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STATE OF NEW HAMPSHIRE
 DEPARTMENT of NATURAL and CULTURAL RESOURCES
DIVISION of PARKS and RECREATION
 172 Pembroke Road Concord, New Hampshire 03301
 Phone: (603) 271-3556 Fax: (603) 271-3553
 Web: www.nhstateparks.org

September 25, 2017

His Excellency, Governor Christopher T. Sununu
 and the Honorable Executive Council
 State House
 Concord, New Hampshire 03301

REQUESTED ACTION

1. Authorize the Department of Natural and Cultural Resources (Department), Division of Parks and Recreation, to enter into a five (5) year contract with RA Outdoors, LLC (VC #164498), headquartered in Delaware for an Internet accessible, fee-per-transaction-based, campground reservation system for the period upon Governor and Executive Council approval through October 31, 2022, with the option to renew for an additional two-year period upon consent of both parties and Governor and Executive Council approval.

2. Further, authorize the Department to contract with RA Outdoors LLC for the collection and reporting of revenue and visitation data at all sites including day-use only areas in an amount not-to-exceed \$870,000 that allows guests of NH State Parks, Trails, and Historic Sites the ability to make reservations for campgrounds, pavilions, and parking while at the same time providing e-commerce opportunities, gift card purchases, and event registrations. Funding is a combination of DoIT and Agency Income. All funding is 100% Parks Funds (self-funded).

Funding is available as follows pending budget approval for Fiscal Years 2020, 2021 and 2022:

Account	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
03-35-35-351510-37200000 Service Parks 102-500731 Contracts for Program Services	130,000	130,000	130,000	130,000	130,000
01-03-03-030010-763500000- DoIT- IT for DNCR 038-500175 Technology Software Job Number – 03350040	20,000	20,000	20,000	20,000	20,000
01-03-03-030010-763500000- DoIT- IT for DNCR 037-500174 Technology Hardware Job Number - 03350040	60,000	60,000			
Total	210,000	210,000	150,000	150,000	150,000

EXPLANATION

Beginning in September 2016, a team of 18 staff members representing all pertinent functions of the Division’s responsibilities reviewed the existing contract (approved by G&C February 6, 2014) and identified the strengths and opportunities a new reservation enterprise system should include. Using the collected information, the team developed a comprehensive RFP that would augment the current product capabilities and expand the Division’s ability to collect and report revenues for more reliable financial reports as well as additional visitation data to determine patterns of usage for future planning purposes,

support management decision-making, and enhance the Division's capabilities to add services and conduct business with visitors.

On December 28, 2016, a Request for Proposals for "2017-018 - NH State Parks Enterprise Reservation System" was posted on the Department of Administrative Services' website. This RFP was also sent to a list of vendors who annually attend the National Association of State Park Directors (NASPD) and who had expressed an interest in having an opportunity to bid on this contract.

Four (4) firms submitted proposals by the closing date of February 24, 2017. Of the four proposals submitted, three proposals completed all the requirements of the RFP and were accepted. In addition to the written responses to the RFP, each of the three selected vendors provided detailed, in-depth, on-site presentations to the entire RFP team followed by additional requests for information.

Following these presentations, 10 members of the original RFP development committee were selected to score the proposals. These committee members represented the Division's operations, business office functions, marketing, information technology, event planning and community recreation, retail and concessions, as well as the agency's administrative management of the program. ACTIVE Network, recently reorganized as RA Outdoors LLC, was subsequently selected as the preferred vendor based on the scoring provided by the 10-member review panel. ACTIVE Network/RA Outdoors LLC is the incumbent contractor currently providing these services to the NH Division of parks and Recreation. A summary of the scoring is attached for your review.

Subsequently, five members of the scoring team representing the Department's information technology office, business administration office, headquarters/administrative office, and parks operations were selected to draft a contract based on the RFP proposal submitted by ACTIVE Network/RA Outdoors LLC. Representatives of the Department of Information Technology and the Attorney General's office also assisted the contract development team during this process of negotiation with the preferred vendor.

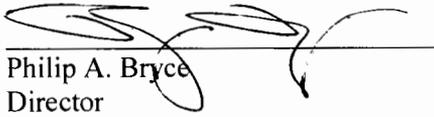
In addition to reducing the campground reservation transaction fees from the current \$8.25 fee to a \$6.50 fee per reservation and from \$5.00 to \$2.15 for a reservation change fee, approval of this contract will greatly facilitate the ability of the Division of Parks and Recreation to share and distribute data electronically. One of the primary goals of this agency is to maximize the potential for revenue collection and reporting. By integrating both the campground reservation system and the day-use admission operations, as well as adding the additional opportunities to provide gift cards, pavilion rentals, parking passes, e-commerce, and event registrations, our agency will be able to develop one portal for entering and reporting nearly all revenue sources throughout the NH State Park System.

As an operationally self-funded entity, the Division must manage its funds very closely and must focus on a positive financial performance to maintain the NH State Park System into the future. Various components of this contract will also assist in supporting new revenue growth opportunities. In addition, the visitation data collected will become ever more important to inform the Division's efforts to identify and plan for capacity development improvements to meet the emerging and expanding recreational opportunities for New Hampshire's citizens as well as the State's tourism industry in the years ahead.

In the highly competitive industry meeting the demand for campground reservations and other guest relations services, the Division of Parks and Recreation is confident that RA Outdoors LLC will be able to strategically position the Division's resources and improve the level customer service over the term of this contract.

The Attorney General's office has reviewed and approved this contract as to form, substance and execution.

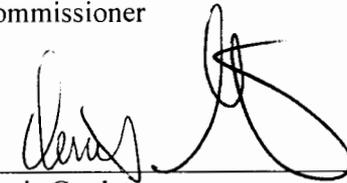
Respectfully Submitted,


Philip A. Bryce
Director

Concurred,

(21)


Jeffrey J. Rose
Commissioner


Denis Goulet
Commissioner
Department of Information Technology

RFP 2017-018 NH State Parks Enterprise Reservation System

Company	Company Address	Solution Cost	Proposed Software Solution	Vendor Technical, Service and Project Mgmt	Vendor Company and Staff Qualifications	TOTAL
		40 Pts Max	30 Pts max	15 Points Max	15 Points Max	100 Pts Max
US E-Direct	99 Powerhouse Rd #207 Roslyn Heights NY 11577	40.00	17.30	11.60	11.60	80.50
Active Network	717 N Harwood St Dallas, TX 75201	37.50	25.30	13.50	13.50	
Soverign Sportsman Solutions (S3)	120 31st Ave Nashville, TN 37203	30.25	26.50	14.20	14.20	85.15



STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY

27 Hazen Dr., Concord, NH 03301
Fax: 603-271-1516 TDD Access: 1-800-735-2964
www.nh.gov/doi

Denis Goulet
Commissioner

September 26, 2017

Jeffrey J. Rose
Commissioner
Department of Natural and Cultural Resources
State of New Hampshire
172 Pembroke Rd
Concord, NH 03301

Dear Commissioner Rose:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract with RA Outdoors, LLC, headquartered in Delaware, for the NH State Parks Enterprise Reservation System, as described below and referenced as DoIT No. 2017-018.

This contract procures an Internet accessible, fee-per-transaction-based, campground reservation system. This system provides for the collection and reporting of revenue and visitation data at all sites, including day-use only areas. The system will allow guests of NH State Parks, Trails, and Historic Sites the ability to make reservations for campgrounds, pavilions, and parking while at the same time providing e-commerce opportunities, gift card purchases, and event registrations.

The funding amount for this contract is not-to-exceed \$870,000 for the period of Governor and Executive Council approval through October 31, 2022.

Sincerely,

Denis Goulet

DG/ik
RFP: 2017-018

cc: Nicole Warren, IT Manager

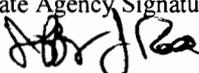
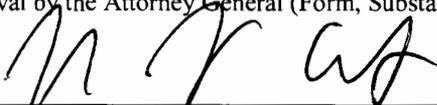
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name NH Department of Natural and Cultural Resources		1.2 State Agency Address 172 Pembroke Road Concord NH 03301	
1.3 Contractor Name RA Outdoors, LLC		1.4 Contractor Address 717 N. Harwood Street, Suite 2500 Dallas TX 75201	
1.5 Contractor Phone Number 469-291-0408	1.6 Account Number 10-03500-37200000-102	1.7 Completion Date October 31, 2022	1.8 Price Limitation Not to Exceed \$870,000
1.9 Contracting Officer for State Agency Philip A. Bryce, Director NH Division of Parks and Recreation		1.10 State Agency Telephone Number 603-271-3556	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Mark Trivette, Chief Executive Officer	
1.13 Acknowledgement: State of _____, County of _____ On _____, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace [Seal]			
1.13.2 Name and Title of Notary or Justice of the Peace			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Jeffrey J. Rose, Commissioner DNCR	
Date: 9/26/17			
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 9/26/17			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this

Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS. The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation - Enterprise Reservation System - Contract 2017-018
PART 2 - INFORMATION TECHNOLOGY PROVISIONS

TERMS AND DEFINITIONS

The following general contracting terms and definitions apply except as specifically noted elsewhere in this document.

Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Acceptance Letter	An Acceptance Letter provides notice from the State that a Deliverable has satisfied Acceptance Tests or Review.
Acceptance Period	The timeframe during which the Acceptance Test is performed.
Acceptance Test Plan	The Acceptance Test Plan provided by the Contractor and agreed to by the State that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.
Acceptance Test and Review	Tests performed to determine that no Defects exist in the application Software or the System.
Access Control	Supports the management of permissions for logging onto a computer or network.
Ad Hoc Reporting	Allows end users to easily build their own reports and modify existing ones.
Agency	"Agency" shall mean any board, Department, commission, hospital, sanitarium, home, library, school, college, prison or other institution conducted or operated by or for the state of New Hampshire, per reference RSA 21-I:11.
Agreement	A contract duly executed and legally binding.
AOC	Attestation of Compliance
Appendix	Supplementary material that is collected and appended at the back of a document.
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system.
Authorized Persons	The Contractor's employees, contractors, subcontractors or other agents who need to access the State's data to enable the Contractor to perform the services required.
AWO	Active Works Outdoors®
Best and Final Offer (BAFO)	For negotiated procurements, a Contractor's final offer following the conclusion of discussions.
BCP	Business Continuity Plan
Breach or Breach of Security	Unlawful and unauthorized acquisition of unencrypted computerized data that materially compromises the security, confidentiality or integrity of personal information maintained by a person or commercial entity.
CCP	Change Control Procedures
CR	Change Request
COTS	Commercial Off-The-Shelf Software
CM	Configuration Management
Certification	The Contractor's written declaration with full supporting and written Documentation (including without limitation test results as applicable) that the Contractor has completed development of the Deliverable and certified its readiness for applicable Acceptance

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation - Enterprise Reservation System - Contract 2017-018
PART 2 - INFORMATION TECHNOLOGY PROVISIONS

	Testing or Review
Change Control	Formal process for initiating changes to the proposed solution or process once development has begun.
Change Order	Formal documentation prepared for a proposed change in the Specifications.
Completion Date	End date for the Contract.
Confidential Information	Information required to be kept Confidential from unauthorized disclosure under the Contract.
Contract	This Agreement between the State of New Hampshire and a Contractor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Contract Agreement	Part 1, 2, and 3.. The documentation consisting of both the General Provisions and the Exhibits which represents the understanding and acceptance of the reciprocal legal rights and duties of the parties with respect to the Scope of Work.
Contract Conclusion	Refers to the conclusion of the Contract, for any reason, including but not limited to, the successful Contract completion, termination for convenience, or termination for default.
Contract Documents	Documents that comprise this Contract.
Contract Managers	The persons identified by the State and the Contractor who shall be responsible for all contractual authorization and administration of the Contract. These responsibilities shall include but not be limited to processing Contract Documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities.
Contractor	The Vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Conversion Test	A test to ensure that a data conversion process correctly takes data from a legacy system and successfully converts it to a form that can be used by the new system.
COTS	Commercial Off The Shelf.
Cure Period	The thirty (30) day period following written notification of a default within which a contracted Contractor must cure the default identified.
Custom Code	Code developed by the Contractor specifically for this project for the State of New Hampshire.
Custom Software	Software developed by the Contractor specifically for this project for the State of New Hampshire .
Data	State's records, files, forms, Data and other documents or information, in either electronic or paper form, that will be used /converted by the Contractor during the Contract Term.
DBA	Database Administrator

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation - Enterprise Reservation System - Contract 2017-018
PART 2 - INFORMATION TECHNOLOGY PROVISIONS

Deficiencies/Defects	<p>A failure, deficiency, or defect in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.</p> <p>Class A: The Contractor must initiate corrective action to resolve critical system issues for components provided by the Contractor that render NH Parks unable to perform normal business functions. Normal business functions are defined as those that perform a transaction.</p> <p>Class B: The Contractor must initiate corrective action to resolve system issues for components provided by the Contractor that render NH Parks unable to perform normal business functions, but can be performed through the use of a work around.</p> <p>Class C: The Contractor must initiate corrective action to resolve system issues for components provided by the Contractor that render NH Parks unable to perform non-transaction performing system functions.</p> <p>In each case (Class A,B &C), the contractor will only face damages if the issue is a result of action or inaction of the contractor.</p>
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, other), provided by the Contractor to the State or under the terms of a Contract requirement.
Denial of Service	A Denial of Service (DoS) is an interruption in a user's access to a computer network, typically caused with malicious intent.
Department	An agency of the State.
Department of Information Technology (DoIT)	The Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
Digital Signature	Guarantees the unaltered state of a file.
Division	Division of Parks and Recreation (DPR).
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
DNCR	Department of Natural and Cultural Resources
DR	Disaster Recovery
Effective Date	The Contract and all obligations of the parties hereunder shall become effective on the date the Governor and the Executive Council of the State of New Hampshire approves the Contract.
EMV	Europay, MasterCard and Visa (EMV) - is a global standard for credit cards that uses computer chips to authenticate (and secure) chip-card transactions.
Encryption	Supports the transformation of data for security purposes.
Enhancements	Updates, additions, modifications to, and new releases for the Software, and all changes to the Documentation as a result of Enhancements, including, but not limited to, Enhancements

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation - Enterprise Reservation System - Contract 2017-018
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	produced by Change Orders.
Event of Default	Any one or more of the following acts or omissions of a Contractor shall constitute an event of default hereunder ("Event of Default"): a. Failure to perform the Services satisfactorily or on schedule; b. Failure to submit any report required; and/or c. Failure to perform any other covenant, term or condition of the Contract.
Extended Term	Period of time the term of the contract may be extended up to two years at the sole option of the State, subject to the parties' prior written agreement on applicable fees for each extended term.
FIM	File Integrity Monitoring
Firm Fixed Price Contract	A Firm-Fixed-Price Contract provides a price that is not subject to increase, i.e., adjustment on the basis of the Contractor's cost experience in performing the Contract.
Follow the Sun Model	Technical support services passed between offices in different time zones to increase responsiveness and reduce delays.
Fully Loaded	Rates are inclusive of all allowable expenses, including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.
GAAP	Generally Accepted Accounting Principles
Governor and Executive Council	The New Hampshire Governor and Executive Council.
Harvest	Software to archive and/or control versions of software
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users.
Implementation	The process for making the System operational for processing the Data.
Implementation Plan	Sets forth the transition from development of the System to full operation, and includes without limitation, training, business and technical procedures.
Information Technology (IT)	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, Data processing, computing, information systems, telecommunications, and various audio and video technologies.
Input Validation	Ensure that the values entered by users or provided by other applications meets the size, type and format expected. Protecting the application from cross site scripting, SQL injection, buffer overflow, etc.
Intrusion Detection	Supports the detection of illegal entrance into a computer system.
Infor ERP	State of NH financial system.
Invoking Party	In a dispute, the party believing itself aggrieved.
Key Project Staff	Personnel identified by the State and by the Contractor as essential to work on the Project.
Licensee	The State of New Hampshire
NIST	National Institute of Standards and Technology
Non Exclusive Contract	A contract executed by the State that does not restrict the State from seeking alternative sources for the Deliverables or Services

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	provided under the Contract.
Non-Software Deliverables	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, services, other.
Normal Business Hours	Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided.
Notice to Proceed (NTP)	The State Contract Manager’s written direction to the Vendor to begin work on the Contract on a given date and time.
Open Data Formats	A data format based on an underlying Open Standard.
Open Source Software	Software that guarantees the user unrestricted use of the Software as defined in RSA 21-R:10 and RSA 21-R:11.
Open Standards	Specifications for the encoding and transfer of computer data that is defined in RSA 21-R:10 and RSA 21-R:13.
Operating System	System is fully functional, all Data has been loaded into the System, is available for use by the State in its daily operations.
Operational	Operational means that the System is operating and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued an Acceptance Letter.
Order of Precedence	The order in which Contract/Documents control in the event of a conflict or ambiguity. A term or condition in a document controls over a conflicting or ambiguous term or condition in a document that is lower in the Order of Precedence.
OWASP	The Open Web Application Security Project
PA-DSS	The Payment Application Data Security Standard (PA-DSS), formerly referred to as the Payment Application Best Practices (PABP), is the global security standard created by the Payment Card Industry Security Standards Council (PCI SSC).
PCI-DSS	The Payment Card Industry Data Security Standard (PCI DSS) is a proprietary information security standard for organizations that handle branded credit cards from the major card schemes including Visa, MasterCard, American Express, Discover, and JCB.
PII	Personally Identifiable Information
Point of Contact	State personnel designated as the coordinator of the RFP and Contract information.
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Project Team	The group of State employees and contracted Contractor’s personnel responsible for managing the processes and mechanisms required such that the Services are procured in accordance with the Work Plan on time, on budget and to the required specifications and quality.
Project Management Plan	A document that describes the processes and methodology to be employed by the Contractor to ensure a successful project.

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Project Managers	The persons identified who shall function as the State's and the Contractor's representative with regard to Review and Acceptance of Contract Deliverables, invoice sign off, and review and approval of Change Requests (CR) utilizing the Change Control Procedures (CCP).
Project Staff	State personnel assigned to work with the Contractor on the project.
Proposal	The submission from a Contractor in response to the Request for a proposal or statement of work.
QSA	Qualified Security Assessor
Regression Test Plan	A plan integrated into the Work Plan used to ascertain whether fixes to defects have caused errors elsewhere in the application/process.
Review	The process of reviewing Deliverables for Acceptance.
Review Period	The period set for review of a Deliverable. If none is specified then the review period is five (5) business days.
RFP (Request for Proposal)	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions.
ROC	Report on Compliance
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network.
Schedule	The dates described in the Work Plan for deadlines for performance of Services and other Project events and activities under the Contract.
SaaS	Software as a Service- Occurs where the COTS application is hosted but the State does not own the license or the code.
Security Incident	The potentially unauthorized access by non-authorized persons to personal data or non-public data the Contractor believes could reasonably result in the use, disclosure or theft of a State's unencrypted personal data or non-public data within the possession or control of the Contractor. A security incident may or may not turn into a data breach.
Service Level Agreement (SLA)	A signed agreement between both the State and the Contractor that is subject to the terms and conditions in this document that unless otherwise agreed to includes (1) the technical service level performance promises, (i.e. metrics for performance and intervals for measure), (2) description of service quality, (3) identification of roles and responsibilities, (4) security responsibilities and notice requirements, (5) how disputes are discovered and addressed, and (6) any remedies for performance failures.
Services	The work or labor to be performed by the Contractor on the Project as described in the Contract.
SOC	Service Organization Control
Software	All custom Software and COTS Software provided by the Contractor under the Contract.

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Software-as-a-Service (SaaS)	The capability provided to the State to use the Contractor's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin-client interface such as a Web browser (e.g., Web-based email) or a program interface. The State does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.
Software Deliverables	Software and Enhancements.
Software License	Licenses provided to the State under this Contract.
Solution	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and terms of the Specifications. The off-the-shelf Software and configured Software customized for the State provided by the Contractor in response to this RFP.
Specifications	The written Specifications that set forth the requirements which include, without limitation, this RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other Specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
State	STATE is defined as: State of New Hampshire Department of Natural and Cultural Resources 172 Pembroke Rd Concord, NH 03301 Reference to the term "State" shall include applicable agencies
Statement of Work (SOW)	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high level view of the architecture, performance and design requirements, the roles and responsibilities of the State and the Contractor. The Contract Agreement SOW defines the results that the Contractor remains responsible and accountable for achieving.
State's Confidential Records	State's information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A.
State Data	For SaaS applications means all data created or in any way originating with the State, and all data that is the output of computer processing of or other electronic manipulation of any data that was created by or in any way originated with the State, whether such data or output is stored on the State's hardware, the Contractor's hardware or exists in any system owned, maintained or otherwise controlled by the State or by the Contractor.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year extends from July 1 st through June 30 th of the following calendar year.

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State Identified Contact	The person or persons designated in writing by the State to receive security incident or breach notification.
State's Project Manager (PM)	State's representative with regard to Project management and technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Proposal (CP).
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Contractor, which is performing Services under this Contract under a separate Contract with or on behalf of the Contractor.
System	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
Technical Authorization	Direction to a Contractor, which fills in details, clarifies, interprets, or specifies technical requirements. It must be: (1) consistent with Statement of Work within statement of Services; (2) not constitute a new assignment; and (3) not change the terms, documents of specifications of the Contract Agreement.
Test Plan	A plan, integrated in the Work Plan, to verify the code (new or changed) works to fulfill the requirements of the Project. It may consist of a timeline, a series of tests and test data, test scripts and reports for the test results as well as a tracking mechanism.
Term	Period of the Contract from the Effective Date through termination.
Transition Services	Services and support provided when Contractor is supporting System changes.
UAT	User Acceptance Test
Unit Test	Developers create their own test data and test scenarios to verify the code they have created or changed functions properly as defined.
User Acceptance Testing	Tests done by knowledgeable business users who are familiar with the scope of the Project. They create/develop test cases to confirm the System was developed according to specific user requirements. The test cases and scripts/scenarios should be mapped to business requirements outlined in the user requirements documents.
User Management	Supports the administration of computer, application and network accounts within an organization.
Vendor	The Contractor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Verification	Supports the confirmation of authority to enter a computer system, application or network.
WWW	World Wide Web
Walk Through	A step-by-step review of a Specification, usability features or design before it is handed off to the technical team for development.
Warranty Period	A period of coverage during which the Contractor is responsible for providing a guarantee for products and Services delivered as defined in the Contract.
Warranty Services	The Services to be provided by the Contractor during the Warranty

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	Period.
Work Hours	Contractor personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager.
Work Plan	The overall plan of activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Exhibit I. The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by the Contractor either in paper or electronic format.
YTD	Year to Date

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INTRODUCTION

This Contract is by and between the State of New Hampshire, acting through New Hampshire Department of Natural and Cultural Resources ("State"), and RA Outdoors, LLC, a Delaware limited liability company ("Contractor"), having its principal place of business at 717 N. Harwood Street, Suite 2500, Dallas, TX 75201.

RA Outdoors currently operates the reservation system for the New Hampshire Department of Natural and Cultural Resources (DNCR) for its State Park campground reservation system. Since the system is already in full operation mode, initial setup and configuration of the System is not required. Therefore, the implementation/configuration and testing phases only pertain to new enhancements (Day Use Entry Ticketing, Pass Sales, Gift Cards) to the System. The reservation system "ActiveWorks Outdoors" (AWO) will be accessed through a web-based interface to manage all reservations, registrations and financial needs of the Department. This System already provides a solution to DNCR's State Parks throughout NH that includes consumer internet web site, call center, field services to the recreation industry and processing of credit cards. The Contract will be funded by a combination of transaction fees that will be retained by the Contractor, as well as funds budgeted by the agency for equipment and support services. The Contractor will continue to host the call center, support of the hardware, installation services for enhancements, deployment support, user/administrator training, ongoing System maintenance, and technical support for office and field locations.

RECITALS

Whereas the State desires to have RA Outdoors, LLC provide Active Works Outdoors, and associated Services for the State;

RA Outdoors, LLC wishes to provide Active Works Outdoors and associated Services for the State.

The parties therefore agree as follows:

1. CONTRACT DOCUMENTS

1.1 CONTRACT DOCUMENTS

This Contract Agreement (2017 - 018) is comprised of the following documents:

- A. Part 1 - Form P-37 General Provision
- B. Part 2 - Information Technology Provisions
- C. Part 3 - Exhibits
 - Exhibit A- Contract Deliverables
 - Exhibit B- Price and Payment Schedule
 - Exhibit C- Special Provisions
 - Exhibit D- Administrative Services
 - Exhibit E- Implementation Services
 - Exhibit F- Testing Services
 - Exhibit G- Maintenance and Support Services
 - Exhibit H- Requirements
 - Exhibit I- Work Plan
 - Exhibit J- Software Agreement
 - Exhibit K- Warranty and Warranty Services

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Exhibit L- Training Services
Exhibit M- Agency RFP with Addendums, by reference
Exhibit N- Contractor Proposal, by reference
Exhibit O- Certificates and Attachments

1.2 ORDER OF PRECEDENCE

In the event of conflict or ambiguity among any of the text of the Contract Documents, the following Order of Precedence shall govern:

- a. Any Amendments to this Agreement, with the most recent Amendments having precedence;
- b. State of New Hampshire, Department of Natural and Cultural Resources Contract Agreement 2017 - 018, including Parts 1, 2, and 3.
- c. State of New Hampshire, Department of Natural and Cultural Resources RFP 2017 - 018.
- d. Contractor Proposal Response to RFP 2017 - 018 dated February 24, 2017

2. CONTRACT TERM

The Contract and all obligations of the parties hereunder shall become effective after full execution by the parties, and the receipt of required governmental approvals, including, but not limited to, Governor and Executive Council of the State of New Hampshire approval ("Effective Date").

The Contract shall begin on the Effective Date and extend through October 31, 2022. The Term may be extended for an additional two years at the sole option of the State, subject to the parties prior written agreement on applicable fees for each extended term.

The Contractor shall commence work upon issuance of a Notice to Proceed by the State.

Time is of the essence in the performance of the Contractor's obligation under the contract.

3. COMPENSATION

3.1 CONTRACT PRICE

Campers using the AWO system will pay a transaction fee directly to the Contractor who will retain the fee as compensation for this contract. Additional annual payments will be made to the Contractor by the State for other functions and services.

The Contract Price, Part 1, P37, block 1.8 price limitation, method of payment, and terms of payment are identified and more particularly described in section 5 of P-37 Agreement and Part 3 Contract Exhibit B: *Price and Payment Schedule*.

3.2 NON-EXCLUSIVE CONTRACT

The State reserves the right, at its discretion, to retain other Contractors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal. The Contractor shall not be responsible for any delay, act, or omission of such other Contractors, except that the Contractor shall be responsible for any delay, act, or omission of the other Contractors if such delay, act, or omission is caused by or due to the fault of the Contractor.

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4. CONTRACT MANAGEMENT

The Project will require the coordinated efforts of a Project Team consisting of both the Contractor and State personnel. The Contractor shall provide all necessary resources to perform its obligations under the Contract. The Contractor shall be responsible for managing the Project to its successful completion.

4.1 THE CONTRACTOR'S CONTRACT MANAGER

The Contractor shall assign a Contract Manager who shall be responsible for all Contract authorization and administration. The Contractor's Contract Manager is:

Susan Grant
Director of Client Services, RA Outdoors
6925 Century Avenue, 5th Floor
Mississauga, ON L5N 7K2
Tel: 289-290-2739
Email: Susan.Grant@activenetwork.com

4.2 THE CONTRACTOR'S PROJECT MANAGER

4.2.1 Contract Project Manager

The Contractor shall assign a Project Manager who meets the requirements of the Contract. The Contractor's selection of the Contracted Contractor Project Manager shall be subject to the prior written approval of the State. The State's approval process may include, without limitation, at the State's discretion, review of the proposed Contractor's Project Manager's resume, qualifications, references, and background checks, and an interview. The State may require removal or reassignment of the Contractor's Project Manager who, in the sole judgment of the State, is found unacceptable or is not performing to the State's satisfaction.

4.2.2 The Contractor's Project Manager must be qualified to perform the obligations required of the position under the Contract, shall have full authority to make binding decisions under the Contract, and shall function as the Contractor's representative for all administrative and management matters. The Contractor's Project Manager shall perform the duties required under the Contract, including, but not limited to, those set forth in Exhibit I. The Contractor's Project Manager must be available to promptly respond during Normal Business Hours within two (2) hours to inquiries from the State, and be at the site as needed. The Contractor's Project Manager must work diligently and use his/ her best efforts on the Project.

