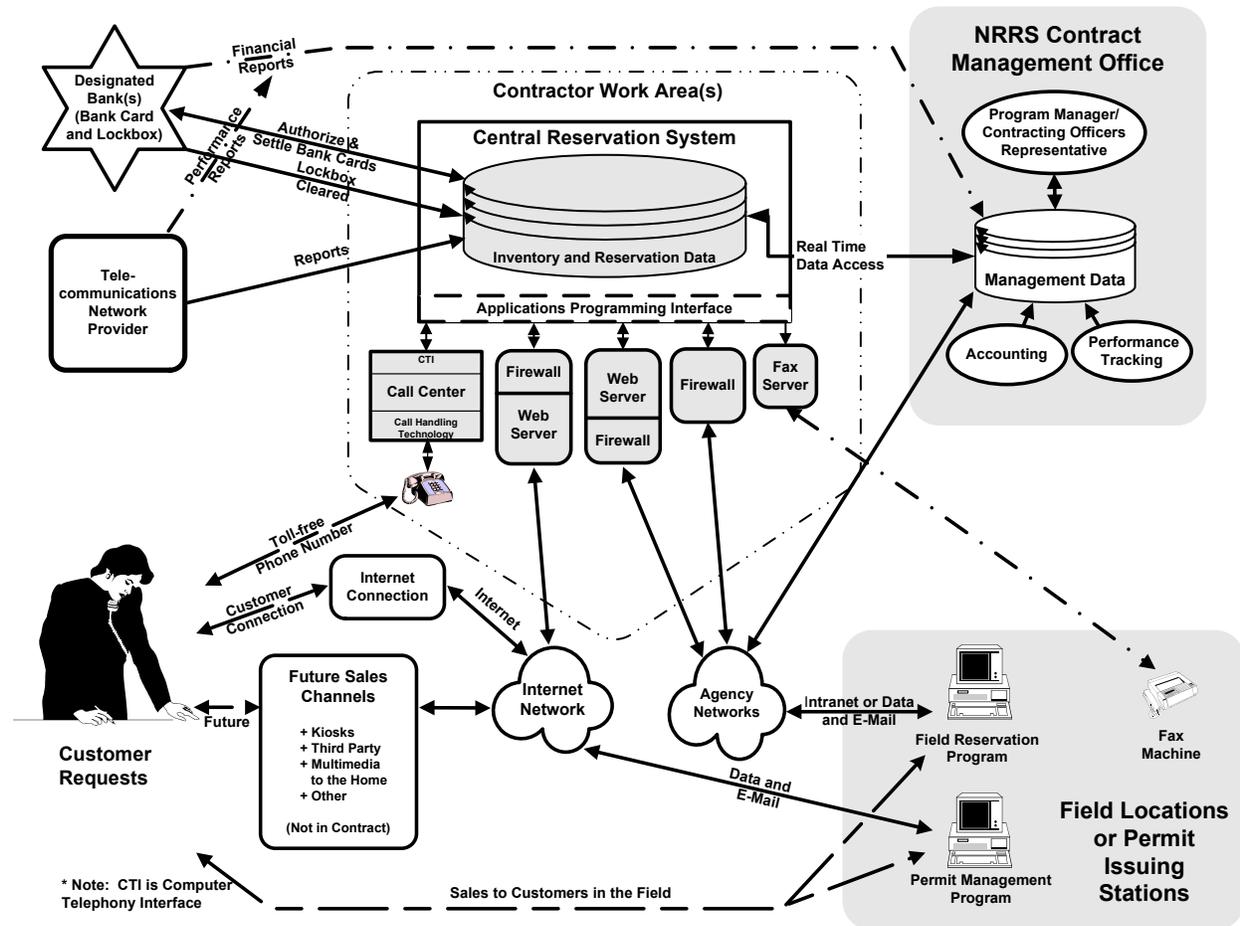
**5.1.2.3. Maintenance and/or Upgrades.** Plan and accomplish scheduled maintenance and/or upgrades during periods when NRRS activity is lowest, and within 1 hour in any 24-hour period. Exceptions must be approved by the COR.

**5.1.2.4. Capacity.** Develop and maintain sufficient capacity to meet contract requirements, including hardware platforms, software, Internet, Intranet, and communications links throughout the system.

**5.1.2.5. Bank Card Processing.** Install and maintain current bank card processing software that is certified by the designated bank and approved by the COR.

**5.1.2.6. Performance Data Base.** Develop, maintain and continuously update a data base on the CRS that contains performance data on all aspects of the system and Contractors performance, including results of customer surveys.

Figure C-3. NRRS Communications Model.



**5.1.2.7. Operations Manual.** Develop a comprehensive operations manual that documents all aspects of Technology Infrastructure operation to support the delivery of contract services. The manual shall be updated with each major change in the Technology Infrastructure, or annually if no major changes have occurred. The manual and revisions must be approved by the COR. The manual shall, at a minimum:

**5.1.2.7.1. Operations Plan.** Describe the operation and capacity of each of the major components of the Technical Infrastructure and provide information on how each part is integrated into the overall system.

**5.1.2.7.2. Continuity of Operations.** Describe how the operations plan safeguards Contractor-provided services from damage or loss due to, but not limited to, failures

in computers, servers, power, and communications; fire; water damage; earthquakes and other acts of God; accidents; attempts at sabotage; etc. The plan shall include a schedule and time frame for restoring reservation services and communications to all Sales Channels and to Field Locations after a failure in continuity of NRRS operations. The plan shall provide for restoring, at a minimum, reservation services to the customer and transaction processing throughout the system, including for Field Locations, within 4 hours of a disruption in service.

**5.1.2.7.3. Data Protection.** Describe how data protection procedures are implemented to physically protect data from loss or damage. These procedures shall contain provisions for routine data backup.

**5.1.2.7.4. Security Procedures.** Describe security procedures and implementation of the security plan.

**5.1.2.8. System Reliability.** Provide the capability to switch instantaneously to alternate server(s) and power supplies in the event of any failure in the main servers. This provision shall apply to all Technology Infrastructure components that could cause CRS or communications shutdown.

**5.1.2.9. System User Guide(s).** Develop and maintain current system user guide(s) tailored to the needs of Contractor staff and of field personnel and Agency/concessionaire/lessee management. The guide(s) shall be approved by the COR and contain, at a minimum, operating procedures for handling all types of transactions (e.g., reservations, requests for refunds, etc.). The guide(s) shall be easy to use and understand, and shall provide space for Agency-specific policy and directions to Field Locations. Contractor personnel and field staff with two-way batch or online service shall have the user guide(s) integrated into a content-sensitive help menu. The guide(s) shall be revised and/or updated online.

**5.1.2.10. Correction of Hardware/Software Errors.** Log details on all reports of errors or hardware/software bugs that are identified during the operation of the NRRS, whether they occur in the Contractor's work areas or at Field Locations. This includes the FRP software and Contractor-recommended hardware configurations. Classify all errors identified and take corrective action according to the criteria listed below. In addition take corrective action on all errors reported and classified by the COR. Provide a monthly report to the COR on the status of all error reports received by the Contractor.

- **Critical** — Errors that are extremely serious in nature and could damage the hardware, software, financial transaction data, or credibility of the NRRS. Examples include problems in recording reservations, errors in financial transactions, and potential double-booking of reservations. Critical errors shall be corrected within 5

calendar days of the error report.

- **Major** — Errors where the user has difficulty performing task(s), but a temporary “work-around” procedure can be used or developed for continued operation, although continued use is not practical.. Major errors shall be corrected within 4 weeks of the Contractor’s receipt of the error report.
- **Minor** — Errors that are an annoyance but do not damage reservation/transaction data or the accuracy of reports. Minor errors shall be corrected within ten weeks of the Contractor’s receipt of the error report.

Provide a monthly report to the COR on the status of all error reports received by the Contractor.

**5.1.2.11. NRRS Technology Infrastructure.** Implement revisions and changes to the existing technology infrastructure and introduce new technologies, as defined in the approved Annual Management Plans and in accordance with established milestones.

**5.1.2.12. Confirmations.** Implement a means to provide all customers with a confirmation of their reservation in a manner that is cost-effective (by mail, e-mail, or fax).

**5.1.2.13. Future Agency Data Base.** Provide the necessary hardware, software, and communications capacity to feed real-time data to a maximum of two Agency data bases. This requirement may be implemented during the term of the contract at the direction of the COR. Notice will be provided to the Contractor 120 days in advance of activating this option in the contract.

**5.1.2.14. Access to Sales Channels.** Provide full and equal access to all inventory and history data bases, for all existing and Future Sales Channels, on a first-come, first-serve basis, except for lottery-dispersed reservations.

**5.1.2.15. Year 2000 Requirement.** Warrant that each commercial and noncommercial hardware, software, and firmware product delivered under this contract is able to process date data from, into, and between the 20th and 21st centuries.

**5.1.2.16. Reservation Activities.** Provide the capability to implement a future ticket sale operation for tours, permits, etc., subject to the approval of the COR. This requirement includes providing the capability to place free-standing self-help kiosks for dispensing these types of tickets.

**5.1.2.17. Functional Testing.**

**5.1.2.17.1. Requirement for Testing.** Provide functional testing on each of the main components of the Technology Infrastructure for:

- Initial implementation of the NRRS.
- Startup of each major addition to inventory.
- Addition of other Sales Channels.
- Addition of new hardware/software or programming.
- Addition to communications links.
- Modification to any existing NRRS component.

**5.1.2.17.2. Testing Procedures.** Perform and pass these tests by demonstrating that personnel performance (including training and capability), service levels, and systems performance meet the full requirements of this contract. The Contractor shall develop test procedures and submit them for approval by the COR prior to testing. If any deficiencies are noted during testing, corrective action shall be implemented and verified by further testing until all deficiencies are resolved. Test results shall be provided to the COR for written approval prior to installing the services or systems online. These tests shall, at a minimum, demonstrate the system's ability to:

**5.1.2.17.2.1. Call Center Sales.** Support all aspects of sales through the Call Center, including communications, using advanced call-handling technology, making data base queries, handling information requests, processing bank cards, making confirmations, processing transactions, etc.

