



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

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**Gatineau**

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**K1A 0S5**

**Bid Fax: (819) 997-9776**

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Miscellaneous Special Projects Division (XN)/Division  
des projets spéciaux divers (XN)  
Trebla Building 4th Floor - 44  
473 Albert Street  
Édifice Trebla 4e étage - 44  
473 rue Albert  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> Requ. for info.- Reservation System	
<b>Solicitation No. - N° de l'invitation</b> 5P047-175117/A	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 5P047-175117	<b>Date</b> 2018-10-09
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$XXN-114-33794	
<b>File No. - N° de dossier</b> 114xn.5P047-175117	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-10-17</b>	<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Edwards-Letellier, Sophia	<b>Buyer Id - Id de l'acheteur</b> 114xn
<b>Telephone No. - N° de téléphone</b> (613) 952-9899 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

**Request for Information Amendment 003 is issued to:**

1. Respond to questions received during the request for information period.

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**Question 1:**

Other than Microsoft RMS POS, Oracle, SQL Server databases and SQL Server reporting, are there other legacy systems currently in place?

**Answer1:**

Not at the current time with regards to the reservations system.

**Question 2:**

Which, if any, of these legacy systems should be maintained with the new solution?

**Answer 2:**

Parks Canada is interested to find out how current solution integrates with other systems.

**Question 3:**

As indicated in the RFI, there are currently many locations that do not use the Reservation System. Is the plan to have all locations using the new system or some of the locations will remain not using the online system?

**Answer 3:**

Parks Canada hopes that a next generation reservation system will allow visitors to reserve and purchase a much wider variety of products, including interpretive experiences, guided tours, equipment, entry passes, merchandise, or other products online and through a variety of digital platforms in addition to our existing campsites and other accommodations. Because of this it is expected that a much larger number Parks Canada locations would be added to the system in the future. Ideally, we would like the system to be available and attractive to all Parks Canada locations, but it is expected that some Parks Canada locations may not require or remain unable to use the system.

**Question 4:**

What's the difference between an entry pass pre-purchase and a regular pass purchase?

**Answer 4:**

Parks Canada offers visitors a variety of entry permits, including location-specific daily entry, location-specific annual entry, as well as nationwide annual entry passes. These can be sold in advance of their visit (pre-purchase) or upon the visitor's arrival to a Parks Canada location (regular in-person pass purchase). There are advantages to our visitors to pre-purchasing their entry pass, including reduced wait times to enter the park and increased convenience. Currently, visitors may purchase a limited selection of annual passes on a separate website but Parks Canada is interested in offering visitors the option to purchase entry passes in advance on the next generation system.

**Question 5:**

What are the Business Licenses mentioned on Annex A 1.1.3?

**Answer 5:**

Business licenses are permits issued by Parks Canada that allow individuals or companies to conduct business within locations managed by Parks Canada. Examples include a third-party offering guided tours within a national historic site or a company offering canoe rentals in a national park.

**Question 6:**

Is it expected the Reservation Call Centre site to be publicly accessible (Extranet) or internal only (Intranet)?

**Answer 6:**

The Reservation Call Centre site is for the use of Reservation Call Centre employees to manage reservations for visitors who call the toll-free telephone number. It does not need to be publicly accessible as it will be for the use of the Reservation Call Centre employees only.

**Question 7:**

On Annex A, item 1.1.3.

- a) What are the employee user accounts, and what access do they have?
- b) What are the types of messaging?
- c) Where are assets like reports managed?

**Answer 7:**

- a) Parks Canada employs thousands of staff during peak season, and there are a variety of employee user account needs. It is important that there is a separation of duties to ensure that users have access only to those permissions which are required for their role. For example, frontline operational users could require basic reservation management and sales functionality, a higher level permission to access detailed reports and manage inventory items, or more basic read-only access. Financial users may require different levels of permissions as well, depending on what their authority provides them. Some users may require access to several or all Parks Canada locations on the Reservation Service, whereas other users only require access to their own park or site location.
- b) Messaging on the Reservation System could consist of either messages presented to the general public while navigating the system, or messages presented internally to Reservation Call Centre users and/or Parks Canada users on site. The majority of messaging would be directed at the general public, and could include messaging relating to visitor safety (trail conditions, weather-related, animal encounters, etc.), policies, local events, etc. Messaging directed internally may focus on new policies, system issues or reminders.
- c) Parks Canada would prefer that reports are accessible to users in the Reservation Call Centre and at Parks Canada locations according to their permission level. The ability to manage these reports (create new reports, remove reports and make changes to existing reports) should be limited to only select user levels, or through the vendor via change requests.