4.2.3 The Contractor shall not change its assignment of the Contractor's Project Manager without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of the Contractor's Project Manager shall not be unreasonably withheld. The replacement Project Manager shall have comparable or greater skills than of the Contractor's Project Manager being replaced; meet the requirements of the Contract; and be subject to reference and background checks described above in IT Provisions, Section 4.2.1: *Contract Project Manager*, and in Contract Agreement IT Provisions, Section 4.6: *Reference and Background Checks*, below. The Contractor shall assign a replacement of the Contractor's Project Manager within ten (10) business days of the departure of the prior Contractor's Project Manager,

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and the Contractor shall continue during the ten (10) business day period to provide competent Project management Services through the assignment of a qualified interim Project Manager.

4.2.4 Notwithstanding any other provision of the Contract, the State shall have the option, at its discretion, to terminate the Contract, declare the Contractor in default and pursue its remedies at law and in equity, if the Contractor fails to assign a the Contractor Project Manager meeting the requirements and terms of the Contract.

4.2.5 CONTRACTOR Project Manager is:

Jeff Alderman, PMP
6925 Century Avenue 5th Floor
Mississauga, ON L5N 7K2
Tel: 888-543-7223
Email: Jeff.Alderman@activenetwork.com

4.3 CONTRACTOR KEY PROJECT STAFF

4.3.1 The Contractor shall assign Key Project Staff who meet the requirements of the Contract, and can implement the Software Solution meeting the requirements set forth in RFP Appendix C: *System Requirements and Deliverables*, Table C.2: *System Requirements and Deliverables-Contractor Response Checklist*. The State may conduct reference and background checks on the Contractor's Key Project Staff. The State reserves the right to require removal or reassignment of the Contractor's Key Project Staff who are found unacceptable to the State. Any background checks shall be performed in accordance with IT Provisions Section 4.6: *Background Checks*.

4.3.2 The Contractor shall not change any of the Contractor's Key Project Staff commitments without providing the State written justification and obtaining the prior written approval of the State. State approvals for replacement of the Contractor's Key Project Staff will not be unreasonably withheld. The replacement of the Contractor's Key Project Staff shall have comparable or greater skills than of the Contractor's Key Project Staff being replaced; meet the requirements of the Contract, including but not limited to the requirements set forth in RFP Appendix C: *System Requirements and Deliverables* and be subject to reference and background checks described in Contract Agreement- IT Provisions, Section 4.6: *Reference and Background Checks*.

4.3.3 Notwithstanding any other provision of the Contract to the contrary, the State shall have the option to terminate the Contract, declare the Contractor in default and to pursue its remedies at law and in equity, if the Contractor fails to assign Key Project Staff meeting the requirements and terms of the Contract or if it is dissatisfied with the Contractor's replacement Project staff.

4.3.4 The Contractor Key Project Staff shall consist of the following individuals in the roles identified below:

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The Contractor's Key Project Staff:

Key Member(s)	Title
Marc Feudo	Sr. Client Services Manager
Joy Boire	Manager, Revenue Recognition
Mindy Rhodes	Manager, Training

4.4 STATE CONTRACT MANAGER

The State shall assign a Contract Manager who shall function as the State's representative with regard to Contract administration. The State Contract Manager is:

Philip A. Bryce
Director
NH Department of Natural and Cultural Resources
Division of Parks and Recreation
172 Pembroke Road
Concord, NH 03301
Tel: 603-271-3556
Fax: 603-271-3553
Email: philip.bryce@nh.gov

4.5 STATE PROJECT MANAGER

The State shall assign a Project Manager. The State Project Manager's duties shall include the following:

- a. Leading the Project;
- b. Engaging and managing all Contractors;
- c. Managing significant issues and risks;
- d. Reviewing and accepting Contract Deliverables;
- e. Invoice sign-offs;
- f. Review and approval of change proposals; and
- g. Managing stakeholders' concerns.

The State Project Manager is:

Gail A. Wolek
Deputy Director
NH Department of Natural and Cultural Resources
Division of Parks and Recreation
172 Pembroke Road
Concord, NH 03301
Tel: 603-271-3556
Fax: 603-271-3553
Email: gail.wolek@nh.gov

4.6 REFERENCE AND BACKGROUND CHECKS

The Contractor shall conduct criminal background checks and not utilize any staff, including Subcontractors, to fulfill the obligations of the contract who have been convicted of any crime of

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dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or misdemeanor offense for which incarceration for up to 1 year is an authorized penalty. The Contractor shall promote and maintain an awareness of the importance of securing the State's information among the Contractor's employees and agents.

The State may, at its sole expense, conduct reference and background screening of the Contracted Contractor Project Manager and the Contractor Key Project Staff. The State shall maintain the confidentiality of background screening results in accordance with the Contract Agreement – IT Provisions-Section 11: Use of State's Information, Confidentiality.

5. DELIVERABLES

5.1 CONTRACTOR RESPONSIBILITIES

The Contractor shall be solely responsible for meeting all requirements, and terms and conditions specified in this Contract, regardless of whether or not a Subcontractor is used.

The Contractor may subcontract Services subject to the provisions of the Contract, including but not limited to, the terms and conditions in the Contract Agreement. The Contractor must submit all information and documentation relating to the Subcontractor, including terms and conditions consistent with this Contract. The State will consider the Contractor to be wholly responsible for the performance of the Contract and the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

5.2 DELIVERABLES AND SERVICES

The Contractor shall provide the State with the Deliverables and Services in accordance with the time frames in the Work Plan for this Contract, and as more particularly described in Contract Exhibit A: *Contract Deliverables*.

5.3 NON-SOFTWARE AND WRITTEN DELIVERABLES REVIEW AND ACCEPTANCE

After receiving written Certification from the Contractor that a Non-Software or Written Deliverable is final, complete, and ready for Review, the State will Review the Deliverable to determine whether it meets the Requirements outlined in Contract Exhibit A: *Contract Deliverables*. The State will notify the Contractor in writing of its Acceptance or rejection of the Deliverable within five (5) business days of the State's receipt of the Contractor's written Certification. If the State rejects the Deliverable, the State shall notify the Contractor of the nature and class of the Deficiency and the Contractor shall correct the Deficiency within the period identified in the Work Plan. If no period for the Contractor's correction of the Deliverable is identified, the Contractor shall correct the Deficiency in the Deliverable within five (5) business days. Upon receipt of the corrected Deliverable, the State shall have five (5) business days to review the Deliverable and notify the Contractor of its Acceptance or rejection thereof, with the option to extend the Review Period up to five (5) additional business days. If the Contractor fails to correct the Deficiency within the allotted period of time, the State may, at its option, continue reviewing the Deliverable and require the Contractor to continue until the Deficiency is corrected, or immediately terminate the Contract, declare the Contractor in default, and pursue its remedies at law and in equity.

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Deliverables, major milestones, task dependencies, and payment Schedule. Any such updates to the Work Plan must be approved by the State, in writing, prior to final incorporation into Contract Exhibit I: *Work Plan*. The updated Contract Exhibit I: *Work Plan*, as approved by the State, is incorporated herein by reference.

Unless otherwise agreed in writing by the State, changes to the Contract Exhibit I: *Work Plan* shall not relieve the Contractor from liability to the State for damages resulting from the Contractor's failure to perform its obligations under the Contract, including, without limitation, performance in accordance with the Schedule.

In the event of any delay in the Schedule, the Contractor must immediately notify the State in writing, identifying the nature of the delay, i.e., specific actions or inactions of the Contractor or the State causing the problem; its estimated duration period to reconciliation; specific actions that need to be taken to correct the problem; and the expected Schedule impact on the Project.

In the event additional time is required by the Contractor to correct Deficiencies, the Schedule shall not change unless previously agreed in writing by the State, except that the Schedule shall automatically extend on a day-to-day basis to the extent that the delay does not result from the Contractor's failure to fulfill its obligations under the Contract. To the extent that the State's execution of its major tasks takes longer than described in the Work Plan, the Schedule shall automatically extend on a day-to-day basis.

Notwithstanding anything to the contrary, the State shall have the option to terminate the Contract for default, at its discretion, if it is dissatisfied with the Contractor's Work Plan or elements within the Work Plan.

9. CHANGE ORDERS

The State may make changes or revisions at any time by written Change Order. The State originated changes or revisions shall be approved by the Department of Information Technology. Within five (5) business days of the Contractor's receipt of a Change Order, the Contractor shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, or the Work Plan.

The Contractor may request a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, or the Work Plan. The State shall attempt to respond to the Contractor's requested Change Order within five (5) business days. The State Agency, as well as the Department of Information Technology, must approve all Change Orders in writing. The State shall be deemed to have rejected the Change Order if the parties are unable to reach an agreement in writing.

All Change Order requests from the Contractor to the State, and the State acceptance of the Contractor's estimate for a State requested change, will be acknowledged and responded to, either acceptance or rejection, in writing. If accepted, the Change Order(s) shall be subject to the Contract amendment process, as determined to apply by the State.

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10. INTELLECTUAL PROPERTY

10.1 SOFTWARE TITLE

Title, right, and interest (including all ownership and intellectual property rights) in the Software, and its associated Documentation, shall remain with the Contractor.

Upon successful completion and/or termination of the Implementation of the Project, the Contractor shall own and hold all, title, and rights in any Software modifications developed in connection with performance of obligations under the Contract, or modifications to the Contractor provided Software, and their associated Documentation including any and all performance enhancing operational plans and the Contractors' special utilities. The Contractor shall license back to the State the right to produce, publish, or otherwise use such software, source code, object code, modifications, reports, and Documentation developed under the Contract.

In no event shall the Contractor be precluded from developing for itself, or for others, materials that are competitive with, or similar to, Custom Software, modifications developed in connection with performance of obligations under the Contract. In addition, the Contractor shall be free to use its general knowledge, skills, experience, and any other ideas, concepts, know-how, and techniques that are acquired or used in the course of its performance under this agreement.

10.2 STATE'S DATA AND PROPERTY

All rights, title and interest in State Data shall remain with the State. All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason. The Contractor shall not access State user accounts or State data, except (1) in the course of data center operations, (2) in response to service or technical issues, (3) as required by the express terms of this contract or (4) at the State's written request.

10.3 CONTRACTOR'S MATERIALS

Subject to the provisions of this Contract, the Contractor may develop for itself, or for others, materials that are competitive with, or similar to, the Deliverables. In accordance with the provision of this Contract, the Contractor shall not distribute any products containing or disclose any State Confidential Information. The Contractor shall be free to use its general knowledge, skills and experience, and any ideas, concepts, know-how, and techniques that are acquired or used in the course of its performance under this Contract, provided that such is not obtained as the result of the deliberate memorization of the State Confidential Information by the Contractor employees or third party consultants engaged by the Contractor.

Without limiting the foregoing, the parties agree that the general knowledge referred to herein cannot include information or records not subject to public disclosure under New Hampshire RSA Chapter 91-A, which includes but is not limited to the following: records of grand juries and petit juries; records of parole and pardon boards; personal school records of pupils; records pertaining to internal personnel practices, financial information, test questions, scoring keys and other examination data use to administer a licensing examination, examination for employment, or academic examination and personnel, medical, welfare, library use, video tape sale or rental, and other files containing personally identifiable information that is private in nature.

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10.4 STATE WEBSITE COPYRIGHT

WWW Copyright and Intellectual Property Rights

All right, title and interest in the State WWW sites (nh.gov, visitnh.gov, and nhstateparks.org), including copyright to all data and information, shall remain with the State. The State shall also retain all right, title and interest in any user interfaces and computer instructions embedded within the WWW pages. All WWW pages and any other Data or information shall, where applicable, display the State's copyright.

10.5 SURVIVAL

This Contract Agreement Section 10: *Intellectual Property* shall survive the termination of the Contract.

11 USE OF STATE'S INFORMATION, CONFIDENTIALITY

11.1 USE OF STATE'S INFORMATION

In performing its obligations under the Contract, the Contractor may gain access to information of the State, including State Confidential Information. "State Confidential Information" shall include, but not be limited to, information exempted from public disclosure under New Hampshire RSA Chapter 91-A: *Access to Public Records and Meetings* (see e.g. RSA Chapter 91-A: *5 Exemptions*). The Contractor shall not use the State Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Contract, except as directly connected to and necessary for the Contractor's performance under the Contract.

11.2 STATE CONFIDENTIAL INFORMATION

The Contractor shall maintain the confidentiality of and protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all State Confidential Information that becomes available to the Contractor in connection with its performance under the Contract, regardless of its form.

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: (i) shall have otherwise become publicly available other than as a result of disclosure by the receiving party in breach hereof; (ii) was disclosed to the receiving party on a non-confidential basis from a source other than the disclosing party, which the receiving party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing party; (iii) is developed by the receiving party independently of, or was known by the receiving party prior to, any disclosure of such information made by the disclosing party; or (iv) is disclosed with the written consent of the disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

Any disclosure of the State Confidential Information shall require the prior written approval of the State. The Contractor shall immediately notify the State if any request, subpoena or other legal process is served upon the Contractor regarding the State Confidential Information, and the Contractor shall cooperate with the State in any effort the State undertakes to contest the request, subpoena or other legal process, at no additional cost to the State.

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In the event of the unauthorized release of State Confidential Information, the Contractor shall immediately notify the State, and the State may immediately be entitled to pursue any remedy at law and in equity, including, but not limited to, injunctive relief.

11.3 CONTRACTOR CONFIDENTIAL INFORMATION

Insofar as the Contractor seeks to maintain the confidentiality of its confidential or proprietary information, the Contractor must clearly identify in writing all information it claims to be confidential or proprietary. Notwithstanding the foregoing, the State acknowledges that the Contractor considers the Software and Documentation to be Confidential Information. The Contractor acknowledges that the State is subject to State and federal laws governing disclosure of information including, but not limited to, RSA Chapter 91-A. The State shall maintain the confidentiality of the identified Confidential Information insofar as it is consistent with applicable State and federal laws or regulations, including but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by the Contractor as confidential, the State shall notify the Contractor and specify the date the State will be releasing the requested information. At the request of the State, the Contractor shall cooperate and assist the State with the collection and review of the Contractor's information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be the Contractor's sole responsibility and at the Contractor's sole expense. If the Contractor fails to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State's notice to the Contractor, without any liability to the Contractor.

11.4 SURVIVAL

This Contract Agreement Section 11, *Use of State's Information, Confidentiality*, shall survive termination or conclusion of the Contract.

12 LIMITATION OF LIABILITY

12.1 STATE

Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Subject to applicable laws and regulations, the State's liability to the Contractor shall not exceed the total Contract price set forth in Contract Agreement – P-37, General Provisions, Block 1.8.

12.2 CONTRACTOR

Subject to applicable laws and regulations, in no event shall the Contractor be liable for any consequential, special, indirect, incidental, punitive or exemplary damages and the Contractor's liability to the State shall not exceed two times (2X) the total Contract price set forth in Contract Agreement – P-37, General Provisions, Block 1.8.

Notwithstanding the foregoing, this limitation of liability shall not apply to the Contractor's indemnification obligations set forth in the Contract Agreement – P-37, General Provisions Section 13: *Indemnification* and confidentiality obligations in Contract Agreement-IT Provisions Section 11: *Use of State's Information, Confidentiality*, which shall be unlimited.

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12.3 STATE'S IMMUNITY

Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive termination or Contract conclusion.

12.4 SURVIVAL

This Contract Agreement Section 12: *Limitation of Liability* shall survive termination or Contract conclusion.

13 TERMINATION

This Contract Agreement Section 13: Termination shall survive the termination or Contract Conclusion.

13.1 TERMINATION FOR DEFAULT

Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default")

- a. Failure to perform the Services satisfactorily or on schedule;
- b. Failure to submit any report required; and/or
- c. Failure to perform any other covenant, term or condition of the Contract

13.1.1 Upon the occurrence of any Event of Default, the State may take any one or more, or all, of the following actions:

- a. Unless otherwise provided in the Contract, the State shall provide the Contractor written notice of default and require it to be remedied within, in the absence of a greater or lesser specification of time, within thirty (30) days from the date of notice, unless otherwise indicated within by the State ("Cure Period"). If the Contractor fails to cure the default within the Cure Period, the State may terminate the Contract effective two (2) days after giving the Contractor notice of termination, at its sole discretion, treat the Contract as breached and pursue its remedies at law or in equity or both.
- b. Give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under the Contract and ordering that the portion of the Contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor.
- c. Set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default.
- d. Treat the Contract as breached and pursue any of its remedies at law or in equity, or both.

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- e. Procure Services that are the subject of the Contract from another source and the Contractor shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

13.2 TERMINATION FOR CONVENIENCE

13.2.1 The State may, at its sole discretion, terminate the Contract for convenience, in whole or in part, by thirty (30) days written notice to the Contractor. In the event of a termination for convenience, the State shall pay the Contractor the agreed upon price, if separately stated in this Contract, for Deliverables for which Acceptance has been given by the State. Amounts for Services or Deliverables provided prior to the date of termination for which no separate price is stated under the Contract shall be paid, in whole or in part, generally in accordance with Contract Exhibit B, *Price and Payment Schedule*, of the Contract.

13.2.2 During the thirty (30) day period, the Contractor shall wind down and cease Services as quickly and efficiently as reasonably possible, without performing unnecessary Services or activities and by minimizing negative effects on the State from such winding down and cessation of Services.

13.3 TERMINATION FOR CONFLICT OF INTEREST

13.3.1 The State may terminate the Contract by written notice if it determines that a conflict of interest exists, including but not limited to, a violation by any of the parties hereto of applicable laws regarding ethics in public acquisitions and procurement and performance of Contracts.

In such case, the State shall be entitled to a pro-rated refund of any current development, support, and maintenance costs. The State shall pay all other contracted payments that would have become due and payable if the Contractor did not know, or reasonably did not know, of the conflict of interest.

13.3.2 In the event the Contract is terminated as provided above pursuant to a violation by the Contractor, the State shall be entitled to pursue the same remedies against the Contractor as it could pursue in the event of a default of the Contract by the Contractor.

13.4 TERMINATION PROCEDURE

13.4.1 Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require the Contractor to deliver to the State any property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

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- 13.4.2 After receipt of a notice of termination, and except as otherwise directed by the State, the Contractor shall:
- a. The State shall be entitled to any post-termination assistance generally made available with respect to the services, unless a unique data retrieval arrangement has been established as part of the SLA.
 - b. Stop work under the Contract on the date, and to the extent specified, in the notice;
 - c. Promptly, but in no event longer than thirty (30) days after termination, terminate its orders and subcontracts related to the work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;
 - d. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of the Contractor and in which the State has an interest;
 - e. During any period of service suspension, the Contractor shall not take any action to intentionally erase any State data.
 1. In the event of termination of any services or agreement in entirety, the Contractor shall not take any action to intentionally erase any State data for a period of:
 - 10 days after the effective date of termination, if the termination is in accordance with the contract period
 - 30 days after the effective date of termination, if the termination is for convenience
 - 60 days after the effective date of termination, if the termination is for cause
 2. After such period, the Contractor shall have no obligation to maintain or provide any State data and shall thereafter, unless legally prohibited, delete all State data in its systems or otherwise in its possession or under its control.
 - f. Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to the State and which has been accepted or requested by the State, including customer data; and
 - g. The Contractor shall implement an orderly return of State data in a CSV or another mutually agreeable format at a time agreed to by the parties and the subsequent secure transfer of State data;
 - h. The Contractor shall securely dispose of all requested data in all of its forms, such as disk, CD/ DVD, backup tape and paper, when requested by the State. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to the State.

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- i. Provide written Certification to the State that the Contractor has surrendered to the State all said property.

14 CHANGE OF OWNERSHIP

In the event that the Contractor should change ownership for any reason whatsoever, the State shall have the option of continuing under the Contract with the Contractor, its successors or assigns for the full remaining term of the Contract; continuing under the Contract with the Contractor, its successors or assigns for such period of time as determined necessary by the State; or immediately terminate the Contract without liability to the Contractor, its successors or assigns.

15 ASSIGNMENT, DELEGATION, AND SUBCONTRACTS

15.1 The Contractor shall not assign, delegate, subcontract, or otherwise transfer any of its interest, rights, or duties under the Contract without the prior written consent of the State. Such consent shall not be unreasonably withheld. Any attempted transfer, assignment, delegation, or other transfer made without the State's prior written consent shall be null and void, and may constitute an event of default at the sole discretion of the State.

15.2 The Contractor shall remain wholly responsible for performance of the entire Contract even if assignees, delegates, Subcontractors, or other transferees ("Assigns") are used, unless otherwise agreed to in writing by the State, and the Assigns fully assume in writing any and all obligations and liabilities under the Contract from the Effective Date. In the absence of a written assumption of full obligations and liabilities of the Contract, any permitted assignment, delegation, subcontract, or other transfer shall neither relieve the Contractor of any of its obligations under the Contract nor affect any remedies available to the State against the Contractor that may arise from any event of default of the provisions of the contract. The State shall consider the Contractor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

15.3 Notwithstanding the foregoing, nothing herein shall prohibit the Contractor from assigning the Contract to the successor of all or substantially all of the assets or business of the Contractor provided that the successor fully assumes in writing all obligations and responsibilities under the Contract. In the event that the Contractor should change ownership, as permitted under Section 14: *Change of Ownership*, the State shall have the option to continue under the Contract with the Contractor, its successors or assigns for the full remaining term of the Contract; continue under the Contract with the Contractor, its successors or assigns for such period of time as determined necessary by the State; or immediately terminating the Contract without liability to the Contractor, its successors or assigns.

16 DISPUTE RESOLUTION

Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by written notice to the other party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted under the Contract.

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The parties shall use reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Dispute Resolution Responsibility and Schedule Table

LEVEL	RA Outdoors LLC	STATE New Hampshire	<u>CUMULATIVE ALLOTTED TIME</u>
Primary	Marc Feudo Client Services Manager	Gail A. Wolek Deputy Director State Project Manager (PM)	5 Business Days
First	Susan Grant Director of Client Services	Philip A. Bryce Director	10 Business Days
Second	Bill Joplin VP of Client Services	Jeffrey Rose Commissioner	15 Business Days

The allotted time for the first level negotiations shall begin on the date the Invoking Party's notice is received by the other party. Subsequent allotted time is days from the date that the original Invoking Party's notice is received by the other party.

17 SAAS GENERAL TERMS AND CONDITIONS

17.1 COMPUTER USE

In consideration for receiving access to and use of the computer facilities, network, licensed or developed software, software maintained or operated by any of the State entities, systems, equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), the Contractor understands and agrees to the following rules:

- a. Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
- b. That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or other private and non-State use and that at no time shall the Contractor access or attempt to access any information without having the express authority to do so.
- c. That at no time shall the Contractor access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access.
- d. That all software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that

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at all times the Contractor must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other Agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State, can be used by the Contractor. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.

- e. That if the Contractor is found to be in violation of any of the above-stated rules, the user may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.

17.2 EMAIL USE

Mail and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. Email is defined as “internal Email systems” or “State-funded Email systems.” The Contractor understands and agrees that use of email shall follow State standard policy (available upon request).

17.3 INTERNET/INTRANET USE

The Internet/Intranet is to be used for access to and distribution of information in direct support of the business of the State of New Hampshire according to State standard policy (available upon request).

17.4 REGULATORY GOVERNMENT APPROVALS

The Contractor shall obtain all necessary and applicable regulatory or other governmental approvals necessary to perform its obligations under the Contract.

17.5 INSURANCE CERTIFICATE

The Insurance Certificate should note the Certificate Holder in the lower left hand block including State of New Hampshire, Department Name, name of the individual responsible for the funding of the contracts and his/her address.

17.6 EXHIBITS

The Exhibits referred to, in and attached to the Contract are incorporated by reference as if fully included in the text.

17.7 VENUE AND JURISDICTION

Any action on the Contract may only be brought in the State of New Hampshire, Merrimack County Superior Court.

17.8 SURVIVAL

The terms, conditions and warranties contained in the Contract that by their context are intended to survive the completion of the performance, cancellation or termination of the Contract shall so survive, including, but not limited to, the terms of the Exhibit D Section 5: Records Retention and Access Requirements, Exhibit D Section 6: Accounting Requirements, and IT Provisions- Section 11: Use of State’s Information, Confidentiality and IT Provisions- Section 14: Termination which shall all survive the termination of the Contract.

17.9 FORCE MAJEURE

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Neither the Contractor nor the State shall be responsible for delays or failures in performance resulting from events beyond the control of such party and without fault or negligence of such party. Such events shall include, but not be limited to, acts of God, strikes, lock outs, riots, and acts of war, epidemics, acts of government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.

Except in the event of the foregoing, Force Majeure events shall not include the Contractor's inability to hire or provide personnel needed for the Contractor's performance under the Contract.

17.10 NOTICES

Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the following addresses.

TO THE CONTRACTOR
ATTN: Legal Department
717 N HARWOOD ST
SUITE 2500
DALLAS, TX 75201

TO THE STATE
STATE OF NEW HAMPSHIRE - DNCR
172 PEMBROKE RD
CONCORD, NH 03301
TEL: (603) 271-3556
E.MAIL:

17.11 DATA PROTECTION

Protection of personal privacy and data shall be an integral part of the business activities of the Contractor to ensure there is no inappropriate or unauthorized use of State information at any time. To this end, the Contractor shall safeguard the confidentiality, integrity and availability of State information and comply with the following conditions:

- a. The Contractor shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of personal data and non-public data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the Contractor applies to its own personal data and non-public data of similar kind.
- b. All data obtained by the Contractor in the performance of this contract shall become State data and all personal data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the Contractor is responsible for encryption of the personal data.
- c. Unless otherwise stipulated, the Contractor shall encrypt all non-public data at rest and in transit. The State shall identify data it deems as non-public data to the Contractor. The level of protection and encryption for all non-public data shall be identified and made a part of this contract.
- d. At no time shall any data or processes — that either belong to or are intended for the use of the State or its officers, agents or employees — be copied, disclosed or retained by the the Contractor or any party related to the Contractor for subsequent use in any transaction that does not include the State.

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e. The Contractor shall not use any information collected in connection with the service issued from this proposal for any purpose other than fulfilling the service.

17.12. DATA LOCATION

The Contractor shall provide its services to the State and its end users solely from data centers in the U.S. Storage of State data at rest shall be located solely in data centers in the U.S. The Contractor shall not allow its personnel or Contractors to store State data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The Contractor shall permit its personnel and Subcontractors to access State data remotely only as required to provide technical support. The Contractor may provide technical user support on a 24/7 basis using a Follow the Sun model, unless otherwise prohibited in this contract.

17.13. SECURITY INCIDENT OR DATA BREACH NOTIFICATION

The Contractor shall inform the State of any security incident or data breach in accordance with NH RSA 359-C:20.

a. Incident Response: the Contractor may need to communicate with outside parties regarding a security incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the contract. Discussing security incidents with the State should be handled on an urgent as-needed basis, as part of the Contractor communication and mitigation processes as mutually agreed upon, defined by law, or contained in the contract.

b. Security Incident Reporting Requirements: the Contractor shall report a security incident to the appropriate State identified contact immediately as defined in the SLA.

c. Breach Reporting Requirements: If the Contractor has actual knowledge of a confirmed data breach that affects the security of any State content that is subject to applicable data breach notification law, the Contractor shall (1) promptly notify the appropriate State identified contact within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the data breach in a timely manner.

17.14. BREACH RESPONSIBILITIES

This section only applies when a data breach occurs with respect to personal data within the possession or control of the Contractor.

a. The Contractor, unless stipulated otherwise, shall immediately notify the appropriate State identified contact by telephone in accordance with the agreed upon security plan or security procedures if it reasonably believes there has been a security incident.

b. The Contractor, unless stipulated otherwise, shall promptly notify the appropriate State identified contact within 24 hours or sooner by telephone, unless shorter time is required by applicable law, if it confirms that there is, or reasonably believes that there has been a data breach. the Contractor shall (1) cooperate with the State as reasonably requested by the State to investigate and resolve the data breach, (2) promptly implement necessary remedial measures, if necessary, and (3) document responsive actions taken related to the

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data breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.

c. Unless otherwise stipulated, if a data breach is a direct result of the Contractor's breach of its contract obligation to encrypt personal data or otherwise prevent its release, the Contractor shall bear the costs associated with:

- (1) the investigation and resolution of the data breach;
- (2) notifications to individuals, regulators or others required by State law;
- (3) a credit monitoring service required by State (or federal) law;
- (4) a website or a toll-free number and call center for affected individuals required by State law — all not to exceed the average per record per person cost calculated for data breaches in the United States (currently \$201 per record/person) in the most recent Cost of Data Breach Study: Global Analysis published by the Ponemon Institute¹⁷ at the time of the data breach; and
- (5) complete all corrective actions as reasonably determined by the Contractor based on root cause; all [(1) through (5)] subject to this Contract's limitation of liability.

17.15. NOTIFICATION OF LEGAL REQUESTS

The Contractor shall contact the State upon receipt of any electronic discovery, litigation holds, discovery searches and expert testimonies related to the State's data under this contract, or which in any way might reasonably require access to the data of the State. The Contractor shall not respond to subpoenas, service of process and other legal requests related to the State without first notifying the State, unless prohibited by law from providing such notice.