**5.1.2.17.2.2. Internet Sales.** Support all aspects of sales through the Internet, including communications, making data base queries, handling information requests, presenting maps and photographs, using interactive maps to show available sites that meet the customers criteria, processing bank cards, printing confirmations, etc.

**5.1.2.17.2.3. Field Location Sales.**

**5.1.2.17.2.3.1. Field Sales.** Ensure that the FRP supports all aspects of reservation sales at Field Locations and that the data are communicated efficiently over the Intranet connection to the NRRS. This includes items such as: communications, data base queries, reservation processing, appropriate response time for a sales operation, bank card processing, receipt printing, etc.

**5.1.2.17.2.3.2. Offline Operation of the FRP.** Operate the FRP offline for up to 24 hours while continuing to process new local sales transactions, record cash/check purchases, document use of reservable and blocked sites, print receipts, etc. The Contractor shall demonstrate the ability to receive and send data to the CRS as soon as connectivity is reestablished.

**5.1.2.17.2.4. Recording and Tracking for Field Locations.**

Record and track local sales at Agency-designated Field Locations through nightly uploads of data from the FRP or by Intranet application.

**5.1.2.17.2.5. Permit Management Program (PMP).** Ensure that the PMP supports all aspects of permit sales at designated Agency locations and that the real-time data are communicated effectively and efficiently over the Intranet between the field site and the NRRS database. This includes testing as a minimum the following: security and access controls, communications quality and speed, accuracy of data base entries, accurate implementation of permit processing procedures, appropriate response time for a sales operation, bank card processing, direct printing for permits, customer receipts and all operational reports needed for daily operations.

**5.1.2.17.2.6. Customer and NRRS Help Desks.** Operate all Help Desk functions, including receiving calls, recording data on customer requests, using advanced call-handling technology, providing staff training, handling the full range of callers, resolving customer issues and collecting data on and reporting performance measurement factors.

**5.1.2.17.2.7. E-Mail.** Test transmission of Daily Arrival Reports and other messages by e-mail to Field Locations and management offices, and receive e-mail from any Field Location.

**5.1.2.17.2.8. Fax.** Test transmission of Fax Daily Arrival Reports to Field Locations so that they receive the appropriate message(s) by 6 a.m. local time.

**5.1.2.18. Report on Major Systems Failures.** Provide a written report to the COR on any major systems failure(s) within five (5) working days of the occurrence. A “major systems failure” is one that caused the loss of service to the public on any one or more of the Sales Channels, for more than thirty (30) minutes during the time period they are required to be operational. This report shall document in detail the causes, corrective actions taken and planned, along with milestones for any future corrective action(s).

**5.1.3. Government Assistance.** None.

## **5.2. Central Reservation System (CRS).**

**5.2.1. Description.** The heart of the NRRS is a Contractor-provided computer processing system used to maintain inventory data on recreation facilities and activities, track reservations, and perform many of the data functions detailed in this contract. The CRS consists of one or more computers and all associated support hardware and software, including capacity to update data, store all data bases and perform efficient data query, develop reports, and provide

complete backup systems to safeguard data. The CRS also includes the Web server(s) to support the Internet Sales Channel and the Intranet link with Field Locations.

**5.2.2. Contractor Responsibilities.** The Contractor shall:

**5.2.2.1. CRS Performance Standard.** Provide sufficient high-speed capacity to handle data queries from all NRRS Sales Channels. Performance (response to sales queries measured from the Call Center to the CRS) shall not be allowed to degrade by more than 50 percent between the fastest response time and slowest response time measured each hour during a month.

**5.2.2.2. Web Server Capacity.** Provide Web server(s) with sufficient capacity to support activities at all times up to 95 percent of peak demand. Performance (response to user requests measured from the Agency network node to the CRS) shall not be allowed to degrade by more than 50 percent between the fastest response time and slowest response time measured each hour during a month.

**5.2.2.3. Programming Language.** The Oracle data base conforms to the programming standards used by the Agencies. Oracle is the preferred data base, but other data base programs may be used, provided they meet all of the following specifications:

**5.2.2.3.1.** Relational Data Base Management Systems (RDBMS) technology that meets SQL ANSI standards.

**5.2.2.3.2.** User/role-based security.

**5.2.2.3.3.** Backup and recovery capability to prevent any loss of data.

**5.2.2.3.4.** Import/export capability for alpha, numeric, and graphic information.

**5.2.2.3.5.** Direct file or flat file load capability usable with agency RDBMS.

**5.2.2.3.6.** Replication capability (based on predetermined time frame/frequency).

**5.2.2.3.7.** Archival/audit capability.

**5.2.2.3.8.** Open data base connection capability (ODBC).

**5.2.2.3.9.** Web server interface-middleware.

**5.2.2.3.10.** Connection capability through existing firewalls, while providing full network security at a level approved by the COR.

**5.2.2.3.11.** RDBMS must keep abreast with upgrades to the operating system and telecommunication protocols. The RDBMS should stay within two versions of the latest release throughout the life of the Contract.

**5.2.2.3.12.** Install a query tool of the Agency's choice and assist in mapping their table structures to be addressable by the query tool.

**5.2.2.3.13.** Not applicable.

**5.2.2.4. Double-Bookings and Quota Bumps.** Prevent double-booking of reservations for recreation facilities or activities or Quota Bumps in the case of wilderness entry permits. If a double-bookings or Quota Bump should occur, provide notification to the COR immediately after discovery. The Contractor shall provide a report to the COR within five (5) business days as to the cause(s) and the Contractors proposed corrective action(s) along with milestones.

If, however, a customer departs a reserved facility early, the facility shall be available to the NRRS for further reservations or for local use, based on the booking window. In this case, the CRS shall permit booking the new customer into a site that is already in a “paid” status.

**5.2.2.5. Call-Handling Technology.** Support advanced call-handling technology required by the Call Center, Customer Service Desk, and NRRS Help Desk.

**5.2.3. Government Assistance.** The Agencies will:

**5.2.3.1. Program Ownership.** Not assert, acquire, or retain rights to any computer software programming developed for which the Government is not the author, except as specified in the following paragraph, Internet Web Pages.

**5.2.3.2. Internet Web Pages.** Retain, at the termination of this contract, exclusive rights to the Internet Web pages—i.e., to use, disclose, reproduce, prepare derivative works, distribute copies, display copies, and transport to a follow-on contractor the Web site pages designed and developed by the NRRS Contractor.

**5.2.3.3. Network Communications.** Provide Secure Sequel Net on the client PC's at the NCMO.

## **5.3. Communications Systems.**

**5.3.1. Description.** Communications Systems encompass the voice and data transmission network required to link all users of the NRRS with the CRS, including the public, all Sales Channels, Field Locations, Agency management, participating organizations (concessionaires and lessees), and supporting organizations (such as designated banks and communications network providers).

### **5.3.1.1. Characteristics.**

- Direct connection (such as through the Call Center).
- Connection through an intermediary system (such as Internet).
- Full-time, high-speed connections from Contractor to Agency networks.
- Innovative and cost-effective ways to communicate with remote Field Locations that are without phone lines or cell phone coverage.

### **5.3.1.2. Major Components.**

- Voice and data communications throughout the NRRS.
- Intranet connections with Field Locations.
- Applications programming interfaces (API's).
- Fax transmission to customers and Field Locations.
- E-mail communications throughout the NRRS.

**5.3.2. Contractor Responsibilities.** The Contractor shall:

#### **5.3.2.1. General.**

**5.3.2.1.1. Capacity.** Provide sufficient capacity to handle the initial startup load and provide for phasing of additional capacity as usage of communications channels increases.

**5.3.2.1.2. Protection.** Provide systems that will assure that the public can not gain access into Agency networks with this system.

**5.3.2.1.3. Communications With Field Locations.** Provide several alternative means of communicating with Field Locations, including:

- Online.

- Two-way batch update.
- E-mail.
- Fax.

The preferred method(s) of communications will be identified in the inventory data base along with the appropriate addresses and telephone numbers.

**5.3.2.1.4. Communications Options.** Within 6 months of contract award and annually thereafter, provide options and associated costs for innovative, state-of-the-art, cost-effective communications (voice and data) to support remote Field Locations that do not have access to land lines or cell phone transmissions. This list must be approved by the COR and provided to Agencies for use in upgrading their communications with these remote locations. The Contractor shall support these options for communications within 120 days of notification by the COR.

#### **5.3.2.1.5. Transmission of Reports.**

**5.3.2.1.5.1. Daily Arrival Reports.** Provide a Daily Arrival Report (DAR) to all operational Field Locations either through the FRP, by e-mail, or by fax. The initial DAR delivery for a Field Location shall begin 14 days prior to the opening date. The FRP is the preferred method for receiving the Daily Arrival Reports if the equipment is operational at a Field Location. If the Field Location does not have the FRP, the preferred method of delivery is by e-mail message. Field personnel will determine the method of transmission that will work for them and record their requirement in the inventory data base. All DAR's shall be transmitted so that they have time to arrive at the Field Location by 6:00 a.m. local time, each day (see Attachment C-3, Paragraph 2.1).

**5.3.2.1.5.2. BWCAW Permit Reports.** Provide three (3) Quota Availability Reports, two (2) times each day (early morning and early afternoon) to designated locations on a daily basis throughout the recreation season.

**5.3.2.1.6. Telecommunications Network Provider.** Select the telecommunications provider for the NRRS from the Government-provided FTS2000 communications network services (or its successor contract) or any other major telecommunications network. Use of other telecommunications network providers will be based on their capacity to provide services that are equal to the quality, reliability, reporting capabilities with comparable total costs for services provided under the FTS2000 contract. The Contractor shall notify the COR of any changes in his or her telecommunications provider.

