

National Recreation Reservation Service Summary of Changes from Contract Modification 3 to Contract Modification 4

1. SUMMARY OF CHANGES:

1.1. Purpose: The National Recreation Reservation Service™ (NRRS) contract specifications including Modification 3, was evaluated in terms of the current operational requirements. The Boundary Waters Canoe Area Wilderness (BWCAW) permit reservation and management services has been provided by the Contractor under a separate requirement. The primary purpose of this contract modification is to incorporate the BWCAW Apermit@ sales and management program into the broader format of the NRRS contract. In addition, changes were made to the Inventory process and minor corrections were made to other areas of the contract to assure that the contract requirements reflect what is actually required today.

1.2. Changed Sections and Attachments. The following contract sections contain significant changes to address this requirement. Significant changes are found in the following sections of the contract:

- ! Section B, Services and Prices/Costs@.
- ! Section C, Scope of Work@.
- ! Attachment C-1, Glossary and Definition of Terms@.
- ! Attachment C-2, Operating Procedures@.
- ! Attachment C-3, Requirements for Tracking and Reporting@.

1.3. Other Changes. The following items were updated to document the changes in this contract modification.

- ! Summary of Changes from Contract Modification 3 to Contract Modification 4.
- ! Section A, Solicitation, Offer and Award – Table of Contents@.

2. LIST OF CURRENT CONTRACT SECTIONS AND ATTACHMENTS.

2.1. Summary. This summary is designed to help the reader identify the most current version of the contract sections and to identify specific changes made. Table 1 shows the status of every section and attachment in the NRRSJ contract. AOriginal@ indicates that a section or attachment has not been modified. AContract Modification 4", etc. indicates the number of the most current version for each of the sections of the contract.

Table 1. Contract Document Status.

| Contract Section or Attachment | | Current Version |
|---------------------------------------|--|------------------------|
| Number | Title | |
| A | Solicitation, Offer and Award | Contract Mod. 4 |
| B | Services and Prices/Costs | Contract Mod. 4 |
| C | Statement of Work | Contract Mod. 4 |
| D | Packaging and Marking | Original |
| E | Inspection and Acceptance | Contract Mod. 1 |
| F | Deliveries and Performance | Contract Mod. 1 |
| G | Contract Administration Data | Contract Mod. 3 |
| H | Special Contract Requirements | Contract Mod. 1 |
| I | Contract Clauses | Contract Mod. 1 |
| Attachment C-1 | Glossary and Definition of Terms | Contract Mod. 4 |
| Attachment C-2 | Operating Procedures | Contract Mod. 4 |
| Attachment C-3 | Requirements for Tracking and Reporting | Contract Mod. 4 |
| Attachment C-4 | Sample Description of the Inventory Data Base Structure | Original |
| Attachment C-5 | Outstanding Reservation and Customer Data Base Structure | Original |
| Attachment C-6 | Department of Labor Wage Rates | Contract Mod. 4 |

2.2. Updating Contract Sections. For ease of replacement and to preserve consistent page numbering, contract Sections and Attachments, any change to a Section or Attachment, even if only a few words on a single page, are presented as amended in their entirety. The new contract modification number is indicated in the footer on every page of the Section or Attachment.

3. LIST OF SPECIFIC CHANGES FROM CONTRACT MODIFICATION 3 TO CONTRACT MODIFICATION 4.

Section A – Solicitation, Offer, and Award – Table of Contents.

1. Pages 3-23. Table of Contents: Revised to update paragraph titles and corrected the page numbers for this modification.

Section B – Services and Prices/Costs.

1. Page 1, Paragraph 2.1., “Sales Channels”. Revised text to correctly identify the applicability of the different contract line items and to incorporate the BWCAW provisions.
2. Page 1, Paragraph 2.2., “Recording/Tracking of Recreation Fee Data for Designated Field Locations Using Intranet”. Revised text to add the applicability of contract line items.
3. Page 1, Paragraph 2.3., “Recreation Activities”. Revised text to clarify application to other recreation activities.
4. Pages 3-4, Table B-1., “Base Number of Transactions or Reservations”. Added row to the table for CLIN 6, Boundary Waters Canoe Area Wilderness. Blanked out this row because there is a known limit on the maximum quantity of permits issued each year.
5. Pages 5-11, Table B-2., “Contract Line Item Numbers”. Blanked out the column for Bid Period 1 since that time period is now past.
6. Page 9, Table B-2., “CLIN 4”. Replaced the word “submittal” with “submission”.
7. Page 10, Table B-2., Added a New “Contract Line Item Number CLIN 6”. Added row to the table for “CLIN 6, Permit Sales Channel – Boundary Waters Canoe Area Wilderness” to reflect the addition of the new Sales Channel.