17.16. ACCESS TO SECURITY LOGS AND REPORTS

The Contractor shall provide reports to the State in a format as agreed to by both the Contractor and the State. Reports shall include latency statistics, user access, user access IP address, user access history and security logs for all State files related to this contract.

17.17. CONTRACT AUDIT

The Contractor shall allow the State to audit conformance to the contract terms. The State may perform this audit or contract with a third party at its discretion and at the State's expense.

17.18. DATA CENTER AUDIT

The Contractor shall perform an independent audit of its data centers at least annually at its expense, and provide a redacted version of the audit report upon request. The Contractor may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit.

17.19. ADVANCE NOTICE

The Contractor shall give advance notice (to be determined at the contract time and included in the SLA) to the State of any upgrades (e.g., major upgrades, minor upgrades, system changes) that may impact service availability and performance. A major upgrade is a replacement of hardware, software or firmware with a newer or better version in order to bring the system up to date or to improve its characteristics. It usually includes a new version number.

17.20. SECURITY

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The Contractor shall disclose its non-proprietary security processes and technical limitations to the State such that adequate protection and flexibility can be attained between the State and the Contractor. For example: virus checking and port sniffing — the State and the Contractor shall understand each other's roles and responsibilities.

17.21. NON-DISCLOSURE AND SEPARATION OF DUTIES

The Contractor shall enforce separation of job duties, require commercially reasonable non-disclosure agreements, and limit staff knowledge of State data to that which is absolutely necessary to perform job duties.

17.22. IMPORT AND EXPORT OF DATA

The State shall have the ability to import or export data in piecemeal or in entirety at its discretion without interference from the Contractor. This includes the ability for the State to import or export data to/from other service providers.

17.23. RESPONSIBILITIES AND UPTIME GUARANTEE

The Contractor shall be responsible for the acquisition and operation of all hardware, software and network support related to the services being provided. The technical and professional activities required for establishing, managing, and maintaining the environments are the responsibilities of the Contractor. The system shall be available 24/7/365 (with agreed-upon maintenance downtime), and provide service to customers as defined in the SLA.

17.24. RIGHT TO REMOVE INDIVIDUALS

The State shall have the right at any time to require that the Contractor remove from interaction with State any the Contractor representative who the State believes is detrimental to its working relationship with the Contractor. The State shall provide the Contractor with notice of its determination, and the reasons it requests the removal. If the State signifies that a potential security violation exists with respect to the request, the Contractor shall immediately remove such individual. The Contractor shall not assign the person to any aspect of the contract or future work orders without the State's consent.

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EXHIBIT A – CONTRACT DELIVERABLES

1. Project Overview

The goal of this contract is to support an important revenue center for the Division of Parks and Recreation that will create additional opportunities for improving park facilities and provide the best possible services for our State Park guests. The Division works in partnership with other NH Divisions including Travel and Tourism Development, Forests and Lands, and Economic Development and neighboring communities throughout the state to provide an excellent guest experience which is essential to sustaining the quality of life that is so highly valued while contributing to the economic success of tourism and new business development in New Hampshire.

The general scope of the project is to provide a web-based reservation system available across all platforms that allows guests of NH State Parks, Trails, and Historic Sites the ability to make reservations for campgrounds, pavilions, and parking, while at the same time providing e-commerce opportunities, gift card purchases, event registrations, revenue collection and reporting, as well as the collection of visitation data.

2. Statement of Work

Centralized NH State Park Reservation System accessed through a web-based interface to manage all reservations, registrations and financial needs of the Division and host a call center during the following hours:

- Monday through Friday, 8:00 a.m. to 8:00 p.m., and
- Saturday through Sunday, 9:00 a.m. to 6:00 p.m.
- Call center will provide 12 months of operation and a back-up call center location.

Help Desk support for State staff through the Contractor will be available at the minimum:

- **April 1st – October 31st:**
Sunday - Thursday 8:00am – 6:00pm
Friday - Saturday 8:00am – 9:00pm
- **November 1st through March 30th**
Monday - Friday 8:00am – 5:00pm

The Contractor will offer remote login to troubleshoot issues in the field.

The NH State Park Enterprise Reservation System will have an administrative portal for the Division to maintain camping reservations and inventory of all campgrounds.

The System will be hosted in a secure data center and meet the requirements included in Exhibit H *Requirements*.

1. The System will process credit card transactions and will meet all PCI DSS requirements as proposed in the Contractor response to RFP in Exhibit H *Requirements* of contract.
2. The Contractor agrees that it is responsible for the security of cardholder data that it possesses, including the functions relating to storing, processing, and transmitting of the cardholder data.

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3. The Contractor affirms that, as of the effective date of this contract, it has complied with all applicable requirements to be considered PCI DSS compliant, and has performed the necessary steps to validate its compliance with the PCI DSS.
4. The Contractor will continue to maintain the highest level of PCI compliance, PCI-DSS Level 1. The Contractor will continue to undertake an annual PCI-DSS Level 1 reassessment with a council-approved qualified security assessor (QSA). The Contractor will continue to provide the Attestation of Compliance (AOC) to DNCR on an annual basis.
5. The Contractor will immediately notify Agency if it learns that it is no longer PCI DSS compliant and will immediately provide Agency the steps being taken to remediate the non-compliance status. In no event should the Contractor's notification to Agency be later than one (1) business day after Contractor learns it is no longer PCI DSS compliant.
6. The Contractor acknowledges that any indemnification provided for under the referenced Contract applies to the failure of the Contractor to be and to remain PCI DSS compliant.
7. The Contractor acknowledges that its solution supports card present transactions and is certified for EMV with Paymentech through the ACTIVE Merchant Services (AMS) gateway.

The Contractor will be responsible for Software installation (if required), deployment support, user/administrator training, ongoing System maintenance and technical support for office and field locations.

The Contractor will ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of the State's Information Technology resources, information, and services. The Contractor will provide the State resources, information, and Services on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and to safeguard the confidentiality and integrity of State networks, Systems and Data.

3. DELIVERABLES, MILESTONES, AND ACTIVITIES SCHEDULE

	Activity, Deliverable, or Milestone	Deliverable Type	Projected Delivery Date
PLANNING AND PROJECT MANAGEMENT			
1	Conduct Project Kickoff Meeting	Non-Software	10 business days of contract signing
2	Project Status Reports	Written	Weekly
3	Work Plan	Written	Within 45 days of contract execution.
4	Desktop/Software Configuration Requirements	Written	Within 45 days of contract execution
5	Goals and Objective Document	Written	Within 45 days of contract execution
6	Communications and Change Management Plan	Written	Within 45 days of contract execution
7	Systems Interface Plan and Design/Capability	Written	Within 45 days of contract execution
8	Testing Plan	Written	Within 45 days of

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			contract execution
9	Data Cleansing Plan (Merge duplicate customer accounts and reorganization of POS items).	Written	Within 45 days of contract execution
10	Deployment Plan - Store Manager, Gift Card Program, and Event/Volunteer Registration Programs	Written	Within 45 days of contract execution
11	Comprehensive Training Plan and Curriculum	Written	Within 45 days of contract execution
12	End User Support Plan	Written	Within 45 days of contract execution
13	Business Continuity Plan	Written	Within 45 days of contract execution
14	Documentation of Operational Procedures	Written	Within 45 days of contract execution
15	Customize reports to include: Visitation, Help Desk Performance and Financial Export.	Written	Within 45 days of contract execution
TESTING			
16	Conduct User Acceptance Testing (all modules of AWO, include JasperSoft).	Non-Software	Within 45 days of contract. New features will require a discovery session and project plan. Delivery date to be determined as part of project plan.
17	Confirm all camping policies and fee package.	Written	Within 45 days of contract
18	Perform Production Tests (all modules of AWO).	Non-Software	Within 45 days of contract. New features will require a discovery session and project plan. Delivery date to be determined as part of project plan.
19	Test Out-Bound Interfaces (NH First Upload)	Software	Within 45 days of contract
20	Test peripherals (printers, EMV credit card swipes, cash drawer, and scanners) with AWO, IE 11 and Windows 10 for compatibility with all device s.	Non-Software	Equipment must be tested and ready for deployment January 2, 2018.
21	Certification of 3 rd Party Penetration Testing and Application Vulnerability Scanning Annually.	Non-Software	Annually
22	Creation and validation of visitation report to include camping occupancy,	Written	Within 45 days of contract signing

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	weather, and POS detail to include activity and transaction date.		
23	Test display of 200+ camp sites on one screen in site view.	Software	12/31/2017
24	Provide ALL Testing results to the State's Project Team	Written	Currently in place.
SYSTEM DEPLOYMENT			
25	Provide Hardware with Software Installed, Configured, and pre-approved by State.	Software/ Hardware	Deployed for 2018 Camping Season
26	Implement data cleansing plan into product environment. See #9 above.	Software	Completed for 2018 Camping Season
27	Conduct Training	Non-Software	As defined in Exhibit L "Training Services"
ON-GOING OPERATIONS			
28	Ongoing Hosting Support	Non-Software	Currently in place.
29	Ongoing Support & Maintenance	Software	Currently in place
30	Ongoing operational meetings- Regular meetings weekly, Call monitoring meetings every two weeks, and on-site year-end review meeting to be scheduled	Non-Software	As described in Exhibit E- "Implementation Services"
31	Annual regional on-site training sessions to be conducted in early June at pre-determined locations (2 meetings/2 locations), To include any major releases or enhancements to the system	Non-Software	As defined in Exhibit L "Training Services"
32	Site Visit to Campgrounds throughout NH as needed on an annual basis.	Non-software	As described in Exhibit H-"Requirements"
33	End-of-season report to include statistical and financial performance		To be provided annually in October
34	PCI DSS Attestation of Compliance (Annually) confirming successful completion of application and network penetration tests.	Written	2016 report already provided. 2017 and ongoing will be provided annually no later than January 15 th of the following year.
35	Quarterly certificate confirming successful completion of scans	Non-Software	Quarterly throughout the contract term
36	Reporting- day use visitation and revenue	Software	Annually
37	Gift Cards/E-Commerce	Software	Annually
38	Site Administration & Marketing	Non - Software	Quarterly throughout the contract term
39	POS-	Software	Update POS on an as

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	Incidental retail items (e.g. ice, firewood, camping supplies, etc), Season passes, gift certificates, day use admission, additional campers and bulk entry for daily cash reports. Store Manager?		needed basis for new products
40	Help Desk Report - confirmation that all camping rules are in effect.	Written	On annual basis by Feb 1st for upcoming season.
41	Help Desk Performance Reports - to include but not limited to: user contact information, call pickup time, call hold time, total call time, date opened, date closed, total mean time to resolve, description of issue, and escalation time if no resolution.	Written	Emailed on weekly basis in Excel format.
42	Future enhancements, advanced marketing, advance day use admission, and online shopping cart	Written	TBD

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EXHIBIT B – PRICE AND PAYMENT SCHEDULE

1. PAYMENT SCHEDULE

1.1 Not to Exceed

This is a Not to Exceed (NTE) Contract for the period between the Effective Date through October 31, 2022. The Contractor shall be responsible for performing its obligations in accordance with the Contract. This Contract will allow the Contractor to invoice the State for the following activities, Deliverables, or milestones appearing in the price and payment tables below.

	Activity, Deliverable, or Milestone	Deliverable Date	Price
PLANNING AND PROJECT MANAGEMENT			
1	Conduct Project Kickoff Meeting	10 business days of contract signing	Included
2	Project Status Reports	Weekly	Included
3	Work Plan	Within 45 days of contract execution.	Included
4	Desktop/Software Configuration Requirements	Within 45 days of contract execution	Included
5	Goals and Objective Document	Within 45 days of contract execution	Included
6	Communications and Change Management Plan	Within 45 days of contract execution	Included
7	Systems Interface Plan and Design/Capability	Within 45 days of contract execution	Included
8	Testing Plan	Within 45 days of contract execution	Included
9	Data Cleansing Plan (Merge duplicate customer accounts and reorganization of POS items).	Within 45 days of contract execution	Included
10	Deployment Plan - Store Manager, Gift Card Program, and Event/Volunteer Registration Programs	Within 45 days of contract execution	Included
11	Comprehensive Training Plan and Curriculum	Within 45 days of contract execution	Included
12	End User Support Plan	Within 45 days of contract execution	Included
13	Business Continuity Plan	Within 45 days of contract execution	Included
14	Documentation of Operational Procedures	Within 45 days of contract execution	Included
15	Customize reports to include: Visitation, Help Desk Performance and Financial Export.	Within 45 days of contract execution	Included

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TESTING			
16	Conduct User Acceptance Testing (all modules of AWO, include JasperSoft).	Within 45 days of contract New features will require a discovery session and project plan. Delivery date to be determined as part of project plan.	Included
17	Confirm all camping policies and fee package.	Within 45 days of contract	Included
18	Perform Production Tests (all modules of AWO).	Within 45 days of contract	Included
19	Test Out-Bound Interfaces (NH First Upload)	Within 45 days of contract	Included
20	Test peripherals (printers, EMV credit card swipes, cash drawer, and scanners) with AWO, IE 11 and Windows 10 for compatibility with all devices.	Equipment must be tested and ready for deployment January 2, 2018.	Included
21	Certification of 3rd Party Penetration Testing and Application Vulnerability Scanning Annually.	Currently in place.	Included
22	Creation and validation of visitation report to include camping occupancy, weather, and POS detail to include activity and transaction date.	Within 45 days of contract signing	Included
23	Test display of 200+ camp sites on one screen in site view.	Within 45 days of contract signing	Included
24	Provide ALL Testing results to the State's Project Team	Within 45 days of contract signing	Included
25	Provide ALL Testing results to the State's Project Team	Within 45 days of contract signing	Included
SYSTEM DEPLOYMENT			
26	Provide Hardware with Software Installed, Configured, and pre-approved by State.	Deployed for 2018 Camping Season	Included
27	Implement data cleansing plan into product environment. See #9 above.	Completed for 2018 Camping Season	Included
28	Conduct Training	As defined in Exhibit L "Training Services"	Included
ON-GOING OPERATIONS			
29	Ongoing Hosting Support	Currently in place.	Included

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30	Ongoing Support & Maintenance	Currently in place	Included
31	Ongoing operational meetings- Regular meetings weekly, Call monitoring meetings every two weeks, and on-site year-end review meeting to be scheduled	As described in Exhibit E- "implementation services"	Included
32	Annual regional on-site training sessions to be conducted in early June at pre-determined locations (2 meetings/2 locations), To include any major releases or enhancements to the system	As defined in Exhibit L "Training Services"	Defined in payment schedule
33	Site Visit to Campgrounds throughout NH as needed on an annual basis.	As described in Exhibit H- "Requirements"	Included
34	End-of-season report to include statistical and financial performance	To be provided annually in October	Included
35	PCI DSS Attestation of Compliance (Annually) confirming successful completion of application and network penetration tests.	2016 report already provided. 2017 and ongoing will be provided annually no later than January 15 th of the following year.	Included
36	Quarterly certificate confirming successful completion of scans	Quarterly throughout the contract term	Included
37	Reporting- day use visitation and revenue	Annually	Included
38	Gift Cards/E-Commerce	Annually	Included
39	Site Administration & Marketing	Quarterly throughout the contract term	Included
40	POS: Incidental retail items (e.g. ice, firewood, camping supplies, etc), Season passes, gift certificates, day use admission, additional campers and bulk entry for daily cash reports. Store Manager?	Update POS on an as needed basis for new products	Included
41	Help Desk Report - confirmation that all camping rules are in effect.	On annual basis by Feb 1st for upcoming season.	Included

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42	Help Desk Performance Reports - to include but not limited to: user contact information, call pickup time, call hold time, total call time, date opened, date closed, total mean time to resolve, description of issue, and escalation time if no resolution.	Emailed on weekly basis in Excel format.	Included
43	Future enhancements, advanced marketing, advance day use admission, and online shopping cart	TBD	Included

1.2 Future Contractor Rates Worksheet

The State may request additional Services from the selected Contractor and requires rates in the event that additional Service is required. The following format must be used to provide this information. "SFY" refers to State Fiscal Year. The New Hampshire State Fiscal Year runs from July 1 through June 30 of the following calendar year. Positions not identified in the Proposed Position Worksheet may be included in the Future Contractor Rates Worksheet.

Project Manager	135.00	138.00	140.00	143.00	145.00
Trainer	175.00	178.00	180.00	183.00	185.00
Business Analyst	160.00	163.00	165.00	168.00	170.00
Product Manager	215.00	220.00	225.00	230.00	235.00

1.3 Transaction Fees and Annual Payments

The below fees are applicable to reservations made in advance only, regardless of sales channel.

Reservation Transaction Fee	\$6.45	\$6.45	\$6.45	\$6.45	\$6.45
Marketing	\$.05	\$.05	\$.05	\$.05	\$.05
Reservation Change/Transfer Fee	\$2.15	\$2.15	\$2.15	\$2.15	\$2.15
Ticketing Transaction fee	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
Credit Card Processing Fee (% of site usage fee & POS sales)	2.0%	2.0%	2.0%	2.0%	2.0%

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EXHIBIT B – PRICE AND PAYMENT SCHEDULE

1.4 Annual Payments – Back Office Support

Monthly invoice for POS and back office support will be generated by RA Outdoors LLC to the State of NH for payment.

POS 1.5% on estimated sales (Excludes extra adult/child)	\$100,000	\$100,000	\$100,000	\$100,000	\$100,000	\$500,000
Reporting	\$7,500	\$7,500	\$7,500	\$7,500	\$7,500	\$37,500.00
Site Administration	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$12,500.00
Gift Card Program	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$12,500.00
Gift Cards (.50 p/gift card – min order 5000)	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$12,500.00
Event/ Volunteer Registration	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$25,000.00
Store Manager	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$12,500.00
Online shopping Cart	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$12,500.00
Hardware (Table 1.5)	\$60,000	\$60,000	-	-	-	\$120,000.00
Annual on-site training	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$25,000
Future / System Upgrades	\$20,000	\$20,000	\$20,000	\$20,000	\$20,000	\$40,000.00
Total	\$210,000.00	\$210,000.00	\$150,000.00	\$150,000.00	\$150,000.00	\$870,000.00

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EXHIBIT B – PRICE AND PAYMENT SCHEDULE

1.5 Hardware Component, Warranty, Support and Cost

Desktop	Hewitt Packard	RP5810 POS G1820 4GB 500GB W10P6 64BIT	2NH08US#ABA	\$663.92
Laptop	Hewitt Packard	SMART BUY 450 G4 I5-7200U 2.5G 8GB 256GB SSD DVD 15.6IN BT W10P 64	Y9F96UT#ABA	\$794.25
Widescreen Monitor	Hewitt Packard	21.5IN LCD 1920X1080 1000:1 VH22 VGA DVID 5MS TAA	V9E67AA#ABA	\$122.68
Barcode Scanner	Hewitt Packard	HP IMAGING BARCODE SCANNER	BW868AA	\$175.26
Credit Card Swipe (EMV Compliant)	Chase Paymentech	IPP320	IPP320	\$367.75
Battery Backup	SCHNEIDER ELECTRIC IT - CONTAINER	POWER SAVING BACK UPS RS 1500	BR1500G	\$180.87
Cash Drawer with cable	Hewitt Packard	HP STANDARD DUTY CASH DRAWER	QT457AA#ABA	\$82.47
Receipt Thermal Printer and Power Supply	Citizen	CITIZEN, CT- S2000, THERMAL POS PRINTER, 80MM, 220 MM/SEC, 42 COL, SERIAL & USB, INTERNAL POWER SUPPLY	CT-S2000RSU- BK	\$239.75
Optional Equipment				
Report Printer	Hewitt Packard	LASERJET ENTERPRISE M506N LASER LCD 43/45PPM A4 LTR MONO	F2A68A#BGJ	\$495.42
*All equipment warranted for the duration of the contract and replaced if there is failure. Not to exceed \$120,000.00 for the biennium FY 18-19.				

2. CONTRACT PRICE

Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed the amount indicated in the P-37 General Provisions Block 1.8 ("Price Limitation"). The payment by the State of the total Contract price shall be the only, and the complete reimbursement to the Contractor for all fees and expenses, of whatever nature, incurred by the Contractor in the performance hereof.

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EXHIBIT B – PRICE AND PAYMENT SCHEDULE

The State will not be responsible for any travel or out-of-pocket expenses in excess of \$5,000 per year incurred in the performance of the Services performed under this Contract.

3. INVOICING

The Contractor shall submit correct invoices to the State for all amounts to be paid by the State. All invoices submitted shall be subject to the State's prior written approval, which shall not be unreasonably withheld. The Contractor shall only submit invoices for Services or Deliverables as permitted by the Contract. Invoices must be in a format as determined by the State and contain detailed information, including without limitation: itemization of each Deliverable and identification of the Deliverable for which payment is sought, and the Acceptance date triggering such payment; date of delivery and/or installation; monthly maintenance charges; any other Project costs or retention amounts if applicable.

Upon Acceptance of a Deliverable, and a properly documented and undisputed invoice, the State will pay the correct and undisputed invoice within thirty (30) days of invoice receipt. Invoices will not be backdated and shall be promptly dispatched.

Invoices shall be sent to:

NH Department of Natural and Cultural Resources
Division of Parks and Recreation-Accounts Payable
172 Pembroke Avenue
Concord, NH 03301

4. PAYMENT ADDRESS

All payments shall be sent to the following address:

ATTN: Accounts Receivable Department
717 N Harwood St
Suite 2500
Dallas, TX 75201

5. OVERPAYMENTS TO THE CONTRACTOR

The Contractor shall promptly, but no later than fifteen (15) business days, return to the State the full amount of any overpayment or erroneous payment upon discovery or notice from the State.

6. CREDITS

The State may apply credits due to the State arising out of this Contract, against the Contractor's invoices with appropriate information attached.

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EXHIBIT B – PRICE AND PAYMENT SCHEDULE

7. PROJECT HOLDBACK

The State shall be entitled to withhold monthly payments for any month in which there is an unresolved defective or non-performing component of the System as specified in Class A and/or B deficiencies as stated in Exhibit G *Maintenance & Support Services*.

The holdback will be released to the Contractor when the State determines that the defective or non-performing component of the System has been resolved.

8. LIQUIDATED DAMAGES

In addition to the rights set forth in Section 7, the State shall have the right to assess Liquidated Damages for each day that there is a defective or non-performing component of the system as follows:

Class A Deficiency:	\$250/day
Class B deficiency:	\$100/day
Class C deficiency:	\$25/day

The State shall send a notice to the Contractor by the means set forth in Part 2- Section 17.10 of this Agreement. Following the date of notice, Contractor shall have the following time period to cure the deficiency before Liquidated Damages are assessed:

Class A Deficiencies:	24 hours
Class B Deficiencies:	3 Business Days
Class C Deficiencies:	10 Business Days

The imposition of Liquidated Damages is not a punitive action against the Contractor. The Parties acknowledge that actual damages to the State based on ongoing deficiencies would be difficult to ascertain and agree that the Liquidated Damages set forth herein are an attempt by the parties to determine a fair assessment of the damages that would be suffered by the State based on a defect or non-performance of the system.

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EXHIBIT C - SPECIAL PROVISIONS

SPECIAL PROVISIONS

1. Part I, Section 13 is hereby deleted and replaced with the following:

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees from and against any and all third-party claims arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. In no event shall the Contractor's obligation to indemnify the State under this provision exceed \$1,000,000 per occurrence and \$2,000,000 in the aggregate.

13.1 Contractor shall defend, settle, and pay damages (including reasonable attorneys' fees) ("Damages") relating to any third party claim, demand, cause of action or proceedings (whether threatened, asserted, or filed) ("Claims") against the State to the extent that such Claim is based upon provision, by the Contractor, of materials, products, or services as part of Contractor's obligations hereunder that infringe the intellectual property rights of any third party provided that such materials, products, or services are used in accordance with this Contract. If any Claim that Contractor is obligated to defend, settle, and pay damages to State under this subsection has occurred or, in Contractor's opinion, is likely to occur, Contractor may, at its option and expense either (1) obtain for the State the right to continue to use the applicable Deliverables, (2) replace or modify the Deliverables so it becomes non-infringing, without materially adversely affecting the Deliverables' specified functionality, or (3) if (1) or (2) are not readily available after using reasonable commercial efforts or, if neither of the foregoing options is commercially reasonable, refund a pro-rata portion of the fees paid by State based on its lost use and terminate this Agreement. Contractor shall not be obligated to defend, settle, or pay Damages for any Claims to the extent based on: (x) any State or third party intellectual property or software incorporated in or combined with the Deliverables where in the absence of such incorporated or combined item, there would not have been infringement, but excluding any third party software or intellectual property incorporated into the Deliverables at Contractor's discretion; (y) Deliverables that has been altered or modified by the State, by any third party or by Contractor at the request of the State (where Contractor had no discretion as to the implementation of modifications to the Deliverables or documentation directed by the State), where in the absence of such alteration or modification the Deliverables would not be infringing; or (z) use of any version of the Deliverables with respect to which Contractor has made available a non-infringing updated, revised or repaired subsequent version or other applicable update, patch or fix.

13.2 Contractor's obligations under this Section are conditioned upon (1) prompt written notice of the existence of a Claim, provided that a failure of prompt notification shall not relieve the Contractor of liability hereunder except to the extent that defenses to such Claim are materially impaired by such failure of prompt notification; (2) sole control over the defense or settlement of such Claim by the Contractor; and (3) the provision of assistance by the State at the Contractor's request to the extent reasonably necessary for the defense of such Claim.

13.3 Nothing contained herein shall be deemed to constitute a waiver of sovereign immunity of the State, which immunity is hereby reserved to the State.

13.4 All the provisions of this section shall survive the termination of this Agreement.

2. Part 2, Section 3.2 is hereby Amended to add the following:

3.2.1 Contractor has been selected as the sole vendor for the services set forth in this Agreement. The State has no intent at this time to contract for services that are redundant to the scope of work set forth in this Agreement.

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EXHIBIT C - SPECIAL PROVISIONS

3. Part 2, Section 10.2 is hereby amended by adding the following:

10.2.1 Notwithstanding the foregoing, Contractor may use the State data: (i) to communicate with end users who have initiated a request for information from Contractor as part of their use of the services, except that only data associated with that end user may be utilized; (ii) in non-personal, anonymized, aggregated form (e.g., for the analysis of its products and services) provided that such information is not traceable back to any individual; (iii) to distribute the information for use by Contractor's contracted third parties and vendors to be used solely by them in providing products and services that are required to be delivered under this Contract or as are requested by the State or end users; (iv) to use, display, distribute, or transmit information where the individual has consented to such use, except that the State shall have the right to review and approve the categories of information to be distributed to the State's end users; (v) to communicate with end users regarding topics in which Contractor believes the end user may be interested; and (vii) as otherwise permitted by applicable law. For the avoidance of doubt, the provisions of this Contract do not apply to data obtained by Contractor separate and apart from this Contract (e.g., where an individual has registered with Contractor unrelated to the services).

4. Part 2, Section 12.1 and 12.2 are hereby deleted and replaced as follows:

12.1 In no event will the parties be liable to each other for indirect damages or losses (in contract, tort or otherwise) including but not limited to damages for lost profits, lost savings, lost data, loss of use of information or services, or incidental, consequential or special damages. This limitation shall not apply to the Contractor's obligations to indemnify the State pursuant to Part 1, Section 13 through Section 13.4 of this Agreement or to the imposition of Liquidated Damages pursuant to Part 3, Exhibit B of this Agreement.

12.2 The parties agree that the total aggregate liability of any party to the other for claims of direct damages shall not exceed \$250,000. This limitation shall not apply to the Contractor's obligations to indemnify the State pursuant to Part 1, Section 13 through Section 13.4 of this Agreement or to the imposition of Liquidated Damages pursuant to Part 3, Exhibit B of this Agreement.

5. Part 2, Section 13.2 is hereby deleted and left intentionally blank.

6. Part 3, Exhibit B, Section 8 is hereby amended to add the following:

8.1 The State must provide notice of the imposition of Liquidated Damages within sixty (60) days of the discovery of the incident giving rise to the imposition of the Liquidated Damages.

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EXHIBIT D - ADMINISTRATIVE SERVICES

1. TRAVEL EXPENSES

The Contractor must assume all reasonable travel and related expenses in excess of \$5,000 per year. All labor rates will be "fully loaded", including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.

2. SHIPPING AND DELIVERY FEE EXEMPTION

The State will not pay for any shipping or delivery fees unless specifically itemized in the Contract.

3. ACCESS/COOPERATION

As applicable, and subject to the applicable laws and regulations, the State will provide the Contractor with access to all program files, libraries, personal computer-based systems, software packages, network systems, security systems, and hardware as required to complete the contracted Services.

The State will use reasonable efforts to provide approvals, authorizations, and decisions reasonably necessary to allow the Contractor to perform its obligations under the Contract.