#### **5.3.2.2. Voice Communications.**

**5.3.2.2.1. Communications Lines.** Provide and operate long-distance voice communications lines to the Contractor's work area(s) that have sufficient capacity to meet

contract requirements. Provide telecommunications-device-for-the-deaf (TDD) communications to appropriate parts of the Contractor's work area(s) to facilitate equal customer access to the NRRS.

#### **5.3.2.2.2. Toll Free Telephone Lines.**

**5.3.2.2.2.1. Customer Lines.** Furnish, at Contractor expense, separate toll-free telephone service for customers to access the Call Center and the Customer Service Desk from anywhere within the United States. In addition, provide the following: a toll free line for customers to access BWCAW permit sales agents; a toll free line for the Cooperators and agency personnel to access Customer Service concerning BWCAW issues; and a separate toll free line for Quick permits. Provide Telecommunication Device-for-the-Deaf (TDD) communications to appropriate parts of the Contractor's work area(s) to facilitate equal customer and field access to the NRRS services. The Contractor may provide toll free telephone service from Canada or Mexico to the Call Center.

**5.3.2.2.2.2. Field Locations Access Lines.** Furnish, at Contractor expense, toll-free telephone and fax service for field personnel to access the NRRS Help Desk from Field Locations and Entry Stations, throughout the United States.

**5.3.2.2.3. Toll Lines.** Furnish toll-charge phone access to the Call Center and Customer Service Desk for customers outside the United States.

**5.3.2.2.4. Return of Phone Numbers.** Return the toll-free telephone numbers used by the Call Center, the Customer Service Desk, the NRRS Help Desk and the TDD lines, to the Government at the termination of the contract.

#### **5.3.2.3. Data Communications.**

**5.3.2.3.1. Scalability.** Develop Communications Systems such that high-speed interfaces provided to specific Agency customers can be downscaled to provide much lower bandwidth connectivity to other Field Locations while retaining similar functionality.

**5.3.2.3.2. Connection to Agencies.** Provide high-speed, data quality communications connectivity between the NRRS and the nearest node on each Agencies network. These connections shall have sufficient capacity to meet all contract requirements.

**5.3.2.3.3. Network Connections.** Provide online, Intranet access to an IP network connection between the remote Field Locations and the Contractor.

**5.3.2.3.4. Low-Speed Communications.** Support the ability to access the data using technologies that include cellular and satellite phones at data rates as low as 4,800 bps.

**5.3.2.3.5. Communications With Field Locations.** Support four primary means of communicating with Field Locations:

**5.3.2.3.5.1. Online.** Provide a real-time connection between the CRS and selected Field Locations or Agency locations so that they have access to all inventory in the NRRS on a real-time basis. This online connection is required for Field Locations and designated Agency locations where reservation and/or permit processing volume is high and/or where communications costs can be justified and Agency network connections to the site can easily be made.

**5.3.2.3.5.2. Two-Way Batch Update.** Provide a two-way electronic communications link by dial-up method using a modem. This offline-type connection is used at Field Locations that have computers and communications capability, but do not have as high a volume of reservations as online sites. Communications shall have functionality that is similar to online systems.

**5.3.2.3.5.3. Fax.** Provide for fax communications from the Contractor to Field Locations that do not have computers or existing dial tone connections. Fax messages will usually be sent to the fax machine nearest to the Field Location (which could be miles from the Field Location).

**5.3.2.3.5.4. E-Mail.** Provide for a full range of Email communications between the Contractor and Field Locations.

**5.3.2.4. Internet Communications.** Furnish, at Contractor expense, dedicated high-speed data communications from the Contractor to the nearest full-service Internet node. Provide software that interacts effectively with the users and the System, and sufficient Internet bandwidth connection to ensure timely response to customer requests over the Internet.

#### **5.3.2.5. Fax Communications.**

**5.3.2.5.1. Fax Transmission.** Provide the ability to fax information to Agency and Field Locations, and to accept fax information from Agencies. The Contractor shall retain a log of all incoming messages and ensure the messages are delivered in a timely manner to the appropriate work unit for action.

#### **5.3.2.5.2. Fax-Back Service.**

**5.3.2.5.2.1. Customers.** Provide the ability to transmit fax-back messages to customers where cost-effective (e.g., confirmation notices, data sheets on recreation areas, etc.).

**5.3.2.5.2.2. Field Locations.** Provide the ability to receive phone requests for standard reports and to transmit them back to Field Location.

**5.3.2.6. Intranet Communications (If Intranet Browser-based Applications are Used).** Provide all hardware, software, and network capability for the NRRS that is necessary to support all field personnel (including persons with disabilities—see Section H, paragraph 11) and Agency staff in successfully accessing the NRRS using Web browsing interfaces and tools, and Intranet connectivity.

**5.3.2.6.1. Intranet Development.** Develop and maintain an Intranet connection for the sole purpose of communicating with Field Locations, the NCMO, and Agency/concessionaire/lessee management.

**5.3.2.6.2. Intranet Connections.** Furnish, at Contractor expense, sufficient dedicated, high-speed data communications from the Contractor work site to the nearest authorized Agency network node for each participating Agency.

**5.3.2.6.3. Intranet Protocols.** Support Intranet data transfer to all Field Locations that have electronic access to the NRRS. Data communications traffic to Agency sites shall use TCP/IP protocols and Web browser technologies.

**5.3.2.6.4. Web Browsers.** Determine which one of the 2 industry standard web browsers will provide the best results for its application. Maintain and support the current version and the previous version of this web browser for a minimum of 3 years. After that time, the Contractor may propose, for approval by the COR, another Internet browser for use during the at least the next 3 years.

### **5.3.2.7. Applications Programming Interfaces (API's).**

**5.3.2.7.1. Link to Designated Bank.** Furnish, at Contractor expense, a high-speed interface to the Government-designated bank card processing center and lockbox bank that meets the requirements of the bank and is approved by the COR. Contractor processes for handling bank card clearances shall be designed to minimize overall processing time.

**5.3.2.7.2. Link to the NRRS Contract Management Office (NCMO).** Provide data electronically to the NCMO. (*Note:* These data will be used by the Agency in tracking financial transactions, developing reports, auditing overall system performance, and providing the basis for all payments to the Contractor and other participating parties.)

**5.3.2.7.2.1. Data Transfer.** Provide the ability for the NCMO to receive real-time data from any or all NRRS data bases. Data requirements include the ability to move files using the FTP protocol. Files to be moved include:

- Data base exports of all reservation data.
- Financial transaction data.
- Performance and call detail data.

**5.3.2.7.2.2. Data Structure.** Provide to the COR for approval the structure of the data base exports and other files moved to the NCMO.

### **5.3.2.7.3. Future Sales Channels.**

**5.3.2.7.3.1. API Definition.** Provide API documentation, including firewall specifications, that describes an industry-standard, open-architecture protocol for the API, for use by Future Sales Channels in making reservations through the NRRS. Documentation must be approved by the COR.

**5.3.2.7.3.2. Requirements.** Ensure that the API is usable from an IP-connected remote system. The API shall include appropriate firewalls to protect this interface.

**5.3.2.7.3.3. API Activation.** Activate the API within 120 days of notification by the COR. The Contractor shall participate in planning and coordination sessions with the Sales Channel representative(s) and the COR concerning activation and use of the API.

**5.3.2.8. E-Mail Communications.** Provide a two-way e-mail communications interface through existing Agency communications gateways to the addresses shown in the inventory data base for Field Locations and the NCMO.

**5.3.2.8.1. Availability.** Provide e-mail communications to Field Locations identified in each of the inventory phases as they come online.

**5.3.2.8.2. Check Mail.** Read e-mail at least twice per day. The Contractor shall respond to e-mail requests within 24 hours of receipt.

**5.3.2.8.3. Protocols.** Provide e-mail connectivity to the Agencies through IP/SMTP, OSI/X.400, or IP/X.400 protocols.

**5.3.3. Government Assistance.** The Agencies will:

**5.3.3.1. Access to FTS2000.** At the Contractors request, authorize the Contractor to use the FTS2000 telephone network as a Designated Agency Representative. (Note: Attachment S-2 provides information on the current estimated cost of services to be paid by the Contractor).

**5.3.3.2. Paragraph Deleted.**

**5.3.3.3. Access to Agency Communications.** Provide the ability for the Contractor to directly link into the Agency network(s) through appropriate firewalls in order to maximize use of existing systems (i.e., to utilize e-mail and to increase responsiveness for the Intranet connections). The Agencies will provide PPP in-dial services for access to the Contractor's system.

**5.3.3.4. Large Data Transfers.** Coordinate with the NRRS Contractor when there is a requirement for transfer of large data files.

**5.3.3.5. In-Dial Capability.** Provide existing IP in-dial configurations to support remote Field Locations. This in-dial will often be used for access to NRRS through the Agency in-dial and network connections.

**5.3.3.6. Hardware.** Provide Agency networks to Field Locations, including hardware, software, and communication lines. Provide the use of PC's at Agency-operated Field Locations to support the NRRS. Concessionaires and lessees will provide their own hardware and connection to Agency networks.

**5.3.3.7. Distribution Lists.** Provide a comprehensive list of e-mail addresses for use by the Contractor in providing information and notification of service outages.

## **5.4. Field Reservation Program (FRP).**

**5.4.1. Description.** The FRP includes Contractor-developed and provided Intranet browser or Windows 95 or Windows NT, 32 bit based program that provides on-line and off-line recreation reservation management capability at Field Locations. The FRP provides, at a minimum, the ability to obtain current information on reservations from the CRS for the individual Field Location at any time and make sales of reservations for the local site. The FRP must be able to: Log-in customers as they arrive; process bank card authorizations through the Contractor; print receipts for bank card transactions and confirmation notices; and operate off-line for at least 24 hours while still handling walk-up customers, local reservations and other functions.