Section C – Statement of Work

1. Page 1, Paragraph 2.1., “Background@. Added “rivers” to the text and added text on “Wilderness areas”.
2. Page 3, Paragraph 2.2.3.1., “Contract Reservation Services”. Took the text from paragraph 2.2.3. and moved it a sub-paragraph with a new title. This was necessary to incorporate information on BWCAW.
3. Page 3, Inserted New Paragraph 2.2.3.2., “Boundary Waters Canoe Area Wilderness (BWCAW)”. Added a new paragraph describing the existing operations of this permit service.

4. Page 4, Paragraph 2.4.1., “Campgrounds, Shelters and Cabins”. Took the text from paragraph 2.4. and made it a new sub-paragraph with a new title. This was necessary to incorporate information on BWCAW.
5. Page 4, Paragraph 2.4.1., “Campgrounds, Shelters and Cabins”. Deleted reference to Attachment S-1 which was originally used in the bidding process but is not included in the contract.
6. Page 4, Table C-1., “Summary of Historical Reservation Data by for the Last Three Years”. Revised Title to add the specific years that the data represents.
7. Page 5, Inserted New Paragraph 2.4.2., “Boundary Waters Canoe Area Wilderness”. Added a new paragraph to describe the permit activities within that program.
8. Page 5, Inserted New Table C-2. “Estimated BWCAW Permits Issued in 1998”. Added a new table to show permit activity.
9. Page 6, Paragraph 2.5.2.3., “Support Agency Field Personnel”. Revised the last bullet.
10. Page 8, Paragraph 2.5.4.2., “Continued Successful Operations”. Add a bullet at the end of the list.
11. Page 10, Figure C-1. “Overview of the NRRS™”. Added “Permit Issuing Stations” to the bottom center block that was titled “Field Locations”.
12. Page 11. Figure C-2. “NRRS™ Contractor Functional Model”. Revised model to include the APermit@ sales channel.
13. Page 12, Paragraph 4.2.1., “Description”. Revised text to add the NRRS Business Center and Performance Measurements.
14. Page 12, Paragraph 4.2.2.1., “Description”. Revised text to add the NRRS Business Center and Performance Measurements.
15. Page 13, Paragraph 4.2.2.2.4., “Annual Management Plan”. Added the word “annual” to the title and revised the text to add the Permit Sales Channel.
16. Page 13, Paragraph 4.2.2.2.4.1., “Implementation”. Revised the text to clarify the language so that the plan is updated each year throughout the life of the contract.
17. Page 13, Paragraph 4.2.2.2.4.4., “Marketing”. Revised text to make it applicable to only developed recreation facilities.
18. Page 14, Paragraph 4.2.2.2.4.5., “Introduction of New Technology”. Capitalized the term “Management Plans”.
19. Page 16, Inserted New Paragraph 4.2.2.2.13., “NRRS™ Business Center”. Added text to describe the use of this business center as the means of for providing a wide variety of services already specified within the contract.
20. Pages 16-17, Added new sub-paragraphs 4.2.2.2.13.1. and sub-paragraphs to 4.2.2.2.13.3. to describe the overall aspects of the NRRS Business Center.
21. Page 17, Inserted New Paragraph 4.2.2.2.14., “Performance Measurements”. This paragraph formally documents within Section C, Scope of Work, the requirements for contractor-performed performance measurements already provided for in Sections E and F of this contract.
22. Page 18, Paragraph 4.2.2.3., “Government Assistance”. Revised the text.
23. Page 18, Inserted New Paragraph 4.2.2.3.1., “NRRS Business Center”. Added work that the Government will perform to manage security access to the Business Center.