4. STATE-OWNED DOCUMENTS AND COPYRIGHT PRIVILEGES

The Contractor shall provide the State access to all State-owned documents, materials, reports, and other work in progress relating to this RFP. Upon expiration or termination of the Contract with the State, the Contractor shall turn over all State-owned documents, material, reports, and work in progress relating to this RFP to the State at no additional cost to the State. Documents must be provided in both printed and electronic format.

5. RECORDS RETENTION AND ACCESS REQUIREMENTS

The Contractor shall agree to the conditions of all applicable State and federal laws and regulations, which are incorporated herein by reference, regarding retention and access requirements, including without limitation, retention policies consistent with the Federal Acquisition Regulations (FAR) Subpart 4.7 *Contractor Records Retention*.

The Contractor and its Subcontractors shall maintain books, records, documents, and other evidence of accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs invoiced in the performance of their respective obligations under the Contract. The Contractor and its Subcontractors shall retain all such records for three (3) years following termination of the Contract, including any extensions. Records relating to any litigation matters regarding the Contract shall be kept for one (1) year following the termination of all litigation, including the termination of all appeals or the expiration of the appeal period.

Upon prior notice and subject to reasonable time frames, all such records shall be subject to inspection, examination, audit and copying by personnel so authorized by the State and federal officials so authorized by law, rule, regulation or Contract, as applicable. Access to these items shall be provided within Merrimack County of the State of New Hampshire, unless otherwise agreed by the State. Delivery of and access to such records shall be at no cost to the State during the three (3) year period following termination of the Contract and one (1) year term following litigation relating to the Contract, including all appeals or the expiration of the appeal period. The Contractor shall include the record retention and review requirements of this section in any of its subcontracts.

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EXHIBIT D - ADMINISTRATIVE SERVICES

The State agrees that books, records, documents, and other evidence of accounting procedures and practices related to the Contractor's cost structure and profit factors shall be excluded from the State's review unless the cost of any other Services or Deliverables provided under the Contract is calculated or derived from the cost structure or profit factors.

6. ACCOUNTING REQUIREMENTS

The Contractor shall maintain an accounting system in accordance with Generally Accepted Accounting Principles. The costs applicable to the Contract shall be ascertainable from the accounting system and the Contractor shall maintain records pertaining to the Services and all other costs and expenditures.

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EXHIBIT E -IMPLEMENTATION SERVICES

1. PROJECT MANAGEMENT

The State believes that effective communication and reporting are essential to Project success.

The Contractor Key Project Staff shall participate in meetings as requested by the State, in accordance with the requirements and terms of this Contract.

- a. **Kickoff Meeting:** Participants will include the State and the Contractor's Project Team and major stakeholders. This meeting is to establish a sound foundation for activities that will follow.
- b. **Status Meetings:** Participants will include, at the minimum, the Contractor's Project Manager and the State Project Manager. These meetings will be conducted at least bi-weekly and address overall Project status and any additional topics needed to remain on schedule and within budget. A status and error report from the Contractor shall serve as the basis for discussion. Ongoing operational meetings-regular meetings weekly, call monitoring meetings every two weeks, and on-site year-end review meeting to be scheduled.
- c. **The Work Plan:** must be reviewed at each Status Meeting and updated, at minimum, on a bi-weekly basis, in accordance with the Contract.
- d. **Special Meetings:** Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.
- e. **Exit Meeting:** Participants will include Project leaders from the Contractor and the State. Discussion will focus on lessons learned from the Project and on follow up options that the State may wish to consider.

The State expects the Contractor to prepare agendas and background for and minutes of meetings. Background for each status meeting must include an updated Work Plan. Drafting of formal presentations, such as a presentation for the kickoff meeting, will also be the Contractor's responsibility.

The Contractor's Project Manager or the Contractor's Key Project Staff shall submit monthly status reports in accordance with the Schedule and terms of this Contract. All status reports shall be prepared in formats approved by the State. The Contractor's Project Manager shall assist the State's Project Manager, or itself produce reports related to Project Management as reasonably requested by the State, all at no additional cost to the State. The Contractor shall produce Project status reports, which shall contain, at a minimum, the following:

1. Project status related to the Work Plan;
2. Deliverable status;
3. Accomplishments during weeks being reported;
4. Planned activities for the upcoming two (2) week period;
5. Future activities; and
6. Issues and concerns requiring resolution.
7. Report and remedies in case of falling behind Schedule

As reasonably requested by the State, the Contractor shall provide the State with information or reports regarding the Project. The Contractor shall prepare special reports and presentations relating to Project Management, and shall assist the State in preparing reports and presentations, as reasonably requested by the State, all at no additional cost to the State.

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EXHIBIT E -IMPLEMENTATION SERVICES

2. IMPLEMENTATION STRATEGY

2.1 Key Components

- The Contractor shall employ an industry-standard Implementation strategy with a timeline set forth in accordance with the Work Plan;
- The Contractor and the State shall adopt a change management approach to identify and plan key strategies and communication initiatives.
- The Contractor's team will provide training templates as defined in the Training Plan, which will be customized to address the State's specific requirements. Decisions regarding format, content, style, and presentation shall be made early on in the process, by the State, providing sufficient time for development of material as functionality is defined and configured.
- The Contractor shall manage Project execution and provide the tools needed to create and manage the Project's Work Plan and tasks, manage and schedule Project staff, track and manage issues, manage changing requirements, maintain communication within the Project Team, and report status.

2.2 Timeline

The timeline is set forth in the Work Plan. During the initial planning period Project task and resource plans will be established for: the preliminary training plan, the change management plan, communication approaches, Project standards and procedures finalized, and team training initiated. Timing will be structured to recognize interdependencies between applications and structure a cost effective and timely execution. Processes will be documented, training established, and the application will be ready for Implementation in accordance with the Work Plan.

2.3 Change Management and Training

The Contractor's change management and training services shall be focused on developing change management and training strategies and plans. Its approach relies on State resources for the execution of the change management and end user training.

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EXHIBIT F – TESTING SERVICES

1.0 Testing

Contractor's AWO is already in use at New Hampshire Parks; therefore, only the new features will need to be tested. The State team is trained to use AWO and is familiar with its current modules and their functionality. There will be no down-time in terms of implementation, set-up and testing.

In addition to this, the Contractor is committed to providing an environment configured with the State's business rules and setting to allow DNCR staff to conduct User Acceptance Testing (UAT) for any new functionality and features introduced during the duration of the service contract to include but not limited to - Grid Scheduling, Mobile Application, Post Camper visit survey, cleansed data and daily cash reports.

The Contractor shall bear all responsibilities for the full suite of Test Planning and preparation throughout the Project. The Contractor will also provide training as necessary to the State staff responsible for test activities. The Contractor shall be responsible for all aspects of testing contained in the Acceptance Test Plan including support, at no additional cost, during User Acceptance Test conducted by the State and the testing of the training materials.

The Test Plan methodology shall reflect the needs of the Project and be included in the finalized Work Plan. A separate Test Plan and set of test materials will be prepared for each Software function or module.

All Testing and Acceptance (both business and technically oriented testing) shall apply to testing the System as a whole, (e.g., software modules or functions, and Implementation(s)). This shall include planning, test scenario and script development, Data and System preparation for testing, and execution of Unit Tests, System Integration Tests, Conversion Tests, Installation tests, Regression tests, Performance Tuning and Stress tests, Security Review and tests, and support of the State during User Acceptance Test and Implementation.

In addition, Contractor shall provide a mechanism for reporting actual test results vs. expected results and for the resolution and tracking of all errors and problems identified during test execution. Contractor shall also correct Deficiencies and support required re-testing. This evaluation ensures compliance with industry regulations and standards such as NIST, Sarbanes-Oxley, and PCI Level 1.

1.1 User Acceptance Testing (UAT) – New Features

UAT begins upon completion of the Software configuration as required and user training according to the Work Plan. Testing ends upon issuance of a letter of UAT Acceptance by the State.

The User Acceptance Test (UAT) is a verification process performed in a copy of the production environment. The User Acceptance Test verifies System functionality against predefined Acceptance criteria that support the successful execution of approved business processes.

UAT will also serve as a performance and stress test of the System. It may cover any aspect of the new System, including administrative procedures such as backup and recovery. The results of the UAT provide evidence that the new System meets the User Acceptance criteria as defined in the Work Plan.

The results of the User Acceptance Test provide evidence that the new features/enhancements meet the User Acceptance criteria.

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Upon successful conclusion of UAT and successful System deployment, the State will sign off and the respective Warranty Period shall commence.

1.2 Security Review and Testing

IT Security involves all functions pertaining to the securing of State Data and Systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.

All components of the Software shall be reviewed and tested to ensure they protect the State’s hardware and software and its related Data assets. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures shall include penetration tests and application vulnerability scanning.

Contractor will maintain the highest level of PCI compliance, PCI-DSS Level 1. Vender will continue to undertake an annual PCI-DSS Level 1 reassessment with a council-approved qualified security assessor (QSA) to deliver the required Report on Compliance (ROC) and the Attestation of Compliance (AOC). RA Outdoors LLC is committed to security and preserving the PCI and PII data entrusted to us.

Contractor’s in-house solution includes the following:

- | | |
|-------------------|----------------------------------|
| Consumer portal | Call center |
| Point of sale | Data center |
| Merchant services | Backend reporting and management |

Contractor will have a dedicated security team maintaining best-in-class information security program layered throughout business processes designed to do the following:

- Safeguard all customer data against threats and attacks
- Defend against any unauthorized access or use of information
- Protect the confidentiality, integrity, and availability of customer data and services

Contractor’s encompassing security program ensures total protection across the organization. By using the NIST 800-53 control families, controls, and framework as a guide, RA Outdoors LLC applies the concept of “Security in Depth” to insulate and protect the various layers of our systems, networks, and applications.

Software Development	All products undergo security assessments, which include static scanning, dynamic scanning, and manual penetration testing to reduce vulnerabilities and provide native threat defenses.
Security Program	RA Outdoors LLC uses vetted policies, standards, and processes to govern how we implement and enforce information security adoption throughout product development and core business processes. Compliance with these policies and procedures is monitored and audited routinely.
People	Our talented, dedicated team of experts is the best complement to the technical,

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	policy, and procedure management safeguards. When joining RA OUTDOORS, all team members must complete information security training relevant to their role with an annual knowledge recertification. Team members are permitted data access permissions according to role, and permission is contingent on training completion.
Antivirus	RA Outdoors LLC deploys and implements a multi-layer antivirus program that involves antivirus, malware, and personal firewall protections on all employee computers and laptops. Antivirus signature updates are performed daily.
Data Center Security	At RA Outdoors LLC, data is processed and stored in an industry leading Tier 4 data center with fully redundant subsystems and compartmentalized security zones. Unlike competitors that store data other companies' cloud. RA Outdoors LLC understands that the security of your infrastructure is only as good as the foundation you build it on. RA Outdoors LLC owns the hardware infrastructure and does not rely on any third party providers or Contractors to provide these services so we always know where your data is located. Multiple layers of physical security, 24x7x365 video surveillance, as well as biometric access points protect the facility.
Patch and Vulnerability Management	To keep up with the ever-changing threat landscape, RA Outdoors LLC continually scans its infrastructure and operating systems for missing patches and new vulnerabilities. Our Service Delivery Teams remediate findings efficiently and in accordance with our strict remediation timeframes.
Change Management	All changes to RA Outdoors LLC applications, systems, and infrastructure will undergo a fully documented approval process, which includes documentation, tracking, and back-out/contingency planning. RA Outdoors LLC leads the industry combining Agile with a formal process for documenting all changes that occur within the environment. The Information Security team and a Change Advisory Board test and approve all changes prior to production deployment.
Business Continuity	RA Outdoors LLC has isolated all of its services and infrastructure to ensure geographical redundancy of its operating environments and support structure to ensure business continuation during a major event. All services and infrastructure are built for resilience and redundancy from the ground up. Our network architecture is designed with redundant, multiple power input processing, and our call centers operate out of multiple locations.
Disaster Recovery	RA Outdoors LLC believes the only way to ensure disaster recovery is to prove it, so we do every year. RA Outdoors LLC performs annual disaster recovery testing and processes test transactions to ensure that we can fail over to a geographically redundant center. We have invested millions of dollars to ensure our infrastructure and customer data is safe from data loss. To ensure data integrity, there are up to ten copies of customer data made, which are synchronized in near real-time to their sister datacenter versus our competitors who often use cloud technology that could locate data within a single region causing loss of data.

RA Outdoors LLC's Security team employs the following tools and methodologies to maintain and improve the company's security posture. These tools will be seamless to DNCR, but should give you confidence that we hold these standards in the highest regard and are constantly looking to stay ahead of the latest vulnerabilities.

- **Tenable Security Center:** Used to drive our Patch and Vulnerability Management Program
- **Nessus Vulnerability Scanners**
- **Cisco and Palo Alto Firewalls:** Used through our entire infrastructure to provide network layer isolation between our various environments, layer 7 security, and are recognized leaders in the security field

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- **Juniper SSL VPN:** Used to provide employee remote access, this tool ensures that any system connecting to our networks has effectively employed proper antivirus software, personal firewall software, and has up-to-date system patches applied
- **Acunetix:** Used by the Application Security Team to perform application-level scanning and to drive Internal and External Penetration testing
- **Burp Suite and Web Scarab:** Used as part of our Penetration Testing process
- **Metasploit PRO:** Used as an exploitation framework, Metasploit PRO allows us to drive our Penetration Testing program
- **Secure Code Review:** Used by the Application Security Team to perform regular code reviews to look for security risks and anomalies
- **Cisco and Snort IPS/IDS:** Used to monitor and alert or respond to network traffic anomalies
- **Tripwire:** Used to perform file integrity monitoring (FIM) to ensure that our file systems and applications are not tampered with
- **Trustwave ASV:** Used to perform external vulnerability scanning on our systems as required by PCI.
- **Service-Now:** Used to drive our change management program and record any system, network, or application change that occurs is recorded in this system with appropriate approvals built in
- **RSA SecureID:** Used to provide two-factor authentication for remote access, which ensures that access to our sensitive systems is protected appropriately
- **Symantec Antivirus (AV):** Used to deploy, monitor, and manage AV control across our organization
- **Syslog-ng, syslogd, and snare:** Used to gather logs from various servers and appliances and centralize them
- **ACTIVEU and RA OUTDOORS Learn internal learning management systems (LMS):** Used to drive our mandatory security awareness and privacy training for all employees

RA Outdoors LLC constantly evaluates the security tools we use, and will update them throughout the life of the contract as necessary to ensure DNCR is receiving a fully secure system.

RA Outdoors LLC uses several methods to insulate against security breaches. In the case of an actual breach, RA Outdoors LLC promptly notifies appropriate DNCR staff. The RA Outdoors LLC's Security Incident Response Team (ANSIRT) handles any Security Incident. This team responds to identified issues, documents the steps take to resolve the issue, and reports the issues internally.

Any incident response follows the industry-standard approach of Identification, Assessment, Containment, Eradication, Recovery, and Follow-up. The Containment and Eradication phases typically include short-term countermeasures designed to halt the incident and to deal with the immediate threat. The Follow-up phase includes the roll out of any long-term or sweeping changes that were deemed necessary through the Incident Response process.

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1.3 Penetration Testing

Penetration Testing	<p>a.) Implement a methodology for penetration testing that includes the following:</p> <ul style="list-style-type: none"> • Is based on industry-accepted penetration testing approaches (for example, NIST SP800-115) • Includes coverage for the entire CDE perimeter and critical systems • Includes testing from both inside and outside the network • Includes testing to validate any segmentation and scope-reduction controls • Defines application-layer penetration tests to include, at a minimum, the vulnerabilities listed in Requirement 6.5 • Defines network-layer penetration tests to include components that support network functions as well as operating systems • Includes review and consideration of threats and vulnerabilities experienced in the last 12 months • Specifies retention of penetration testing results and remediation activities results. <p>b.) Perform external penetration testing at least annually and after any significant infrastructure or application upgrade or modification (such as an operating system upgrade, a sub-network added to the environment, or a web server added to the environment).</p> <p>c.) Perform internal penetration testing at least annually and after any significant infrastructure or application upgrade or modification (such as an operating system upgrade a sub-network added to the environment, or a web server added to the environment).</p> <p>d.) Exploitable vulnerabilities found during penetration testing are corrected and testing is repeated to verify the corrections.</p> <p>e.) If segmentation is used to isolate the CDE from other networks, perform penetration tests at least annually and after any changes to segmentation controls/methods to verify that the segmentation methods are operational and effective, and isolate all out-of-scope systems from in-scope systems.</p>
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EXHIBIT G – MAINTENANCE AND SUPPORT SERVICES

1. SYSTEM MAINTENANCE

The Contractor shall maintain and support the System in all material respects as described in the applicable program Documentation through the contract end date.

1.1 Contractor's Responsibility

The Contractor shall maintain the System in accordance with the Contract.

1.1.1 Maintenance Releases

The Contractor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.

1.1.2 Standard Agreement

The State will adopt the Contractor's standard maintenance agreement modified to address terms and conditions inconsistent with State Statutes and general State information technology practices.

2. SYSTEM SUPPORT

2.1 The Contractor will be responsible for performing on-site or remote technical support in accordance with the Contract Documents, including without limitation the requirements, terms, and conditions contained herein.

2.2 As part of the Software maintenance agreement, ongoing Software maintenance and support levels, including all new Software releases, shall be responded to according to the following:

Class A Deficiencies – The Contractor will be available to the Department with on-call telephone assistance with an email/telephone response within one (1) hours of request, or the Contractor shall provide support with remote diagnostic Services within two (2) business hours of a request as specified below.

Class B & C Deficiencies – The Department shall notify the Contractor of such Deficiencies and the Contractor shall respond back within two (2) hours of notification of planned corrective action.

The Contractor shall be available the following hours to address Class A, B & C deficiencies:

- **April 1st – October 31st**
 - Sunday – Thursday: 8:00 am – 6:00 pm
 - Friday – Saturday: 8:00 am – 9:00 pm
- **November 1st through March 30th**
 - Monday – Friday: 8:00 am – 5:00 pm

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EXHIBIT G – MAINTENANCE AND SUPPORT SERVICES

3. SUPPORT OBLIGATIONS AND TERM

- 3.1 Contractor shall repair or replace Hardware and Software, and provide maintenance of the Hardware and Software in accordance with the Specifications and terms and requirements of the Contract;
- 3.2 Contractor shall maintain a record of the activities related to warranty repair or maintenance activities performed for the State and provide report to State at minimum monthly and weekly if requested;
- 3.3 Contractor shall provide on-call telephone assistance with issue tracking available to the State. At a minimum, Contractor's Solution must have a Help Desk with the following hours (all EST):
- **April 1st – October 31st**
 - Sunday – Thursday: 8:00 am – 6:00 pm
 - Friday – Saturday: 8:00 am – 9:00 pm
 - **November 1st through March 30th**
 - Monday – Friday: 8:00 am – 5:00 pm
- 3.4 For all maintenance Service calls, the Contractor shall ensure the following information will be collected and maintained: nature of Deficiency; current status of the Deficiency; action plans, dates and times; expected and actual completion time; Deficiency resolution information; Resolved by; Identifying number i.e. work order number; and Issue identified by.
- 3.5 The Contractor must work with the Department to identify and troubleshoot potentially large scale System failures or Deficiencies by collecting the following information: mean time between reported Deficiencies with the Software; diagnosis of the root cause of the problem; and identification of repeat calls or repeat Software problems.
- 3.6 If the Contractor fails to correct a Deficiency within the allotted period of time stated above, the Contractor shall be deemed to have committed an Event of Default, and the State shall have the right, at its option, to pursue the remedies in P-37 General Provisions and Exhibit B section 7, *Project Hold Back*.

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EXHIBIT H – REQUIREMENTS

C-2 General Requirements Contractor Response Checklist

Contractor
<p><u>IMPORTANT:</u> YOU MUST PROVIDE A RESPONSE IN BOTH THE "CONTRACTOR RESPONSE" AND "DELIVERY METHOD" COLUMNS FOR ALL MANDATORY REQUIREMENTS. IF YOU ANSWER "NO" TO A MANDATORY REQUIREMENT WITHOUT PROVIDING ADDITIONAL INFORMATION ABOUT HOW THIS REQUIREMENT CAN BE MET WITH A "FUTURE" OR "CUSTOM" DELIVERY, YOUR PROPOSAL CANNOT BE CONSIDERED.</p>
<p>Contractor Response Column: Enter a "Yes" if the current release of the software can fully support ALL the functionality described in the row, without special customization. A "Yes" can only be used if the delivery method is Standard (see Delivery Method Column instructions below). Otherwise, enter a "No" and provide comments to explain if/how/when you can meet the requirement with a Future or Custom delivery and provide an estimate for any additional cost that may apply.</p>
<p>Delivery Method Column: Complete the delivery method column using Standard, Future, Custom, or Not Available/Not Proposing (as defined below) that indicates how the requirement will be delivered.</p>
<p>Standard - Feature/Function is included in the proposed system and available in the current software release. Future - Feature/Function will be available in a future release. (Provide anticipated delivery date, version, and service release in the comment area.) Custom - Feature/Function can be provided with custom modifications. (Respondent must provide estimated hours and average billing rate or flat cost for the software modification in the comment area.) Not Available/Not Proposing - Feature/Function has not been proposed by the Contractor. This type of delivery cannot be entered for a mandatory requirement only for optional requirements.</p>
<p>Comments Column: For all Delivery Method responses other than Standard (Future, Custom, or Not Available/Not Proposing) Contractors <u>must</u> provide a brief explanation. Free form text can be entered into this column.</p>

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EXHIBIT H – REQUIREMENTS

BUSINESS				
State Requirements				
Req #	Requirement Description	Criticality		
GENERAL REQUIREMENTS				
B1.1	Contractor will provide a hosted centralized NH State Park reservation system accessed through a web-based interface available 24 hours per day, 7 days per week, 365 days per year; reservation website must have the "look and feel" of a NH State Parks website.	M	yes	standard
B1.2	Contractor must have the ability to host a call center located in the United States with a toll free phone number. At a minimum the Contractors Solution must have a call center with the following hours (EST): - April 1st - October 31st Sunday - Thursday 8:00am - 8:00pm Friday - Saturday 8:00am - 9:00pm - November 1st - March 30th Sunday - Thursday 8:00am - 5:00pm Friday - Saturday 9:00am - 5:00pm Located in the United States with a toll free phone number supplied by the contractor.	M	yes	standard
B1.3	Solution must have an easy-to-use POS system for incidental retail items (e.g. ice, firewood, camping supplies, etc.), season passes, gift certificates, day use admission, visitor data, additional campers and bulk entry for daily cash reports.	M	yes	standard
B1.4	New reservations, cancellations or changes must be able to be made through a call center (via phone, fax, or e-mail) and online real-time.	M	yes	standard
B1.5	System must have the ability to reserve campsites and facilities online or through a call center up to 11 months in advance of the reservation date.	M	yes	standard

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BUSINESS				
State Requirements				
Req #	Requirement-Description	Criticality	Yes	Standard
B1.6	Contractor's solution must have the ability to manage various types of reservation transactions to include: pavilion rentals, advance day-use admissions, parking reservations, facility-use reservations, watercraft rentals, and youth-group camping.	M	yes	standard
B1.7	Contractor must have the ability to collect all applicable fees according to the states fee structure. Contractor must be able to collect extra adult and extra child fee at the time of reservation.	M	yes	RA Outdoors LLC agrees and will set up in UAT to confirm extra adult and child is working properly.
B1.8	System must have the ability for individual parks to be able to make reservations and change existing reservations for their own assigned parks.	M	yes	standard
B1.9	Contractor must have the ability to distribute surveys and provide compilation of customer satisfaction reports post-visit on a weekly basis.	M	yes	standard
B1.10	Contractor solution must implement all NH State Parks campground/facility policies.	M	yes	standard
B1.11	Contractor solution must have the ability for state park managers to adjust campground and facility inventory as needed.	M	yes	standard
B1.12	Contractor will provide an application to the state park staff that is web based.	M	yes	standard
B1.12.1	Contractor may provide the ability to operate "off-line" via a thick client.	O	no	No offline mode is available for Field Manager but is available in Store Manager.
B1.13	Contractor must have the ability to provide a mobile app (iOS and Android) for external users and state staff.	M	yes	standard
B1.14	Contractor must have the ability to provide all functions of the Enterprise Reservation System for internal and external users on a responsive website.	M	yes	standard

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EXHIBIT H - REQUIREMENTS

BUSINESS			
State Requirements			
Req #	Requirement Description	Criticality	Criticality
B1.15	At a minimum, the Contractor solution must have a help desk (located in the United States or Canada with a toll free phone number) for State staff with the following hours(EST): From April 1st – October 31st: • Sunday - Thursday 8:00am – 6:00pm • Friday - Saturday 8:00am – 9:00pm November 1st through March 30th • Monday - Friday 8am – 5pm	M	yes standard
B1.16	Contractor must provide ability for general public to view campground/facility on a map on-line.	M	yes standard
B1.17	Contractor must provide ability for general public to view pictures of each campsite on-line.	M	yes standard
B1.18	Contractor must provide the ability for general public to be required to create a customer profile (minimum a one-time guest profile) in order to make a reservation. Must provide name, address, phone, and e-mail address.	M	yes standard
B1.19	Contractor Solution must have the ability to work on a touch screen devices (monitors, tablets, phones, etc.) for State staff.	M	yes standard RA Outdoors LLC confirms both Store Manager and Field Manager are compatible with Touch Screen devices.
B1.20	Provide easy, client-friendly access to data collected.	M	yes standard
B1.21	Provide ability to save frequently run reports.	M	yes standard
B1.22	Contractor must provide ability for staff to upload/update campsite pictures.	M	yes standard

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BUSINESS			
State Requirements			
Req #	Requirement Description	Criticality	Yes/No
B1.23	Contractor's solution must provide the administrative Park staff with the ability to run all reports.	M	yes
B1.24	Contractor must be able to build a customer database that DNCR can access for sending out email notifications, surveys and demographic analysis. Database will be property of DNCR.		yes
B1.25	Solution must be able to have cash drawer and receipt functions.	M	yes
B1.26	The Contractor will have a Data conversion mapping plan and will convert existing Data from the current Reservations into the NH State Park Reservation System. The Contractor must be able to reconcile the conversion process to verify proper transfer of Data.	M	N/A
B1.27	As the Merchant of Record, Contractor will electronically transfer all funds received on behalf of the State to the State's bank account on a weekly basis.	M	yes
B1.28	All proceeds from the NH State Park Enterprise Reservation System are funds of the State of New Hampshire, which Contractor holds in trust. These proceeds shall not be co-mingled with personal, business or any other operating funds or diverted or used by Contractor for any purpose.	M	yes
B1.29	With each EFT to the State bank, Contractor will provide electronic files to the DNCR containing fee details. The total dollar amount of each electronic file will equal the total dollar transferred less the transaction fees. The electronic data files will contain information such as, but not limited to, names, addresses and reservation confirmation number.	M	yes
B1.30	Contractor solution must have the ability to create and customize security roles such as Park Managers, Field Supervisors, and Field Staff, etc. to assign different functions of the Solution.	M	yes

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BUSINESS			
State Requirements			
Req #	Requirement Description	Criticality	Criticality
B1.31	Solution should allow for additional items, (such as wood, ice, extra adult, etc.) to be added to the transaction or as a separate purchase and all be included on daily reports.	M	yes standard
B1.32	The System must provide the ability to collect/sort the date the activity is sold, the date that the transaction occurs, and the actual date of the activity.	M	yes standard
B1.33	Contractor must provide ability for DNCR to categorize all customer types and track all visitations.	M	yes standard
B1.34	Ad-hoc reporting must allow the ability to add/change POS items.	M	yes standard
B1.35	Solution must allow each Park the ability to run a report at the end of the day showing all activity related to that Parks specific statistical and financial data.	M	yes standard
B1.36	System must allow staff to enter revenue and POS items to their daily cash reports.	M	yes standard
B1.37	Solution must allow staff to customize their POS items for each individual Park.	M	yes standard
REPORTING REQUIREMENTS			
B2.2	Printed reports should include the report title, column headings, date, identification of the user who generated the report, and time report was generated. This information should be on all pages of the report.	M	yes standard
B2.3	Ability to run reports for a user-specified date range.	M	yes standard
B2.4	Ability for all reports to be run for a specific location or range of locations within a park or multiple parks for which the staff has access to.	M	yes standard
B2.5	Ability for all reports to be run for multiple parks at one time and the results must be provided by park for comparison purposes.	M	yes standard
B2.6	Ability to print all historical data as well as future occupancy reports.	M	yes standard
B2.7	Ability to develop new reports (ad hoc) with accurate results from data that is inputted into the System.	M	yes standard
B2.8	Ability to print reports on-demand in pdf format.	M	yes standard
			RA Outdoors LLC agrees to add to UAT

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BUSINESS			
State Requirements			
Req #	Requirement Description	Criticality	Standard
B2.9	Ability to export reports into Microsoft Excel that will export all the data	M	yes standard
B2.10	Ability to modify existing reports to include new data elements.	M	yes standard
B2.11	Provide a custom data file automatically that allows the State to upload revenue information into the State accounting system.	M	yes standard RA Outdoors LLC will continue to provide the State with this file. RA Outdoors LLC agrees to add to deliverables and UAT.
B2.12	System must provide a report that lists all revenue, by revenue account and locations, and shows totals by category of account. This report can be run by park, by all parks, and/or by date range. This report can be sorted to show all transactions, cash/check transactions, or credit card by type transactions.	M	yes standard
B2.13	The system must provide a distribution report that lists the number of nights sold and number of refunds. This report will also show the distribution of sales collected by cash, check, and credit card by type. This report will also list any fees and taxes paid. Totals for all the above will be listed by park locations.	M	yes standard
B2.14	System must provide a field credit card transaction report that will show a net total of all field credit card transactions (Total Sales less Total Refunds) by credit card type (Visa, MC, AMEX, Discover) by date for a user-defined date range.	M	yes standard
B2.15	System must provide a comprehensive refund report that will show all refunds, adjustments, price changes, and similar transactions that are completed at the field level. The report will include park name, type of refund, transaction ID and/or Reservation ID, operator, date of refund, amount of refund, and any comments.	M	yes standard

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BUSINESS				
State Requirements				
Req #	Requirement Description	Criticality	Yes	Standard
B2.16	System must provide a detailed report by park and date range listing the names and addresses of customers owed a refund via a check. This report must also list the reservation identification number, customer number, and amount for each refund. This report is used to provide refunds to customers that originally paid via cash or check.	O	yes	standard
B2.17	System must provide a credit card research report that will provide information on all credit card transactions by type for a date range based on the last four digits of the credit card. The report will return a transaction date, transaction amount, customer ID and name, park name, and a receipt or reservation ID number so the transaction can be	O	yes	standard
B2.18	System must provide a report that will show all revenues at each park and by region by revenue type (camping, cottages, day-use, etc.). The report must be structured so that one report could be run to compare revenues over a specified time period (current year compared to last year, current month compared to same month in previous year, etc.)	M	yes	standard
B2.19	Contractor will provide new custom reports as needed within a 30-day period from date of request for the report.	M	yes	New reports typically take 3-months to complete the development cycle. The timeline is based on the complexity and number of reports requested. As discussed quotes for new reports will be based on an hourly rate.
B2.20	Contractor must be able to use DNCR accounting codes and properly account for and track all income.	M	yes	standard

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BUSINESS			
State Requirements			
Req #	Requirement Description	Criticality	
B2.21	System must provide a report that shows occupancy by facility type for all parks for a designated date range. The report must be able to be filtered by facility type; the results must show totals by park and region; and the report must provide a statewide total. The report must be able to be run by site-type or by customer-type.	M	yes standard
B2.22	Contractor will provide accurate occupancy reports showing total number of people and occupancy percentage for camping, pavilions, advance day-use sales, and parking reservations.	M	yes standard
SITE ADMINISTRATION and MARKETING			
B3.1	Contractor must provide support to DNCR in integrating ongoing DNCR marketing initiatives. DNCR seeks guidance on incorporating social media, videos, etc.	M	yes standard
B3.2	Contractor must provide mechanism for regular reporting to analyze website traffic/usage.	M	yes standard
B3.3	Contractor must provide a content management system that allows updating by a DNCR administrator.	M	yes standard
B3.4	Contractor to provide cooperative, additional, or unique marketing opportunities to generate more reservations.	M	yes standard
			RA Outdoors LLC agrees that reports can be tested during UAT phase. Will retain current marketing relationship with RA Outdoors LLC. To include but not limited to private label website and e-mail blasts.