**Question 8:**

Reservation site is up 24 hours a day but are reservation confirmations and availability in real-time as well? Or are these queued?

**Answer 8:**

Reservation confirmations and availability are required to be in real time. Parks Canada staff require real time inventory levels to manage offers for both visitors on-site and those trying to book online or via the Reservation Call Centre. Parks Canada would prefer that visitors can confirm their reservation immediately. This would apply to all offers with limited inventory offered through the system.

**Question 9:**

How often are new camp sites opened and made available or closed and made unavailable?

**Answer 9:**

Currently, Parks Canada adds a selection of new inventory fairly regularly (averaging approximately 3-10 new offers or groups of sites per year) as Parks Canada locations seek to make a greater amount and variety of their experiences reservable online. While the actual number of new campsites or campgrounds constructed nationally is low, there remains a number of camping offers that have yet to be added to our Reservation System due to poor connectivity or other operational reasons. Campgrounds also continue to be upgraded and improved at a significant pace. Additionally, Parks Canada expects that a new Reservation System supporting a greater variety of reservable offers and products would result in a significant demand for Parks Canada's locations to add products to the Reservation System for the foreseeable future.

**Question 10:**

Where are assets like photos managed and stored? Is there a DAM? Is there a process in place to manage these?

**Answer 10:**

Parks Canada would prefer that inventory assets such as photos are accessible and manageable in real time (or close to it) by users with the correct local permissions. These assets would need to be consistent at all times between the public-facing website, Reservation Call Centre, staff-facing interface and administrator interface. That being said, Parks Canada is interested in hearing how your solution would manage this.

**Question 11:**

On Annex A, item 2.1.3 Search criteria... Does this mean same as per current site? (Which is Reservation Type, Date range, Park/Campground, Equipment, Party Size, Search preferences list like water hookup etc.)

**Answer 11:**

Parks Canada would like the next generation system to include at minimum, what is currently offered but is interested in what other possibilities exist. As the variety of offers available on the system expands beyond just reservable camping, other search parameters will be required. For example, search criteria related to interpretive experiences, guided tours, equipment and facility rental, etc.

**Question 12:**

With respect to 1.1.2, are the payment methods for online and call center exactly the same?

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**Answer 12:**

Yes.

**Question 13:**

Is Discovery Pass used at all for reservations?

**Answer 13:**

The Parks Canada Discovery Pass gives visitors unlimited entry to national parks, national marine conservation areas and national historic sites across Canada for an entire year. A Discovery Pass is solely for entry into Parks Canada managed locations and does not cover camping or other fees. Visitors do not require a Discovery Pass to make a reservation, so currently they are not used for reservations. However, in the future, Parks Canada would like to offer visitors the option to purchase their Discovery Pass, or daily entry fees, through the reservation system.

**Question 14:**

Cross device functionality mentions "all computing devices", is it assuming "all" refers to modern computing devices and OS's are as supported by the content platform? Is there a list of specific modern devices that should be targeted for support?

**Answer 14:**

There is no enterprise digital asset management system currently in place at Parks Canada.

**Question 15:**

Where are pricing rules/attributes currently stored?

**Answer 15:**

Parks Canada would prefer to have real time (or close to it) access to manage pricing rules for users with the correct permissions. These rules would need to be consistent at all times between the public-facing website, Reservation Call Centre, staff-facing interface and administrator interface.

**Question 16:**

Where are offers currently stored?

**Answer 16:**

Parks Canada would prefer to have real time (or close to it) access to manage existing offers and create new offers by users with the correct permissions. Offers would need to be consistent at all times between the public-facing website, Reservation Call Centre, staff-facing interface and administrator interface.

**Question 17:**

How would the lottery work? Is it activated arbitrarily or does the above mean certain offers always activate the lottery? How exactly should the Visitor “enter” such a lottery? How should they be notified that they won?