24. Page 18, Inserted New Paragraph 4.2.2.3.2., “Performance Measurements”. Added work that the Government will perform to assess performance.
25. Page 18, Paragraph 4.2.3.1., “Description”. Revised text to limit marketing to developed recreation facilities and activities.
26. Page 19, Paragraph 4.2.4.2.1., “Plan”. Revise the text to state that the plan is found in the Annual Management Plan.
27. Page 19, Paragraph 4.2.4.2.2., “Training Requirements”. Revised the text so that training is provided at times specified within the Approved Management Plan.
28. Page 20, Inserted a New Paragraph 4.2.4.2.4.2.4., “Training for Personnel Using the Permit Management Program (PMP)”. Added a training requirement for users of the PMP software.
29. Page 21, Paragraph 4.2.4.3.2., “Expenses”. Revised text to include travel for a Contractor trainer.
30. Page 21, Paragraph 4.2.5., “NRRS™ Help Desk”. Changed the title from “service” to “help” desk. This same change was made throughout the specifications for this contract. This change was to bring the contract language into line with the actual usage by the Contractor and field personnel.
31. Page 21, Paragraph 4.2.5.1., “Description”. Changed “service” to “Help” desk.
32. Page 21, Paragraph 4.2.5.2., “Contractor Responsibilities”. Editorial change.
33. Page 21, Paragraph 4.2.5.2.1., “Assistance to Field Users”. Added additional support for the BWCAW.
34. Page 22, Paragraph 4.2.5.2.2., “Communications”. Revised the text to address BWCAW requirements.
35. Page 22, Paragraph 4.2.5.2.3., “Reporting”. Changed “service” to “Help” desk
36. Page 23, Inserted New Paragraph 4.3.2.1., “General”. Added a new paragraph to discuss the overall Contractor responsibilities under the title of Inventory Management. This change makes this part of the contract parallel in construction with the rest of the contract.
37. Pages 23B25, Renumbered previous paragraphs 4.3.2.1. to 4.3.2.11. to accommodate the new paragraph 4.3.2.1.
38. Page 23, Moved Table C-3 to follow after Paragraph 4.3.2.3. and revised title to read: “Summary of Inventory Phases”. Inserted a column and a row to the Table to include BWCAW permits.
39. Pages 23-24, Paragraph 4.3.2.4., “Approval Before Adding New Inventory”. Revised the text of the last paragraph and added a reference to the new Table C-4.
40. Page 24, Moved Paragraph 4.3.2.5.3., “Emergency Adjustments”. Moved to Paragraph 4.3.2.6.3. so that it fit into the overall discussion on handling inventory changes.
41. Page 24, Paragraph 4.3.2.6., “Inventory Review and Update”. Revised the text by adding sub-paragraphs that would describe the inventory update process.
42. Page 24, Inserted New Paragraph 4.3.2.6.1., “Annual Update”. Added text on the annual update process and established a performance criteria for that work.
43. Page 25, Inserted New Paragraph 4.3.2.6.2., “Critical Inventory Changes”. Added text on the processing of critical inventory changes and included performance criteria for that work.

44. Page 25, Inserted New Paragraph Number 4.3.2.6.3., “Emergency Inventory Changes”. Moved the text of former paragraph 4.3.2.4.3. to this location for better readability and revised the requirement.
45. Page 25, Inserted New Paragraph Number 4.3.2.6.4., “Open Season for New Field Locations”. Added text to describe this work requirement and established time frames.
46. Page 25, Inserted New Paragraph 4.3.2.13., “Inventory for Boundary Waters Canoe Area Wilderness Permits”. Inserted a new paragraph to incorporate the BWCAW permit program into the inventory.
47. Page 26, Inserted a New Table C-4., “Summary of Inventory Change Requirements”. This summarizes all of the inventory change procedures.
48. Page 26, Paragraph 4.3.2.9., “Data Accuracy”. Revised text to clarify roles of the Contractor and the Agency field personnel in checking data accuracy.
49. Page 27, Inserted a new Paragraph 4.3.2.13., “Inventory for Boundary Waters Canoe Area Wilderness Permits”. Added text to address inventory requirements for Boundary Waters.
50. Page 27, Paragraph 4.3.3.1., “Inventory”. Revised the Table reference.
51. Page 27, Paragraph 4.3.3.4., “Reliability of Data”. Revised text to more accurately reflect work that is under the Contractor=s control.
52. Page 28, Inserted a New Paragraph 4.3.3.5., “Data for Sales of BWCAW Permits”. This is to add the different inventory requirements for permits.
53. Page 28, Paragraph 4.3.4.3., “Inventory Change Process”. Revised text to clarify that only changes that are outside of NRRS policy will be routed through an Agency approval process.
54. Page 28, Inserted a New Paragraph 4.3.4.4., “Rules and Regulations”. Added that the Government will provide copies of applicable rules and regulations.
55. Page 28, Inserted a New Paragraph 4.3.4.5., “Data for Permit Sales”. Added information on permit sales inventory.
56. Page 28, Paragraph 4.4.2.1., “Reservation Transactions”. Revised text to incorporate BWCAW permits and to tie this part of the contract directly to the Operating Procedures in Attachment C-2.
57. Page 29, Paragraph 4.4.2.2.1.2., “Letter Confirmation Notices”. Added “Entry Point”.
58. Page 30, Paragraph 4.4.2.7., “Reservation and Permit Sales Documentation”. Revised title and text to address permit issues.
59. Pages 30-31, Paragraph 4.4.2.7.1., “Transaction Records”. Revised text to address permit issues.
60. Page 31, Paragraph 4.4.2.8., “Lotteries”. Revised text to better address permit lottery requirements.
61. Page 31, Inserted a New Paragraph 4.4.2.8.1., “Developed Recreation Lotteries”. Moved some of the text of the original paragraph 4.4.2.8. into this sub-paragraph.
62. Page 31, Inserted a New Paragraph 4.4.2.8.2., “BWCAW Lottery”. Added text to better describe the lottery requirements for the BWCAW.
63. Page 31, Inserted a New Paragraph 4.4.2.9., “Issuing Advance Sales BWCAW Permits”. This addresses the electronic transmittal of permit data to designated offices.