**5.4.2. Contractor Responsibilities.** The Contractor shall:

**5.4.2.1. Development Platform.** Develop the FRP as either an Intranet-based application or as a client/server application. The Contractor shall select and implement the optimum development platform for the FRP using current, robust programming tools. The Contractor shall evaluate every two years, the full range of programming tools currently available and their application to the development platform. The evaluation will focus on the ability of these tools to provide increased functionality and/or lower costs to the Agencies. If another platform provides the benefits described above, the Contractor shall submit a time line for development and implementation. The results of this evaluation will be provided to the COR for approval.

**5.4.2.1.1. Intranet Application.** Develop and implement the FRP as an Intranet application that will operate on standard PC's with Windows 95 or Windows NT , 32 bit operating system (or successor program) and current Web browser interfaces. The Contractor shall make maximum use of industry-standard commercial off-the-shelf technology and the data base must be Internet aware.

**5.4.2.1.2. Client/server Based Application.** Develop and implement the FRP as a client/server based application that will operate on industry standard PC's equipped with Windows 95 or Windows NT, 32 bit operating system (or successor program).

**5.4.2.2. Capability of the FRP.** Develop and update the FRP software throughout the life of the contract so that it will meet all of the contract specifications. It should provide a seamless connection between the CRS and the Field Locations. The FRP shall include all supporting software (that which is in addition to the Windows 95 or Windows NT operating system and Internet browser, if applicable). It shall include all programming necessary to accommodate real-time data updates online, or two-way batch updates automatically or at user selection. The Contractor shall design the FRP to provide as a minimum:

**5.4.2.2.1. Local Reservation Sales.** Provide the ability for the automatic transfer of control of the inventory at a field site from the CRS to the Field Location based on the cut-off date.

**5.4.2.2.2. Off-Line Reservation Management.** Provide the capability for field personnel to operate all of the functions of the FRP while in the off-line mode (except for the sale of advance reservations and bank card processing which require connection to the CRS).

**5.4.2.2.3. Uploading of Data.** Provide the capability for Field Locations operating in an off-line capacity to upload their data on local sales and other necessary information to the CRS on at least a daily basis.

**5.4.2.2.4. Printing.** Generate permits, receipts, reservation confirmations, and notices.

**5.4.2.2.5. Data Storage at the Field Location.** The FRP must be able to support the storage of data for the individual Field Location for at least 60 days (30 days on either side of the current date). Store current recreation facility site status data.

**5.4.2.2.6. Customer Tracking.** Track, identify, and show locations of customers by site, including vehicles and others in the party.

**5.4.2.2.7. Fee Calculation.** Calculate use fee totals and document any reductions in fees, such as for Golden Age or Golden Access Passports.

**5.4.2.2.8. Limits Tracking.** Show and alert when the carrying capacity or customer stay limits of a recreation facility or activity have been reached.

**5.4.2.2.9. Differential Pricing.** Allow at least three levels of differential pricing for recreation facilities and activities.

**5.4.2.2.10. Requests for Refunds.** Generate use fee, credit voucher and refund requests and transmit them to the CRS.

**5.4.2.2.11. Unique Messages.** Generate unique messages that can easily be changed and printed on permits, receipts, and confirmations.

**5.4.2.2.12. Registers.** Generate remittance registers for all cash and check transactions.

**5.4.2.2.13. Authorized Software.** Utilize certified software from the designated bank card processing center for transmitting bank card data from Field Locations to the Contractor for authorization by the bank.

**5.4.2.2.14. Golden Age/Access Passports.** Document the sale of Golden Age and Golden Access Passports.

**5.4.2.2.15. Other Fees.** Accept and record sales of optional recreation facilities and activities offered at Field Locations but not collected in advance by other Sales Channels, such as extra-vehicle fees.

**5.4.2.2.16. Other Sales.** Document collection of monies for services or supplies that are not directly associated with the collection of recreation use or service fees (e.g.,

day use fee receipts, group shelter fees, and miscellaneous receipts). Note: some of these sales will be deposited to different accounts.

**5.4.2.2.17. Multilevel Security System.** Provide user access and program security and safeguards for more than one user of the local program. The FRP shall provide multiple levels of password security so that field managers can access data for all users at their Field Locations. Provide the capability to prevent un-authorized access to bank card information.

**5.4.2.2.18. Audit Trail.** Track, manage, and provide audit data for more than one user of the same local access to the FRP. The audit trail shall be uploaded to the CRS at the time of the next connection.

**5.4.2.2.19. Sales Time.** Track time required for each permit to be completed.

**5.4.2.2.20. Other Use Fees.** Record daily totals for day use fee collections.

**5.4.2.2.21. Bank Card Processing.** Support bank card processing through the CRS via on-line or dial-up connection to the CRS. Program shall be designed to support bank card readers and when used, automatically capture customer data and apply it to the proper data fields in the program. Bank cards shall be processed for “approval” as soon as received from the Field Location.

**5.4.2.2.22. Point of Sale (POS).** Provide fully integrated POS capability for new hardware/software installations, including acceptance of bank card data. The software shall be designed to support a variety of commercially available bank card readers, receipt printers, and cash drawers. The Contractor shall provide lists of hardware that the software will support to the COR for approval. The software shall be designed to operate correctly without one or more parts of the POS hardware. Some POS features (such as for bank card clearance) may be operational only when the FRP is connected to the CRS.

**5.4.2.2.23. Performance Requirement.** Provide a streamlined check-in process within the FRP so that it is capable of handling many customers in rapid sequence at Field Locations, including queues of people waiting to check-in at campgrounds or to purchase tickets for activities during peak use periods.

**5.4.2.2.24. Management Access.** Provide the capability for Agency/concessionaire/lessee management to use a simplified version of the FRP or a web browser to access the NRRS reports menu and download reports.

**5.4.2.2.25. Data Storage at the Field Location.** The FRP must be able to support the storage of data for the individual Field Location for at least 60 days (30 days on either side of the current date).

**5.4.2.2.26. Backup of Data.** Provide capability for field personnel to backup NRRS data on to the computer hard disk or floppy disk.

**5.4.2.2.27. Recording Local Sales Data.** The FRP shall be capable, at the discretion of the Agencies, to record and track data on all reservation sales at Field Locations and transmit it to the CRS. Thus the NRRS will be capable of maintaining a single source of data on all types of sales activity at specific Field Locations.

**5.4.2.2.28. Software Updates.** Provide the ability to update the FRP remotely from the Contractors work area.

**5.4.2.3. Look and Feel.** Program the software to be user friendly and easy to learn and operate, with point-and-click selections, easy-to-use menus, simple and quick steps for processing arriving customers, easy access to reports on status of facilities, use of graphical depictions of facilities, and one-step printing of receipts and reports.

**5.4.2.4. Software Design.** Optimize all aspects of the FRP software design so that it will operate effectively on relatively slower speed PC's. Assure through the design of the software that the recommended PC configuration for one year would not have to be replaced in the next 2 years.

**5.4.2.5. Testing Annual Software Revision and/or Upgrade.** Provide the FRP software for acceptance testing, prior to approval by the COR for distribution to participating Field Locations.

**5.4.2.5.1. Testing Procedure.** Notify the COR when the annual revision or an upgrade to the FRP is ready for testing. Provide support to Field Locations to implement testing of the software at three to five "pilot" sites. Once this software is given approval by the COR for expanded testing, the Contractor shall provide support for acceptance testing at up to 25 Field Locations for a period of up to two months. The Contractor shall provide Help Desk support for the test sites as well as an efficient turn-around time from the developers on fixing identified issues and/or software "bugs".

**5.4.2.5.2. Approval.** Satisfactorily resolve all identified issues within the appropriate time lines and submit the annual revision and/or upgrade to the COR for approval, prior to any distribution of the software to other Field Locations.

**5.4.2.5.3. Paragraph Deleted.**

#### **5.4.2.6. Communications Between Contractor and Field Locations.**

**5.4.2.6.1. Online.** Provide the capability for the FRP to operate in real-time with the CRS for most of each workday. Reservations completed by any Sales Channel for a specific Field Location shall be immediately available throughout the NRRS.

**5.4.2.6.2. Two-Way Batch Update.** Provide the capability for the FRP to make a brief, dial-up connection from PC's at Field Locations to the CRS in order to make NRRS reservations. For management and accounting purposes, the FRP shall also have the capability to receive a nightly download of NRRS reservation data from the CRS and to upload data on field sales from the FRP.

**5.4.2.7. Operation During Emergencies.** Provide the capability for the FRP to handle routine reservation management issues at Field Locations offline for up to 24 hours. This capability shall provide flexibility for emergency situations, such as circuit outages or other network-related problems. The FRP shall be capable of receiving and transmitting a full record of all current transactions when the emergency situation is over.

**5.4.2.8. Annual Revision of FRP Software.** Perform an annual revision of the software program.

**5.4.2.8.1. Identify Changes.** Provide all users of the FRP with the opportunity to comment on the operation of the program and to make suggestions for improvements. Field recommendations will be channeled through an NRRS approval process. In addition, the Contractor shall identify any other improvements that will make the program easier to use, faster and more cost-effective, while keeping it state-of-the-art. No changes shall be made to the FRP without COR approval.

**5.4.2.8.2. Comprehensive Revision.** Complete a comprehensive revision of the FRP by January 15 of each year. The revision may range from simple changes to a complete reprogramming if the initial programming is not capable of effectively handling the needed changes. The Contractor shall:

- Distribute the revised program to all authorized users, along with an updated system user guide, by February 1 of each year.
- Provide users with a summary of the changes made.

**5.4.2.9. Capacity of Computers.** The Contractor shall provide initially in their proposal and to the COR for approval, annually thereafter on October 1<sup>st</sup>, their recommendation for the "minimum" and "recommended" configuration for PC hardware

necessary to operate the FRP. The Contractor shall support the approved configuration so that it will satisfactorily operate the FRP for at least three field seasons.

**5.4.2.10. Deployment of FRP Software.** Develop a detailed deployment plan for Field Locations that are: “on-line”, “closed” for the season and those that have major failures (software and/or hardware that necessitate the reloading of the FRP software/database) during the operating season. The plan shall specify the methodology and time line for the distribution of software upgrades, annual revisions and/or software patches. Deployment to “closed” Field Locations shall be at least 30 days prior to the date that the sites open for the recreation season. Submit the deployment plan to the COR for approval at least 30 days prior to any planned software distribution.