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BUSINESS				
State Requirements				
Req #	Requirement Description	Criticality		
GIFT CARDS/E-COMMERCE				
B4.1	Contractor must provide a gift card program.	M	yes	standard RA Outdoors LLC agrees to add gift card program to UAT requirements.
B4.2	System must provide a report that will list all gift card redemptions by location over a specified date range. The report will include a list of gift card redemption transactions, the value of each redemption, and a total amount of redemptions.	M	yes	standard
B4.3	System must provide a report that will include information, based on user-selected date range, needed to mail any gift cards purchased online to a customer. This information must include the gift card number, amount loaded onto the card, receipt number, recipient name and address, "To" and "From", and the purchaser's phone number.	M	yes	standard
B4.4	Contractor must provide ability to manage the purchasing and use of gift cards for camping, retail, and day-use areas for any dollar amount.	M	yes	standard
B4.5	Contractor must provide ability to purchase a gift card at a park through via Contractors POS system and/or on-line.	M	yes	standard
B4.6	Contractor must provide the ability to redeem the gift card at any park via call center, Contractors POS system, and on-line.	M	yes	standard
B4.7	System must provide the ability for customers to register and reload their gift cards at any park location through a POS system, over the phone, and on-line.	M	yes	standard
B4.8	Contractor must provide ability to manage the purchasing of season passes at any park location, call center, and on-line.	M	yes	standard
B4.9	Contractor must provide a liability report for all unredeemed gift cards	M	yes	standard
B4.10	Contractor must provide the ability to offer discounts on gift cards as promo's.	M	yes	standard

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 Date: 9/6/17 Contractor's Initials *M*

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BUSINESS			
State Requirements			
Req #	Requirement Description	Criticality	
B4.11	Contractor solution has an on-line mechanism for inviting, collecting, and reporting donations for the NH State Park System with a guest comment section and request for recognition.	O	no
B4.12	Contractor has ability for online shopping cart solution to sell State Parks merchandise.	O	yes
			future
EVENT/VOLUNTEER REGISTRATION REQUIREMENTS			
B5.1	Contractor solution has an event registration program that has the ability to integrate to the current parks website and be customized for each event by DNCR.	O	yes
B5.2	Event registration program has the ability to collect personal contact information with the ability to send out event updates by DNCR via email.	O	yes

Customers have the ability to make adonation to the NH State Park System, but we currently do not provide the option for a guest comment section.

RA Outdoors LLC confirms that online store capability is currently available and live today. Enhancements including pricing for multiple shipping options are scheduled for delivery in early 2018.

RA Outdoors LLC has the ability to provide these services and agrees to add to UAT requirements.

RA Outdoors LLC has the ability to provide these services and agrees to add to UAT requirements.

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BUSINESS			
State Requirements			
Req #	Requirement Description	Criticality	
B5.3	Contractor solution has the ability to automatically send customized confirmation emails.	O	yes
B5.4	Event registration program gives the customer the option to set up a user profile or sign up as a guest.	O	yes
B5.5	Contractor solution must offer the ability for participants who are registering to sign a photo liability release form that DNCR provides.	O	yes
B5.6	Contractor solution has the ability for multiple administrator's access and management of events maintained by DNCR.	O	yes

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APPLICATION REQUIREMENTS				
State Requirements				
Req #	Requirement Description	Criticality		
GENERAL SPECIFICATIONS				
A1.1	The Solution must comply with Open Standards as specified in RSA 21-R:10 and 21-R:13, including but not limited to Open Data Formats.	M	yes	standard
A1.2	Any data collected via the website (such as people's names and email addresses) must be available to the State in an Open Data format as listed at www.nh.gov/doit/open-source/software-data.htm .	M	yes	standard
A1.3	Web-based compatible and in conformance with the following W3C standards: XHTML 1.0, CSS 2.1, XML 1.0 (fourth edition)	M	yes	standard
A1.4	Must be compatible with Google Chrome, Firefox, Safari, and IE 11 and above.	M	yes	standard
A1.5	The Contractor must provide an application that will communicate via low and high bandwidth, such as cellular, DSL and satellite, cable.	M	yes	standard
A1.6	Data is available in commonly used format over which no entity has exclusive control, with the exception of National or International standards. Data is not subject to any copyright, patent, trademark or other trade secret regulation.	M	yes	standard
A1.7	Application must be compliant and the PA-DSS (at least version 3.1 at the time of the awarded contract) and SASE 16 (audited statement of controls over the development and maintenance process of software) documents must be submitted on an annual basis.	M	yes	standard
A1.8	Solution must meet accessibility standards including adherence to the W3C's Web Content Accessibility Guidelines (WCAG) 2.0 level AA and must follow the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 methodology in meeting said (WCAG 2.0 AA) standards	M	yes	standard
A1.9	The Solution must provide the ability to access the system to fix data entry errors with an audit trail of all changes.	M	yes	standard
A2.1	Verify the identity and authenticate all of the system's human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services..	M	yes	standard
A2.2	Enforce unique user names for all users.	M	yes	standard
A2.3	Encrypt passwords in transmission and at rest within the database.	M	yes	standard

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APPLICATION REQUIREMENTS			
State Requirements			
Req #	Requirement Description	Criticality	Standard
A2.4	Enforce the use of complex passwords for general users using capital letters, numbers and special characters in accordance with DoIT's statewide User Account and Password Policy.	M	yes standard
A2.5	Enforce complex passwords for Administrator Accounts in accordance with DoIT's statewide <i>User Account and Password Policy</i>	M	yes standard
A2.6	Provide ability to limit the number of people that can grant or change authorizations		
A2.7	Establish ability to enforce session timeouts during periods of inactivity.	M	yes standard
A2.8	Ensure application has been tested and hardened to prevent critical application security flaws. (At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project))	M	yes standard
A2.9	The application shall not store authentication credentials or sensitive Data in its code.	M	yes standard
A2.10	Audit all attempted accesses that fail identification, authentication and authorization requirements	M	yes standard
A2.11	The application shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place. The logs must be kept in accordance with PCI DSS requirements.	M	yes standard
A2.12	The application must allow a user to explicitly terminate a session. No remnants of the prior session should then remain.	M	yes standard
A2.13	Do not use Software and System Services for anything other than their designed for use.	M	yes standard
A2.14	The application Data shall be protected from unauthorized use when at rest.	M	yes standard
A2.15	Keep any sensitive Data or communications private from unauthorized individuals and programs.	M	yes standard
A2.16	Subsequent application enhancements or upgrades shall not remove or degrade security requirements	M	yes standard
A2.17	Create change management documentation and procedures	M	yes standard
A2.18	The application shall comply with the PCI DSS standards.	M	yes standard

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State Requirements			
Req #	Requirement Description	Criticality	Criticality
APPLICATION SECURITY TESTING			
T1.1	Testing of all standard applications must take place during UAT.	M	yes
T1.2	The Contractor shall be responsible for security testing, as appropriate. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability.	M	yes
T1.3	Test for Identification and Authentication; supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users.	M	yes
T1.4	Test for encryption; supports the transformation of data for security purposes.	M	yes
T1.5	Provide the State with validation of 3rd party security reviews performed on the application and system environment. The review may include a combination of vulnerability scanning, penetration testing, static analysis of the source code, and expert code review (please specify proposed methodology in the comments field).	M	yes
T1.6	Test the interface between Contractor's solution and NH First (State's financial system) and insure database is accurate.	M	yes
T1.7	Test the User Management feature; supports the administration of computer, application and network accounts within an organization.	M	yes
T1.8	Test Role/Privilege Management; supports the granting of abilities to users or groups of users of a computer, application or network	M	yes
T1.9	For web applications, ensure the application has been tested and hardened to prevent critical application security flaws. (At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project))	M	yes
STANDARD TESTING			
T1.10	The Contractor must test the software and the system using an industry standard and State approved testing methodology as more fully described in Appendix G-2.	M	yes
T1.11	The Contractor must perform application stress testing and tuning as more fully described in Appendix G-2.	M	yes

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HOSTING-CLOUD REQUIREMENTS			
State Requirements			
Req #	Requirement Description	Criticality	Criticality
OPERATIONS			
H1.1	Contractor shall provide an ANSI/TIA-942 Tier 3 Data Center or equivalent. A tier 3 data center requires 1) Multiple independent distribution paths serving the IT equipment, 2) All IT equipment must be dual-powered and fully compatible with the topology of a site's architecture and 3) Concurrently maintainable site infrastructure with expected availability of 99.982% and 4) must be located within in the United States.	M	yes standard
H1.2	Contractor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.	M	yes standard
H1.3	The Data Center must be physically secured – restricted access to the site to personnel with controls such as biometric, badge, and others security solutions. Policies for granting access must be in place and followed. Access shall only be granted to those with a need to perform tasks in the Data Center.	M	yes standard
H1.4	Contractor shall install and update all server patches, updates, and other utilities within 60 days of release from the manufacturer.	M	yes standard
H1.5	Contractor shall monitor System, security, and application logs.	M	yes standard
H1.6	Contractor shall manage the sharing of data resources.	M	yes standard
H1.7	Contractor shall manage daily backups, off-site data storage, and restore operations.	M	yes standard
H1.8	The Contractor shall monitor physical hardware.	M	yes standard
H1.9	The Contractor shall report any breach in security in conformance with State of NH RSA 359-C:20. Any person engaged in trade or commerce that is subject to RSA 358-A:3, I shall also notify the regulator which has primary regulatory authority over such trade or commerce. All other persons shall notify the New Hampshire attorney general's office.	M	yes standard
H1.10	State access will be via Internet Browser.	M	yes standard

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HOSTING-CLOUD REQUIREMENTS				
State Requirements				
Req #	Requirement Description	Criticality		
DISASTER RECOVERY				
H2.1	Contractor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs.	M	yes	standard
OPERATIONS				
H2.2	The disaster recovery plan shall identify appropriate methods for procuring additional hardware in the event of a component failure. In most instances, systems shall offer a level of redundancy so the loss of a drive or power supply will not be sufficient to terminate services however, these failed components will have to be replaced.	M	yes	standard
H2.3	Contractor shall adhere to a defined and documented back-up schedule and procedure.	M	yes	standard
H2.4	Back-up copies of data are made for the purpose of facilitating a restore of the data in the event of data loss or System failure.	M	yes	standard
H2.5	Scheduled backups of all servers must be completed regularly. The minimum acceptable frequency is differential backup daily, and complete backup weekly.	M	yes	standard
H2.6	Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility.	M	yes	standard
H2.7	Data recovery - In the event that recovery back to the last backup is not sufficient to recover State Data, the Contractor shall employ the use of database logs in addition to backup media in the restoration of the database(s) to afford a much closer to real-time recovery. To do this, logs must be moved off the volume containing the database with a frequency to match the business needs	M	yes	standard
HOSTING SECURITY				
H3.1	The Contractor shall employ security measures ensure that the State's application and data is protected.	M	yes	standard
H3.2	If State data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M	yes	standard

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HOSTING-CLOUD REQUIREMENTS			
State Requirements			
Req #	Requirement Description	Criticality	
H3.3	All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment, as a whole, shall have aggressive intrusion-detection and firewall protection.	M	yes standard
H3.4	All components of the infrastructure shall be reviewed and tested to ensure they protect the State's hardware, software, and its related data assets. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide confidentiality, integrity and availability.	M	yes standard
H3.5	The Contractor shall ensure its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the hosting infrastructure.	M	yes standard
H3.6	The Contractor shall authorize the State to perform scheduled and random security audits, including vulnerability assessments, of the Contractor' hosting infrastructure and/or the application upon request.	M	yes standard
H3.7	All servers and devices must have event logging enabled. Logs must be protected with access limited to only authorized administrators. Logs shall include System, Application, Web and Database logs.	M	yes standard
H3.8	Operating Systems (OS) and Databases (DB) shall be built and hardened in accordance with guidelines set forth by CIS, NIST or NSA	M	yes standard
H3.9	The Contractor shall notify the State's Project Manager of any security breaches within two (2) hours of the time that the Contractor learns of their occurrence.	M	yes standard

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HOSTING-CLOUD REQUIREMENTS			
State Requirements			
Req #	Requirement Description	Criticality	Standard
H3.10	The Contractor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	M	yes standard
SERVICE LEVEL AGREEMENT			
H4.1	The Contractor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M	yes standard
H4.2	The Contractor shall maintain the hardware and Software in accordance with the specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M	yes standard
H4.3	The Contractor shall repair or replace the hardware or software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M	yes standard
H4.4	All hardware and software components of the Contractor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc., shall be applied within sixty (60) days of release by their respective manufacturers.	M	yes standard
H4.5	The State shall have unlimited access, via phone or Email, to the Contractor technical support staff between the hours of 8:30am to 5:00pm- Monday thru Friday EST;	M	yes standard

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HOSTING-CLOUD REQUIREMENTS

State Requirements	
Req #	Requirement Description
H4.6	<p>The Contractor shall conform to the specific deficiency class as described:</p> <p>Class A: The Contractor must initiate corrective action to resolve critical system issues for components provided by the Contractor that render NH Parks unable to perform normal business functions. Normal business functions are defined as those that perform a transaction.</p> <p>Class B: The Contractor must initiate corrective action to resolve system issues for components provided by the Contractor that render NH Parks unable to perform normal business functions, but can be performed through the use of a work around.</p> <p>Class C: The Contractor must initiate corrective action to resolve system issues for components provided by the Contractor that render NH Parks unable to perform non-transaction performing system functions.</p> <p>In each case (Class A,B &C), the contractor will only face damages if the issue is a result of action or inaction of the contractor.</p> <p>In each case (Class A,B &C), the contractor will only face damages if the issue is a result of action or inaction of the contractor.</p>
	M
	yes
	standard

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HOSTING-CLOUD			
State Requirements			
Req #	Requirement Description	Criticality	Standard
H4.12	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M	yes standard
H4.13	The Contractor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: Server up-time; All change requests implemented, including operating system patches; All critical outages reported including actual issue and resolution; Number of deficiencies reported by class with initial response time as well as time to close.	M	yes standard
H4.14	The Contractor will give two-business day's prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M	yes standard
SUPPORT & MAINTENANCE REQUIREMENTS			
S1.1	Maintain the system in accordance with the Service Level Agreement requirements described in Section H4 of this spreadsheet.	M	yes standard
S1.2	The Contractor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and Documentation that are generally offered to its customers, at no additional cost.	M	yes standard
S1.3	The State shall have unlimited access, via phone or Email, to the Contractor technical support staff between the hours of: From April 1st – October 31st: <ul style="list-style-type: none"> • Sunday - Thursday 8:00am – 6:00pm • Friday - Saturday 8:00am – 9:00pm November 1st through March 30th <ul style="list-style-type: none"> • Monday - Friday 8am – 5pm 	M	yes standard Updated to match B1.15 per RA Outdoors LLC's response

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SUPPORT & MAINTENANCE REQUIREMENTS			
State Requirements			
Req #	Requirement Description	Criticality	
S1.4	For all maintenance issues, the Contractor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by.	M	yes standard
S1.5	The Contractor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.	M	yes standard
S1.6	The Contractor response time for support shall conform to the specific deficiency class as described below: Class A: The Contractor must initiate corrective action to resolve critical system issues for components provided by the Contractor that render NH Parks unable to perform normal business functions. Normal business functions are defined as those that perform a transaction. Class B: The Contractor must initiate corrective action to resolve system issues for components provided by the Contractor that render NH Parks unable to perform normal business functions, but can be performed through the use of a work around. Class C: The Contractor must initiate corrective action to resolve system issues for components provided by the Contractor that render NH Parks unable to perform non-transaction performing system functions. In each case (Class A,B &C), the contractor will only face damages if the issue is a result of action or inaction of the contractor.	M	yes standard

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SUPPORT & MAINTENANCE REQUIREMENTS			
State Requirements			
Req #	Requirement Description	Criticality	Criticality
S1.7	<p>As part of the Software maintenance agreement, ongoing software maintenance and support issues, shall be responded to according to the following:</p> <p>Class A Deficiencies - The Contractor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Contractor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request;</p> <p>Class B & C Deficiencies –The State shall notify the Contractor of such Deficiencies during regular business hours and the Contractor shall respond back within four (4) hours of notification of planned corrective action; The Contractor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract; or as agreed to by the parties.</p>	M	yes standard
S1.8	<p>A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.</p>	M	yes standard
S1.9	<p>The Contractor will give two-business day's prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.</p>	M	yes standard
S1.10	<p>If The Contractor is unable to meet the 99.9% uptime requirement, The Contractor shall credit State's account in an amount based upon the following formula: (Total Contract Item Price/365) x Number of Days Contract Item Not Provided. The State must request this credit in writing.</p>	M	yes standard

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SUPPORT & MAINTENANCE REQUIREMENTS			
State			
Req #	Requirement Description	Criticality	
S1.11	All hardware and software components of the Contractor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All critical patches for operating systems, databases, web services, etc., shall be applied within thirty (30) days of release by their respective manufacturers.	M	yes standard
S1.12	The Contractor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: All change requests implemented; All critical outages reported including actual issue and resolution; Number of deficiencies reported by class with initial response time as well as time to close.	M	yes standard
PROJECT MANAGEMENT			
P1.1	Contractor shall participate in an initial kick-off meeting to initiate the Project.	M	yes standard
P1.2	Contractor shall submit a preliminary work plan within ten (10 days) and a finalized Work Plan within thirty (30) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. The plan shall be updated as needed.	M	yes standard
P1.3	Contractor shall provide detailed bi-weekly status reports on the progress of the Project during Implementation, which may be conducted by phone.	M	yes standard
P1.4	All user, technical, and System Documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained as project documentation in MS Word format.	M	yes standard
P1.5	Contractor will provide State with PCI DSS certification documentation and evidence of its most recent validation of compliance. Contractor must supply an attestation of compliance at least annually.	M	yes standard
P1.6	Contractor shall provide Project Staff as specified in the RFP.	M	yes standard

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PROJECT MANAGEMENT		State	
Req #	Requirement Description	Criticality	
PROJECT MANAGEMENT			
P1.7	Contractor shall submit a preliminary Project Work Plan within ten (10) days after Contract award and approval by the Governor and Executive Council. The Project Work Plan shall include, without limitation, a detailed description of the schedule, tasks, deliverables, critical events, task dependencies, and payment schedule. The Plan shall be updated no less than weekly.	M	RA Outdoors LLC agrees that the deliverables timetable including preliminary plan will be delivered within 10 days after Contract award and approval by Governor and Council. RA Outdoors LLC further agrees that the final plan will be delivered within 45 days after Contract award and approval by Governor and Council.
P1.8	Contractor will maintain all user, technical, and system documentation as well as project schedules, plans, status reports, and correspondence. Contractor response shall describe the formats that will be used to produce the project documentation.	M	standard

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The Contractor's Project Manager and the State Project manager shall finalize the Work Plan for Implementation within 45 days of the Effective Date and further refine the tasks required to implement the Project. The elements of the Work Plan are documented in accordance with the Contractor's plan to implement the System. Continued development and management of the Work Plan is a joint effort on the part of the Contractor and State Project Managers.

The preliminary Work Plan for Implementation created by the Contractor and the State is set forth at the end of this Exhibit.

In conjunction with the Contractor's Project Management methodology, which shall be used to manage the Project's life cycle, the Contractor team and the State shall finalize the Work Plan at the onset of the Project. This plan shall identify the **tasks, Deliverables, major milestones, task dependencies, and a payment Schedule** required to implement the Project. It shall also address intra-task dependencies, resource allocations (both State and Contractor's team members), refine the Project's scope, and establish the Project's Schedule.

1. ASSUMPTIONS

1.1 General

- The State shall provide team members with decision-making authority to support the Implementation efforts, at the level outlined in the Request for Proposal Document State Staffing Matrix.
- All State tasks must be performed in accordance with the revised Work Plan.
- All key decisions will be resolved within five (5) business days. Issues not resolved within this initial period will be escalated to the State Project Manager for resolution.
- Any activities, decisions or issues taken on by the State that affect the mutually agreed upon Work Plan timeline, scope, resources, and costs shall be subject to the identified Change Control process.
- The Contractor shall maintain an accounting system in accordance with Generally Accepted Accounting Principles (GAAP).

1.2 Project Management

- The State shall approve the Project Management Methodology used for the Project.
- The State shall provide the Project Team with reasonable access to the State personnel as needed to complete Project tasks.
- A Project folder created within the State system shall be used for centralized storage and retrieval of Project documents, work products, and other material and information relevant to the success of the Project and required by Project Team members. This central repository is secured by determining which State team members have access to the Project folder and granting either view or read/write privileges. The State Project Manager shall approve access for the State team. Documentation can be stored locally for the State team on a "shared" network drive to facilitate ease and speed of access. Final versions of all Documentation shall be loaded to the State System.
- The Contractor assumes that an Alternate Project Manager may be appointed from time to time to handle reasonable and ordinary absences of the Project Manager.

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1.3 Data Cleanse

- The cleansing of data will be in cooperation with the Contractor and the State. The cleansing will entail:
 - Removal of duplicates accounts within customer database to keep only the most recently created customer account.
 - Campground inventory cleanse by the Contractor will include updating site types, site descriptions, and stay rules via park information sheet provided by the State.
 - POS – reorganization of POS items within AWO Update to include POS product names, product groups, and product classes via information sheet provided by the State.
 - The State will perform validation testing when database has been cleansed

1.4 Project Schedule

- Deployment is planned to begin on the date of G&C approval with a planned go-live date of November 1, 2017.

1.5 Reporting

- The Contractor shall conduct weekly status meetings, and provide reports that include, but are not limited to, minutes, action items, test results, and Documentation.

1.6 User Training

- The Contractor's Team shall lead the development of the end-user training plan.
- A train the trainer approach shall be used for the delivery of end-user training.
- The State is responsible for the delivery of end-user training.

2. ROLES AND RESPONSIBILITIES

A. Contractor Team Roles and Responsibilities

1) Contractor Team Project Executive

The Contractor Team's Project Executives (Contractor and Subcontractor Project Executives) shall be responsible for advising on and monitoring the quality of the Services throughout the Project life cycle. The Project Executive shall advise the Contractor Team Project Manager and the State's Project leadership on the best practices for implementing the Contractor Software Solution within the State. The Project Executive shall participate in the definition of the Project Plan and provide guidance to the State's Team.

2) Contractor Team Project Manager

The Contractor Team Project Manager shall have overall responsibility for the day-to-day management of the Project and shall plan, track, and manage the activities of the Contractor Implementation Team. The Contractor Team Project Manager will have the following responsibilities:

- Maintain communications with the State's Project Manager;
- Work with the State in planning and conducting a kick-off meeting;
- Create and maintain the Work Plan;

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- Assign the Contractor Team consultants to tasks in the Implementation Project according to the scheduled staffing requirements;
- Define roles and responsibilities of all the Contractor Team members;
- Provide weekly and monthly update progress reports to the State Project Manager;
- Notify the State Project Manager of requirements for State resources in order to provide sufficient lead time for resources to be made available;
- Review task progress for time, quality, and accuracy in order to achieve progress;
- Review requirements and scheduling changes and identify the impact on the Project in order to identify whether the changes may require a change of scope;
- Implement scope and Schedule changes as authorized by the State Project Manager and with appropriate Change Control approvals as identified in the Implementation Plan;
- Inform the State Project Manager and staff of any urgent issues if and when they arise;
- Provide the State completed Project Deliverables and obtain sign-off from the State's Project Manager.
- Manage handoff to the Contractor operational staff;
- Manage Transition Services as needed.

3) Contractor Team Analysis

The Contractor Team shall conduct analysis of requirements, validate the Contractor Team's understanding of the State business requirements by application, and perform business requirements mapping:

- Construct and confirm application test case scenarios;
- Produce application configuration definitions and configure the applications;
- Conduct testing of the configured application;
- Produce functional Specifications for extensions, conversions, and interfaces;
- Assist the State in the testing of extensions, conversions, and interfaces;
- Assist the State in execution of the State's Acceptance Test;
- Conduct follow-up meetings to obtain feedback, results, and concurrence/approval from the State;
- Assist with the correction of configuration problems identified during system, integration and Acceptance Testing; and
- Assist with the transition to production.

4) Contractor Team Tasks

The Contractor team shall assume the following tasks:

- Development and review of functional and technical Specification to determine that they are at an appropriate level of detail and quality;
- Development and Documentation of conversion and interface programs in accordance with functional and technical Specifications;
- Development and Documentation of installation procedures; and
- Unit testing of conversions and interfaces developed; and
- System Integration Testing.

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B. State Roles and Responsibilities

The following State resources have been identified for the Project. The time demands on the individual State team members will vary depending on the phase and specific tasks of the Implementation. The demands on the Subject Matter Experts' time will vary based on the need determined by the State Leads and the phase of the Implementation.