64. Pages 32, Inserted a New Paragraph 4.4.2.10., “Providing Information to Permittees on BWCAW”. This new paragraph requires the Contractor to provide information to permittees.
65. Pages 32, Inserted a New Paragraph 4.4.2.11., “Assisting Field Personnel with BWCAW Permits”. Added a requirement for the Contractor to support “Quick” permit processing in the field.
66. Page 32, Inserted a New Paragraph 4.4.4., “Government Assistance”. Inserted a new paragraph to identify what the Government will do to assist the Contractor.
67. Page 33, Paragraph 4.5.2.1., “Customer Service Desk Hours”. Revised the text to provide dates and additional service hours to BWCAW field personnel.
68. Page 33, Paragraph 4.5.2.2., “Customer Response”. Revised text to further clarify the customer service goal.
69. Page 33, Paragraph 4.5.2.5., “Customer Refunds”. Editorial change to spell out the word “Paragraph”.
70. Page 34, Paragraph 4.6.2.4., “Menu of Reports”. Corrected the word “menuing”.
71. Page 34, Paragraph 4.6.2.5.1., “Agency and Field Locations”. Revised title and changed “service” to “Help” Desk.
72. Page 35, Paragraph 4.6.2.7., “Ad Hoc Queries”. Editorial change to eliminate use of the word “Interagency”.
73. Page 33, Paragraph 4.6.2.8., “Quality Control Procedures”. Revised and expanded text on quality control procedures.
74. Page 37, Figure C-3., “NRRS™ Communications Model”. Revised the model to show the Permit Management Program as an electronic sales outlet for the customer.
75. Page 39, Paragraph 5.1.2.11., “NRRS™ Technology Infrastructure”. Revised references to the Annual Management Plans@.
76. Page 39, Paragraph 5.1.2.16., “Reservation Activities”. Revised text to incorporate approval of the COR before new ticketing or permitting services are implemented.
77. Page 40, Paragraph 5.1.2.17.2.3.1., “Field Sales”. Revised text to eliminate the old requirement for testing of the product against the Corps Automated Permit Management System software. That old requirement is no longer applicable.
78. Page 41, Inserted a New Paragraph 5.1.2.17.2.5., “Permit Management Program (PMP).” Inserted a new requirement for testing the PMP software.
79. Page 41, Renumbered Paragraphs 5.1.2.17.2.6. 5.1.2.17.2.7. and 5.1.2.17.2.8.
80. Page 41, Paragraph 5.1.2.17.6., “Customer and NRRS Help Desks”. Changed paragraph number to accommodate the inserted paragraph above and revised title and text.
81. Page 41, Inserted a New Paragraph 5.1.2.18., “Report on Major Systems Failures”. Established a new requirement to document the situation and corrective actions when there are systems failures.
82. Page 43, Paragraph 5.2.2.4., “Double Booking”. Revised title and text to add permits and to add a report to the COR when these situations occur.
83. Page 43, Paragraph 5.2.2.5., “Call-Handling Technology”. Changed the word Aservice@ to AHelp@ desk.