**5.4.3. Government Assistance.** The Agencies will:

**5.4.3.1. Computers.** Provide at Agency-identified Field Locations, PC computers and dial tone connections. The computers will be capable of operating Windows 95 or Windows NT 4.0 and subsequent versions of the operating system and the current version or its immediate predecessor of the Contractors-selected Web browser (if required by either the design of the FRP or reports retrieval procedures).

**5.4.3.2. POS Hardware.** Provide, at the Agencies’ discretion and cost, POS hardware at Field Locations, including bank card readers, receipt printers, and cash drawers that meet NRRS standards and are supported by the NRRS.

**5.4.3.3. Communications.** At Agency discretion, provide all the equipment and infrastructure necessary to obtain a dial tone at specific Field Locations, if feasible.

**5.4.3.4. FRP Software Testing.** At the NRRS discretion, the Agencies will provide up to 25 Field Locations for “pilot” and acceptance testing of the annual revisions and software upgrades.

## **5.5. Permit Management Program (PMP).**

**5.5.1. Description.** The PMP includes Contractor-developed and provided Intranet browser-based program that provides on-line permit management capability at designated locations. The PMP provides, at a minimum, the ability to obtain current information on permits from the CRS for the individual Entry Point(s) at any time and issue permits for the local Entry Point. The PMP must be able to: Log-in customers as they arrive; issue Quick permits, sell Seasonal Fee Cards; process bank card authorizations through the Contractor; print receipts for bank card transactions, confirmation notices, permits and daily operational reports.

**5.5.2. Contractor Responsibilities.** The Contractor shall:

**5.5.2.1. Development Platform.** Develop the PMP as an Intranet-based application. The Contractor shall select and implement the optimum development platform for the PMP using current, robust programming tools. The Contractor shall evaluate every two years, the full range of programming tools currently available and their application to the development platform. The evaluation will focus on the ability of these tools to provide increased functionality and/or lower costs to the Agencies. If another platform provides the benefits described above, the Contractor shall submit a time line for development and implementation. In either case, the Contractor shall make maximum use of industry-standard commercial off-the-shelf technology and the data base must be Internet aware. The results of this evaluation will be provided to the COR for approval.

**5.5.2.2. Capability of the PMP.** Develop and update the PMP software throughout the life of the contract so that it will as a minimum, meet all of the contract specifications. It should provide a seamless connection between the CRS and designated locations. The PMP shall include all supporting software (that which is in addition to the Windows Operating System and Internet browser). It shall include all programming necessary to accommodate real-time data updates online. The Contractor shall design the PMP to provide as a minimum:

**5.5.2.2.1. Local Permit Sales.** Provide the ability for the automatic transfer of control of the inventory at an Entry Point from the CRS to the designated location.

**5.5.2.2.2. Printing.** Generate permits (using either laser or impact printers), customer receipts, confirmations, notices at the designated issuing station.

**5.5.2.2.3. Customer Tracking.** Track, identify, and show locations of customers by Entry Point, including the Party Leader and number of members and scheduled departure date/location. In addition, the program shall be able to record, track and display all applicable items that are listed in Paragraph 4.4.2.7.1 above, Transaction Records. These searches shall be incorporated into the PMP software. Search results shall be viewable on the screen and the user shall be able to directly print the information presented. These searches shall initially include as a minimum, the following:

- Seasonal Fee Card.
- User Account.
- Cancelled Inventory.
- Reservation.
- Lottery Results.
- Entry Point.
- Entry Point – List by Permit Type.

**5.5.2.2.4. View Customer Information.** Also provide authorized field personnel the ability to access all customer information listed on a permit including any comments, notes or remarks that may be recorded on the permit.

**5.5.2.2.5. Fee Calculation.** Calculate use fee totals and document any applicable reductions in fees, such as for Golden Age or Golden Access Passports, youths and customers with Seasonal Fee Cards.

**5.5.2.2.6. Quota Limit Tracking.** Provide notification to the NRRS staff when any of the permit quotas at an Entry Point have been reached or exceeded. If an Entry Point quota is exceeded, send a report documenting the cause and the proposed corrective action.

**5.5.2.2.7. Differential Pricing.** Allow at least three levels of differential pricing for recreation permit activities.

**5.5.2.2.8. Requests for Refunds.** Generate all refund related transactions to include credit voucher and refund requests and transmit them to the CRS.

**5.5.2.2.9. Unique Messages.** Reserved.

**5.5.2.2.10. Registers.** Generate remittance registers for all cash and check transactions including the BFC.

**5.5.2.2.11. Authorized Software.** Utilize certified software from the designated processing center for transmitting bank card data from the designated Entry Stations and other locations to the Contractor for authorization by the bank.

**5.5.2.2.12. Other Fees.** Accept and record sales of optional recreation fees offered at Entry Stations, but not collected in advance by any other Sales Channel, i.e. Seasonal Fee Cards only.

**5.5.2.2.13. Multilevel Security System.** Provide user access and program security and safeguards for more than one user of the local program. The PMP shall provide multiple levels of password security so that field managers can access data for all users at a designated location. Provide the capability to prevent un-authorized access to bank card information.

**5.5.2.2.14. Audit Trail.** Track, manage, and provide audit data for more than one user of the PMP at each Entry Station. The audit trail shall be continuously uploaded to the CRS as transactions occur. These data shall be immediately available for use by the NCMO.



#### **5.5.2.5.2. Testing Annual Software Revision and/or Upgrade.**

Provide the PMP software along with a list of all program changes and a revised System User Guide by March 1 annually for acceptance testing, prior to approval by the COR for distribution to designated locations. The Contractor shall complete all software changes and update the User Manual by April 1 or 30 days prior to the beginning of the recreation season.

**5.5.2.5.2.1. Testing Procedure.** Notify the COR when the annual revision or an upgrade to the PMP is ready for testing. Provide support to Entry Stations to implement testing of the software at agreed upon “pilot” sites. The Contractor shall provide Help Desk support for the test sites as well as an efficient turn-around time from the developers on fixing identified issues and/or software “bugs”. All testing and software modifications shall be completed by April 1 or 30 days prior to the beginning of the recreation season.

**5.5.2.5.2.2. Approval.** Satisfactorily resolve all identified issues within the appropriate time lines and submit the annual revision and user documentation to the COR for approval, prior to any distribution of the software to other locations.

**5.5.2.6. Communications Between Contractor and Permit Issuing Stations.** Provide the capability for the PMP to operate in real-time mode with the CRS during the Call Center operating hours throughout the recreation season. Permit sales completed by any Sales Channel for a specific Entry Point shall be immediately available throughout the NRRS.

**5.5.2.7. Deployment of PMP Software.** Develop a deployment plan that will specify the methodology and time line for the distribution of software upgrades, annual revisions and/or software patches and User Manuals. Incorporate the deployment plan as a part of the Annual Management Plan and submit to the COR for approval at least 30 days prior to any planned software distribution. Implement the software changes in accordance with the approved schedule.

**5.5.3. Government Assistance.** The Agencies will:

**5.5.3.1. Computers.** Provide at Agency-designated locations, PC computers with the Windows Operating System and Point-of-Sale hardware. The computers will be capable of operating the current version or its immediate predecessor of one of the two industry standard web browsers. The computers will be equipped with access to local printers (laser and impact) for printing permits and reports.

**5.5.3.2. Communications.** Provide telecommunications access to the Internet with sufficient band width to accommodate daily operations. In addition, provide phones, and fax machines for messages.

**5.5.3.3. Evaluation and Testing of the PMP Software.** Provide evaluation comments and a list of requested changes to the PMP software by September 1, each year. The Agencies will provide personnel to perform “pilot testing” of the software revisions beginning on March 1 each year.

## **5.6. NCMO Contract Management Program (NCMP).**

**5.6.1. Description.** The NCMP provides the NCMO and other locations designated by the COR, at a minimum the following: the ability to obtain current information on reservations and permits from the CRS for the individual Field Location(s) or Entry Point(s) at any time; the ability to access all NRRS financial transactions recorded on the CRS, data imported from the Designated Bank(s); the ability to run Contractor-provided reconciliation processes; and the ability to request distribution reports for each of the financial models. The NCMP software shall provide a high degree of security for authorized users along with audit tracking on all Sensitive Data.

**5.6.2. Contractor Responsibilities.** The Contractor shall:

**5.6.2.1. Development Platform.** Provide the NCMP as an on-line application with batch capabilities. The Contractor shall make maximum use of industry-standard, commercial, off-the-shelf technology. The Contractor shall evaluate every two years, the full range of programming tools currently available and their application to this development platform. The evaluation will focus on the ability of these tools to provide increased functionality, ease of use and/or lower costs to the Agencies. The Contractor shall submit the results of this evaluation and any proposal for changes, along with a time line for development and implementation for approval by the COR.

**5.6.2.2. Capability for the NCMP.** Provide the NCMP software throughout the life of the contract so that it will as a minimum, provide secure access to all NRRS data for authorized NCMO and Agency contract management personnel and meet all of the contract specifications. It should provide a seamless connection between the CRS and the NCMO, along with other locations designated by the COR. The NCMP includes all of the supporting software (that which is in addition to the Windows Operating System and Internet browser). It shall include all programming necessary to accommodate data review and updates online. The NCMP provides as a minimum the following:

**5.6.2.2.1. Security for NRRS Data.** Implement and maintain comprehensive internal and external security procedures to limit access to designated users and to protect all data within the NRRS data base in accordance with the approved Annual Management Plan. Provide a Contractor-developed, multi-level security system so that the COR can authorize individual access to the program as well as the level of access. Special attention

must be paid to protecting Sensitive Data that is contained within the data base from all unauthorized users.