1) State Project Manager

The State Project Manager shall work side-by-side with the Contractor Project Manager. The role of the State Project Manager is to manage State resources (IF ANY), facilitate completion of all tasks assigned to State staff, and communicate Project status on a regular basis. The State Project Manager represents the State in all decisions on Implementation Project matters, provides all necessary support in the conduct of the Implementation Project, and provides necessary State resources, as defined by the Work Plan and as otherwise identified throughout the course of the Project. The State Project Manager has the following responsibilities:

- Plan and conduct a kick-off meeting with assistance from the Contractor team;
- Assist the Contractor Project Manager in the development of a detailed Work Plan;
- Identify and secure the State Project Team members in accordance with the Work Plan;
- Define roles and responsibilities of all State Project Team members assigned to the Project;
- Identify and secure access to additional State end-user staff as needed to support specific areas of knowledge if and when required to perform certain Implementation tasks;
- Communicate issues to State management as necessary to secure resolution of any matter that cannot be addressed at the Project level;
- Inform the Contractor Project Manager of any urgent issues if and when they arise; and
- Assist the Contractor team staff to obtain requested information if and when required to perform certain Project tasks;
- Manage handoff to State operational staff;
- Manage State staff during Transition Services as needed.

2) State Subject Matter Expert(s) (SME)

The role of the State SME is to assist application teams with an understanding of the State's current business practices and processes, provide agency knowledge, and participate in the Implementation. Responsibilities of the SME include the following:

- Be the key user and contact for their Agency or Department;
- Attend Project Team training and acquire in-depth functional knowledge of the relevant applications;
- Assist in validating and documenting user requirements, as needed;
- Assist in mapping business requirements;
- Assist in constructing test scripts and data;
- Assist in System Integration, and Acceptance Testing;
- Assist with data cleansing, integration testing and Data verification;
- Attend Project meetings when requested; and
- Assist in training end users in the use of the Contractor Software Solution and the business processes the application supports.

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3) State Technical Lead and Architect

The State's Technical Lead and Architect reports to the State's Project Manager and is responsible for leading and managing the State's technical tasks. Responsibilities include:

- Attend technical training as necessary to support the Project;
- Assist the State and the Contractor Team Project Managers to establish the detailed Work Plan;
- Manage the day-to-day activities of the State's technical resources assigned to the Project;
- Work with State IT management to obtain State technical resources in accordance with the Work Plan;
- Work in partnership with the Contractor and lead the State technical staff's efforts in documenting the technical operational procedures and processes for the Project. This is a Contractor Deliverable and it will be expected that the Contractor will lead the overall effort with support and assistance from the State; and
- Represent the technical efforts of the State at weekly Project meetings.

4) State Testing Administrator

The State's Testing Administrator will coordinate the State's testing efforts. Responsibilities include:

- Coordinating the State's team and external third parties involvement in testing;
- Ensuring that proposed process changes are considered by process owners;
- Establish priorities of Deficiencies requiring resolution; and
- Tracking Deficiencies through resolution.

3. SOFTWARE APPLICATION

The use of the AWO System will require:

- PC with Windows 10
- Internet Explorer 11
- Microsoft Office 2016
- Symantic Endpoint or equivalent antivirus software for pc
- Adobe Reader V.X
- Adobe SVG Viewer 3.0
- Microsoft .NET Framework 2.0 /w SP1

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4. INTERFACES

Interfaces shall be implemented in cooperation with the State. The following Table 4.1 identifies the interfaces within the scope of this Contract and their relative assignment.

Table 4.1: In-Scope Interfaces

Interface	Components, if applicable	Responsible Party	Description
	Contractor provides financial exports to clients as part of AWO.	Contractor will work with appropriate DNCR staff to determine the exact needs of this interface to create the cash report export to Lawson.	Daily/Weekly Cash Report

A. Interface Responsibilities

- Contractor Team shall document the functional and technical Specifications for the interfaces.
- Contractor Team shall develop and Unit Test the interface.
- The State and Contractor Team shall jointly verify and validate the accuracy and completeness of the interface.
- The Contractor Teams shall construct test scripts and create any data needed to support testing the interfaces.

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5. PRELIMINARY WORK PLAN

The following Table 5.1 provides the preliminary agreed upon Work Plan for the Contract.

Table 5.1: High Level Preliminary NH Project Plan

		169 days	1,439.2 days	
1	Reservation Conversion	0 days	0 days	
2	Project Start/Call Center Go-Live	0 days	0 days	ActiveOutdoors Professional Services Manager[25%]
3	Project Management	0 days	0 days	ActiveOutdoors Professional Services Specialist[25%]
4	Implementation Management	0 days	0 days	
5	Implementation Project Planning	73 days	258.76 days	
6	Gap Analysis per RFP/Conversion	10 days	20 days	ActiveOutdoors Business Analyst,ActiveOutdoors Product Manager
7	Internal Gap Analysis Review	5 days	35 days	ActiveOutdoors Business Analyst,ActiveOutdoors Product Manager,ActiveOutdoors Call Center Manager,ActiveOutdoors Customer Service Manager,ActiveOutdoors Development Team,ActiveOutdoors Product Support,ActiveOutdoors Professional Services
8	Identification of Project Plan and Schedule	1 day	5 days	ActiveOutdoors Professional Services Specialist
9	Creation of Project Scope Document	2 days	4 days	ActiveOutdoors Professional Services Specialist[50%], Client PM[50%]
10	Creation of Roles & Responsibilities Document	4 days	2 days	ActiveOutdoors Professional Services Specialist
11	Agreement Execution	1 day	3 days	ActiveOutdoors Bus. Dev., ActiveOutdoors Exec., Client Services Manager
12	Review of Project Plan	2 days	4 days	ActiveOutdoors Professional Services Specialist[50%], Client Project Team[50%]
13	Deliver Final Project Implementation Plan	1 day	0.25 days	ActiveOutdoors Professional Services Specialist[14%], Client Project Team[11%]
14	Internal Kick Off Meeting	2 days	0.2 days	
15	Review / Verification of Project Plan & Schedule	1 day	0.05 days	ActiveOutdoors Professional Services Specialist[5%]
16	Review of Project Scope	1 day	0.05 days	ActiveOutdoors Professional Services Specialist[5%]

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17	1.3.10.3	Review Roles and Responsibilities Document	1 day	0.1 days	ActiveOutdoors Professional Services Specialist[10%]
18	1.4.6	Initial Planning and Coordination Meeting	17 days	20.45 days	
19	1.4.6.1	Review / Verification of Project Plan and Schedule	5 days	0.5 days	ActiveOutdoors Professional Services Specialist[5%], Client Project Team[5%]
20	1.4.6.2	Identification of Project Teams (Active and State)	5 days	15.07 days	ActiveOutdoors Professional Services Specialist[1%], Client Project Team[300%]
21	1.4.6.3	Reporting Requirements Specifications Collected/Validated	5 days	0.49 days	ActiveOutdoors Professional Services Specialist[1%], Client Project Team[9%]
22	1.3.7	Confirm Location Hierarchy (Parks & Reporting)	3 days	0.25 days	ActiveOutdoors Professional Services Specialist[8%]
23	1.3.8	Existing Reservations (initial estimate and data mapping)	5 days	1 day	ActiveOutdoors Professional Services Specialist[20%]
24	1.5.6.1.1	Meeting for Implementation Materials Review & Distribution	12 days	3.14 days	
25	1.5.6.1.1.1	Review of Implementation Guide/System Requirements	5 days	0.13 days	ActiveOutdoors Professional Services Specialist[1%], Client Services Manager[0%], Client Project Team[1%]
26	1.5.6.1.1.3	Completion of Implementation Guide	5 days	2.01 days	Client PMI[22%], ActiveOutdoors Professional Services Specialist[18%]
27	1.5.6.1.1.4	Review of Implementation Guide / Confirmation	2 days	1 day	ActiveOutdoors Professional Services Specialist[20%]
28	1.5.6.1.1.5	Sign-Off - Implementation Guide	0 days	0 days	Client PMI[25%]
29	1.4.11	Park, Site, Tour, POS Data Collection	12 days	28 days	
30	1.4.11.1	Identify Requirements for New Data Collection information	1 day	3 days	ActiveOutdoors Professional Services Specialist, Client PM, Client Services Manager
31	1.4.11.2	Review of all data collection forms	1 day	3 days	ActiveOutdoors Professional Services Specialist, Client PM, Client Services Manager
32	1.4.11.3	Distribution of Data Collection Forms	1 day	2 days	ActiveOutdoors Professional Services Specialist, Client PM
33	1.4.11.4	Completion of Data Collection Forms	10 days	20 days	ActiveOutdoors Professional Services Specialist, Client PM
34	1.4.12	Park Maps	45 days	36.86 days	
35	1.4.12.1	Review Existing Maps Available	5 days	10 days	ActiveOutdoors Inventory Team, ActiveOutdoors Professional Services Specialist
36	1.4.12.2	Estimate Map Creation Work	5 days	5 days	ActiveOutdoors Inventory Team
37	1.4.12.3	Provide Maps to ACTIVE	5 days	5 days	Client PM
38	1.4.12.4	Gift Cards	33 days	16.86 days	

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39	1.4.12.4.1	Identify Requirements for Gift Card program	3 days	0.78 days	ActiveOutdoors Professional Services Specialist[13%], Client PM[13%]
40	1.4.12.4.2	Determine requirements for physical gift cards	3 days	0.78 days	ActiveOutdoors Professional Services Specialist[13%], Client PM[13%]
41	1.4.12.4.3	Identify supplier for physical gift cards	5 days	1.3 days	ActiveOutdoors Professional Services Specialist[13%], Client PM[13%]
42	1.4.12.4.4	Receive sample gift card from supplier	1 day	1 day	ActiveOutdoors Professional Services Specialist
43	1.4.12.4.5	Test sample gift card	3 days	6 days	ActiveOutdoors Professional Services Specialist, ActiveOutdoors QA
44	1.4.12.4.6	Sign off on look and feel of physical gift card	1 day	1 day	Client PM
45	1.4.12.4.7	Order physical gift cards	3 days	6 days	ActiveOutdoors Professional Services Specialist, Client PM
46	1.4.13	Financial Management and Setup	10 days	100 days	
47	1.4.13.1	Review Trust/Bank Account	10 days	40 days	ActiveOutdoors Business Analyst, ActiveOutdoors Finance Team, ActiveOutdoors Professional Services Specialist, Client PM
48	1.4.13.2	Review Financial Reporting Requirements	10 days	40 days	ActiveOutdoors Business Analyst, ActiveOutdoors Finance Team, ActiveOutdoors Professional Services Specialist, Client PM
49	1.4.13.3	Review/Confirm Credit Card Processing Requirements	5 days	20 days	ActiveOutdoors Business Analyst, ActiveOutdoors Finance Team, ActiveOutdoors Professional Services Specialist, Client PM
50	1.5	Implementation Activities	169 days	1,180.43 days	
51	1.5.2	Client Hardware Requirements	55 days	90.5 days	
52	1.5.2.1	Review Hardware Requirements	5 days	10.5 days	Client Services Manager, ActiveOutdoors Professional Services Specialist[10%], Client PM
53	1.5.2.2	Coordination of Purchasing / Delivery / Installation of Equipment	20 days	60 days	Client PM, ActiveOutdoors Help Desk Staff, Client Services Manager
54	1.5.1.3	Testing of Existing Hardware (if applicable)	10 days	20 days	Client Field Staff, Client PM
55	1.4.4	Client Software Requirements	55 days	70.5 days	
56	1.4.4.1	Review Software Requirements (O/S, Drivers etc)	5 days	10.5 days	ActiveOutdoors Professional Services Specialist[10%], Client PM, Client Services Manager
57	1.4.4.2	Coordination of Purchasing / Delivery / Installation of Software	20 days	60 days	ActiveOutdoors Help Desk Staff, Client PM, Client Services Manager
58	1.5.3	Client Communications Setup	30 days	7 days	
59	1.4.5.1	Review Telecommunication Requirements	15 days	4 days	
60	1.4.5.1.2	Identification of User Setup Requirements	15 days	2 days	ActiveOutdoors Network Admin[13%]
61	1.4.5.1.3	Identification of ISP/Satellite Setup Requirements	15 days	2 days	ActiveOutdoors Network Admin[13%]
62	1.4.5.2	Coordination of Telecommunication Services	15 days	3 days	

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ID	WBS	Task Name	User Setup	15 days	1.5 days	ActiveOutdoors Network Admin[10%]
63	1.5.3.2					
64	1.4.5.2.3	ISP/Satellite Setup		Duration 15 days	Work 1.5 days	Resource Names Client Support[5%],ISP[5%]
65	1.5.5	Database & Access Requirements		133 days	47.9 days	
66	1.4.6.2.3	Database Setup		107 days	2.75 days	
67	1.4.6.2.3.1	Creation of Preproduction Environment Database for Implementation and Inventory		3 days	0.75 days	ActiveOutdoors Data Architect[25%]
68	1.4.6.2.3.2	Copy of Preproduction Environment Database for Internal Testing Env. (QA)		2 days	0.5 days	ActiveOutdoors Data Architect[25%]
69	1.5.5.1.9	Copy of Preproduction Environment Database for System Testing Env.		2 days	0.5 days	ActiveOutdoors Data Architect[25%]
70	1.5.5.1.7	Copy of Preproduction Environment Database for Training Env.		1 day	0.5 days	ActiveOutdoors Data Architect[25%]
71	1.5.5.1.11	Copy of Preproduction Environment Database for Production Env.		1 day	0.5 days	ActiveOutdoors Data Architect[25%]
72	1.5.5.2	Identification of Agency Access Requirements		38 days	45.15 days	
73	1.5.5.2.1	AWO		38 days	45.15 days	
74	1.5.5.2.1.1	State Management / Finance Staff		38 days	1.8 days	
75	1.5.5.2.1.1.1	Financial Manager		5 days	0.25 days	ActiveOutdoors Professional Services Specialist[0%],Client PM[5%]
76	1.5.5.2.1.1.1	Admin Manager		5 days	0.25 days	ActiveOutdoors Professional Services Specialist[0%],Client PM[5%]
77	1.5.5.2.1.1.1	Resource Manager (access to Reports)		5 days	0.25 days	ActiveOutdoors Professional Services Specialist[0%],Client PM[5%]
78	1.5.5.2.1.1.1	Field Manager		5 days	0.25 days	ActiveOutdoors Professional Services Specialist[2%],Client PM[3%]
79	1.5.4.2.1.1.1	Venue/Ticket Manager		5 days	0.25 days	ActiveOutdoors Professional Services Specialist[2%],Client PM[3%]
80	1.4.6.3.1.1.1	Operations Manager		5 days	0.28 days	ActiveOutdoors Professional Services Specialist[3%],Client PM[3%]
81	1.4.6.3.1.1.1	Inventory Manager		5 days	0.28 days	ActiveOutdoors Professional Services Specialist[3%],Client PM[3%]
82	1.5.5.2.1.2	State Field Staff (Camping Locations)		5 days	2.1 days	
83	1.5.5.2.1.2.1	Field Manager		5 days	0.78 days	ActiveOutdoors Professional Services Specialist[3%],Client PM[13%]
84	1.5.4.2.1.2.1	Venue/Ticket Manager		5 days	0.8 days	ActiveOutdoors Professional Services Specialist[3%],Client PM[13%]
85	1.5.5.2.1.1.1	Resource Manager (access to Admin, Financial Reports)		5 days	0.28 days	ActiveOutdoors Professional Services Specialist[0%],Client PM[5%]
86	1.5.4.2.1.2.1	Store Manager		5 days	0.25 days	ActiveOutdoors Professional Services Specialist[0%],Client PM[5%]

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87	1.4.6.3.1.3	Call Center Staff	5 days	41.25 days	ActiveOutdoors Customer Service Manager,ActiveOutdoors Call Center Manager
88	1.4.6.3.1.3.	Call Manager	5 days	10 days	ActiveOutdoors Customer Service Manager,ActiveOutdoors Call Center Manager
89	1.5.4.2.1.3.	Operations Manager	5 days	10 days	ActiveOutdoors Inventory Team,ActiveOutdoors Professional Services Specialist,Client Support
90	1.5.4.2.1.3.	Client Support	5 days	15 days	ActiveOutdoors Data Architect[25%]
91	1.5.4.2.1.3.	Add new role locations (if applicable)	5 days	1.25 days	ActiveOutdoors Professional Services Specialist[0%]
92	1.5.4.2.1.3.	Modify existing roles (if applicable)	5 days	5 days	
93	1.5.6	Data Collection & Setup	169 days	964.54 days	
94	1.5.6.2	System Wide Business Requirements / Setup	10 days	2 days	
95	1.5.6.2.1	System-Wide Data Review (within Implementation Guide)	10 days	2 days	
96	1.4.7.2.1.2	Business Rules	10 days	2 days	ActiveOutdoors Professional Services Specialist[10%]
97	1.5.5.1.1.2	Park / Campground / Site Data Codes/Requirements	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
98	1.5.5.1.1.3	Customer Codes / Requirements	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
99	1.5.5.1.1.4	Security Codes / Requirements	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
100	1.5.5.1.1.5	Reporting Codes / Requirements	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
101	1.5.6.2.1.1	Financial Codes / Requirements / Analysis	0 days	0 days	
102	1.5.5.1.1.6.	Chart of Accounts	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
103	1.5.5.1.1.6.	Posting Processes	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
104	1.5.5.1.1.6.	Credit card setup (payment processor)	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
105	1.5.5.1.1.6.	Confirm Access to Credit Card Processor for Reconciliation	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
106	1.5.5.1.1.6.	Distribution Data	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
107	1.5.6.2.1.1.	Fee Schedules	0 days	0 days	ActiveOutdoors Professional Services Specialist[0%]
108	1.4.7.2.1.4	Reporting Data / Requirements/ Analysis	0 days	0 days	
109	1.5.6.3.6.5.	Reports Requirements Confirmed	0 days	0 days	ActiveOutdoors Professional Services Manager[1%],ActiveOutdoors Professional Services Specialist[1%],Client PM,Client Services Manager
110	1.5.6.3.6.5.	Report Schedule Requirements Confirmed	0 days	0 days	Client PM,ActiveOutdoors Professional Services Specialist[17%],Client Services Manager
111	1.5.6.3.6.5.	Confirmation Letter Requirements Identified (Camping, Ticketing and POS)	0 days	0 days	ActiveOutdoors Professional Services Specialist[1%],Client Services Manager[1%],Client PM[1%]

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112	1.5.6.3	Data Collection / Conversion / Entry	152 days	186.38 days		
113	1.4.7.3.1	Milestones	80 days	0 days		
114	1.5.6.3.1	Complete Conversion / Data Entry	0 days	0 days		
115	1.5.6.3.2	Complete Data Entry with Maps	0 days	0 days		
116	1.5.6.3.6	Data Conversion / Entry Activities	152 days	186.38 days		
117	1.4.7.3.2.1	Data Migration	100 days	136.91 days		
118	1.4.7.3.2.1.	Park, Site, Ticket and POS Information	100 days	136.91 days		
119	1.4.7.3.2.1.	Locations, Sites, Tickets and POS	12 days	20.87 days		
120	1.5.5.2.2.1.	Analysis of Locations and Sites	2 days	2 days	ActiveOutdoors Professional Services Specialist	
121	1.4.7.3.2.1.	Migrate Locations and Sites	2 days	0.98 days	ActiveOutdoors Data Architect[49%]	
122	1.4.7.3.2.1.	Review and verify data	2 days	0.98 days	ActiveOutdoors Data Architect[49%]	
123	1.5.5.2.2.1.	Analysis of Site Attributes	2 days	2 days	ActiveOutdoors Professional Services Specialist	
124	1.4.7.3.2.1.	Migrate Site Attributes	2 days	0.98 days	ActiveOutdoors Data Architect[49%]	
125	1.4.7.3.2.1.	Review and verify data	1 day	0.49 days	ActiveOutdoors Data Architect[49%]	
126	1.5.5.2.2.1.	Analysis of Ticket Information	2 days	2 days	ActiveOutdoors Professional Services Specialist	
127	1.5.5.2.2.1.	Migrate Ticket Information	2 days	0.98 days	ActiveOutdoors Data Architect[49%]	
128	1.5.5.2.2.1.	Review and Verify data	1 day	0.49 days	ActiveOutdoors Data Architect[49%]	
129	1.5.5.2.2.1.	Analysis of Notes and Alerts	2 days	2 days	ActiveOutdoors Professional Services Specialist	
130	1.4.7.3.2.1.	Migrate Notes and alerts	5 days	2.5 days	ActiveOutdoors Data Architect[50%]	
131	1.4.7.3.2.1.	Review and verify data	1 day	1 day	ActiveOutdoors Professional Services Specialist Specialist[35%],ActiveOutdoors Inventory Team[16%],ActiveOutdoors Data Architect[49%]	
132	1.5.5.2.2.1.	Analysis of POS Data	3 days	3 days	ActiveOutdoors Professional Services Specialist	
133	1.5.5.2.2.1.	Migrate POS Data	2 days	0.98 days	ActiveOutdoors Data Architect[49%]	
134	1.5.5.2.2.1.	Review and verify data	1 day	0.49 days	ActiveOutdoors Data Architect[49%]	
135	1.4.7.3.2.1.	Park Services, Amenities, and Events	5 days	5.68 days		
136	1.5.5.2.2.1.	Analysis of Park Services, Amenities and Events	2 days	2 days	ActiveOutdoors Professional Services Specialist	
137	1.4.7.3.2.1.	Migrate park services, amenities, equipment rentals and events	2 days	2 days	ActiveOutdoors Data Architect	
138	1.4.7.3.2.1.	Review and Verify Data	1 day	1.68 days	ActiveOutdoors Inventory Team[37%],ActiveOutdoors Professional Services Specialist,ActiveOutdoors Data Architect[31%]	
139	1.4.7.3.2.1.	Seasons and Closures	13 days	13.67 days		

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140	1.5.5.2.2.1.	Analysis of Seasons and Closures	3 days	3 days	ActiveOutdoors Professional Services Specialist
141	1.4.7.3.2.1.	Migrate Seasons and Closures (Sites)	3 days	3 days	ActiveOutdoors Data Architect
142	1.5.5.2.2.1.	Analysis of Tour Inventory	3 days	3 days	ActiveOutdoors Professional Services Specialist
143	1.5.5.2.2.1.	Migrate Tour Inventory	3 days	3 days	ActiveOutdoors Data Architect
144	1.4.7.3.2.1.	Review and Verify Data	1 day	1.67 days	ActiveOutdoors Inventory Team[37%],ActiveOutdoors Professional Services Specialist,ActiveOutdoors Data Architect[31%]
145	1.4.7.3.2.1.	Entry of Park, Site, POS and Tour Data Collection Forms	30 days	45 days	
146	1.4.7.3.2.1.	Data Entry	30 days	30 days	ActiveOutdoors Inventory Team
147	1.4.7.3.2.1.	Review & Verify Data	30 days	15 days	ActiveOutdoors Professional Services Specialist[50%]
148	1.5.5.2.2.1.	Import and Data Entry of POS items	25 days	9.28 days	
149	1.5.5.2.2.1.	Import/Enter Master POS listing	24 days	8.28 days	ActiveOutdoors Product Support Team[17%],ActiveOutdoors Professional Services Specialist[17%]
150	1.5.5.2.2.1.	Review and verify data	1 day	1 day	ActiveOutdoors Professional Services Specialist
151	1.5.6.3.6.4.	Verification of Park, Site and Ticketing Data	21 days	23.41 days	
152	1.4.7.3.2.1.	Generate Park Profile Reports	1 day	1 day	ActiveOutdoors Inventory Team
153	1.5.6.3.6.4.	Data Review	16 days	3.68 days	Client Field Staff[23%]
154	1.5.6.3.6.4.	Modifications	18 days	18 days	ActiveOutdoors Inventory Team
155	1.5.6.3.6.4.	Sign-Off - Park & Site Data	1 day	0.23 days	Client Field Staff[23%]
156	1.4.7.3.2.1.	Copy of Preproduction Database for QA	1 day	0.5 days	ActiveOutdoors Data Architect[50%]
157	1.5.5.2.2.1.	QA Verification of Data	19 days	19 days	
158	1.5.5.2.2.1.	Functionality testing, Fees, Business Rules	5 days	5 days	ActiveOutdoors QA
159	1.5.5.2.2.1.	Sample Reservation Testing	5 days	5 days	ActiveOutdoors QA
160	1.5.5.2.2.1.	Sample Reservation Import	9 days	9 days	
161	1.5.5.2.2.1.	Initial Import	4 days	4 days	ActiveOutdoors Data Architect
162	1.5.5.2.2.1.	QA Testing Cycle 1	2 days	2 days	ActiveOutdoors QA
163	1.5.5.2.2.1.	Second import w/fixes	1 day	1 day	ActiveOutdoors Data Architect
164	1.5.5.2.2.1.	QA Testing Cycle 2	2 days	2 days	ActiveOutdoors QA
165	1.4.7.3.2.2	Data Entry	134 days	49.47 days	
166	1.5.6.3.6.1	Business Rule Entry	20 days	7.75 days	
167	1.5.5.2.2.2.	Enter Business Rules	20 days	7.5 days	ActiveOutdoors Professional Services Specialist[38%]
168	1.5.6.3.6.1.	Confirm Business Rules	2 days	0.25 days	ActiveOutdoors Professional Services Specialist[25%]

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169	1.5.6.3.6.2	Financial Data Entry	92 days	18.31 days					
170	1.5.6.3.6.2.	Chart of Accounts	5 days	1.25 days					ActiveOutdoors Professional Services Specialist[25%]
171	1.5.6.3.6.2.	Distribution Data	5 days	1.25 days					ActiveOutdoors Professional Services Specialist[25%]
172	1.5.6.3.6.2.	Fee Schedules Spreadsheet	12 days	5 days					ActiveOutdoors Professional Services Specialist[21%],ActiveOutdoors Inventory Team[21%]
173	1.5.6.3.6.2.	Fee Schedules Import	2 days	2.5 days					ActiveOutdoors Inventory Team,ActiveOutdoors Professional Services Specialist[25%]
174	1.4.7.3.2.2.	Gift Card program	5 days	0.25 days					ActiveOutdoors Professional Services Specialist[5%]
175	1.5.6.3.6.2.	Verification of Data	92 days	8.06 days					
176	1.5.6.3.6.2.	Data Review	5 days	1.31 days					ActiveOutdoors Professional Services Specialist[26%]
177	1.5.6.3.6.2.	Sign-Off - Financial Data Entry	1 day	6.75 days					ActiveOutdoors Professional Services Specialist[25%]
178	1.5.6.3.6.5	Reporting Data	69 days	7.46 days					
179	1.5.6.3.6.5.	Park Report Schedule Data Setup	2 days	2.33 days					ActiveOutdoors Professional Services Specialist[17%],ActiveOutdoors Help Desk Staff
180	1.5.6.3.6.5.	Report Verification	1 day	5.13 days					
181	1.5.6.3.6.5.	All Reports Confirmed	1 day	1.13 days					ActiveOutdoors Professional Services Specialist[13%],ActiveOutdoors Help Desk Staff
182	1.5.6.3.6.5.	Report Schedule Confirmed	1 day	4 days					ActiveOutdoors Professional Services Specialist,ActiveOutdoors Help Desk Staff,Client Field Staff,Client PM
183	1.6	Call Center Reporting Setup	18 days	15.95 days					
184	1.6.2	Call Center Transaction Report Data Setup	1 day	0.1 days					ActiveOutdoors Product Support[5%]
185	1.5.5.2.2.2.	Setup Declined Credit Card Report	1 day	0.05 days					ActiveOutdoors Product Support[5%]
186	1.5.5.2.2.2.	No Pay reports	1 day	0.05 days					ActiveOutdoors Product Support[5%]
187	1.5.5.2.2.2.	Create CRON job Reports	15 days	15.75 days					ActiveOutdoors Product Support[5%],ActiveOutdoors Tech Obs
188	1.10	WWW Implementation	94 days	82.64 days					
189	1.5.5.3.1	Copy database to DEV environment	1 day	1 day					ActiveOutdoors Data Architect
190	1.5.5.3.2	Provide Private Label URL	1 day	1 day					ActiveOutdoors Professional Services Specialist
191	1.5.5.3.3	Style Sheet for private label only (look and feel)	10 days	20 days					ActiveOutdoors Professional Services Specialist,Client PM
192	1.5.5.3.4	Marketing Content (Spotlights, Images, text) Private Label home page only	10 days	30 days					ActiveOutdoors Professional Services Specialist,Client PM,Marketing Manager
193	1.5.5.3.5	Provide completed web checklist	1 day	1 day					ActiveOutdoors Professional Services Specialist
194	1.5.5.3.6	Aliases created for UAT Private Label ONLY	5 days	5 days					ActiveOutdoors Web Team
195	1.5.5.3.7	Aliases created for QA Private Label ONLY	5 days	5 days					ActiveOutdoors Web Team
196	1.10.2	Park Details	14 days	14.64 days					
197	1.10.2.1	Longitude/Latitude Entry	1 day	2 days					