84. Page 45, Paragraph 5.3.2.1.5., “Transmission of Reports”. Revised paragraph title and moved text into a new sub-paragraph.
85. Page 45, Inserted a New Paragraph 5.3.2.1.5.1., “Daily Arrival Reports”. Revised text of the original paragraph 5.3.2.1.5. to specifically identify the start time for the transmittal of these reports and to document that the preferred method of delivery was by E-Mail if that was possible for the field location.
86. Page 45, Inserted a New Paragraph 5.3.2.1.5.2., “BWCAW Permit Reports”. Defined a new requirement for the BWCAW permit program.
87. Page 46, Paragraph 5.3.2.2.1., “Customer Lines”. Revised text to correct the language on “accessibility for persons with disability” and to incorporate the BWCAW phone line(s).
88. Page 46, Paragraph 5.3.2.2.2., “Field Locations Access Lines”. Revised text to use the word “Help” desk and to add Entry Stations and fax line service to this requirement.
89. Page 46, Paragraph 5.3.2.2.4., “Return of Phone Numbers”. Added the Customer Service Desk and the TDD number that must be returned to the Government at the end of the contract.
90. Page 47, Paragraph 5.3.2.3.5.1., “Online”. Revised text to make some editorial corrections and to add the permit requirements.
91. Page 47, Paragraph 5.3.2.5.1., “Fax Transmission”. Provided additional clarification on the handling of fax messages.
92. Page 50, Deleted Text in Paragraph 5.3.3.2., Formally “Toll-Free Telephone Number”. The phone line must be obtained by the organization that is actually using the line(s). Thus the text of this paragraph was deleted.
93. Pages 56-61, Inserted a New Paragraph 5.5. and sub-paragraphs on the “Permit Management Program (PMP)”. Inserted a new requirement for a PMP program to assist the field personnel with the processing of permits. This requirement establishes and Internet-based software service to Permit Issuing Stations. This software provides real time access to the NRRS database and provides a full range of sales services to personnel at designated locations.
94. Page 62, Paragraph 6.1.1., “Description”. Revised the text to add permits as a Sales Channel.
95. Page 62, Paragraph 6.1.2.2., “Confirmation Notice”. Revised text to add permits.
96. Page 62, Paragraph 6.1.2.3., “Maps”. Revised text to incorporate permits.
97. Page 63, Inserted a New Paragraph 6.1.2.4., “Service to Customers Outside of the United States”. Documented the requirement for the Contractor to specifically support reservation and permit service requests from outside the United States.
98. Page 63, Inserted a New Paragraph 6.1.2.5., “Payment for Reservations and Permits”. Added the requirement for collection of appropriate payments at the conclusion of the reservation process and the requirement that all funds be collected in U.S. Dollars.
99. Page 63, Paragraph 6.2.1., “Description”. Added text on processing changes to reservations.
100. Page 65, Inserted a New Paragraph 6.2.2.5., “Approval of Phone Messages and Sales Agent Scripting”. This change is designed to bring the COR into the approval process for the phone scripts used by the Contractor.

101. Page 65, Renumbered Paragraphs 6.2.2.5. through 6.2.2.9. to accommodate the insertion of the new paragraph.
102. Page 65, Paragraph 6.2.2.9., “Contract Line Item”. Added a note to indicate that CLIN 1 does not apply to BWCAW permit sales.
103. Page 67, Paragraph 6.3.2.3.5., “Complete Reservations”. Clarified requirement that data be transmitted through secure software.
104. Page 66, Paragraph 6.3.2.7.1., “Paragraph Deleted”. Paragraph moved to new location below.
105. Page 68, Inserted a New Paragraph 6.3.2.8., “Secure Access”. Inserted paragraph from above and clarified the requirements.
106. Page 68, Renumbered Paragraph 6.3.2.9., “Contract Line Item”.
107. Page 71, Paragraph 6.5.2.6., “Training”. Clarified reference to Annual Management Plan.
108. Pages 72-74, Inserted a New Paragraph 6.7., “Permit Sales Channel”. Inserted a new requirement for a Permit Sales Channel and appropriate sub-paragraphs. This is to establish a new Sales Channel for processing and sale of permits.

Attachment C-1 – Glossary and Definition of Terms.