**Answer 17:**

Offers would be defined from the outset as being lottery-based, generally due to an exceptional demand vs. supply model. Some offers may desire any inventory unclaimed by the lottery applicants to be made available for public reservations. Parks Canada is open to a variety of lottery formats, however some key elements would include an application period, the “draw” portion where winning applicants are identified, a notification period, a confirmation period, and a follow up period to manage any unclaimed inventory. Parks Canada would like to know how your system would do this and whether it is possible. We are open to new ideas and would like to hear from industry.

**Question 18:**

On Annex C, item 4.8 Alternate Availability Prompts... Does “automated prompts” mean the alternatives are just rendered on the site/channel?

**Answer 18:**

Yes, it is expected that the automated prompts would appear on the site/channel the visitor is using to show them alternative availability.

**Question 19:**

It is expected that “system recommendations” should be based on insights derived from the visitor's browsing behavior (implicit based on its visit) or should they take in consideration information about the user profile and parameters selected for reservations (explicit and contextual)?

**Answer 19:**

Parks Canada is hoping that the next system could make recommendations to visitors based on the details of their visit, such as the best pass to purchase, alternative campsites, new accommodation offers or additional activities. For recommendations on which pass to purchase, the system should recommend the most cost-effective entry pass for the Visitor's needs, based on the details of their current reservation and any existing reservations. Recommendations for activities should be based on what is also available at the location and available to be reserved on the system. Parks Canada is also open to hearing about how different solutions would recommend options to visitors.

**Question 20:**

Is there any loyalty program already available in current state?

**Answer 20:**

No, there is no current loyalty program in place.

**Question 21:**

On visitor self-check-in and self-check-out, is it correct to assume that by "Arrival and departure" this means entrance and exit of Park, considering logistical restrictions connecting when in backcountry?

**Answer 21:**

No. Although this may be true much of the time, it is not uncommon for visitors to spend time in different campgrounds/at different offers/accommodations within the same Parks Canada location. This should refer to the arrival and departure within a specific campground. Visitors' duration in a location may differ from the duration of their reserved activity.

**Question 22:**

What fraction of campsites have intermittent connectivity?

**Answer 22:**

Approximately 10% of Parks Canada's campsites across the country have unreliable or no connectivity. However, it is important to note that Parks Canada manages 47 national parks, 4 national marine conservation areas and 171 national historic sites, and an expanded variety of reservable offers and sale items would, in turn, lead to a wider variety of more remote locations having offers on the Reservation System.

**Question 23:**

What fraction of campsites have zero connectivity that will require a system?

**Answer 23:**

Approximately 10% of Parks Canada's campsites across the country have unreliable or no connectivity. However, it is important to note that Parks Canada manages 47 national parks, 4 national marine conservation areas and 171 national historic sites, and an expanded variety of reservable offers and sale items would, in turn, lead to a wider variety of more remote locations having offers on the Reservation System.

**Question 24:**

If a campsite has no connectivity, does it have cell phone coverage that can send and receive SMS?

**Answer 24:**

Because of the remote locations of many Parks Canada campgrounds, some locations do not have cell phone coverage.

**Question 25:**

How frequently do customers arrive at a campsite without a reservation?

**Answer 25:**

Approximately 30% of Parks Canada's camping permits are issued to non-reservations (i.e.: walk-up campers). This percentage has been decreasing each year as visitors are trending towards increased reservations. It is important to note that an expanded variety of reservable offers and sale items could have very different results.

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**Question 26:**

Would Canada consider extending this RFI by 2 weeks – moving the due date to Wednesday October 24<sup>th</sup> (instead of October 10<sup>th</sup>)?

**Answer 26:**

As indicated in section 10 - Closing Date of the RFI, response received after the RFI closing date will be accepted up to the time when/if a follow-on solicitation is published.

**Delete the in its entirety:**

**13. Response date for the RFI**

Responses to this RFI are to be submitted to the PSPC Contracting Authority identified above, on or before October 10th 2018.

**Insert the following:**

**13. Response date for the RFI**

Responses to this RFI are to be submitted to the PSPC Contracting Authority identified above, on or before October 17th 2018.