**5.6.2.2.2. Audit Trail on Transactions.** Provide an audit trail log on all database transactions involving Sensitive Data. The log shall contain as a minimum the user ID and date/time of the transaction/change/deletion.

**5.6.2.2.3. Change Requests.** Respond to software programming change requests provided by the COR within fifteen (15) business days of receipt. Meet with the NCMO staff each fall to review the NCMP software. Work with the COR to identify changes, modifications and improvements that will assist the NCMO staff to perform their job more efficiently and effectively. Complete approved modifications within ninety (90) days, unless the Contractor provides a written response to the COR concerning the request and defines the reason(s) additional time is required along with the new proposed time line. Meet the COR approved time lines.

**5.6.2.2.4. Look and Feel.** Program the software to be user friendly and easy to learn and operate, with point-and-click selections, easy-to-use menus, simple and quick steps for performing financial processes, and easy access to reports.

**5.6.2.2.5. Inventory and Reservation Data.** Provide access to all inventory, reservation and customer information related to the NRRS contract as well as the ability to view and update Sensitive Data as required.

**5.6.2.2.6. Financial Management Data.** Provide software that enables NCMO personnel to perform all of the financial management requirements described in Paragraph 4.6. above and as discussed below. Provide access to all financial data that serves as the basis for financial management of the NRRS. This includes but is not limited to the following:

**5.6.2.2.6.1. Reconciliation.** Provide processes for authorized NCMO personnel to record, reconcile to customers Bank Card, bank checks, and denials provided by the Designated Bank(s) with the CRS. In addition, when records are not automatically reconciled, provide on-line capability to make corrections necessary and properly process the corrections to assure proper distributions to all NRRS participating parties.

**5.6.2.2.6.2. Processing of Financial Data.** Provide the mechanisms and reports to match all revenues to bank deposited receipts. Reconcile all financial data available, including that received from the Designated Bank(s) or other authorized source, each Business day of the year.

**5.6.2.2.6.3. Develop Distribution Reports for Financial**

**Disbursement.** Provide processes that will calculate the amounts of funds that are reconciled and available for disbursement by the Government to participating Agencies and individual managing organizations.

**5.6.2.2.7. Viewing and Correction Capability.** Provide the capability for the NCMO staff and other authorized users to view reservation data, customer data and financial transaction data. Provide the capability to “drill-down” on the data elements presented to greater levels of detail. Provide the ability to correct selected Sensitive Data.

**5.6.2.2.8. Access to Reports.** Provide ready access to obtain a wide variety of management and financial reports both for viewing on the screen and for downloading into a file and printing.

**5.6.2.2.9. NRRS Data Tracking.** Provide the capability to track and view data on a wide variety of transactions ranging from: inventory changes including account parts; changes in all fees charged to the customer, including Reservation and Service Fees; all aspects of a reservation from sale including changes, cancellations, refunds, etc.; customer information data; and the ability to view the audit trail on any data base transaction.

**5.6.2.2.10. Performance Measurement Data.** Provide access to data in any of the data bases in the CRS necessary to monitor the Contractor’s performance measurements.

**5.6.3. Government Assistance.** The Government will:

**5.6.3.1. Identify the Financial Methodology.** Provide to the Contractor the COR’s determination of the appropriate financial methodology that shall be applied to all transactions for each Field Location and Entry Point.

**5.6.3.2. Secure Access.** Utilize Contractor-provided security procedures to authorize individuals access the NCMP software.

**5.6.3.3. Review Reconciliation and Reporting Errors.** Review Contractor-provided reconciliation and distribution reports and initiate corrections to the CRS, as necessary. The COR will report any anomalies in these processes to the Contractor for correction.

**5.6.3.4. Hardware and Software for the NCMP.** Provide PC hardware, the Windows Operating System and a current version of the Internet Browser as well as access to the Internet.

## 6. SALES CHANNELS

### 6.1. General.

**6.1.1. Description.** The Sales Channels are the primary interface between customers and the NRRS. The public will be able to purchase reservations or permits through each of the following Sales Channels: Call Center, Internet and Future Sales Channels (such as kiosk networks, third-party agents, multimedia to the customer's home, and other technologies when they become available). Reservation sales will be available through the Field Reservation Program (FRP) at designated Field Locations. Permit sales will be available through the Permit Management Program (PMP) at designated locations. Although Future Sales Channels are not part of this contract, the NRRS will support them when they become available. The following Contractor services are the basis for all payments to the Contractor (in accordance with the CLIN's defined in this Section and Section B of this contract):

- Call Center Sales Channel.
- Internet Sales Channel.
- Field Location Sales Channels.
- Recording and tracking for Field Locations.
- Support for Future Sales Channels.
- Permit Sales Channel.

**6.1.2. Contractor Responsibility.** The Contractor shall:

**6.1.2.1. Customer Service and Courtesy.** Train and manage all Contractor Sales Channels to provide prompt, courteous, respectful, efficient, and effective customer service at all times. The Contractor's staff shall present a demeanor that reflects positively on the NRRS and its mission, objectives, and critical success factors.

**6.1.2.2. Confirmation Notice.** Provide written confirmation for each completed reservation and permit in accordance the provisions of Paragraph 4.4.2.2, Confirmations, above. Each confirmation shall have a unique confirmation number, a summary of fees paid, and appropriate information or messages contained in the data base.

**6.1.2.3. Maps.** Implement an electronic map for each Field Location that has "reservable" facilities or activities in the Inventory database. Also, implement a map showing all of the Entry Points for each permit program within the NRRS. These maps shall be used by all Sales Channels as a tool to assist in providing information to the customers on specific Field Locations and as an aid in making reservations. In the event that maps are not available for a specific Field Location, the Contractor shall develop an alternative means of providing information on the Field Location, to the Sales Channels.

**6.1.2.4. Service to Customers Outside of the United States.** Provide the full range of reservation services specified in this contract, to customers residing outside of the United States.

**6.1.2.5. Payment for Reservations and Permits.** Collect payment-in-full for each reservation for a developed recreation facility and the appropriate partial fee for BWCAW permits at the time the reservation is made, based on the applicable fee structure in the NRRS database. The remainder of the permit fee shall be collected at the time the permit is picked-up for use. All payments shall be in U.S. Dollars. In addition, the Contractor shall collect any applicable fees related to changes to these reservations/permits. All software provided by the Contractor for field use shall have the same functionality as stated herein.

## **6.2. Call Center Sales Channel.**

**6.2.1. Description.** The Call Center will take customer calls via toll-free phone systems (TDD and voice—see Section H, paragraph 10), provide customers with information about recreation facilities and activities listed in the inventory data base, handle reservation requests, check availability, make alternative facility referrals, calculate customer fees, process transaction data, confirm final reservation data with the customer, provide confirmation notice, and process requests for refunds through the CRS. In addition, process all customer or agency-initiated changes to the reservation(s).

**6.2.2. Contractor Responsibilities.** The Contractor shall:

**6.2.2.1. General.** Operate a full-service Call Center for the sale of reservations at Federal recreation facilities and the future sale of reservations for Federal recreation activities. The Contractor shall provide all aspects of this service, including facilities, workstations, computers, network connectivity, advanced call-handling technology (e.g., computer telephony interface (CTI)), trained staff, and experienced supervision. All aspects of this service must be sized to satisfy customer call demand on a daily basis. This work shall include not only the requirements in this paragraph, but also all of the facilities, equipment, and staff necessary to provide this Sales Channel, as specified in this contract.

### **6.2.2.2. Operating Period.**

**6.2.2.2.1. Days of the Year.** Operate the Call Center to accept reservations throughout the year, with the exception of New Year's, Thanksgiving, and Christmas Days.

**6.2.2.2.2. Peak Season.** Operate the Call Center from 8 a.m. to 12 midnight Eastern Time from April 1 through Labor Day of each year.

**6.2.2.2.3. Off Season.** Operate the Call Center from 10 a.m. to 7 p.m. Eastern Time from the day after Labor Day through March 31 of each year.

**6.2.2.2.4. Startup and Additions of Large Blocks of Inventory.** Operate the Call Center on the peak-season schedule during the startup of the NRRS and during major additions of inventory to the NRRS if they occur during off season. The peak-season schedule shall remain in effect until customer demand can be accommodated with the off-season schedule.

**6.2.2.2.5. Alternate Schedule.** Submit proposed changes in the Call Center schedule to the COR for approval. Proposed changes shall be based not only on customer demand, but also on the ease of informing the public about the service hours.

### **6.2.2.3. Communicating With Customers.**

**6.2.2.3.1. Language.** Communication shall be in English; other languages may be required if there is a demonstrated demand and the requirement for additional languages is approved by the COR. Verbal communication shall be made using clear pronunciation that is easy for customers to understand. Alternate forms of communication shall be provided for persons with hearing or speech impairments (see Section H, paragraph 10).

**6.2.2.3.2. Information Requests.** Provide the capability to handle information requests from customers. Experience with existing recreation reservation contracts indicates that these calls may be as high as 60 percent of total calls handled by the Call Center. These types of calls include requests for information on:

- Recreation sites and procedures for making future reservations.
- Non-reservation issues involving participating Agencies.
- Other Federal agencies.

The Contractor shall develop procedures to handle these and other types of calls for information. Requests for information unrelated to the NRRS shall be referred as quickly as possible to other information sources.

**6.2.2.4. Advanced Call-Handling Technology.** Implement a comprehensive communications system that utilizes advanced call-handling technology, including CTI, to effectively route customer calls and to respond to changes in customer demand and call volumes. The Contractor shall make data from this system available to the CRS on a real-time basis.

**6.2.2.5. Approval of Phone Messages and Sales Agent Scripting.** Develop and refine over the life of the contract, all phone messages and the scripts used to

communications with customers, including sales/customer service agent scripts and “on-hold” and “closed” messages. The script(s) shall be provided to the COR for approval, initially and when changes are made. The Contractor shall use only approved scripts. The Contractor shall review all messages each January to assure that they are accurate and to look for opportunities to improve the quality and effectiveness of the information presented.