1. Page C-1-1, “Agency or Agencies”. Revised presentation of Agency names.
2. Page C-1-1, “Arrival”. Revised definition.
3. Page C-1-2, “Boundary Waters Canoe Area Wilderness (BWCAW)”. Added definition.
4. Page C-1-3, “Cooperator”. Added definition.
5. Page C-1-3, “Critical Inventory Changes”. Added definition.
6. Page C-1-3, “Day Use Motor Quota”. Added reference to “Quota”.
7. Page C-1-4, “Emergency Inventory Changes”. Added definition.
8. Page C-1-4, “Entry Point”. Added definition.
9. Page C-1-4, “Exempt Permit”. Added reference to “Permit”.
10. Page C-1-5, “Guide”. Added definition.
11. Page C-1-6, “Outfitter”. Added definition.
12. Page C-1-6, “Overnight Motor Quota”. Added reference to “Quota”.
13. Page C-1-6, “Overnight Quota”. Added reference to “Quota”.
14. Page C-1-6, “Party Leader”. Added definition.
15. Page C-1-6, “Permit”. Added definition.
16. Page C-1-6, “Permit – Exempt Permit”. Added definition.
17. Page C-1-6, “Permit – Quick Permit”. Added definition.
18. Page C-1-6, “Permit Format – Computer Permit”. Added definition.
19. Page C-1-6, “Permit Format – Hand Written Permit”. Added definition.
20. Page C-1-6, “Permit Issuing Station”. Added definition.
21. Page C-1- 6, “Quick Permit”. Added reference to APermit@.
22. Page C-1-6, “Quota”. Added definition.
23. Page C-1-7, “Quota – Day Use Motor Quota”. Added definition.
24. Page C-1-7, “Quota – Overnight Quota”. Added definition.

25. Page C-1-7, “Quota – Overnight Motor Quota”. Added definition.
26. Page C-1-7, “Reservation Fee”. Revised definition.

Attachment C-2 – Operating Procedures.

1. Page C-2-3, Paragraph 3.4., “Developed Recreation Facilities Booking Window”. Revised title to clarify the application and separate it from permits. Editorial change to the number “1-day” to read “one (1) day”
2. Page C-2-4, Paragraph 3.6., “Control of Developed Recreation Facilities Reservation Inventory”. Revised title to separate the following text from permits.
3. Page C-2-5, Paragraph 3.8.1.2., “Field Locations:”. Retained the paragraph title but moved the text to a sub-paragraph.
4. Page C-2-5, Inserted a New Paragraph 3.8.1.2.1., “Field Locations with FRP Access”. This change is to separate out these locations from those that issue permits.
5. Page C-2-5, Inserted a New Paragraph 3.8.1.2.2., “BWCAW Cooperators”. Added text for handling permits in the field.
6. Page C-2-5, Paragraph 3.8.1.4., “Permit Issuing Stations”. Added text for bank card processing at these stations.
7. Page C-2-5, Paragraph 3.8.1.5., “Approved Bank Cards”. Added a listing of bank cards that are approved for handling through the NRRS.
8. Page C-2-6, Figure C-2-1, “Bank Card Processing”. Added Permit Issuing Stations to Field Locations box on the model.
9. Page C-2-6, Paragraph 3.8.2.1., “Cash”. Added Permit Issuing Stations to those that handle cash.
10. Page C-2-7, Figure C-2-2, “Cash, Checks and Money Order Processing” Added Permit Issuing Stations to Field Locations box on the model.
11. Page C-2-9, Paragraph 3.8.2.2.3., “Field Location Sales Channel and Designated Permit Issuing Stations”. Revised title and text to include Permit Issuing Stations.
12. Page C-2-9, Inserted a New Paragraph 3.8.2.3., “Methods of Payment for BWCAW Permits”. Added a new main header and sub-paragraphs to address the permits program.
13. Page C-2-9, Inserted a New Paragraph 3.8.2.3.1., “Call Center”. Added text on how the Call Center handles checks and money orders.
14. Page C-2-9, Inserted a New Paragraph 3.8.2.3.2., “Cooperators”. Added text on Cooperators handling checks and money orders.
15. Page C-2-9, Deleted Paragraph 3.8.3.2.1., Field Location Sales Channel@. Deleted an improper paragraph and partial text. This editing error was inadvertently left during the preparation of Modification 3 to this contract.
16. Page C-2-10, Figure C-2-3, “Refund Process Flowchart”. Minor changes to this diagram to revise Field Location Approval process on the right side of the diagram and to add Permits to the model.
17. Page C-2-11, Paragraph 3.8.3.2.2., “General Refund Procedures”. Revised the title and established this as a header paragraph and moved and revised the text into sub-paragraphs.