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198	1.10.2.1.1	Confirm Lat & Long In ORMS DB	1 day	2 days	ActiveOutdoors Professional Services Specialist,ActiveOutdoors
199	1.10.2.5	Maps	4 days	5 days	
200	1.5.5.3.8.2.	Silverlight Parks maps to be provided to Web Team	1 day	1 day	ActiveOutdoors Inventory Team
201	1.10.2.5.2	Convert Park Maps with Image Maps - Rasterizer process	2 days	4 days	ActiveOutdoors Inventory Team,ActiveOutdoors Web Team
202	1.10.2.6	Static Page Setup	12 days	7.64 days	
203	1.5.5.3.8.3.	Contact Us Page	3 days	3 days	ActiveOutdoors Web Team
204	1.10.2.6.2	Our Partners Page	1 day	1 day	ActiveOutdoors Web Team
205	1.5.5.3.8.3.	Campground Directory (Image and Text)	1 day	1 day	ActiveOutdoors Web Team
206	1.10.2.6.6	Payment Methods - icons for available card type	3 days	0.08 days	ActiveOutdoors Web Team[3%]
207	1.5.5.3.8.3.	Copy Pages to Live	2 days	0.06 days	ActiveOutdoors Web Team[3%]
208	1.5.5.3.8.3.	Deploy into QA	1 day	0.25 days	ActiveOutdoors Web Team[25%]
209	1.5.5.3.8.3.	Create and deploy web build	1 day	0.25 days	ActiveOutdoors Web Team[25%]
210	1.5.5.3.8.3.	Create and deploy marketing content	1 day	0.25 days	ActiveOutdoors Web Team[25%]
211	1.5.5.3.8.3.	QA testing	5 days	1 day	ActiveOutdoors QA[20%]
212	1.5.5.3.8.3.	Deploy into UAT	1 day	0.25 days	ActiveOutdoors Web Team[25%]
213	1.5.5.3.8.3.	Create and deploy web build	1 day	0.25 days	ActiveOutdoors Web Team[25%]
214	1.5.5.3.8.3.	Create and deploy marketing content	1 day	0.25 days	ActiveOutdoors Web Team[25%]
215	1.10.5	Live Setup	10 days	5 days	
216	1.5.6.2.1.7	Location Photos (Photos on the Web)	10 days	1 day	ActiveOutdoors Inventory Team[10%]
217	1.5.5.3.9.2	Create and deploy web build	1 day	0.5 days	ActiveOutdoors Web Team[25%],ActiveOutdoors Tech Ops[25%]
218	1.5.5.3.9.3	Create and deploy marketing content	1 day	0.5 days	ActiveOutdoors Web Team[25%],ActiveOutdoors Tech Ops[25%]
219	1.5.5.3.9.4	Turn on functionality for go-live	2 days	1 day	ActiveOutdoors Web Team[25%],ActiveOutdoors Tech Ops[25%]
220	1.5.5.3.9.5	Setup Site Certificate - Private Label	2 days	1 day	ActiveOutdoors Web Team[25%],ActiveOutdoors Tech Ops[25%]
221	1.5.5.3.9.6	Deploy Site Certificate - Private Label	2 days	1 day	ActiveOutdoors Web Team[25%],ActiveOutdoors Tech Ops[25%]
222	1.5.7	Call Center / Help Desk Activities	72 days	187.69 days	
223	1.5.7.1	Telecommunications	11 days	66 days	
224	1.5.7.1.1	Reservations	11 days	22 days	
225	1.5.7.1.1.1	Toll Free Number - Selection	5 days	10 days	ActiveOutdoors Tech Ops,ActiveOutdoors Call Center
226	1.5.7.1.1.2	Toll Free Numbers - Installation (If Necessary)	5 days	10 days	ActiveOutdoors Tech Ops,ActiveOutdoors Call Center Manager

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227	1.5.7.1.1.3	Toll Free Number - Voice Message	1 day	2 days	ActiveOutdoors Tech Ops,ActiveOutdoors Call Center
228	1.5.7.1.2	Customer Service Desk	11 days	22 days	
229	1.5.7.1.2.1	Number Selection	5 days	10 days	ActiveOutdoors Call Center Manager,ActiveOutdoors Tech
230	1.5.7.1.2.2	Number Installation (If Necessary)	5 days	10 days	ActiveOutdoors Tech Ops,ActiveOutdoors Call Center
231	1.5.7.1.2.3	Number - Voice Message	1 day	2 days	ActiveOutdoors Tech Ops,ActiveOutdoors Call Center
232	1.5.7.1.3	Help Desk / Inventory	11 days	22 days	
233	1.5.7.1.3.1	Toll Free Numbers - Selection	5 days	10 days	ActiveOutdoors Help Desk Staff,ActiveOutdoors Tech Ops
234	1.5.7.1.3.2	Toll Free Numbers - Installation (If Necessary)	5 days	10 days	ActiveOutdoors Help Desk Staff,ActiveOutdoors Tech Ops
235	1.5.7.1.3.3	Toll Free Number - Voice Message	1 day	2 days	ActiveOutdoors Help Desk Staff,ActiveOutdoors Tech Ops
236	1.5.7.1.4	Sign-off - Number Selection/Set-up	0 days	0 days	Client PM,ActiveOutdoors Professional Services Specialist,Client
237	1.5.7.2	Business Requirements	72 days	121.69 days	
238	1.5.7.2.1	Call Center Procedures	72 days	12.54 days	
239	1.5.5.4.2.1.	Provide Business Rules and Policy Information	10 days	0 days	
240	1.5.5.4.2.1.	Reservation Policy Worksheet	10 days	7.74 days	Client PM[33%],ActiveOutdoors Call Center Manager[44%]
241	1.5.7.2.1.2	Agent Script	10 days	4.8 days	ActiveOutdoors Call Center Manager[48%]
242	1.5.7.2.1.3	Client Review/Signoff	0 days	0 days	ActiveOutdoors Call Center Manager[8%]
243	1.5.7.2.2	Procedural Requirements	15 days	109.14 days	
244	1.5.7.2.2.1	Support Escalation Procedures	15 days	49.5 days	
245	1.5.7.2.2.1.	Create Procedures	5 days	15 days	ActiveOutdoors Help Desk Staff,ActiveOutdoors Inventory Team,ActiveOutdoors Professional Services Specialist
246	1.5.7.2.2.1.	Review Procedures	5 days	21.5 days	ActiveOutdoors Help Desk Staff,Client PM[30%],ActiveOutdoors Inventory Team,ActiveOutdoors Professional Services Specialist,Client Services Manager
247	1.5.7.2.2.1.	Finalize Procedures	4 days	12 days	ActiveOutdoors Help Desk Staff,ActiveOutdoors Inventory Team,ActiveOutdoors Professional Services Specialist
248	1.5.7.2.2.1.	Provide to Client	1 day	1 day	ActiveOutdoors Professional Services Specialist
249	1.5.7.2.2.2	Customer Service Procedures	12 days	22.64 days	
250	1.5.7.2.2.2.	Create Procedures	5 days	8 days	ActiveOutdoors Call Center Manager[60%],ActiveOutdoors Customer Service Manager
251	1.5.7.2.2.2.	Refund/Financial Procedures	5 days	6.5 days	ActiveOutdoors Call Center Manager[30%],ActiveOutdoors Customer Service Manager
252	1.5.5.4.2.2.	Define Closure Procedures	2 days	0 days	
253	1.5.7.2.2.2.	Review Procedures	2 days	2.6 days	ActiveOutdoors Call Center Manager[30%],ActiveOutdoors Customer Service Manager
254	1.5.7.2.2.2.	Finalize Procedures	2 days	4.54 days	ActiveOutdoors Call Center Manager[27%],ActiveOutdoors Professional Services Specialist,Client Services Manager
255	1.5.7.2.2.2.	Provide to Client	1 day	1 day	ActiveOutdoors Professional Services Specialist

Exhibit I – Work Plan – Part 3
Date: 9/26/17 Contractor's Initials MS

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		Email Confirmation Letter Setup	9 days	23 days	
256	1.5.7.2.2.3	Obtaining Agency Logo	2 days	2 days	ActiveOutdoors Professional Services Specialist
257	1.5.7.2.2.3	Resizing logo for email confirmation	1 day	1 day	ActiveOutdoors Professional Services Specialist
258	1.5.7.2.2.3	Gather Confirmation Letter Policy information	5 days	5 days	ActiveOutdoors Professional Services Specialist
259	1.5.7.2.2.3	Open case with Application Support for email confirmation letter	1 day	15 days	ActiveOutdoors Professional Services Specialist
260	1.5.7.2.2.3	Printed Confirmation Letter	5 days	14 days	
261	1.5.4.2.2	Provide logo and policy text to fulfillment team for printed confirmation letter	5 days	5 days	ActiveOutdoors Professional Services Specialist
262	1.5.5.4.2.2	Create mock-up for printed confirmation letter.	5 days	5 days	ActiveOutdoors Customer Service Manager
263	1.5.5.4.2.2	Send to client for approval	1 day	2 days	ActiveOutdoors Professional Services Specialist, Client Services Manager
264	1.5.5.4.2.2	Make changes (if required)	2 days	2 days	ActiveOutdoors Customer Service Manager
265	1.5.5.4.2.2	Sign-off	0 days	0 days	ActiveOutdoors Professional Services Specialist, Client PM, Client Services Manager
266	1.5.5.4.2.2				
267	1.5.8	Transition Plan	107 days	271.78 days	
268	1.5.8.1.1	Transition Plan Meeting	15 days	110.16 days	
269	1.5.8.1.1.1	Review of Applications	5 days	7.19 days	ActiveOutdoors Professional Services Specialist[15%], Client PM, Client Financial Staff[15%], Client Services Manager[15%]
270	1.4.9.1.2	Identify Interim Operating Procedures	5 days	12 days	ActiveOutdoors Professional Services Specialist, Client PM, Client Financial Staff[20%], Client Services Manager[20%]
271	1.5.8.1.1.2	Development of Training Plan / Activities	5 days	8.99 days	ActiveOutdoors Call Center Training Manager[20%], ActiveOutdoors Professional Services Specialist, ActiveOutdoors Field Training Team[20%], Client PM[20%], Client Services Manager[20%]
272	1.5.8.1.1.3	Identification of Transition Plan - Call Center	5 days	1.98 days	ActiveOutdoors Professional Services Specialist[20%], Client PM[6%], ActiveOutdoors Customer Service Manager[14%]
273	1.4.9.1.5	Identification of Transition Plan - Field Locations	5 days	20 days	Client PM, ActiveOutdoors Professional Services Specialist, Client Services Manager, Client Financial Staff
274	1.4.9.1.7	Identification of Transition Plan - Management & Finance Dept.	5 days	20 days	Client PM, ActiveOutdoors Professional Services Specialist, Client Services Manager, Client Financial Staff
275	1.5.5.5.1.7	Finalize Transition Plan	10 days	40 days	ActiveOutdoors Professional Services Specialist, Client PM, Client Services Manager, Client Financial Staff
276	1.5.8.1.1.6	System Review / Reporting of Issues	22 days	155.62 days	
277	1.5.8.1.1.5	Provide Access to Testing Environment for System Review	1 day	0.12 days	ActiveOutdoors Professional Services Specialist[12%]
278	1.5.8.1.1.6	Training	3 days	12 days	Client Project Team, Client PM, ActiveOutdoors Professional Services Specialist, ActiveOutdoors Field Training Team
279	1.5.8.1.1.6	Reports	17 days	25.5 days	Client PM[25%], ActiveOutdoors Professional Services Specialist[25%], Client Project Team

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280	1.5.8.1.1.6.	Applications (Field Manager, Venue/Ticket Manager, Store Manager)	17 days	25.5 days	ActiveOutdoors Professional Services Specialist[25%], Client PM[25%], Client Project Team
281	1.5.5.5.2.5	Gift Cards	17 days	5 days	Client PM[5%],ActiveOutdoors Professional Services Specialist[5%],Client Project Team[20%]
282	1.5.8.1.1.6.	Procedures	17 days	25.5 days	Client PM[25%],ActiveOutdoors Professional Services Specialist[25%],Client Project Team
283	1.4.9.2.5	Web System Review	17 days	17 days	Client Project Team
284	1.4.9.2.5.1	Review Period	17 days	17 days	Client Project Team
285	1.5.8.1.1.7	Data / Setup Modifications (if necessary)	18 days	45 days	ActiveOutdoors Professional Services Manager[4%],ActiveOutdoors Professional Services Specialist[46%],ActiveOutdoors Help Desk Staff,ActiveOutdoors Product Support
286	1.5.8.1.1.8	Final Review	3 days	6 days	Client Project Team,Client PM
287	1.5.8.1.1.9	Sign-Off - System Review	0 days	0 days	Client PM,Client Project Team
288	1.5.9	Training Plan	117 days	234.06 days	
289	1.5.7.2.1.4	Internal ActiveOutdoors Staff Training	82 days	45.13 days	
290	1.5.5.6.1.1	Provide Expected Call Volume to Workforce Management	4 days	8 days	ActiveOutdoors Professional Services Specialist,Client PM
291	1.5.5.6.1.2	Development of Training Materials	4 days	8 days	ActiveOutdoors Call Center Training Manager,ActiveOutdoors Professional Services Specialist
292	1.5.5.6.1.3	Review of Training Materials	4 days	8 days	ActiveOutdoors Call Center Training Manager,ActiveOutdoors Professional Services Specialist
293	1.5.5.6.1.4	Train Supervisors / Team Leaders	4 days	8 days	ActiveOutdoors Call Center Training Manager,ActiveOutdoors Professional Services Specialist
294	1.5.5.6.1.5	Identify Qualified Agents	4 days	4 days	ActiveOutdoors Call Center Training Manager
295	1.5.5.6.1.6	Schedule Training Sessions with Workforce Management	4 days	4 days	ActiveOutdoors Call Center Training Manager
296	1.5.5.6.1.7	Create Training Logins	2 days	2 days	ActiveOutdoors Call Center Training Manager
297	1.5.7.2.1.4.	Call Center Agent Training	1 day	1 day	ActiveOutdoors Call Center Training Manager
298	1.5.7.2.1.4.	Customer Service Agent Training	1 day	1 day	ActiveOutdoors Call Center Training Manager
299	1.5.7.2.1.4.	Help Desk Representatives	1 day	1.13 days	ActiveOutdoors Help Desk Staff,ActiveOutdoors Professional Services Specialist[13%]
300	1.5.9.1	Agency Management & Finance Staff Training	86 days	28.55 days	
301	1.5.9.1.1	Identification of Training Requirements (# of Sessions)	10 days	10.3 days	ActiveOutdoors Professional Services Specialist[3%],Client PM,Client Services Manager[0%]
302	1.5.5.6.2.2	Identification of Training Sessions & Locations (Web Based & On-Site)	10 days	0.25 days	ActiveOutdoors Professional Services Specialist[1%],Client PM[1%],Client Services Manager[1%]
303	1.5.9.1.3	Development of Training Materials	10 days	5 days	ActiveOutdoors Professional Services Specialist[50%]
304	1.5.9.1.4	Review of Training Materials	2 days	1 day	ActiveOutdoors Professional Services Specialist[25%],Client PM[25%]

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305	1.4.10.2.5	Training of Management & Finance Staff	5 days	6 days	Client Financial Staff[20%],ActiveOutdoors Professional Services
306	1.5.5.6.2.6	Follow up training session with production data	5 days	6 days	Client Financial Staff[20%],ActiveOutdoors Professional Services
307	1.5.9.2	Camping and Ticketing Location Training (Field, Venue/Ticket, and Store Manager)	117 days	8 days	
308	1.4.10.3.2	Field, Venue/Ticket and Store Manager Training	117 days	8 days	
309	1.5.9.2.1	Identification of Training Requirements (# of Sessions)	5 days	0.25 days	Client PM[0%],ActiveOutdoors Professional Services Specialist[2%],Client Services Manager[2%]
310	1.5.9.2.2	Identification of Training Sessions & Locations (Web Based & On-Site)	5 days	0.25 days	Client PM[0%],ActiveOutdoors Field Training Team[2%],ActiveOutdoors Professional Services
311	1.5.9.2.3	Development of Training Materials	10 days	2 days	ActiveOutdoors Field Training Team[20%]
312	1.5.9.2.4	Review of Training Materials	2 days	0.5 days	ActiveOutdoors Call Center Training Manager[25%]
313	1.4.10.3.2.8	Training of Field Locations - Dates TBD	5 days	5 days	ActiveOutdoors Field Training Team
314	1.5.5.6.4	System Freeze	114 days	152.38 days	
315	1.5.5.6.4.1	System Freeze Period	6 days	0 days	
316	1.5.5.6.4.2	System Cutoff	0 days	0 days	
317	1.5.5.6.4.2	Reservation Cutoff	0 days	0 days	
318	1.5.5.6.4.2	Payment collection Cutoff	0 days	0 days	
319	1.5.5.6.4.2	Cancellation Cutoff	0 days	0 days	
320	1.5.5.6.4.2	Refund Process Cutoff	0 days	0 days	
321	1.5.5.6.4.2	Inventory Cutoff	0 days	0 days	
322	1.5.5.6.4.3	System Freeze Tasks	20 days	63 days	
323	1.5.5.6.4.3	Customer Service Tasks	7 days	33 days	
324	1.5.5.6.4.3	Process Outstanding Refunds	7 days	7 days	ActiveOutdoors Customer Service Manager
325	1.5.5.6.4.3	Collect Pending Payments	7 days	7 days	ActiveOutdoors Customer Service Manager
326	1.5.5.6.4.3	Declined Credit Card Payments	7 days	7 days	ActiveOutdoors Customer Service Manager
327	1.5.5.6.4.3	Determine Queue Messaging	3 days	9 days	ActiveOutdoors Call Center Manager,ActiveOutdoors Professional Services Specialist,Client PM
328	1.5.5.6.4.3	Update Queue Messaging (if necessary)	3 days	3 days	ActiveOutdoors Customer Service Manager
329	1.5.5.6.4.3	Call Center Tasks	16 days	12 days	
330	1.5.5.6.4.3	Determine Queue Messaging	3 days	6 days	ActiveOutdoors Call Center Manager,ActiveOutdoors Professional Services Specialist
331	1.5.5.6.4.3	Update Queue Messaging (if necessary)	3 days	3 days	ActiveOutdoors Call Center Manager
332	1.5.5.6.4.3	Notify Call Agents and Support Staff	1 day	1 day	ActiveOutdoors Call Center Manager
333	1.5.5.6.4.3	Scripting Changes - if required	2 days	2 days	ActiveOutdoors Call Center Manager
334	1.5.5.6.4.3	Finance Tasks	5 days	10 days	

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335	1.5.5.6.4.3.	Invoice Processing	5 days	5 days	ActiveOutdoors Finance Team
336	1.5.5.6.4.3.	Confirm Credit Card batches are closed	5 days	5 days	ActiveOutdoors Finance Team
337	1.5.5.6.4.3.	Tech Ops	20 days	3 days	ActiveOutdoors Tech Ops
338	1.5.5.6.4.3.	Modify existing user access to Read Only	2 days	2 days	ActiveOutdoors Tech Ops
339	1.5.5.6.4.3.	Ensure database access for Product Support and HDI	1 day	1 day	ActiveOutdoors Tech Ops
340	1.5.5.6.4.3.	Web	1 day	2 days	ActiveOutdoors Web Team
341	1.5.5.6.4.3.	Update Website Text	1 day	1 day	ActiveOutdoors Web Team
342	1.5.5.6.4.3.	Redirect Links	1 day	1 day	ActiveOutdoors Web Team
343	1.5.5.6.4.3.	Inventory	3 days	3 days	ActiveOutdoors Inventory Team
344	1.5.5.6.4.3.	Update database with last minute changes	3 days	3 days	ActiveOutdoors Inventory Team
345	1.8	Deployment Plan	81 days	37 days	ActiveOutdoors Professional Services Specialist
346	1.5.5.6.4.4.	Internal User Access	1 day	1 day	ActiveOutdoors Professional Services Specialist
347	1.5.5.6.4.4.	Product Management	1 day	1 day	ActiveOutdoors Professional Services Specialist
348	1.5.5.6.4.4.	Client Services	1 day	1 day	ActiveOutdoors Professional Services Specialist
349	1.5.5.6.4.4.	Development	1 day	1 day	ActiveOutdoors Professional Services Specialist
350	1.5.5.6.4.4.	Client Support	1 day	1 day	ActiveOutdoors Professional Services Specialist
351	1.5.5.6.4.4.	Product Support	1 day	1 day	ActiveOutdoors Professional Services Specialist
352	1.5.5.6.4.4.	Internal Procedures	17 days	31 days	ActiveOutdoors Data Architect,ActiveOutdoors Tech Ops,ActiveOutdoors Web Team
353	1.5.5.6.4.4.	load Database (contract schema: customers; setup admin; web admin; imp credit card setup (payment processor)	1 day	3 days	ActiveOutdoors Data Architect
354	1.5.5.6.4.4.	credit card setup (payment processor)	1 day	1 day	ActiveOutdoors Data Architect
355	1.5.5.6.4.4.	svg maps to ewebs	1 day	1 day	ActiveOutdoors Web Team
356	1.5.5.6.4.4.	restart AWO	1 day	1 day	ActiveOutdoors Tech Ops
357	1.5.5.6.4.4.	add contract to RA.com	1 day	1 day	ActiveOutdoors Web Team
358	1.5.5.6.4.4.	sanity test contract on RA.com	1 day	3 days	ActiveOutdoors QA,ActiveOutdoors Tech Ops,ActiveOutdoors Web Team
359	1.5.5.6.4.4.	deploy PLW, internal only - no reservations enabled	1 day	3 days	ActiveOutdoors QA,ActiveOutdoors Tech Ops,ActiveOutdoors Web Team
360	1.5.5.6.4.4.	sanity test on PLW	1 day	3 days	ActiveOutdoors QA,ActiveOutdoors Tech Ops,ActiveOutdoors Web Team
361	1.5.5.6.4.4.	setup QA user accounts	1 day	1 day	ActiveOutdoors QA
362	1.5.5.6.4.4.	QA to work with systems to run Production sanity test	1 day	2 days	ActiveOutdoors QA,ActiveOutdoors Tech Ops
363	1.5.5.6.4.4.	verify test transaction	1 day	1 day	ActiveOutdoors QA
364	1.5.5.6.4.4.	void test transaction	1 day	1 day	ActiveOutdoors QA

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365	1.5.5.6.4.4.	PLW made public	1 day	3 days	ActiveOutdoors QA,ActiveOutdoors Tech Ops,ActiveOutdoors Web Team
366	1.5.5.6.4.4.	verify test transaction in bank file	1 day	2 days	ActiveOutdoors Finance Team,ActiveOutdoors QA
367	1.5.5.6.4.4.	verify reconciliation	1 day	1 day	ActiveOutdoors Finance Team
368	1.5.5.6.4.4.	ensure access time rule is in place for go-live	1 day	1 day	ActiveOutdoors Professional Services Specialist
369	1.5.5.6.4.4.	remove "not taking reservations" setting on RA.com and PLW	1 day	1 day	ActiveOutdoors Web Team
370	1.5.5.6.4.4.	verify access time rule is working	1 day	2 days	ActiveOutdoors Professional Services Specialist,ActiveOutdoors Web Team
371	1.8.1	Agency Management & Finance Staff	82 days	2.5 days	
372	1.8.1.1	Coordinate Schedule for Management & Finance Department Representatives	5 days	0.25 days	ActiveOutdoors Professional Services Specialist[5%]
373	1.8.1.2	Coordinate Support Resources for Go-Live	5 days	0.25 days	ActiveOutdoors Professional Services Specialist[5%]
374	1.8.1.3	Go-Live with Access to Applications (Resource Manager, Finance Manager, Reports, etc.)	1 day	2 days	Client PM,Client Financial Staff
375	1.8.2.1.2	Call Center Go-Live (Call Manager)	28 days	24.3 days	
376	1.8.2.1.2.6	Provide Logins / Access for Go-Live	1 day	0.05 days	ActiveOutdoors Professional Services Specialist[5%]
377	1.8.2.1.2.7	Coordinate Support Resources for Go-Live	5 days	0.25 days	ActiveOutdoors Professional Services Specialist[5%]
378	1.5.5.6.4.6.	System Check (Call Manager, Credit Card Process, Ops Manager, Reports)	2 days	1 day	ActiveOutdoors Professional Services Specialist[50%]
379	1.5.5.6.4.6.	Application Support access to Live DB	1 day	1 day	ActiveOutdoors Tech Ops
380	1.8.2.1.2.8	Call Center On-Line	1 day	1 day	
381	1.8.2.1.2.12	Monitoring Call Center	10 days	21 days	ActiveOutdoors Professional Services Specialist[10%],ActiveOutdoors Call Center Manager,ActiveOutdoors Customer Service
382	1.5.5.6.4.7	Internet Go-Live	1 day	1 day	
383	1.5.5.6.4.7.	www.reserveamerica.com & Private Label Live	1 day	1 day	
384	1.8.2.1	Camping/POS/Ticketing Locations	114 days	15.08 days	
385	1.6.3.1	Daily Facility Management Reports	1 day	2 days	
386	1.6.3.1.1	DFM Reports Live (to All Locations)	1 day	2 days	ActiveOutdoors Help Desk Staff,ActiveOutdoors Professional Services Specialist

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387	1.8.2.1.2	Camping, Ticket and POS/Store Manager Locations Go-Live	114 days	13.08 days	
388	1.8.2.1.2.6	Provide Logins / Access for Go-Live	5 days	0.25 days	ActiveOutdoors Professional Services Specialist[5%]
389	1.5.5.6.4.8.	Deploy Support Center Access	3 days	3 days	ActiveOutdoors Product Support
390	1.8.2.1.2.7	Coordinate Support Resources for Go-Live	1 day	2 days	ActiveOutdoors Professional Services Specialist
391	1.6.3.3.3	System Check (All Applications)	2 days	2.5 days	ActiveOutdoors Professional Services Specialist[50%]
392	1.8.2.1.2.8	Field Locations On-Line	5 days	5 days	Client Field Staff
393	1.8.2.1.2.12	Monitoring Field Locations as they open	5 days	0.33 days	ActiveOutdoors Professional Services Specialist[7%]
394	1.7	Go-Live Milestones	19 days	9.5 days	
395	1.7.1	Call Center Go-Live	0 days	0 days	
396	1.7.2	Internet Go-Live	0 days	0 days	
397	1.6.3.4.3	DFM Locations On-Line	0 days	0 days	
398	1.8.2.1.2.8	Field Locations On-Line	0 days	0 days	
399	1.5.5.6.4.9.	Post Go Live Support	19 days	9.5 days	ActiveOutdoors Professional Services Specialist[50%]
400	2	Jaspersoft / AWO Insights Domain Implementation	262.13 days	764.38 days	
401	2.1	Jaspersoft / AWO Insights Demo	2 days	2 days	ActiveOutdoors Product Manager
402	2.2	Reporting Requirements Review	10 days	70 days	ActiveOutdoors Data Architect,ActiveOutdoors Project Manager,Client,Client PM,Client Services Manager,ActiveOutdoors Development Team,ActiveOutdoors Product Manager
403	2.3	Identify Reports for development	10 days	60 days	ActiveOutdoors Data Architect,ActiveOutdoors Project Manager,Client,Client PM,Client Services Manager,ActiveOutdoors Product Manager
404	2.4	Identify Jaspersoft domains for data mart	10 days	10 days	ActiveOutdoors Product Manager
405	2.5	Generate product change requests - JasperSoft Domains	5 days	5 days	ActiveOutdoors Product Manager
406	2.6	Specifications for JS Domains	20 days	20 days	ActiveOutdoors Product Manager
407	2.7	PCR A - Release 1	117 days	369.38 days	
408	2.7.1	Product Specifications	0 days	0 days	
409	2.7.1.1	Stories Ready for Grooming	0 days	0 days	ActiveOutdoors Product Manager
410	2.7.1.2	Stories Grooming Completed	0 days	0 days	ActiveOutdoors Product Manager
411	2.7.2	Development	71 days	138 days	
412	2.7.2.1	Data Design	11 days	16 days	
413	2.7.2.1.1	Data Modeling	11 days	11 days	ActiveOutdoors Data Architect
414	2.7.2.1.2	Data Mapping	5 days	5 days	ActiveOutdoors Data Architect
415	2.7.2.2	GoldGate	4 days	4 days	

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416	2.7.2.2.1	Turn on GoldenGate	4 days	4 days	ActiveOutdoors Data Architect
417	2.7.2.3	Load Data	14 days	15 days	
418	2.7.2.3.1	Initial ETL	14 days	14 days	ActiveOutdoors Database Architect
419	2.7.2.3.2	Initial Load of DataMart	1 day	1 day	ActiveOutdoors Database Architect
420	2.7.2.4	Initial Development	22 days	88 days	
421	2.7.2.4.1	Initial Domain Development	22 days	44 days	ActiveOutdoors Data Architect,ActiveOutdoors Development Team
422	2.7.2.4.2	Initial Template Development	22 days	44 days	ActiveOutdoors Data Architect,ActiveOutdoors Development Team
423	2.7.2.5	Cycle 2 Development	40 days	15 days	
424	2.7.2.5.1	ReModel/ReMap	0 days	0 days	ActiveOutdoors Data Architect,ActiveOutdoors Development Team,ActiveOutdoors Database Architect
425	2.7.2.5.2	Revise Initial ETL	0 days	0 days	ActiveOutdoors Data Architect,ActiveOutdoors Development Team
426	2.7.2.5.3	Delta ETL	0 days	0 days	ActiveOutdoors Database Architect
427	2.7.2.5.4	Unit Test	5 days	15 days	Ellen/Marina,ActiveOutdoors Data Architect,ActiveOutdoors Development Team
428	2.7.3	QA Validation	52 days	55 days	
429	2.7.3.1	Test Case Design	3 days	3 days	ActiveOutdoors QA
430	2.7.3.2	Deploy to QA	0 days	0 days	ActiveOutdoors Development Team,ActiveOutdoors Data Architect
431	2.7.3.3	Test Case Execution	9 days	9 days	ActiveOutdoors QA
432	2.7.3.4	Bug Verify	4 days	4 days	ActiveOutdoors QA
433	2.7.3.5	Second Round	28 days	24 days	
434	2.7.3.5.1	Update ETL and fix all issues	19 days	19 days	ActiveOutdoors Database Architect
435	2.7.3.5.2	Complete testing and bug verification.	5 days	5 days	ActiveOutdoors QA
436	2.7.3.6	Deploy to UAT	0 days	0 days	ActiveOutdoors Development Team,ActiveOutdoors Data Architect
437	2.7.3.7	UAT Smoke test	1 day	1 day	ActiveOutdoors QA
438	2.7.3.8	Dev Support for bug fixes	7 days	14 days	ActiveOutdoors Development Team,ActiveOutdoors Data Architect
439	2.7.4	* QA Signoff	0 days	0 days	ActiveOutdoors QA
440	2.7.5	UAT Preparation	48 days	24 days	
441	2.7.5.1	Confirm UAT schedule with customer	1 day	1 day	Client Services Manager
442	2.7.5.2	UAT Process Planning	1 day	1 day	ActiveOutdoors Project Manager
443	2.7.5.3	User Guide	15 days	15 days	
444	2.7.5.3.1	- draft	10 days	10 days	ActiveOutdoors Bus. Dev.
445	2.7.5.3.2	- review	2 days	2 days	ActiveOutdoors Product Manager
446	2.7.5.3.3	- update	2 days	2 days	ActiveOutdoors Bus. Dev.