**6.2.2.6. Closing Reservation Sales.** Implement a comprehensive and effective sales approach that manages the inventory and all other functions required to close a reservation sale.

**6.2.2.7. Confirmations.** Verbally provide a unique confirmation number to customers who use the Call Center for reservation services.

**6.2.2.8. Rules at Field Locations.** Communicate rules and regulations provided in the inventory data base to the customer at the time the reservation is made.

**6.2.2.9. Contract Line Item.** Record each transaction made by the Call Center Sales Channel for any recreation facility as a pay item, in accordance with Section B of this contract, CLIN 1. Note: BWCAW Call Center reservations are charged per CLIN 6.

**6.2.3. Government Assistance.** The Agencies will provide the Contractor with reference sources to use in referring customers to other sources of information.

### **6.3. Internet Sales Channel.**

**6.3.1. Description.** The Internet Sales Channel serves two purposes: 1) It provides the general public with access to NRRS information and full reservation sales capabilities; and 2) It provides authorized agency and concessionaire locations with a full range of tools to make reservation sales for any Field Location within the NRRS. Internet service will provide information about NRRS inventory, site availability, prices and operating policies; maps and photographs of recreation facilities; the toll-free phone number for the Call Center; and the ability to use the Internet to make and pay for reservations and to issue confirmations.

**6.3.2. Contractor Responsibilities.** The Contractor shall:

**6.3.2.1. General.** Develop and maintain a full-service Internet Web site for the general public, that is capable of presenting customers with large quantities of information on participating recreation facilities and activities, and completing reservation sales. The Contractor-developed NRRS Web site shall facilitate customer trip planning on a self-help basis; provide detailed information on individual recreation facilities and activities; provide hypertext links to other Agency and governmental information resources; provide site availability; provide for bank card purchases of reservations through Internet; and enable the customer to change reservations, collecting the required additional funds (if any). In addition, the Contractor shall

provide secured access to a web site for participating NRRS personnel to access the full range of Internet reservation services available to the public. This work shall include not only the requirements in this paragraph, but also all of the facilities, equipment, and staff necessary to provide this Sales Channel, as specified in this contract.

**6.3.2.2. Availability.** Create and maintain a Web site that is operational 24 hours per day, 7 days per week, except as planned and approved for system maintenance/upgrades (see paragraph 5.1.2.3 above).

### **6.3.2.3. Web Page Design.**

**6.3.2.3.1. Format.** Meet the needs of different customers for information—visual and auditory. Web page design must meet the needs of persons with disabilities, affording fully accessibility to the Web site (see Section H, paragraph 11).

**6.3.2.3.1.1. Visual.** Materials presented shall be visually pleasing and available in text or graphic format.

**6.3.2.3.1.2. Auditory.** Selected materials shall be available for those who want information in auditory format.

**6.3.2.3.2. Intelligent Maps.** Implement a series of “drill-down”, national, regional, State and area maps so that the general public and NRRS personnel can identify the location of NRRS Field Locations and plan their trip accordingly. These maps should provide industry standard identification for major cities, highways (Interstate and State Highways as a minimum), and rivers. These maps shall be “intelligent” in that they will access the database and portray information from the database directly on the screen so that the customer will be able to identify the reservation status of a specific site. For example, a customer requesting a site for a 40-foot vehicle would see a map that would display information showing whether a site is available. In addition, the web site shall allow the customer to make reservations by links directly from the map page.

**6.3.2.3.3. Photographs.** Enable customers to click on a graphic symbol to view a photograph of the recreation facilities. Provide capability for up to three photographs per Field Location.

### **6.3.2.3.4. Hyperlinks.**

**6.3.2.3.4.1. Agency Web Sites.** Establish hyperlinks to Agency Web pages for additional information on the Agency, concessionaire, or lessee facilities, or for individual Field Locations, if available.

**6.3.2.3.4.2. Other Web Sites.** Provide a list of all hyperlinks to web sites for organizations or companies, outside of the participating Agencies, to the COR for approval prior to implementation.

**6.3.2.3.4.3. Data File on NRRS Web Pages.** Develop and update a data file that contains information (e.g., Field Location name; geographic location, URL, etc.) on the internal web page details for Field Locations. These data shall be sufficient to allow the Contractor or other organizations to “deep link” from outside Internet web sites to locations within the NRRS Internet Sales Channel, down to the Field Location level. Updates to the data file shall be provided at the end of each month, if changes are made in the CRS to the data that are contained in that file. The Contractor shall provide the Government with a copy of the file and updates. In addition, the Contractor may provide this data file to responsible agencies, entities, organizations and companies for the purpose of expanding public access to information on NRRS facilities and activities. Provide the COR with a list of the names of organizations that receive the data file.

**6.3.2.3.5. Complete Reservations.** Process customer and NRRS reservation data through secure connection to the data base and provide the customer with a confirmation notice.

**6.3.2.3.6. Web Browsers and Servers.** Provide hardware and software systems that are configured to operate properly throughout the term of the contract with the two leading commercial Web browser that are no more than one major release old at any time. The Web browsers shall be approved by the COR.

**6.3.2.4. Information.** Develop Internet Web pages as the primary means for the NRRS to distribute information about participating recreation facilities and activities.

**6.3.2.5. Earliest Access To Make Reservation on Internet.** Make inventory that becomes available each day for reservation, in accordance with the booking window, available to Internet customers at the same time as the opening hour of the Call Center. All customers shall have equal access to new inventory, regardless of the means used to access the NRRS.

**6.3.2.6. Update.** Evaluate the Web page design against the state of the art in Web page design every 6 months. Make appropriate changes in the appearance, ease of use, and functionality of the Web pages to better serve NRRS customers.

**6.3.2.7. Reservation Sales for NRRS Personnel.**

**6.3.2.7.1. Paragraph Deleted.**

**6.3.2.7.2. Confirmation Notices.** Provide user-selectable capability to receive a reservation confirmation notice immediately by e-mail or fax, if the customer does not already have an e-mail address or fax number. This will make it possible for the customer to receive a confirmation notice shortly after the completion of the reservation process.

**6.3.2.7.3. Handling Cash and Check Collections.** Provide a means for accepting and recording cash and check payments for reservation services. Provide web-based capability to capture and process all financial transactions that are processed by individual operators through this Sales Channel and print a Bill for Collection that will accurately report the financial transactions for the location by Operator ID. It shall also report the amount of cash and the checks that are included in each submittal to the Designated Bank.

**6.3.2.8. Secure Access.** Provide, in accordance with the Security Plan (paragraph 4.2.2.2.4.7 above), a comprehensive, state-of-the-art, security system that will control access to NRRS reservation and customer data on the web site so that only authorized Contractor and/or Government personnel can access these data.

**6.3.2.9. Contract Line Item.** Record each transaction (general public and NRRS personnel) made by the Internet Sales Channel for any recreation facility as a pay item, in accordance with Section B of this contract, CLIN 2.

**6.3.3. Government Assistance.** The Agencies will provide:

**6.3.3.1. Links to Agencies.** Hyperlinks from Agency Web pages to the Contractor's Web site.

**6.3.3.2. Support for NRRS.** NRRS information on their home pages.

**6.3.3.3. Server Site Name.** A fully qualified domain name for use on the NRRS Web server.

**6.3.3.4. Graphics.** Maps and photographs as they become available through the process of developing and updating inventory.

**6.3.3.5. Authorized NRRS Personnel.** List of authorized NRRS personnel who will be able to use the secured web site for the sale of reservations.

## **6.4. Support for Field Location Sales Channels.**

**6.4.1. Description.** Authorized Field Locations with electronic communications to the NRRS will become a Sales Channel for providing NRRS reservation services directly to customers. Reservation services will be available through the FRP from any participating Field

Location. The FRP will also handle the recording of all reservation sales to “walk-up” customers. Field Locations that do not have the necessary computer/hardware and communications dial-tone will not be authorized to make this type of reservation sales. The purpose of recording both the advance reservation and walk-up customer sales is to ensure that 100 percent of reservation sales and point-of-sale data at designated Field Locations are recorded at the Field Location and transmitted and recorded on the NRRS database.

**6.4.2. Contractor Responsibilities.** The Contractor shall:

**6.4.2.1. General.** Provide a full range of reservation sales services to staff at authorized Field Locations so that they can research the availability of a facility or activity at their specific Field Location, accept and process for approval bank cards for payment, and receive/print confirmation notices for the customer and record all point-of-sale items. The Contractor shall upload all sales data from these Field Locations with the Field Reservation Program each time a telecommunications connection is established and place the data in the CRS. This work shall include not only the requirements in this paragraph, but also all of the facilities, equipment, and staff necessary to support this Sales Channel from the Contractor’s work site, as specified in this contract.

**6.4.2.2. Access Times.** Provide authorized Field Locations full access to the CRS during the same operating hours as the Internet Sales Channel.

**6.4.2.3. Intranet.** Provide Intranet connectivity through Contractor and Agency networks to authorized Field Locations that have computers and communications dial tone.

**6.4.2.4. NRRS Reservation Sales.** Provide the ability for personnel at authorized Field Locations to make reservation sales (advance and walk-up) at their own location. These sales shall be processed through the Contractor-provided FRP to the CRS for approval prior to issuing a reservation confirmation. Record and track all other Recreation Use Fee transactions from the Field Location, including day use fees, sale of day use annual passes, sale of Golden Age Passports as well as other local sales.

**6.4.2.5. Training.** Provide in-depth, train-the-trainer type of training for the installation and operation of the FRP at Field Locations as defined in the training part of the Annual Management Plans.

**6.4.2.6. Ease of Use.** The FRP program will be designed to facilitate the rapid recording of sales data by field staff and will be easy for personnel to use. It will also contain a full “help” function to assist personnel with the proper use of the program.

**6.4.2.7. Contract Line Item.** Record each reservation by the Field Location Sales Channel using the FRP software, for any recreation facility as a pay item, in accordance with Section B of this contract, CLIN 3.