18. Pages C-2-11, Added two new sub-paragraphs, 3.8.3.2.2.1., “Customers Using Bank Cards for Payment” and 3.8.3.2.2.2., “Customers Using Cash, Check or Money Order for Payment”. This is to clarify the responsibilities of the Contractor and the Government in handling customer refunds.
19. Page C-2-11, Deleted Paragraph 3.8.3.2.3., “Credit Vouchers” and the two sub-paragraphs. Deleting this requirement was necessary to eliminate confusion in the processing of valid refunds to the customers. Applicable portions of the text were relocated to other paragraphs under refunds.
20. Page C-2-11, Paragraph 3.8.3.2.4., “Time of Request”. Added text after the original paragraph header.
21. Page C-2-11, Paragraph 3.8.3.2.4.1., “Before Arrival at the Field Location”. Revised the text.
22. Page C-2-11, Paragraph 3.8.3.2.4.2., “During Customer’s Stay at a Field Location”. Revised the reference.
23. Page C-2-11, Paragraph 3.8.3.2.4.3., “After Departure From the Field Location or “No-Show”. Revised the reference.
24. Page C-2-11, Paragraph 3.8.3.3., “Payment of Refunds”. Revised reference and deleted the discussion on “credit vouchers”.
25. Page C-2-11, Added New Paragraph 3.8.3.4., “Customer Disputes”, This text clarifies the roles of the Contractor and the NCMO in resolving customer disputes.
26. Page C-2-12, Inserted a New Paragraph 3.9.2., “Developed Recreation Facilities and Activities”. Added this as a header and indented/renumbered the following two sub-paragraphs.
27. Page C-2-12, Paragraph 3.9.2.1., “Passport Number”. Renumbered this paragraph.
28. Page C-2-12, Paragraph 3.9.2.2., “Verification”. Renumbered this paragraph.
29. Page C-2-12, Added a New Paragraph 3.9.3., “BWCAW Permits”. This paragraph provides rules on the application of Golden Age/Access Passports.
30. Page C-2-12, Paragraph 3.11., “Customer-Initiated Modifications”. Revised text to address the different financial models that are applicable to Field Locations.
31. Page C-2-13, Added a New Paragraph 3.11.1., “Changes in Reservations for Developed Recreation Facilities and Activities”. Revised the title to provide room for the addition of text on permits below.
32. Page C-2-13, Inserted a New Paragraph 3.11.2., “Changes in BWCAW Permits”. Added new text to address making changes to these permits.
33. Page C-2-14, Renumbered Paragraph 3.11.3., “Extensions for Reservations at Developed Recreation Facilities”. Revised title to exclude permits from this discussion.
34. Page C-2-14, Renumbered Paragraph 3.11.4., “Early Departure from Developed Recreation Facilities”. Revised title to exclude permits from this discussion.
35. Page C-2-14, Renumbered Paragraph 3.11.5. “Cancellation”. To accommodate the new paragraph added above.
36. Page C-2-15, Inserted a New Paragraph 3.11.5.3., “Cancellation of BWCAW Permits”. Added text to address these permits.

37. Page C-2-15, Paragraph 3.11.6., “Paragraph Deleted”. Revised the title from Late Cancellation. Deleted and removed the remaining text.
38. Page C-2-15, Renumbered Paragraph 3.11.7., “No-Shows”. Revised text to add permits and to clarify the Contractor’s responsibilities.
39. Page C-2-15, Inserted a New Paragraph 3.11.8., “Special Inventory and Recreation Activities”. Moved the text from a sub-paragraph in the section above. No change in title or text.
40. Page C-2-16, Inserted a New Paragraph 3.11.9., “Changes in Cancellation Procedures”. This is to address future change in the implementation of changes in the cancellation procedures.
41. Page C-2-16, Paragraph 3.12., “Agency – or Concessionaire – Initiated Modifications”. Revised text to add permits.
42. Page C-2-16, Paragraph 3.12.1., “Field Notification”. Editorial change to add “or management area”.
43. Page C-2-16, Paragraph 3.12.2., “Contractor Actions”. Added a clarifying phrase.
44. Page C-2-18, Table C-2-2. “Booking Windows for Cabins”. Moved Table so that it directly follows Table C-2-1. Revised some of the data in the Table.
45. Page C-2-19, Paragraph 3.16.3.1.1.1., “Reservation Fee”. Revised text to reflect the differences in reservation fees between cabins in the contiguous U.S. and those in Alaska.
46. Page C-2-20, Paragraph 3.17.2., “Paragraph Deleted”. The former Paragraph “Booking Windows” was deleted.
47. Page C-2-20, Table C-2-3. “Booking Windows for Recreation Activities”. Table deleted because it did not provide useful information.
48. Page C-2-20, Paragraph 3.17.3.2., “Type”. Revised the text to include BWCAW permits.
49. Page C-2-20. Paragraph 3.17.3.3., “Location”. Added “Entry Points” to the text.
50. Page C-2-20, Paragraph 3.17.3.4., “Paragraph Deleted”. This was previously titled “Distribution Control”. This text addressed handling of inventory for potential Idaho rivers access permits. Since they are not currently included in this contract, the text was deleted to eliminate any confusion.
51. Page C-2-20, Paragraph 3.17.3.5., “Date and/or Time-of-Entry Control”. Revised the title and text.
52. Page C-2-20, Paragraph 3.17.3.7., “Reservation Fee”. Revised title and text to eliminate the use of Aservice@ fee. This is actually a reservation fee.
53. Pages C-2-21 through C-2-27, Inserted a New Paragraph 3.17.4., “Procedures for Processing Boundary Waters Canoe Area Wilderness (BWCAW) Permits”. Inserted a new paragraph, and numerous sub-paragraphs to address the operating procedures for BWCAW.
54. Page C-2-21. Inserted a new Table C-2-4. “Major Milestones for BWCAW Permit Program”. Inserted the table to summarize the milestones for this permit program.