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447	2.7.5.3.4	- load into application	1 day	1 day	ActiveOutdoors Development Team
448	2.7.5.4	UAT Environment Setup	7 days	7 days	
449	2.7.5.4.1	Modify the theme on Dev/QA/UAT/Prod	4 days	4 days	ActiveOutdoors Data Architect
450	2.7.5.4.2	Deploy to UAT	1 day	1 day	ActiveOutdoors Development Team
451	2.7.5.4.3	UAT deployment smoke test	1 day	1 day	ActiveOutdoors QA
452	2.7.5.4.4	Permission setup	1 day	1 day	ActiveOutdoors Professional Services Specialist
453	2.7.6	UAT Cycle 1	25 days	25 days	
454	2.7.6.1	Train customer	1 day	1 day	ActiveOutdoors Training
455	2.7.6.2	Client testing	8 days	8 days	Client PM
456	2.7.6.3	Defect repair	8 days	8 days	ActiveOutdoors Development Team
457	2.7.6.4	QA retest defects	8 days	8 days	ActiveOutdoors QA
458	2.7.7	* UAT signoff	0 days	0 days	Client PM
459	2.7.8	Production Environment Setup	113 days	86 days	
460	2.7.8.1	Complete deployment plan	28 days	28 days	ActiveOutdoors Project Manager
461	2.7.8.2	AWO URL configuration update	1 day	1 day	ActiveOutdoors Development Team
462	2.7.8.3	AWO Product Release	1 day	1 day	ActiveOutdoors Project Manager
463	2.7.8.4	Partition F5 on prod_bi_jaspersoft_http	1 day	0 days	
464	2.7.8.5	AWO & Active Data Insight DB-SQLserver Windows Regular Patching_R2	1 day	0 days	
465	2.7.8.6	Turn on Golden Gate	2 hrs	0.25 days	ActiveOutdoors Data Architect
466	2.7.8.7	Initial Load into Oracle DB	2 days	2 days	ActiveOutdoors Data Architect
467	2.7.8.8	Submit SQL Server DB request form	2 hrs	0.5 days	ActiveOutdoors Data Architect,ActiveOutdoors DBA
468	2.7.8.9	Create SQL Server DB	1 day	1 day	ActiveOutdoors DBA
469	2.7.8.10	Initial Load in SQL Server DB	2 days	2 days	ActiveOutdoors DBA
470	2.7.8.11	Install Jaspersoft servers	1.5 wks	7.5 days	ActiveOutdoors Data Architect
471	2.7.8.12	Install and configure Jaspersoft	2.5 wks	12.5 days	ActiveOutdoors Data Architect
472	2.7.8.13	Update Servers/Jaspersoft with UAT/QA fixes	1 wk	5 days	ActiveOutdoors Data Architect
473	2.7.8.14	Setup hierarchy with permissions	2 days	2 days	ActiveOutdoors Development Team
474	2.7.8.15	Deploy domain and template	1 day	1 day	ActiveOutdoors Development Team
475	2.7.8.16	Permission setup/test for prod test (not client accounts)	2 hrs	0.25 days	ActiveOutdoors Professional Services Specialist
476	2.7.8.17	Smoke test	1 day	2 days	ActiveOutdoors Development Team,ActiveOutdoors Tech Ops
477	2.7.8.18	Network changes	2 days	4 days	ActiveOutdoors Data Architect,ActiveOutdoors Tech Ops
478	2.7.8.19	DNS	4 days	8 days	ActiveOutdoors Data Architect,ActiveOutdoors Tech Ops
479	2.7.8.20	URLs	4 days	8 days	ActiveOutdoors Data Architect,ActiveOutdoors Tech Ops
480	2.7.9	Production Release	38.38 days	41.38 days	
481	2.7.9.1	Procure Jaspersoft licenses	35 days	35 days	ActiveOutdoors Project Manager

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482	2.7.9.2	Internal Smoke test for Production Integration	2 days	2 days	ActiveOutdoors QA
483	2.7.9.3	Assign client accounts to role for prod release	2 hrs	0.25 days	ActiveOutdoors Professional Services Specialist
484	2.7.9.4	Add license Keys to servers	1 day	4 days	Ellen,Phil,ActiveOutdoors Data Architect,ActiveOutdoors Tech Ops
485	2.7.9.5	Communicate to client	1 hr	0.13 days	Client Services Manager
486	2.7.10	* Go-Live	0 days	0 days	Client
487	2.8	PCR B - Release 2	177 days	228 days	
488	2.8.1	Product Specifications	0 days	0 days	
489	2.8.1.1	Stories Ready for Grooming	0 days	0 days	ActiveOutdoors Product Manager
490	2.8.1.2	Stories Grooming Completed	0 days	0 days	ActiveOutdoors Product Manager
491	2.8.2	Development	79 days	123 days	
492	2.8.2.1	Data Design	16 days	16 days	
493	2.8.2.1.1	Data Modeling	11 days	11 days	ActiveOutdoors Data Architect
494	2.8.2.1.2	Data Mapping	5 days	5 days	ActiveOutdoors Data Architect
495	2.8.2.2	GoldGate	4 days	4 days	
496	2.8.2.2.1	Turn on GoldenGate	4 days	4 days	ActiveOutdoors Data Architect
497	2.8.2.3	Load Data	15 days	15 days	
498	2.8.2.3.1	Initial ETL	14 days	14 days	ActiveOutdoors Database Architect
499	2.8.2.3.2	Initial Load of DataMart	1 day	1 day	ActiveOutdoors Database Architect
500	2.8.2.4	Initial Development	44 days	88 days	
501	2.8.2.4.1	Initial Domain Development	22 days	44 days	ActiveOutdoors Data Architect,ActiveOutdoors Development Team
502	2.8.2.4.2	Initial Template Development	22 days	44 days	ActiveOutdoors Data Architect,ActiveOutdoors Development Team
503	2.8.2.5	Cycle 2 Development	0 days	0 days	
504	2.8.2.5.1	ReModel/ReMap	0 days	0 days	ActiveOutdoors Data Architect,ActiveOutdoors Development Team,ActiveOutdoors Database Architect
505	2.8.2.5.2	Revise Initial ETL	0 days	0 days	ActiveOutdoors Data Architect,ActiveOutdoors Development Team,ActiveOutdoors Database Architect
506	2.8.2.5.3	Delta ETL	0 days	0 days	ActiveOutdoors Data Architect,ActiveOutdoors Development Team,ActiveOutdoors Database Architect
507	2.8.2.5.4	Unit Test	0 days	0 days	ActiveOutdoors Database Architect
508	2.8.3	QA Validation	48 days	55 days	
509	2.8.3.1	Test Case Design	3 days	3 days	ActiveOutdoors QA
510	2.8.3.2	Deploy to QA	0 days	0 days	ActiveOutdoors Development Team,ActiveOutdoors Data Architect
511	2.8.3.3	Test Case Execution	9 days	9 days	ActiveOutdoors QA
512	2.8.3.4	Bug Verify	4 days	4 days	ActiveOutdoors QA

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	Second Round	24 days	24 days	24 days
513	2.8.3.5			
514	2.8.3.5.1	Update ETL and fix all issues	19 days	ActiveOutdoors Database Architect
515	2.8.3.5.2	Complete testing and bug verification.	5 days	ActiveOutdoors QA
516	2.8.3.6	Deploy to UAT	0 days	ActiveOutdoors Development Team,ActiveOutdoors Data Architect
517	2.8.3.7	UAT Smoke test	1 day	ActiveOutdoors QA
518	2.8.3.8	Dev Support for bug fixes	7 days	ActiveOutdoors Development Team,ActiveOutdoors Data Architect
519	2.8.4	* QA Signoff	0 days	ActiveOutdoors QA
520	2.8.5	UAT Preparation	19 days	
521	2.8.5.1	Confirm UAT schedule with customer	1 day	Client Services Manager
522	2.8.5.2	UAT Process Planning	1 day	ActiveOutdoors Project Manager
523	2.8.5.3	User Guide	17 days	
524	2.8.5.3.1	- draft	6 days	ActiveOutdoors Bus. Dev.
525	2.8.5.3.2	- review	5 days	ActiveOutdoors Product Manager
526	2.8.5.3.3	- update	5 days	ActiveOutdoors Bus. Dev.
527	2.8.5.3.4	- load into application	1 day	ActiveOutdoors Development Team
528	2.8.6	UAT Cycle 1	28 days	
529	2.8.6.1	Train customer	1 day	Outdoors Training Team
530	2.8.6.2	Client testing	9 days	Client
531	2.8.6.3	Defect repair	9 days	ActiveOutdoors Development Team
532	2.8.6.4	QA retest defects	9 days	ActiveOutdoors QA
533	2.8.7	* UAT signoff	0 days	Client
534	2.8.8	Production Release	3 days	
535	2.8.8.1	Deploy to Prod	0 days	ActiveOutdoors Development Team,ActiveOutdoors Data Architect
536	2.8.8.2	Internal Smoke test for Production Integration	2 days	ActiveOutdoors QA
537	2.8.8.3	Communicate to client	1 day	Client Services Manage
538	2.8.9	*Go-Live	0 days	Client

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation: Enterprise Reservation System -Contract 2017-018
EXHIBIT J - SOFTWARE AGREEMENT

1. LICENSE GRANT

Contractor hereby grants to the State a limited, non-exclusive, non-transferable license to use the Services, Software and Documentation solely in accordance with Contractor's specifications and limitations as set forth in this Contract. The State hereby grants to Contractor a limited non-transferable license to use, display, reproduce, distribute, modify and transmit in digital or printed form information provided by the State solely as necessary for Contractor to provide the Services for the State's benefit, which may include use of the State's name, trademarks, service marks and logo.

2. DOCUMENTATION COPIES

Contractor shall provide the State with a sufficient number of hard copy versions of the Documentation and one (1) electronic version in Microsoft WORD and PDF format. The State shall have the right to copy the Documentation for its internal business needs. The State agrees to include copyright and proprietary notices provided to the State by Contractor on such copies.

3. RESTRICTIONS

Except as otherwise permitted under the Contract, the State agrees not to:

- a. Remove or modify any program markings or any notice of Contractor's proprietary rights;
- b. Make the programs or materials available in any manner to any third party for use in the third party's business operations, except as permitted herein; or
- c. Cause or permit reverse engineering, disassembly or recompilation of the programs.

4. TITLE

Title, right, and interest (including all ownership and intellectual property rights) in the AWO Software, including any and all derivatives and modifications thereto, shall remain with Contractor. Title, right, and interest (including all ownership and intellectual property rights) in any other software provided by Contractor shall remain with the respective software publisher.

5. VIRUSES

Contractor shall use industry standard anti-virus software in order to provide Software that shall not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

As a part of its internal development process, Contractor will use reasonable efforts to test the Software for viruses.

6. AUDIT

Upon forty-five (45) days written notice, Contractor may audit the State's use of the programs at Contractor's sole expense. The State agrees to cooperate with Contractor's audit and provide reasonable assistance and access to information. The State agrees that Contractor shall not be responsible for any of the State's reasonable costs incurred in cooperating with the audit. Notwithstanding the foregoing, Contractor's audit rights are subject to applicable State and federal laws and regulations.

7. SOFTWARE NON-INFRINGEMENT

Contractor warrants that it has good title to, or the right to allow the State to use all Services, equipment, and Software ("Material") provided under this Contract, and that such Services,

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation: Enterprise Reservation System -Contract 2017-018
EXHIBIT J - SOFTWARE AGREEMENT

equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

The warranty of non-infringement shall be an on-going and perpetual obligation that shall survive termination of the Contract. In the event that someone makes a claim against the State that any Material infringe their intellectual property rights, Contractor shall defend and indemnify the State against the claim provided that the State:

- a. Promptly notifies Contractor in writing, not later than 30 days after the State receives actual written notice of such claim;
- b. Gives Contractor control of the defense and any settlement negotiations; and
- c. Gives Contractor the information, authority, and assistance reasonably needed to defend against or settle the claim.

Notwithstanding the foregoing, the State's counsel may participate in any claim to the extent the State seeks to assert any immunities or defenses applicable to the State.

If Contractor believes or it is determined that any of the Material may have violated someone else's intellectual property rights, Contractor may choose to either modify the Material to be non-infringing or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, Contractor may end the license, and require return of the applicable Material and refund a prorated portion of all fees the State and/or customer/end-users has paid Contractor under the Contract for the affected Material and the remainder of the then-current term. Contractor will not indemnify the State if the State alters the Material without Contractor's consent or uses it outside the scope of use identified in Contractor's user Documentation or if the State uses a version of the Material which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Material which was provided to the State at no additional cost. Contractor will not indemnify the State to the extent that an infringement claim is based upon any information design, Specification, instruction, Software, data, or material not furnished by Contractor. Contractor will not indemnify the State to the extent that an infringement claim is based upon the combination of any Material with any products or services not provided by Contractor without Contractor's consent.

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation: Enterprise Reservation System -Contract 2017-018
EXHIBIT K -WARRANTY & WARRANTY SERVICE

1. WARRANTIES

1.1 System

The Contractor warrants that the System will operate to conform to the Specifications, terms, and requirements of the Contract.

1.2 Software

The Contractor warrants that the Software, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications and Terms of the Contract.

For any breach of the above Software warranty, the State's remedy, and the Contractor's entire liability, shall be:

- (a) the correction of program errors that cause breach of the warranty, or if the Contractor cannot substantially correct such breach in a commercially reasonable manner, the State may end its program license if any and recover the fees paid to the Contractor for the program license and any unused, prepaid technical support fees the State has paid for the program license; or
- (b) the re-performance of the deficient Services, or
- (c) if the Contractor cannot substantially correct a breach in a commercially reasonable manner, the State may end the relevant Services and recover the fees paid to the Contractor for the deficient Services.

1.3 Non-Infringement

The Contractor warrants that it has good title to, or the right to allow the State to use, all Services, equipment, and Software ("Material") provided under this Contract, and that such Services, equipment, and Software do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

1.4 Viruses; Destructive Programming

The Contractor warrants that the Software shall not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

1.5 Compatibility

The Contractor warrants that all System components, including but not limited to the components provided, including any replacement or upgraded System Software components provided by the Contractor to correct Deficiencies or as an Enhancement, shall operate with the rest of the System without loss of any functionality.

1.6 Services

The Contractor warrants that all Services to be provided under the Contract will be provided expediently, in a professional manner, in accordance with industry standards and that Services will comply with performance standards, Specifications, and terms of the Contract.

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation: Enterprise Reservation System -Contract 2017-018
EXHIBIT K -WARRANTY & WARRANTY SERVICE

2. WARRANTY PERIOD

The Warranty Period shall commence upon the State's issuance of a Letter of Acceptance for the UAT and shall remain in effect until the conclusion or termination of this contract and any extensions, except for the warranty for non-infringement, which shall remain in effect indefinitely.

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation: Enterprise Reservation System
SAAS CONTRACT 2017-018
EXHIBIT L - TRAINING SERVICES

1. TRAINING SERVICES

For purposes of this Exhibit L, all references to “you,” or “your,” shall mean the State, and all references to “we,” “our,” or “us,” shall mean Contractor.

Contractor provides the extensive and effective training, with training materials, topics and agendas customized specifically to how each group of your users will operate the system. Because there are different types of users (field, headquarters, IT, financial, etc.) we provide separate training classes presenting each type of user with the skills and knowledge they need to be comfortably and effectively use the system. Instead of a “canned” approach to training, Contractor integrates your input into our proven AWO training program so your unique operating methods and parks are included. Training can take place onsite at your locations to provide the most convenient, full training coverage for your staff or through Webex sessions for follow-up or refresher training. We keep classes small so all staff can receive proper training attention. All training is customized based on attendees and covers specific subject matter, including the following:

- Camping/cabin-overnight, day use, financial, and reporting;
- Use of System-based Management Tools;
- Data maintenance;
- Business rules functionality;
- Accessing and interpreting reports;
- Gift Card Program
- Inventory management and data management.

The State will work with Contractor to define detailed training curriculum as needed on an annual basis. Training will be customized according to the Agencies needs at that time.

1.1 Ongoing Training

To help support new or seasonal staff and to assist with “refresher training”, Contractor will ensure maximum knowledge of the system.

Year 1 of contract:

- In person Store Manager Training with three (3) training sessions (3-4 hours each). Detailed and complete overview of store manager. Locations: Cannon, Seacoast, Shieling.
- Spring refresher web-ex with overview of Field Manager and camping reservation system to include:
 - Super user web-ex training to include the following:
 - Overviews of all applications utilized by both call center staff and Park staff
 - Accessing reports
 - Creating user defined as well as “canned” reports
 - Viewing park, region, Agency-wide data
 - Security Authorization Management
 - Inventory and Fee Management including:

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation: Enterprise Reservation System
SAAS CONTRACT 2017-018
EXHIBIT L - TRAINING SERVICES

- Park name, mailing address (address, city/town, province/state, zip/postal code, country), Edit phone numbers (direct line, public line, fax)
- Web information (email, http)
- Point of Contact information (last name, first name, phone, fax, email, address city/town, province/state, zip/postal code, country)
- Park aliases and referral facilities
- Brochure info, directions, important information
- Referral facilities
- Check in/out times, longitude/latitude values, etc.
- Financial Training use of the Finance Manager module to include:
 - Drill down into transactions
 - Monitor and audit all revenue and related deposits
 - Create and access reports
 - Guarantee the financial clarity of all operations related to your project.
- Reports Training on report/data extraction tools enabling queries of the database for information pertaining to system activity.

Remaining term of contract:

- **Annual sessions** - Each year as we plan our Training Schedules with you, we will ensure your staff is always fully trained on all aspects of your project.
- **On site regional trainings (2 sessions)** - locations will be pre-determined in early June to include Store Manager, Field Manager, camping reservation system, reporting, financial sessions, etc
- **End of year** - on site meeting to take place at NH State Parks HQ in September after Labor Day to include statistical and financial performance review, help desk review, reoccurring issues, system challenges, etc. Request web-ex trainer and client service manager to present and answer questions.
- **Super user web-ex training as needed:**
 - Overviews of all applications utilized by both call center staff and Park staff
 - Accessing reports
 - Creating user defined as well as “canned” reports
 - Viewing park, region, Agency-wide data
 - Security Authorization Management
 - Inventory and Fee Management including:
 - Park name, mailing address (address, city/town, province/state, zip/postal code, country), Edit phone numbers (direct line, public line, fax)
 - Web information (email, http)
 - Point of Contact information (last name, first name, phone, fax, email, address city/town, province/state, zip/postal code, country)
 - Park aliases and referral facilities
 - Brochure info, directions, important information
 - Referral facilities
 - Check in/out times, longitude/latitude values, etc.

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
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EXHIBIT L - TRAINING SERVICES

- Financial Training - use of the Finance Manager module to include:
 - Drill down into transactions
 - Monitor and audit all revenue and related deposits
 - Create and access reports
 - Guarantee the financial clarity of all operations related to your project.
- Reports Training - report/data extraction tools enabling queries of the database for information pertaining to system activity.

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation - Enterprise Reservation System - Contract 2017-018
EXHIBIT M - AGENCY RFP WITH ADDENDUMS, BY REFERENCE

NH DEPARTMENT OF RESOURCE AND ECONOMIC DEVELOPMENT RFP 2017-018,
with all included addenda, are included by reference as binding Deliverables to this Contract.

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation: Enterprise Reservation System - Contract 2017-018
EXHIBIT N - VENDOR PROPOSAL, BY REFERENCE

RA Outdoors, LLC, Proposal to Department of Resources and Economic Development RFP 2017-018 NH State Parks Enterprise Reservation System dated February 24, 2017 is hereby incorporated by reference as fully set forth herein.

STATE OF NEW HAMPSHIRE
Department of Natural and Cultural Resources
Division of Parks and Recreation - Enterprise Reservation System Contract 2017-018
EXHIBIT O- CERTIFICATES AND ATTACHMENTS

Attached are:

- A. Contractor's Certificate of Good Standing
- B. Contractor's Certificate of Vote/Authority
- C. Contractor's Certificate of Insurance

State of New Hampshire
Department of State

CERTIFICATE OF EXISTENCE

OF

RA OUTDOORS, LLC

This is to certify that **RA OUTDOORS, LLC** is registered in this office as a **Delaware Limited Liability Company** to transact business in New Hampshire on 9/14/2017 11:44:00 AM.

Business ID: 778830



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 14th day of September A.D. 2017.

A handwritten signature in black ink, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State

State of New Hampshire
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that RA OUTDOORS, LLC is a Delaware Limited Liability Company registered to transact business in New Hampshire on September 14, 2017. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 778830



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 14th day of September A.D. 2017.

A handwritten signature in black ink, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State

RA OUTDOORS, LLC
OFFICER'S CERTIFICATE

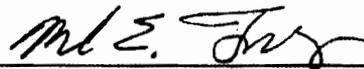
September 8, 2017

I, Mark E. Trivette, solely in my capacity as an officer of RA Outdoors, LLC, a Delaware limited liability company (the "Company"), do hereby certify that I am the Chief Executive Officer of the Company and authorized to execute this Certificate on behalf of the Company.

I do further certify, solely in my capacity as an officer of the Company, the following:

1. that Global Payments Inc. (NYSE: GPN) acquired the Sports and Communities divisions of ACTIVE Network, LLC from Vista Equity Partners on September 1, 2017, and that as part of this transaction, Vista Equity Partners retained the Outdoors division of ACTIVE Network, LLC to form RA Outdoors, LLC, a stand-alone company within the Vista Equity Partners portfolio;
2. that RA Outdoors, LLC was formed in Delaware on August 15, 2017, and that all of the Outdoors division assets of ACTIVE Network, LLC were contributed to RA Outdoors, LLC on August 31, 2017;
3. that, as such, the bid submitted by ACTIVE Network, LLC to the State of New Hampshire Department of Resources and Economic Development for the NH State Parks Enterprise Reservation System on or about February 24, 2017 was acquired by RA Outdoors, LLC, and RA Outdoors, LLC assumed all of the obligations and liabilities of Active Network, LLC with respect thereto; and
4. that the ownership and management of RA Outdoors, LLC is generally consistent with the ownership of ACTIVE Network, LLC and the management of the Outdoors division of ACTIVE Network, LLC at the time such bid was submitted.

IN WITNESS WHEREOF, I have hereunto signed my name as the Chief Executive Officer of the Company as of the date first set forth above.



Mark E. Trivette
Chief Executive Officer

RA OUTDOORS, LLC

OFFICER'S CERTIFICATE

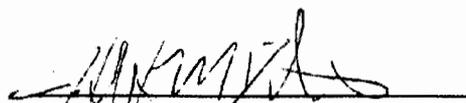
September 21, 2017

I, Jeffrey M. Dalton, solely in my capacity as an officer of RA Outdoors, LLC, a Delaware limited liability company (the "Company"), do hereby certify that I am the duly appointed Corporate Secretary of the Company and authorized to execute this Certificate on behalf of the Company.

I do further certify, solely in my capacity as the Corporate Secretary of the Company that **Mark E. Trivette** is the duly elected or appointed, qualified and acting **Chief Executive Officer** of the Company, and as such, is authorized on behalf of the Company to enter into NH State Parks Reservation System 2017-018 Contract Agreement, to be entered into between the Company and the State of New Hampshire Department of Resources and Economic Development.

I do further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the Company. To the extent that there are any limits on the authority of any listed individual to bind the Company in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

IN WITNESS WHEREOF, I have hereunto signed my name as Corporate Secretary of the Company as of the date first set forth above.


Jeffrey M. Dalton
Corporate Secretary



CERTIFICATE OF LIABILITY INSURANCE

9/1/2018

DATE (MM/DD/YYYY)

9/20/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

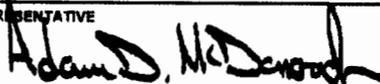
PRODUCER Lockton Insurance Brokers, LLC CA License #OF15767 Three Embarcadero Center, Suite 600 San Francisco CA 94111 (415) 568-4000	CONTACT NAME: _____ PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____ E-MAIL ADDRESS: _____																				
	<table border="1"> <thead> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : National Fire Insurance Co of Hartford</td> <td></td> <td>20478</td> </tr> <tr> <td>INSURER B : The Continental Insurance Company</td> <td></td> <td>35289</td> </tr> <tr> <td>INSURER C : Columbia Casualty Company</td> <td></td> <td>31127</td> </tr> <tr> <td>INSURER D : Illinois National Insurance Company</td> <td></td> <td>23817</td> </tr> <tr> <td>INSURER E :</td> <td></td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A : National Fire Insurance Co of Hartford		20478	INSURER B : The Continental Insurance Company		35289	INSURER C : Columbia Casualty Company		31127	INSURER D : Illinois National Insurance Company		23817	INSURER E :			INSURER F :	
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INSURED 1434386 RA Outdoors, LLC 717 North Harwood St., Suite 2500 Dallas TX 75201																					

COVERAGES RAOUT01 **CERTIFICATE NUMBER:** 14918341 **REVISION NUMBER:** XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO. JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER: _____	Y	N	605030732	9/1/2017	9/1/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> Comp \$100 <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> Coll \$1,000	N	N	6050307286	9/1/2017	9/1/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED: _____ RETENTION \$: _____	N	N	6050307319	9/1/2017	9/1/2018	EACH OCCURRENCE \$ 15,000,000 AGGREGATE \$ 15,000,000 \$ XXXXXXXX
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	6050307305 (AOS) 605030733 (CA)	9/1/2017 9/1/2017	9/1/2018 9/1/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Primary Tech E&O/Cyber	N	N	596824353 E&O	9/1/2017	9/1/2018	\$5,000,000 per claim/agg
D	Excess Tech E&O/Cyber	N	N	02-880-25-49 TBD xs Tech E&O	12/1/2017	12/1/2018	\$5,000,000 per claim/agg

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 THIS CERTIFICATE SUPERSEDES ALL PREVIOUSLY ISSUED CERTIFICATES FOR THIS HOLDER, APPLICABLE TO THE CARRIERS LISTED AND THE POLICY TERM(S) REFERENCED
 Department of Resources and Economic Development and the State of New Hampshire are included as Additional Insured with respect to liability arising out of the operations of the insured and to the extent provided by the policy language or endorsement issued or approved by the insurance carrier.

CERTIFICATE HOLDER 14918341 Department of Resources and Economic Development 172 Pembroke Rd. P.O. Box 1856 Concord NH 03302	CANCELLATION See Attachment SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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