**6.4.3. Government Assistance.** The Agencies/concessionaires/lessees will provide computer hardware and operating system software and communications dial tone and personnel required to operate the FRP at authorized Field Locations, at no cost to the Contractor. The Field Locations that currently have this capability are identified in the site data base; Attachment S-3 shows header definitions, structure, and sample records for the site data base. The field computer hardware/software package will be capable of running, and have installed, the latest or immediately preceding version of a leading Web browser program in the United States (if the FRP is an Intranet-based application).

## **6.5. Recording/Tracking for Field Locations.**

**6.5.1. Description.** Agency and concession staff at Field Locations or designated management offices that do not have access to the Field Reservation Program or where that program is not currently operational will sell reservations to walk-up customers at their locations. The Field Location and designated management offices will also be able to sell various point-of-sale items. The Contractor will support these specifically designated Field Locations or management offices by recording and tracking local reservation sales through an Intranet-based software application.

**6.5.2. Contractor Responsibilities.** The Contractor shall:

**6.5.2.1. General.** Provide a full range of recording and tracking services to Field Locations and management offices specifically designated in the NRRS inventory data base. The Contractor shall provide an easy to use, secure, Intranet-based application that will facilitate the entering, collection and uploading of these data to the NRRS database. This work shall include not only the requirements in this paragraph, but also all of the facilities, equipment, and staff necessary to provide this service, as specified in this contract.

**6.5.2.2. Applicability.** Provide this service only to Field Locations that are specifically designated in the NRRS inventory data base.

**6.5.2.3. Accepting Data.** Develop an electronic data format for selected Field Locations to use in recording and transmitting local sales and point-of-sales data to the Contractor by Intranet application on a per use, batch submittal basis.

**6.5.2.4. Ease of Use.** Design the Intranet program to facilitate the rapid recording of sales data by field staff and will be easy for personnel to use. It will also contain a full "help" function to assist personnel with the proper use of the program.

**6.5.2.5. Recording Other Transactions.** Record and track all other recreation use fee transactions from the Field Location, including day use fees, sale of day use annual passes, sale of Golden Age Passports as well as other local sales.

**6.5.2.6. Training.** Provide in-depth, train-the-trainer type of training for the installation and operation of the FRP at Field Locations and designated management offices, as defined in the training part of the Annual Management Plans.

**6.5.2.7. Contract Line Item Number 4.** Record each batch submittal of data from designated Field Locations and management offices as a pay item in accordance with Section B of this contract, CLIN 4.

**6.5.3. Government Assistance.** Agencies will provide the computer, Internet browser software and the telecommunications or use of agency network connections necessary to access the Contractor-provided, Intranet program.

## **6.6. Support for Future Sales Channels.**

**6.6.1. Description.** Kiosks, third parties, multimedia to the home, and other technologies that are fully accessible (see Section H, paragraph 10) are expected to become NRRS Sales Channels in the future. The NRRS will have the capability to support these Future Sales Channels as they develop and become feasible. Providing these Sales Channels is not a part of this contract.

**6.6.2. Contractor Responsibilities.** The Contractor shall:

**6.6.2.1. General.** Provide a full range of NRRS services to Future Sales Channels for the sale of reservations for recreation facilities. The Contractor shall develop a standard API for use by other vendors in accessing the NRRS system; provide anti-virus software for all aspects of operations; provide firewall specifications for future vendors to meet; provide reservation booking services; process bank card approvals for any NRRS reservation sale; and provide confirmation notices at the conclusion of each reservation transaction. This work shall include not only the requirements in this paragraph, but also all of the facilities, equipment, and staff necessary to provide this Sales Channel, as specified in this contract.

**6.6.2.2. Support Services.** Provide a full range of reservation information and sales support to authorized Sales Channels if and when they are authorized by the CO.

**6.6.2.3. Interface.** Provide applications interface programming to accommodate authorized vendors of Future Sales Channels.

**6.6.2.4. Information.** Provide full access for these vendors to the reservation data bases.

**6.6.2.5. Bank Card Processing.** Provide bank card processing through the Government-designated bank for NRRS reservations made through these vendors.

**6.6.2.6. Contract Line Item.** Record each transaction made by Future Sales Channels for any recreation facility as a pay item, in accordance with Section B of this contract, CLIN 5.

**6.6.3. Government Assistance.** None.

## **6.7. Permit Sales Channel.**

**6.7.1. Description.** This sales channel provides for the sale of reservation activity permits for a number of different situations, including: wilderness access, wild and scenic rivers access and for the BWCAW. Many of these areas have unique requirements. To the extent that the addition of another management area is different, a new pricing scheme will be added under this overall CLIN. Each of these different programs will be described separately. However, each will include the capability to sell permits through the Call Center and over the Internet, as well as locally.

**6.7.2. Contractor Responsibilities to Support the Boundary Waters Canoe Area Wilderness (BWCAW).** The Contractor shall:

**6.7.2.1. General.** Provide the BWCAW permit process on the Superior National Forest with a complete reservation service with a back-up system inclusive of facilities, personnel, state of the art communications system technology, information and financial processing systems. Services include: booking reservation permit requests in advance for specific Entry Point quotas in the BWCAW through the Call Center, Internet, mail and fax; conducting a lottery for available quotas at the different Entry Points; selling advance reservations for permits during the recreation season; collecting and processing reservation and user fees; sending original permits to Cooperators; providing software and internet access so that Permit Issuing Stations can issue Quick permits; transmitting reservation bookings to the designated Superior National Forest Permit Issuing Office(s); providing current information on quota availability on the Internet, phone or by a report mailed to permit issuing stations weekly; providing wilderness information to the public by Internet site, e-mail, fax or regular mail; recording data on Quick and Exempt permits; and providing education materials (government furnished) to reservation party leaders.

**6.7.2.2. Permit Applications.** Develop a process for handling permit applications. This includes developing a form for a BWCAW Permit, for approval by the COR.

Distribute the application form to the public. Receive information for permit applications through the Call Center, Fax and E-mail messages and log them into the NRRS database.

**6.7.2.3. Annual Lottery.** Develop and upgrade software and operational procedures for conducting a permit lottery for allocating the customer applications to specific Entry Points in accordance with this Section, the procedures provided in Attachment C-2, Operating Procedures and the established quota for each Entry Point. Conduct the lottery at the scheduled time and notify customers concerning the results.

**6.7.2.4. Call Center Sales Channel.** Provide the full services of the NRRS Call Center Sales Channel as defined in paragraph 6.2. Call Center Sales Channel above, for taking and processing BWCAW applications for permits and processing the sale of permits.

**6.7.2.4.1. Permit Application Procedures.** Permit lottery applications are accepted at the contractors location between November 1 and January 15 each year, seven (7) days per week, via the web or FAX. Mailed applications are accepted only during the five (5) business days. Applications are recorded during business hours.

**6.7.2.4.2. Off Season Sales.** Reservation services shall be provided from February 1 through April 30 each year, five (5) business days per week, during the time period 9:00 a.m. to 5:30 p.m. Eastern Time.

**6.7.2.4.3. Peak Season Sales.** Reservation services shall be provided from May 1 through September 30 each year, seven (7) days per week, during the time period 9:00 a.m. to 9:00 p.m. Eastern Time. Quick line operates from 7:00 a.m. Eastern Time.

**6.7.2.5. Internet Sales Channel.** Provide the full services of the NRRS Internet Sales Channel as defined in paragraph 6.3. Internet Sales Channel above, for taking and processing BWCAW applications for permits and processing the sale of permits.

**6.7.2.5.1. Permit Application Procedures.** These services shall be available to the public from November 1 through January 15 each year.

**6.7.2.5.2. Reservation Sales.** These services shall be available to the public from January 20 through September 30 each year.

**6.7.2.6. Permit Management Program (PMP).** Provide the full range of PMP services for the sales of BWCAW permits, as defined in this contract. These services shall be fully operational and available to designated Permit Issuing Stations from May 1 through September 30 each year.

**6.7.2.7. Quick and Exempt Permits.** Provide for receiving and recording data on the sale in the field of all Quick and Exempt Permits during the time period May 1

through September 30 each year. This shall be accomplished through a COR approved, Contractor-provided recording process to enter data into the NRRS data base. The Contractor shall not distribute either of these permits directly to the public.

**6.7.2.8. Sale of Seasonal Fee Cards.** Develop for approval of the COR, print and distribute to Forest Service offices a supply of both Seasonal Fee Card Applications and Seasonal Fee Cards. The Contractor shall process all Seasonal Fee Card applications and sell the Seasonal Fee Cards to the public and record the data in the PMP system from February 1 through September 30, each year. The Contractor shall also process all Seasonal Fee Card sales made at Permit Issuing Stations and record all the data in the NRRS data base.

**6.7.2.9. Contract Line Item. CLIN 6 --- Permit Sales Channel --- Boundary Waters Canoe Area Wilderness.** Provide the full range of permit management sales, through the Call Center, Internet and PMP and all of the supporting services to the BWCAW, as a pay item, in accordance with the contract requirements and Section B of this Contract, CLIN 6.

**6.7.3. Government Assistance.** The Agency will:

**6.7.3.1. BWCAW Cooperators.** Develop and secure, signed agreements with individual business and non-profit organizations for them to function as Cooperators in the administration of permits for the BWCAW. They will assist with issuing Quick Permits and distributing BWCAW advance reservation permits to the public. The Government will provide to the Contractor a current list of authorized Cooperators.

**6.7.3.2. BWCAW Quick Permits.** Consult with the Contractor for quota availability and issue a quick permit to a walk-up customer. Provide a copy of the permit to the Contractor for recording purposes.

**6.7.3.3. BWCAW Exempt Permits.** Issue these permits and provide a copy of the permit to the Contractor for recording purposes.

**6.7.3.4. BWCAW Seasonal Fee Cards.** Agency offices will sell these Seasonal Fee Cards beginning May 1 each year and enter the data through the PMP system. Note: Cooperators will not sell these cards.