Attachment C-3 – Requirements for Tracking and Reporting.

1. Page C-3-1, Paragraph 1., “General”. Added the requirement for approval of the COR before reports are made available to the user.
2. Page C-3-2, Paragraph 2., “Field Operations Reports”. Revised the text and Table references to accommodate the addition of a new section on BWCAW permits.
3. Pages C-3-2 through C-3-3, Table C-3-1., “Developed Recreation Facilities – Field Operations Reports”. Revised the title and the way the footnote references are displayed in column 5 of the table.
4. Page C-3-2, Table C-3-1., “Developed Recreation Facilities – Field Operations Reports”, Second row. Added the word “Report” after “Daily Arrival”.
5. Page C-3-2 through C-3-3, Table C-3-1., “Developed Recreation Facilities – Field Operations Reports”, Fourth Row. Revised the row titled “Confirmation” to add another method of delivery – mail. Added this method to the footnote at the bottom of the Table.
6. Page C-3-3, Inserted a New Paragraph 2.1., “Developed Recreation Facility Reservation Reports”. Revised the title of this paragraph to facilitate the addition of Permit reports under the general title of “Field Operations Reports”. Renumbered all of the subsequent sub-paragraphs in this section.
7. Pages C-3-3 through C-3-6, Renumbered Paragraphs 2.1.1. through 2.1.13.
8. Pages C-3-3 through C-3-4, Renumbered Paragraph 2.1.3., “Confirmation Report”. Added text to add additional details to this report format.
9. Page C-3-6, Inserted a new Paragraph 2.2., “BWCAW Permit Reports”. The following sub-paragraphs list all of the reports that are required to support Boundary Waters Canoe Area Wilderness (BWCAW).
10. Pages C-3-6 through C-3-7, Inserted new Table C-3-2., “BWCAW Permit Program – Field Operations Reports”. This summarizes all of the BWCAW reports.
11. Pages C-3-8 through C-3-12., Inserted Twelve New Sub-Paragraphs numbered 2.2.1. to 2.2.12. These specifically address the field reports required for the BWCAW program.
12. Page C-3-13, Table C-3-3., “Accounting Reports”. Revised Table number to reflect the insertion of a new Table above.
13. Page C-3-13, Paragraph 3.2., “Bank Card Collection Report”. Revised the title of the report to eliminate the name “plastic”.
14. Page C-3-15, Table C-3-4., “Performance Tracking Report”. Revised Table number to reflect the insertion of a new Table above.
15. Page C-3-15, Paragraph 4.1., “Daily Activity Report – Toll-free Sales Channel”. Revised title to eliminate “1-800” and the text.
16. Page C-3-17, Paragraph 4.2., “Daily Activity Report – Internet Sales Channel”. Revised the text to add the permits program.
17. Page C-3-17, Paragraph 5., “Administrative Reports”. Revised the Table reference.
18. Page C-3-17, Table C-3-5., “Administrative Reports”. Revised Table number to reflect the insertion of a new Table above.
19. Page C-3-17, Paragraph 5.1., “Customer Service Desk Report”. Revised text.

20. Page C-3-18, Paragraph 5.2., “NRRS™ Help Desk Report”. Revised title and text to eliminate the use of the term “service” desk. Also revised the requirements.
21. Page C-3-18, Paragraph 5.4., “Annual Report”. Added a bullet at the end of the list.